

# STRATEGIC OBJECTIVES

Fall 2022 Updates

## Mental Health Program



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	A	R	E
<b>COMPASSION</b>	<b>ACCOUNTABILITY</b>	<b>RESPECT</b>	<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 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:

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 partners 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.

# Mental Health Program | Strategic Objectives



STRATEGIC DIRECTION	STRATEGIC INITIATIVE	OBJECTIVE <i>What are you trying to do?</i>	MEASURE/INDICATOR DESCRIPTION	OUTCOME TARGETS FOR 2022 / 2023	STATUS	COMMENTS
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.	Continued development and integration of the mental health assessment unit and consult liaison service to facilitate safe and efficient flow of patients to an inpatient bed	Achieve P4R targets for admitted and non-admitted mental health patients.	80% of admitted and non-admitted patients achieve P4R timeline targets.	In Progress	Overall improvement with Patients LWBS/AMA from MHAU and improved timeline targets for both admitted and non-admitted patients. We continue to monitor stats weekly and seeking continual optimization.
Create a dynamic workplace culture that establishes WRH as an employer of choice.	Foster a respectful, safe, inclusive and collaborative work environment across the care team.	Improve overall safety for staff and patients, targeting high risk elements in acute mental health.	Reduction in workplace violence incidents; reduction in workplace violence incidents causing harm to patients; reduction in incidents causing harm/lost time to staff.	Reduce WPV incidents by 20% over last fiscal year.	In Progress	Reduction in WPV incidents noted over the past year in MH. We continue to monitor cases weekly to review occurrences, trends, etc.
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.	Develop pathways and integrate Mental Health Quality Standards internally and with healthcare partners for mental health patients.	Achieve Quality Standards for Schizophrenia targets for 7-day Follow-up, long acting injectable medications, Clozapine rates for refractory illness; reduction In repeat admissions within 30 days across all diagnoses.	<10% readmission within 30 days of discharge from inpatient mental health; 70% of qualifying schizophrenia patients meeting Quality Standard Targets	In Progress	Implemented Quality standard for Schizophrenia. Continuing to work with Ontario Shores. We have initiated partnership agreement with North York for Quality Standards for Depression & Anxiety October 2022.
Strengthen the processes that drive a culture of patient safety and quality care.	Integrate standardized best practices to achieve quality care and outcomes.	Develop and implement suicide prevention and intervention practices and policy.	Formulation and implementation of Suicide Prevention Pathway; reduction in incidents of self-harm; reduction in incidents of suicidal behaviour	Implement Suicide Prevention and Intervention Policy; Provide education to MH staff ; 20% reduction in incidents of self-harm or suicidal behaviour	In Progress	Implemented suicide prevention and intervention policy. Developed suicide counselling pathway with FSWE- counselling services within 72-hours post discharge.