

# STRATEGIC PLAN

2021-2024

## Laboratory

STRATEGIC OBJECTIVES



TOGETHER  
*we stay*  
STRONG

The success of our organization is a direct result of our dedicated, compassionate and caring people. We strive to provide the best quality healthcare services to our patients and their families always.



# WRH VISION

Outstanding Care - No Exceptions!

# WRH MISSION STATEMENT

Provide quality person-centred health care services to our community.

## WRH VALUES

We respectfully acknowledge that the Windsor Regional Hospital occupies the traditional, ancestral and contemporary lands of the Niswi Ishkodewan Anishinaabeg: The Three Fires Confederacy (Ojibwe, Odawa, and Potawatomi). We acknowledge the land and the surrounding waters for sustaining us and we are committed to protecting and restoring these lands and waters from environmental degradation.

### W E V A L U E

C <b>COMPASSION</b>	A <b>ACCOUNTABILITY</b>	R <b>RESPECT</b>	E <b>EXCELLENCE</b>
We show understanding and humility in our care for patients and for each other. We listen to our patients, their families, and caregivers throughout their health care journey. In every interaction with people in our care we have an opportunity to show empathy and kindness.	We are transparent about the care we provide to those we serve. We honour our commitments. Taking responsibility for our actions is essential to us.	We treat others with dignity and build trust as the cornerstone of care. We collaborate with patients, families and caregivers and uphold confidentiality in all we do. We respect their autonomy to make informed care decisions. We honour diversity and inclusivity.	We embody a culture of quality and safe person-centred care. We embrace change and innovation, with a focus on evidence-based best practice. We foster dynamic partnerships by encouraging research, learning and knowledge sharing.

COMPASSION is our  
PASSION



## STRATEGIC DIRECTION #1:

Strengthen the processes that drive a culture of patient safety and quality care.



- i) Integrate standardized best practices to achieve quality care and outcomes.
- ii) Lead in the development & performance of patient safety initiatives and measures.
- iii) Lead in the development of strategies that support timely, sustainable, and appropriate access to care.

## STRATEGIC DIRECTION #2:

Uphold the principles of accountability and transparency.



- i) Utilize and share the results from the performance indicators to achieve excellence.
- ii) Cultivate, sustain, and lead a “Just Culture” across the organization.
- iii) Strengthen systems that clearly identify, support, and measure accountability throughout the organization.

## STRATEGIC DIRECTION #3:

Maintain a responsive and sustainable corporate financial strategy.



- i) Provide quality care in the most cost efficient way while maximizing revenue opportunities.
- ii) Provide ongoing education to the organization & community about how the hospital is funded by the Ministry of Health through its funding formulas.
- iii) Engage the organization to identify and implement best practices within financial realities.
- iv) Identify and efficiently support and sustain core services.
- v) Develop and implement a long-term strategy for funding capital spending needs.

## STRATEGIC DIRECTION #4:

Create a dynamic workplace culture that establishes WRH as an employer of choice.

- i) Foster a respectful, safe, inclusive and collaborative work environment across the care team.
- ii) Build capacity to enhance a sustainable workforce with a focus on talent acquisition, retention, and succession planning.
- iii) Develop strategies to optimize attendance, support and nurture a healthy and engaged workforce.



## STRATEGIC DIRECTION #5:

Redefine our collaboration with external partner to build a better healthcare ecosystem.

- i) Collaborate with local, regional, and provincial partners to deliver an innovative, seamless system of care.
- ii) Develop opportunities for education and evidence-based research to build an academic healthcare system that attracts and retains professionals from all disciplines.



## STRATEGIC DIRECTION #6:

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

- i) Design the facilities to meet or exceed the standards related to healthcare facility planning, engineering, and design.
- ii) Ensure the design incorporates leading edge practices, technologies and equipment.
- iii) Design the facilities to support excellence and innovation in healthcare research and education.
- iv) Ensure effective & meaningful participation of staff, professional staff, volunteers, patients, academic partners and the community.
- v) Maximize use of current facilities to provide the best possible patient care.
- vi) Work with the WRH Foundation to ensure that a plan is in place to raise the funds required for state-of-the-art equipment/technologies.



COMPASSION is our  
PASSION



# Laboratory Strategic Objectives

STRATEGIC DIRECTION	STRATEGIC INITIATIVE	OBJECTIVE <i>What are you trying to do?</i>
Strengthen the processes that drive a culture of patient safety and quality care.	Lead in the development of strategies that support timely, sustainable, and appropriate access to care.	Introduce STAT intraoperative Parathyroid Hormone (PTH) testing at the Met Campus to assist in the management of adenomas during surgery for Endocrinology.
Strengthen the processes that drive a culture of patient safety and quality care.	Lead in the development & performance of patient safety initiatives and measures.	Improve patient safety through increased compliance with patient armband scanning and specimen label scanning during specimen collection.
Strengthen the processes that drive a culture of patient safety and quality care.	Integrate standardized best practices to achieve quality care and outcomes.	Implement high sensitivity troponin testing at all sites. High sensitivity troponin will allow the ED and Cardiac teams to modify the current practices for a quicker rule in/ out of Acute Coronary Syndromes.
Maintain a responsive and sustainable corporate financial strategy.	Identify and efficiently support and sustain core services.	Implement new Roche chemistry platform to reduce Chemistry consumable costs.
Create a dynamic workplace culture that establishes WRH as an employer of choice.	Develop strategies to optimize attendance, support and nurture a healthy and engaged workforce.	Redevelop staff competency assessment to provide consistent and appropriate support for Lab staff.
Redefine our collaboration with external partners to build a better healthcare ecosystem.	Collaborate with local, regional, and provincial partners to deliver an innovative, seamless system of care.	Define and clarify WECLIS roles to help support PathNet modules for the region.
Continue the pursuit of new state-of-the-art acute care facilities.	Ensure the design incorporates leading edge practices, technologies and equipment.	Improve throughput opportunities in the lab by leveraging automated systems in the Core Lab.
Continue the pursuit of new state-of-the-art acute care facilities.	Maximize use of current facilities to provide the best possible patient care.	Work with OH Digital Services and TSSO to interface Lab results with the provincial Ontario Laboratory Information System to make WRH Lab results more accessible.



# Laboratory Strategic Objectives

MEASURE/INDICATOR DESCRIPTION	OUTCOME TARGETS FOR 2022 / 2023
STAT Parathyroid Hormone Turnaround Time	90% of STAT intraoperative PTH tests reported within 25 minutes upon receipt in Lab
Patient and Specimen Positive Patient ID (PPID) Compliance	20% improvement in PPID compliance
High sensitivity troponin available	Available by Mar 31, 2022
Reduction in Other Supplies cost for Clinical Chemistry	Reduce annual expense by \$75,000
# of staff competency assessments performed	100% assessments completed
% of PathNet fixes/builds assigned to WECLIS Team	100% PathNet tickets for WRH, ESHC and HDGH
Improve STAT turnaround times for Core Lab tests	95% of STAT Core Lab tests reported within 60 minutes upon receipt in Lab
Number of interfaced test results	COVID-19 results by 2021-22, all results by 2022-23



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[wrh.on.ca/StrategicPlan](http://wrh.on.ca/StrategicPlan)

