**Our strategy for Transforming care, together 2019-2024**

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

<table>
<thead>
<tr>
<th>Goals:</th>
<th>Together with patients and families we will:</th>
<th>Five-year outcomes:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Make quality the foundation of everything we do.</td>
<td>Build a quality roadmap that aligns quality improvements to the high priority needs identified across southeastern Ontario</td>
<td>KHSC has a robust culture of quality where quality improvement and cost efficiency is a part of daily work</td>
</tr>
<tr>
<td>Ensure smooth transitions in care for patients and families across our regional health care system.</td>
<td>Develop regional care pathways with our partners for our sickest and most vulnerable patients and families</td>
<td>Regional care pathways exist for all priority population health demographics identified in southeastern Ontario</td>
</tr>
<tr>
<td>Lead the evolution of patient- and family-centred care.</td>
<td>Care for patients in the environment that best suits their needs in collaboration with community health and social service providers</td>
<td>Patients and families, including those who are marginalized, have better access to and transitions in care</td>
</tr>
<tr>
<td>Create the space for better care.</td>
<td>Partner with patients and families in designing new models of care, research and teaching</td>
<td>Patients and families are full partners in our innovation, quality improvement and design initiatives</td>
</tr>
<tr>
<td></td>
<td>Implement our plan to improve culturally safe care for Francophone and Indigenous populations</td>
<td>KHSC offers a culturally safe care environment that values and respects diversity</td>
</tr>
<tr>
<td></td>
<td>Build safe, modern facilities for complex, acute and specialty care, research and teaching</td>
<td>Our community is inspired to provide philanthropic support for our master facilities plan</td>
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KHSC has a robust culture of quality where quality improvement and cost efficiency is a part of daily work.

KHSC benchmarks as a high performer amongst Ontario teaching hospitals.

Regional care pathways exist for all priority population health demographics identified in southeastern Ontario.

Patients and families, including those who are marginalized, have better access to and transitions in care.

Patients and families are full partners in our innovation, quality improvement and design initiatives.

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

Our community is inspired to provide philanthropic support for our master facilities plan.
Together with patients and families we will:

- Foster a safe, healthy, innovative working environment that inspires and motivates the people who work, learn and volunteer at KHSC.
- Improve the quality of the time we spend caring for patients, families and each other.
- Empower and develop our people.
- Develop confident, caring and capable leaders.

Goals:

Five-year outcomes:

- KHSC has a stable, engaged work force where people find meaning in their work.
- Our people report improved wellness at work.
- KHSC has a strong culture of safety.
- Our care processes and models maximize the quality of time that we spend on providing and supporting high quality care, teaching and research.
- Our people are equipped to do their best work.
- Our leaders are highly engaged.

- Implement innovative ‘people practices’ that attract and retain the best and brightest people.
- Create a positive, engaging environment for our people.
- Enhance the safety of everyone who works, learns and volunteers at KHSC.
- Pursue quality improvement initiatives that streamline processes to make us more present and capable to provide care, teaching and research.
- Enhance resources for employee education.
- Provide time, support and continual opportunities for leaders to learn, develop and grow.
### Strategic Direction 3  Improve the health of our community through partnership and innovation

<table>
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<tr>
<th>Goals:</th>
<th>Together with patients and families we will:</th>
<th>Five-year outcomes:</th>
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<tbody>
<tr>
<td>Be a hospital beyond our walls that delivers complex, acute and specialty care where and when it is needed most.</td>
<td>Lead the development and adoption of new models of care that include community health and social service partners as active partners in our inter-professional care, research and teaching teams</td>
<td>Community care partners are active members of our inter-professional care teams</td>
</tr>
<tr>
<td></td>
<td>Take our care beyond the walls of KHSC by placing our experts and services where they are needed most in the community</td>
<td>Care is delivered in flexible locations and modalities to optimize access across the region</td>
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<td></td>
<td>Enable clinical transformation through the implementation of a regional Health Information System</td>
<td>We have one, accessible, information system that supports a coordinated patient journey</td>
</tr>
<tr>
<td>Discover and apply innovations that improve patient outcomes and make our community healthy.</td>
<td>Establish an innovation portfolio that responds to the unique health needs of our regional population</td>
<td>Patient-outcome focused innovations that align with regional population health needs</td>
</tr>
<tr>
<td></td>
<td>KHSC identifies several key areas of excellence that align with regional population health needs</td>
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</tbody>
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Strategic Direction 4  Launch KHSC as a leading centre for research and education

**Goals:**

Foster a culture of teaching, learning, research and scholarship.

**Together with patients and families we will:**

- Establish an organizational learning portfolio
- Create structures with our educational partners that help us to better plan and deliver high quality education together
- Engage the population of southeastern Ontario as the ‘living laboratory’ for patient-oriented research in partnership with our research institutes
- Lead the evolution of inter-professional education.

**Five-year outcomes:**

- KHSC has a strong brand as a centre of teaching, learning and scholarship
- KHSC provides an engaging and welcoming environment where learners report high satisfaction with our learning environment
- Research discoveries that align with regional population health needs are translated into clinical practice
- Our community is inspired to provide philanthropic support for research
- Patient-centred curriculum and placement opportunities are aligned with our region’s population health needs