## KHSC IACP: 2021-22

### 1. Ensure quality in every patient experience

- **Tactic:** Implement virtual health service design framework
  - **Indicator:** % of virtual consultations provided to in-clinic (target: 100% with exceeds)
  - **Target:** Initially set ~100% (60 - 80% in 90%)
  - **Justification:** Carter (Discharge)

- **Tactic:** Improve access to care by delivering health services online and in-clinic (target: virtual: 100%)
  - **Indicator:** % of patients answering access survey questions
  - **Target:** Initially set ~100% (60 - 75% in 90%)
  - **Justification:** Carter (Discharge)

- **Tactic:** KHSC is committed with all Commonwealth Sequence Performance Organizational Measures
  - **Indicator:** % of patients responding to service rating
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

- **Tactic:** Advance hospital acquired infection rate
  - **Indicator:** % of hospital acquired infection rate per 10,000 bed-days
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

### 2. Nurture our passion for learning and leading

- **Tactic:** KHSC has a strong culture of learners
  - **Indicator:** % of staff reporting high satisfaction with their learning experience
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

- **Tactic:** KHSC has a culture of learners
  - **Indicator:** % of staff reporting high satisfaction with their learning experience
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

- **Tactic:** Create the space for a modern experience
  - **Indicator:** % of patients expressing satisfaction with their experience
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

### 3. Support our priorities for long-term planning and sustainability

- **Tactic:** KHSC has a strong culture of learners
  - **Indicator:** % of staff reporting high satisfaction with their learning experience
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

- **Tactic:** Support staff to live KHSC’s values
  - **Indicator:** % of staff expressing agreement with KHSC’s values
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

### 4. Enhance the health of our communities through partnership and innovation

- **Tactic:** KHSC is a learning leader for system improvement and innovation
  - **Indicator:** % of staff participating in system improvement projects
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

### Financial resilience

- **Tactic:** Implement FQ 2022 financial improvement plan
  - **Indicator:** % of hospital acquired infection rate per 10,000 bed-days
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)

- **Tactic:** Maintain financial resilience
  - **Indicator:** % of hospital acquired infection rate per 10,000 bed-days
  - **Target:** Initially set ~100% (60 - 85% in 90%)
  - **Justification:** Carter (Discharge)