




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

STRATEGIC OBJECTIVES 2025 - 2029

PROFESSIONAL PRACTICE 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 PROFESSIONAL PRACTICE PROGRAM

STRATEGIC DIRECTION	STRATEGIC INITIATIVE	OBJECTIVE	MEASURE/INDICATOR	OUTCOME TARGETS
<p>Strengthen the processes that drive a proactive and inclusive culture of patient safety and quality care.</p>	<p>Lead in the development and integration of standardized best practices to achieve quality care and outcomes reflective of the diversity of the community.</p>	<p>Optimize the clinical orientation process for nursing to be reflective of the needs of clinical programs and the nursing workforce.</p>	<p>Baseline surveys to gauge needs and potential gaps; post attendance surveys; regular review with CPMs.</p>	<p>Establish standardized baseline survey data to measure applicability of training provided by end of 2025; implement 50% of improvements based on data by end of 2026.</p>
<p>Strengthen the processes that drive a proactive and inclusive culture of patient safety and quality care.</p>	<p>Lead in the development and integration of standardized best practices to achieve quality care and outcomes reflective of the diversity of the community.</p>	<p>Identify opportunities to utilize simulation to integrate clinical competencies and best practices into clinical care.</p>	<p>Baseline surveys to gauge needs and potential gaps from frontline staff; regular review with Clinical leadership through established committees and current data of needs and trends.</p>	<p>Establish baseline survey data and approach to identify needs by end of 2025.</p>
<p>Foster an inclusive culture of accountability and transparency.</p>	<p>Promote safe and inclusive care through a consistent, fair culture of accountability using the Just Culture and Ethics Frameworks.</p>	<p>Cultivate a Just Culture into daily operations of the organization by empowering leaders with the necessary resources and tools.</p>	<p># of just culture Champions; # of staff trained in Just Culture; increase in # of Just Culture reviews; # of process changes based on outcome of reviews.</p>	<p>Increase champions by 40% by end of 2025; standardized education delivered to all leaders by end of 2025 and ongoing; develop staff education on Just Culture.</p>
<p>Foster an inclusive culture of accountability and transparency.</p>	<p>Strengthen systems that clearly identify, support and measure accountability throughout the organization.</p>	<p>Establish a corporate approach to consistent, ongoing compliance and monitoring of standards established by Accreditation Canada.</p>	<p># of standards met with active action plans; # of leadership team members trained in OnBoardQI; # of mock tracers completed</p>	<p>100% of self assessments completed by 2025 target dates, and associated action plans established.</p>

STRATEGIC OBJECTIVES PROFESSIONAL PRACTICE 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>Develop strategies to nurture a healthy and engaged workforce that is reflective of the community we serve.</p>	<p>Implementation of a Professional Practice Framework to promote evidence based decision making, fostering improved clinical outcomes, staff engagement and professional development.</p>	<p>Framework aligns with organizational goals; focus group data; staff engagement surveys.</p>	<p>Select an appropriate Professional Practice Framework for the organization by the end of 2025.</p>
<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>Align tuition support programs with identified corporate recruitment, retention and succession planning needs.</p>	<p># of staff supported through support programs;.</p>	<p>Establish criteria to evaluate and provide tuition support to staff in order to align with organizational needs and funding sources.</p>
<p>Enhance collaboration and strengthen partnerships to build a better healthcare network.</p>	<p>Strengthen opportunities for education and evidence-based research to build an academic healthcare system that attracts and retains professionals from all disciplines.</p>	<p>Streamline the student onboarding process, in collaboration with the Student Registration department, to ensure that standardized information is delivered to students and schools that is reflective of the competencies necessary for success.</p>	<p>Post onboarding surveys for all students to determine needs and gaps; illicit feedback from partnering institutions.</p>	<p>Identify key competencies and onboarding requirements required for each unique student cohort by end of 2025; establish partnerships to aid in the facilitation of the onboarding process.</p>
<p>Enhance collaboration and strengthen partnerships to build a better healthcare network.</p>	<p>Strengthen opportunities for education and evidence-based research to build an academic healthcare system that attracts and retains professionals from all disciplines.</p>	<p>Implement a new electronic learning management system that is supported and maintained through standardized processes.</p>	<p># courses of new courses built within platform; # of leaders trained in use and maintenance of platform; # of courses delivered.</p>	<p>Standardized education developed for staff training by March 2025; Establish standardized approach to content development and current course offerings built into system by end of 2025.</p>

STRATEGIC OBJECTIVES PROFESSIONAL PRACTICE PROGRAM



STRATEGIC DIRECTION

Continue the pursuit of new state-of-the-art acute care facilities.

STRATEGIC INITIATIVE

Ensure effective and meaningful participation of employees, professional staff, volunteers, patients, external partners and the community.

OBJECTIVE

Incorporate clinical simulation with frontline staff feedback into the project to ensure appropriate functional design and development.

MEASURE/INDICATOR

of simulation scenarios developed based on project needs; # of simulation events conducted.

OUTCOME TARGETS

Establish simulation scenarios for a variety of clinical areas by the end of 2025.