

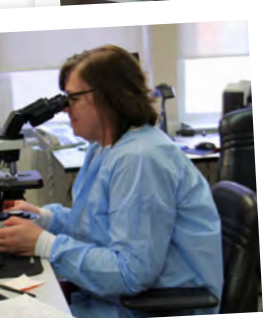
STRATEGIC PLAN 2016-2020

MEDICAL ADVISORY COMMITTEE
STRATEGIC OBJECTIVES
UPDATED: 2019





“ 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. ”



OUR VISION

OUTSTANDING CARE – NO EXCEPTIONS!

OUR MISSION

DELIVER AN OUTSTANDING PATIENT CARE EXPERIENCE DRIVEN BY A PASSIONATE COMMITMENT TO EXCELLENCE

OUR VALUES

C – COMPASSIONATE

- keeping the patient at the centre of all we do;
- demonstrating compassion for patients and their families;
- supporting staff, professional staff, and volunteers so they are able to care for patients and each other; and
- operating as a team, both within WRH and with our partners, to provide exemplary care.

A – ACCOUNTABLE

- striving for accountability and transparency to those we serve and to ourselves;
- driving fiscal responsibility;
- stimulating effective two-way communication at all levels; and
- facilitating timely access to care and service.

R – RESPECTFUL

- treating those we serve and each other with empathy, sensitivity and honesty;
- upholding trust, confidentiality and teamwork;
- communicating effectively; and
- welcoming individuality, creativity and diversity.

E – EXCEPTIONAL

- promoting a culture of quality and safety;
- embracing change, innovation, and evidence-based practice;
- encouraging learning, discovery, and knowledge sharing; and
- fostering dynamic partnerships.

COMPASSION is our
PASSION



STRATEGIC DIRECTION 1: STRENGTHEN THE CULTURE OF PATIENT SAFETY AND QUALITY CARE

- i) Integrate standardized best practices to achieve quality care and outcomes.
- ii) Lead in the development and 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: CHAMPION ACCOUNTABILITY AND TRANSPARENCY



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

STRATEGIC DIRECTION 3: DEVELOP A SUSTAINABLE CORPORATE FINANCIAL STRATEGY

- i) Maximize revenue opportunities while providing quality care in the most cost efficient way.
- ii) Provide ongoing education to the organization and community about how the hospital is funded through the health based allocation model, quality based procedures, and global funding.
- iii) Engage the organization to identify and implement best practices within financial realities.
- iv) Identify, support, and sustain core services.



STRATEGIC DIRECTION 4: CREATE A VIBRANT WORKPLACE

- i) Foster a respectful and safe work environment across all disciplines.
- ii) Create a culture of pride that establishes WRH as an employer of choice.
- iii) Provide experiences and opportunities that facilitate professional development, advancement, and succession planning.
- iv) Develop strategies to optimize attendance and support an engaged workforce.



STRATEGIC DIRECTION 5: STRATEGICALLY ENGAGE WITH EXTERNAL PARTNERS



- i) Collaborate with community partners to deliver an innovative, seamless system of care.
- ii) Work with Erie Shores Healthcare and regional partners to identify and act on opportunities for collaboration.
- iii) Create opportunities for education and 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 allow for best possible patient outcomes and experience.
- ii) Ensure the design incorporates leading edge technologies and equipment.
- iii) Design the facilities to support excellence and innovation in healthcare research and education.
- iv) Ensure effective and meaningful participation of staff, professional staff, volunteers, patients, academic partners and the community.
- v) Maintain and sustain current facilities until relocation to the NEW acute care facilities.



COMPASSION is our
PASSION



STRATEGIC OBJECTIVES

<p>4. Create a vibrant workplace.</p>	<p>4C. Provide experiences and opportunities that facilitate professional development, advancement, and succession planning.</p>	<p>Provide a robust performance management tool for the Professional Staff at WRH based on best practice - will include performance indicators as well as possible feedback model. Will include available personalized data for active members of professional staff for review/evaluation by Chief. Will include ongoing professional development strategies for professional staff leadership (eg: PLI).</p>
<p>1. Strengthen the culture of patient safety and quality care.</p>	<p>1C. Lead in the development of strategies that support timely, sustainable, and appropriate access to care.</p>	<p>MAC to provide leadership to assist and improve flow processes within the organization and within respective departments.</p>
<p>2. Champion accountability and transparency.</p>	<p>2C. Strengthen systems that clearly identify, support, and measure accountability throughout the organization.</p>	<p>MAC to revise the WRH Rules and Regulations to ensure we are reflecting best practice as well as any changes legislatively and to ensure consistency with the WRH Professional Staff Bylaw.</p>

MEDICAL ADVISORY COMMITTEE – UPDATED: 2019

<p>Monitor performance matrix with feedback model as well as improved outcomes (this will be based on specialty).</p>	<p>To collect and gather data to be monitored by each section at next reapplication cycle.</p>	<p>In progress</p>	<p>Now that we have moved to the CMARS system, next step will be to identify and include indicators in next reappointment cycle. To be completed by March 2019. Professional Development was offered and well attended by professional staff leaders (PLI). Leadership 360 evaluations underway to assist professional staff leadership in personal development. Estimated completion date - October 15, 2018.</p>
<p>Identifying recommendations and measure trends in utilization data.</p>	<p>Targets parallel UM indicators.</p>	<p>Completed</p>	<p>Sub Committee of MAC completed and passed their report on flow. This continues to be monitored. Revised Utilization Committee/ MQA terms of reference to ensure focused initiatives. September 2018.</p>
<p>Monitor compliance - will depend on information from various avenues (escalation to Department Chiefs, Credentials Committee, complaints).</p>	<p>Board Approval by March.</p>	<p>In progress</p>	<p>Goal is to strike subcommittee of the MAC in fall 2018 to begin this work.</p>



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