

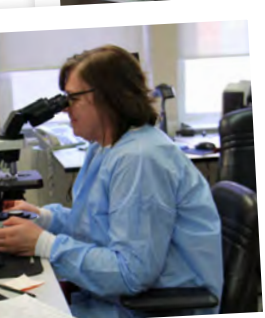
STRATEGIC PLAN 2016-2020

NEW ACUTE CARE HOSPITAL
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

O U R V A L U E S

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>6. Continue the pursuit of NEW state-of-the-art acute care facilities.</p>	<p>6A. Design the facilities to allow for best possible patient outcomes and experience.</p>	<p>Raise awareness of current examples of design excellence through education and research for clinicians and staff.</p>
<p>6. Continue the pursuit of NEW state-of-the-art acute care facilities.</p>	<p>6B. Ensure the design incorporates leading edge technologies and equipment.</p>	<p>Increase knowledge of leading technologies and equipment and current and future trends through awareness and education of key leaders.</p>
<p>6. Continue the pursuit of NEW state-of-the-art acute care facilities.</p>	<p>6C. Design the facilities to support excellence and innovation in healthcare research and education.</p>	<p>Raise awareness of current examples of design excellence for academic institutions and research facilities through education and research for hospital, academic and community partners.</p>
<p>6. Continue the pursuit of NEW state-of-the-art acute care facilities.</p>	<p>6D. Ensure effective and meaningful participation of staff, professional staff, volunteers, patients, academic partners and the community.</p>	<p>Increase understanding of the importance of capital project for the new hospital to the community and provide meaningful opportunities for stakeholders to participate in planning.</p>

NEW ACUTE CARE HOSPITAL – UPDATED: 2019

<p>Literature review document (1); # of external site visits , # of external conferences attended by # of participants; # of internal workshops, # of attendees; # of webinars arranged for WRH staff and # of participants at each.</p>	<p>Create learning platform: assemble background material (literature review, design examples, facility standards and guidelines); create list of sources/contacts for clinical leadership; document an internal organizational structure to support ongoing planning including committees, roles, responsibilities and accountabilities.</p>	<p>In progress</p>	<p>Continue literature reviews, site visits, work shops etc. as we move through the capital planning process.</p>
<p>Literature review document (1); # of external site visits , # of external conferences attended by # of participants; # of internal workshops, # of attendees; # of webinars arranged for WRH staff and # of participants at each.</p>	<p>Create learning platform: assemble background material (literature review, design examples, facility standards and guidelines); create list of sources/contacts for clinical and support services leadership.</p>	<p>In progress</p>	<p>Continue literature reviews, site visits, work shops etc. as we move through the capital planning process.</p>
<p>Literature review document (1); # of external site visits , # of external conferences attended by # of participants; # of internal workshops, # of attendees; # of webinars arranged for WRH staff and # of participants at each.</p>	<p>Create learning platform: assemble background material (literature review, design examples, facility standards and guidelines); create list of sources/contacts for academic and research leadership.</p>	<p>In progress</p>	<p>Continue literature reviews, site visits, work shops etc. as we move through the capital planning process.</p>
<p># of updates to hospital website regarding design and redevelopment; # of community forums, speaking engagements and community partner participants involved in planning forums.</p>	<p>Create a learning community network; support ongoing participation of participants within and outside of the hospital that will serve as a vehicle for information exchange.</p>	<p>In progress</p>	<p>Continue to update hospital website with relevant information pertaining to the new hospital system and keeping greater public informed through a variety of forums.</p>



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