Our Annual Corporate Plan 2020-2021: Transforming care, together

**KHSC 2024 Outcomes**

**Strategic Direction 1:**
Ensure quality in every patient experience

- KHSC has a robust culture of quality improvement and cost efficiency is part of our daily work
- KHSC benchmarks as a high performer amongst Ontario teaching hospitals
- Patients and families are full partners in our innovation, quality improvement and design initiatives
- Our communities are inspired to provide philanthropic support for our master facilities plan

> Advance patient access-to-care while maintaining our pandemic response by defining our Virtual Health service design and expanding surgical inpatient capacity
> Prepare for Accreditation by completing an assessment of Required Organizational Practices and addressing gaps
> Reduce hospital-acquired pressure injuries
> Build financial resilience
> Engage patient and family partners in all annual corporate plan initiatives that impact the patient experience
> Begin redevelopment Project-Specific Output Specification and release a Request for Qualifications

**Strategic Direction 2:**
Nurture our passion for caring, leading and learning

- KHSC has a stable, engaged work force where people find meaning in their work
- KHSC has a strong culture of safety

> Support staff to live KHSC’s mission of caring for patients, families and each other by responding to factors that contribute to stress in this time of pandemic
> Implement an accountable performance excellence approach across the KHSC leadership team
> Reduce the number of workplace violence incidents

**Strategic Direction 3:**
Improve the health of our communities through partnership and innovation

- We have one, accessible, information system that supports a coordinated patient journey
- An integrated system of care optimizes access across the region and provides a coordinated patient experience

> Enable clinical transformation through digital care by completing negotiations and signing a contract for our Health Information System
> Contribute to the development of a full application for an Ontario Health Team in Frontenac, Lennox & Addington

**Strategic Direction 4:**
Launch KHSC as a leading centre for research and education

- Together with our partners, KHSC has a strong brand as a centre of excellence for teaching, research, learning and scholarship
- KHSC provides an engaging and welcoming environment where learners report high satisfaction with our learning environment

> Optimize the learner experience at KHSC by responding to learner experience survey recommendations

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

**Values**
- Compassion
- Respect
- Partnership
- Excellence
- Innovation

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

For more information and to see quarterly performance updates visit: www.KingstonHSC.ca/annual-corporate-plan