



STRATEGIC OBJECTIVES 2025 - 2029

CARDIOLOGY PROGRAM

VISION, MISSION & VALUES

OUR VISION

Outstanding Care - No Exceptions

OUR MISSION STATEMENT

Provide quality patient-centred healthcare to our community.

COMPASSION

We show understanding and humility through equitable care for patients and for each other. We listen to our patients, their families and caregivers throughout their healthcare journey. In every interaction with people in our care we have an opportunity to show empathy and kindness, recognizing that each individual will have their own unique experience.

ACCOUNTABILITY

We are transparent about the care we provide to the community that we serve by fostering an environment where independence, confidentiality and dignity are demonstrated at all times to everyone. We honour our commitments by taking responsibility for our actions.

RESPECT

We treat each other with dignity and maintain trust as the cornerstone of providing equitable care. We collaborate with patients, families, caregivers, and the community to deliver inclusive care. We respect the autonomy of patients to make informed care decisions, reflective of the diversity of our community.

EXCELLENCE

We embody an inclusive culture, focused on quality and safe patient-centred care. We embrace change and innovation, with a focus on evidence-based best practice. We foster dynamic partnerships by encouraging research, learning and diverse knowledge sharing.



OUR STRATEGIC DIRECTIONS

1 STRENGTHEN THE PROCESSES THAT DRIVE A PROACTIVE AND INCLUSIVE CULTURE OF PATIENT SAFETY AND QUALITY CARE.

2 FOSTER AN INCLUSIVE CULTURE OF ACCOUNTABILITY AND TRANSPARENCY.

3 MAINTAIN A RESPONSIVE AND SUSTAINABLE CORPORATE FINANCIAL STRATEGY.

4 ENHANCE AN EQUITABLE WORKPLAE CULTURE THAT ESTABLISHES WRH AS AN EMPLOYER OF CHOICE.

5 ENHANCE COLLABORATION AND STRENGTHEN PARTNERSHIPS TO BUILD A BETTER HEALTHCARE NETWORK.

6 DESIGN AND DELIVER A NEW STATE-OF-THE-ART ACUTE CARE FACILITY WITH THE COMMUNITY FOR OUR REGION.



1 STRENGTHEN THE PROCESSES THAT DRIVE A PROACTIVE AND INCLUSIVE CULTURE OF PATIENT SAFETY AND QUALITY CARE.

- Lead in the development and integration of standardized best practices to achieve quality care and outcomes reflective of the diversity of the community.
- Lead in the development of patient safety initiatives and measures in collaboration with community partners.
- Lead in the development of strategies and practices that support timely, flexible, sustainable and equitable access to care.



2 FOSTER AN INCLUSIVE CULTURE OF ACCOUNTABILITY AND TRANSPARENCY.

- Utilize and share the results from the performance indicators to achieve excellence.
- Promote safe and inclusive care through a consistent, fair culture of accountability using the Just Culture and the Ethics Frameworks.
- Strengthen systems that clearly identify, support and measure accountability throughout the organization.



3 MAINTAIN A RESPONSIVE AND SUSTAINABLE CORPORATE FINANCIAL STRATEGY.

- Provide quality, equitable care in the most cost efficient way while maximizing revenue and funding opportunities.
- Provide ongoing education to the organization and community as to how the hospital is funded by the Ministry of Health through its funding formulas.
- Identify and implement best practices within financial realities.
- Monitor and update long-term strategy for funding capital spending needs.
- Maximize use of current facilities to provide the best possible patient care with existing resources.



4 ENHANCE AN EQUITABLE WORKPLACE CULTURE THAT ESTABLISHES WINDSOR REGIONAL HOSPITAL AS AN EMPLOYER OF CHOICE.

- Foster a respectful, safe, inclusive and collaborative work environment across the team.
- Build capacity to enhance a sustainable and diverse workforce with a focus on talent acquisition, retention and succession planning.
- Develop strategies to nurture a healthy and engaged workforce that is reflective of the community we serve.

5 ENHANCE COLLABORATION AND STRENGTHEN PARTNERSHIPS TO BUILD A BETTER HEALTHCARE NETWORK.

- Collaborate with partners locally, nationally, and across the globe, to deliver an innovative, inclusive and seamless system of care.
- Strengthen opportunities for education and evidence-based research to build an academic healthcare system that attracts and retains professionals from all disciplines.

