

# Our Annual Corporate Plan 2022-23: Transforming care, together

STRATEGIC DIRECTIONS	GOALS	2024 OUTCOMES	MRP	2022-23 OBJECTIVES	INDICATORS
Ensure quality in every patient experience	Make quality the foundation of everything we do	KHSC has a robust culture of quality improvement and cost efficiency is part of our daily work	Gillies/ Gamache- O'Leary	Implement virtual health service design framework using the TEAMS platform	% of the accreditation Canada Telehealth standards are met
			Carter	Develop and implement monitoring and management structure for adherence to "critical to quality" standards at the unit, program and organizational level	Percentage of clinical programs that are able to report performance in a standardized way on at least 2 critical to quality standards by March 2023
		KHSC benchmarks as a high performer amongst Ontario teaching hospitals	Bansal	Maintain financial resilience	COVID Incremental Cost Recovery
				Build long-term capital strategy	Achieve pre-COVID position by March 31  HSAA/MSSA conditions met  Board endorses RFP for managed equipment services and RFP is issued Y/N
	Lead the evolution of patient- and family-centred care	Patients and families are full partners in our innovation, quality improvement and design initiatives	Carter	Advance understanding of KHSC's commitment to implementing the principles of patient- and family-centred care by sharing patient experience stories at all levels of the organization	Patient stories completed in 12 KHSC unit/programs & at board patient care committee.
	Create the space for a better experience	Our communities are inspired to provide philanthropic support for our master facilities plan	Wells Pearce	Complete Project-Specific Output Specification and Issue a Request for Proposal (subject to Ministry approvals)	PSOS complete and RFP issued
	2. Nurture our passion for caring, leading and learning	Foster a safe, healthy, innovative working environment that inspires and motivates the people who work, learn and volunteer at KHSC	KHSC has a stable, engaged work force where people find meaning in their work  KHSC has a strong culture of safety	Carlton	Support staff to live KHSC's mission of caring for patients, families and each other by promoting a positive, inclusive work experience.
Implement an accountable talent management approach across the KHSC leadership team					Succession plans completed for management roles.
3. Improve the health of our communities through partnership and innovation	Be a hospital beyond our walls that delivers complex, acute and speciality care where and when it is needed most	We have one, accessible, information system that supports a coordinated patient journey	Gamache- O'Leary	Enable clinical transformation through digital care by completing our Health Information System project design/build/validation phase.	HIS project design/build/validation phase is complete Y/N
		An integrated system of care optimizes access across the region and provides a coordinated patient experience	Pichora	Contribute to the development of the Frontenac, Lennox & Addington Ontario Health Team by participating in priority projects.	KHSC participates in priority projects Y/N
4. Launch KHSC as a leading centre for research and education	Foster a culture of teaching, learning, research and scholarship	Together with our partners, KHSC has a strong brand as a centre of excellence for teaching, research, learning and scholarship	Fitzpatrick	Enhance awareness and visibility of health sciences research within the KHSC ecosystem	Research Institute: Meet with all clinical departments Y/N
		KHSC provides an engaging and welcoming environment where learners report high satisfaction with our learning environment		Develop a coordinated strategy with educational partners to optimize the learner experience at KHSC.	Coordinated learner experience strategy in place Y/N