




**WINDSOR
REGIONAL
HOSPITAL**
OUTSTANDING CARE -
NO EXCEPTIONS!

STRATEGIC OBJECTIVES 2025 - 2029

EIDAR 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 EIDAR 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 patient safety initiatives and measures in collaboration with community partners.	Collect baseline (CB) data of materials needing translation. Pull top 50 use forms. Pull top 10 languages in the region. Break down by year which gets translated each year.	Number of patient education materials translated as a baseline vs. increase each year.	2025: top 25 forms in top 5 languages; 2026: next 25 forms in top 5 languages; 2027: top 25 forms in next 5 languages; 2028: next 25 forms in next 5 languages.
Foster an inclusive culture of accountability and transparency.	Promote safe and inclusive care through a consistent, fair culture of accountability using the Just Culture and Ethics Frameworks.	Initiate collection of the results from the equity-based discrimination fields in the risk reporting system. This supports tracking and trends of equity-based concerns.	Establish a process. Moving toward an incremental increase in next 4 years. First target is to see this data is being entered from every unit.	2025: data coming in from every area; 2029 target would be to reduce number of incidents.
Foster an inclusive culture of accountability and transparency.	Strengthen systems that clearly identify, support and measure accountability throughout the organization.	Categorize equity-based discrimination fields or tags in the Patient Relations tracker. In the future, this will be through the RL system. This will support project work to a) reduce common trends b) support equity-based training c) improve policies.	Baseline will start as 0. Once fields are live, track the completion of these fields.	2025: data coming in from every area or unit; 2029 target would be to reduce number of incidents.
Maintain a responsive and sustainable corporate financial strategy.	Provide quality, equitable care in the most cost-efficient way, while maximizing revenue and funding opportunities and promoting sustainability.	Identify opportunities for EIDAR funding for equity-based projects. Support teams in research and grant opportunities to support several priority populations wherever possible. Review from an EIDAR lens as applicable.	Track number of applications.	Explore 5 applications for funding by 2026

STRATEGIC OBJECTIVES

EIDAR PROGRAM

STRATEGIC DIRECTION	STRATEGIC INITIATIVE	OBJECTIVE	MEASURE/INDICATOR	OUTCOME TARGETS
Enhance an equitable workplace culture that establishes WRH as an employer of choice.	Foster a respectful, safe, inclusive and collaborative work.	In HR, track the the number of equity-based complaints per unit for staff as well. Similar to above, this is to support diverse staff in our organization.	Establish a process. Moving toward an incremental increase in next 4 years. First target is to see this data is being entered from every unit.	2025: data coming in from every area; 2029 target would be to reduce number of incidents.
Enhance collaboration and strengthen partnerships to build a better healthcare network.	Collaborate with partners local, nationally and across the globe to deliver an innovative, inclusive and seamless system of care.	Recruitment of staff reflective of the community. Build a voluntary self-identification survey for staff with regional partners. Target is to get the survey distributed with an initial completion of 10%.	Establish survey with WE hospital partners.	Completion rate of 10% to begin for first iteration.
Enhance an equitable workplace culture that establishes WRH as an employer of choice.	Develop strategies to nurture a healthy and engaged workforce that is reflective of the community we serve.	EIDAR (Diversity) Committee: maintain the meeting and attendance goal: monthly with 9/12 meetings a year.	Track number of meetings.	9/12 meetings per year each year.
Continue the pursuit of new state –of- the-art acute care facilities.	Design the facilities to meet or exceed the standard related to healthcare facility planning, engineering, accessibility and design.	Support new hospital team in accessibility designs and standards as required.	Request from new hospital team to review.	100% review of requests.

STRATEGIC OBJECTIVES EIDAR PROGRAM

STRATEGIC DIRECTION	STRATEGIC INITIATIVE	OBJECTIVE	MEASURE/INDICATOR	OUTCOME TARGETS
<p>Continue the pursuit of new state-of-the-art acute care facilities.</p>	<p>Ensure effective and meaningful participation of employees, professional staff, volunteers, patients, external partners and the community.</p>	<p>Continue to support User Service Groups and ensure they are reflective of the community / users.</p>	<p>Number of user group meetings and members on the meetings.</p>	<p>Increase diverse representation of relevant user groups by 10%.</p>
<p>Strengthen the processes that drive a proactive and inclusive culture of patient safety and quality care.</p>	<p>Lead in the development of strategies and practices that support timely, flexible, sustainable and equitable access to care.</p>	<p>Develop equity education/training plan on and not limited to the following topics: Indigenous, Black, LGBTQ+, Francophone, immigrants, gender based discrimination .</p>	<p>Baseline will start as 0. Once trainings are live, track the completion of these modules.</p>	<p>2025: 100% directors, 50% managers; 2026: 30% overall staff; 2027: 50% overall staff; 2028: 70% overall staff; 2029: 80% overall staff</p>