6 DESIGN AND DELIVER A NEW STATE-OF-THE-ART ACUTE CARE FACILITY WITH THE COMMUNITY FOR OUR REGION.

- Design the facilities to meet or exceed the standard related to healthcare facility planning, engineering, accessibility, and design.
- Ensure the design incorporates leading edge and inclusive practices, technologies and equipment.
- Design the facilities to support excellence and innovation in healthcare research, health equity, and education.
- Ensure effective and meaningful participation of employees, professional staff, volunteers, patients, external partners and the community.
- Support the WRH Foundation to progress the plan in place to raise funds required for state-of-the-art equipment/technologies.



STRATEGIC OBJECTIVES CARDIOLOGY PROGRAM

STRATEGIC DIRECTION	STRATEGIC INITIATIVE	OBJECTIVE	MEASURE/INDICATOR	OUTCOME TARGETS
Strengthen the processes that drive a proactive and inclusive culture of patient safety and quality care.	Lead in the development of strategies and practices that support timely, flexible, sustainable and equitable access to care.	Improve wait times for urgent pacemaker insertion for patients in Cardiology.	Length of stay for patients waiting for urgent D5pacemaker insertion. Avoidable bed days.	By the end of 2025: 10% reduction in wait times for pacemaker insertion. Transition pacemaker control to Cardiology team.
Strengthen the processes that drive a proactive and inclusive culture of patient safety and quality care.	Lead in the development of strategies and practices that support timely, flexible, sustainable and equitable access to care.	Establish a standard practice of reviewing patient complaints/ inquiries to track and trend common issues in order to develop realistic solutions.	<ul style="list-style-type: none"> - Leadership rounding results. - Patient Relations inquiry trends. - Related RL6 submissions. - PREF survey results. 	By the end of 2025: Leadership rounding results above 4.5. Patient Relations inquiry trends, resolution within 48 hours. Work with external partners to reestablish data from PREF.
Strengthen the processes that drive a proactive and inclusive culture of patient safety and quality care.	Lead in the development and integration of standardized best practices to achieve quality care and outcomes reflective of the diversity of the community.	Reduce the volume of patients being discharged from the CCU between the hours of 10:00pm to 7:00am. Identify common issues that are restricting earlier discharge	<ul style="list-style-type: none"> - Nighttime discharge rate. 	By the end of 2025: Reduce the current nighttime discharge rate by 20%.
Maintain a responsive and sustainable corporate financial strategy.	Identify and implement best practices within financial realities.	Reduce supply cost overages by promoting staff participation in the development of cost reduction strategies.	<ul style="list-style-type: none"> - Supply cost variance from budget. 	By the end of 2025: - 20% reduction in supply cost variance.

STRATEGIC OBJECTIVES CARDIOLOGY PROGRAM

STRATEGIC DIRECTION	STRATEGIC INITIATIVE	OBJECTIVE	MEASURE/INDICATOR	OUTCOME TARGETS
<p>Enhance an equitable workplace culture that establishes WRH as an employer of choice.</p>	<p>Build capacity to enhance a sustainable and diverse workforce with a focus on talent acquisition, retention and succession planning.</p>	<p>Improve patient care and safety by establishing regular competency evaluations in order to identify training gaps and elevate the skills of care providers.</p>	<p>Competency evaluations. Length of CCO training.</p>	<p>By the end of 2025: Establish a continuous and standard method of measuring staff competency.</p>
<p>Enhance an equitable workplace culture that establishes WRH as an employer of choice.</p>	<p>Develop strategies to nurture a healthy and engaged workforce that is reflective of the community we serve.</p>	<p>Develop scheduling and retention strategies to monitor non-productive staff time while identifying potential opportunities for improvement.</p>	<p>Volume of sick time. Volume of overtime.</p>	<p>By the end of 2025: Reduce quantity of non-productive staff time by 20%.</p>
<p>Enhance collaboration and strengthen partnerships to build a better healthcare network.</p>	<p>Collaborate with partners local, nationally and across the globe to deliver an innovative, inclusive and seamless system of care.</p>	<p>Ensure we are meeting provincial targets for delivering care according to the COR Health standards</p>	<p>Door to balloon time for STEMI patients. Cath Lab wait time.</p>	<p>By the end of 2025: 10% reduction in door to balloon time from other sites. By the end of 2026: 20% reduction in waitlist time for the Cath Lab.</p>