

Our Annual Corporate Plan 2025-2026: Transforming care, together

KHSC 2027 Outcomes

Together with patients and families, we will:

2025-2026 Objectives



1. Ensure quality in every patient experience

KHSC has a robust culture of quality where adherence to standards and evidence-based practice drives decision making in every program and service

KHSC benchmarks as a high performer amongst Ontario teaching hospitals delivering outcomes that matter to patients and families at the best cost

KHSC works with community partners to deliver integrated, team-based, people-centred care

People receive timely access to specialist care for chronic conditions

People and communities are partners in designing people-centred models of care, research and teaching

Our communities are inspired to provide philanthropic support for hospital modernization

- › Successfully adopt new Lumeo processes across KHSC
- › Be accreditation-ready for April 2026 site survey
- › Develop and implement plans to manage approved budget and improve deficit towards a break-even operating position
- › KHSC, as the lead agency and health service provider, will continue partnering with FLA OHT and Ontario Health at Home to implement the FLA Home Care Modernization Leading Project, enhancing care coordination, and expanding in-home services
- › Patients discharged from the ED with suspected exacerbations of chronic obstructive pulmonary disease (COPD) or congestive heart failure (CHF) are prioritized for rapid access to receive evidence-based specialist care within a clinic closest to home
- › Advance the principles of people-centred care by sharing peoples' care experiences at all levels of the organization
- › Finalize and launch plans for addressing short-term urgent patient-care facility needs within and outside of existing hospital buildings (Bridging Projects)



2. Nurture our passion for caring, leading and learning

KHSC has a stable, engaged work force
Our people report improved wellness at work
KHSC has a strong culture of safety

Our people are equipped to do their best work

Our leaders are highly engaged

- › Implement a framework and strategy for enhancing Psychological Health & Safety in the workplace
- › Continue to cross-train staff across clinical areas
- › Enhance learning for new and emerging leaders



3. Improve the health of our communities through partnership and innovation

Together with FLA OHT partners, KHSC delivers proactive, evidence-based care for patients with chronic conditions

KHSC staff and physicians will benefit from more efficient, integrated workflows, data-driven decision-making, and access to regional information as Lumeo is stabilized and optimized

KHSC identifies several key areas of excellence that align with regional population health needs

- › Contribute to the development of the FLA OHT by participating in Ministry-directed Initiatives
- › Stabilize and optimize Lumeo at KHSC by proactively identifying, advocating for, and escalating priority issues through regional processes to support clinical operations
- › Establish a KHSC clinical informatics team and local Lumeo operations governance structure to work with local stakeholders and the regional Lumeo team to stabilize, optimize, and evolve the system
- › Solidify plans for a new area of excellence for CAR T-cell therapy



4. Launch KHSC as a leading centre for research and education

KHSC has a coordinated plan to ensure clinical learners, including nursing, allied health and medical students and residents have allocated placements

Enhanced research activities lead to novel discoveries that transform clinical care for our patient population

KHSC and its research institute become nationally recognized for people-centred research and innovation excellence

- › Work with education partners to create capacity for all requested nursing, allied, medical and post-grad student placements
- › Implement a strategic plan that enhances research activities and visibility at KHSC



5. Advance equity, inclusion and diversity and address racism to achieve better outcomes for patients, families, providers and staff

KHSC offers a culturally safe care environment that values and respects diversity

- › Implement an integrated inclusion framework

Mission: We care for our patients, families and each other through everyday actions, significant moments and exciting breakthroughs.

Vision: Partnership in care, discovery and learning to achieve better health for our communities while transforming our health care system.

Values:
Compassion
Respect
Partnership
Excellence
Innovation