

STRATEGIC OBJECTIVES

Fall 2022 Updates

Organizational Effectiveness



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
COMPASSION	ACCOUNTABILITY	RESPECT	EXCELLENCE
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.

Organizational Effectiveness | 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 & performance of patient safety initiatives and measures.	Provide data and analysis to promote decision making and planning that aligns with provincial benchmarks and best practices	All department/ service/ corporate level patient safety, quality & patient flow metrics.	% improvement from previous year	In Progress	In 2023, regional upgrades to RL Risk Reporting System and the NEW Patient Experience/ Satisfaction platform will help support improvement initiatives.
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.	Utilize real time data to analyze results and support decision making to support leading practices and improve performance	All department/ service/ corporate level patient safety, quality & patient flow metrics.	% improvement from previous year	In Progress	Microsoft Power BI dashboards and reports are in process of development
Uphold the principles of accountability and transparency.	Strengthen systems that clearly identify, support, and measure accountability throughout the organization.	Utilize quality, safety and patient flow data to track and measure performance and improve outcomes	All department/ service/ corporate level patient safety, quality & flow metrics.	% improvement from previous year	In Progress	Ongoing tracking and monitoring drives continuous improvement.
Maintain a responsive and sustainable corporate financial strategy.	Provide quality care in the most cost efficient way while maximizing revenue opportunities.	Re-implementation of Case Costing (post Cerner) as a mechanism to identify efficiencies and opportunities that maximize revenue	Case Costing and Quality Based Procedure (QBP) data	95% or greater across all sectors	In Progress	The post Cerner Case Costing submission year will help inform future submissions.
Create a dynamic workplace culture that establishes WRH as an employer of choice.	Build capacity to enhance a sustainable workforce with a focus on talent acquisition, retention, and succession planning.	Implement new and innovative technologies that supports business intelligence that retains/attracts highly skilled and motivated individuals.	Hospital, Local, Regional, Provincial, National performance indicators	100% integration with dashboards and data repository	In Progress	Power BI, the regional RL and new patient experience platforms are innovative enhancements that optimize business intelligence.
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.	Collaborate with local, regional, provincial, national bodies (e.g. University of Windsor, City of Windsor, Windsor Essex County Health Unit, Ontario Health, Ministry of Health, and the Canadian Institute for Health Information, etc.) to support collaborations as well as research and innovation as a Center of Excellence.	All department/ service/ corporate level patient safety, quality & patient flow metrics in addition to local, regional, provincial, and national indicators.	% improvement from previous year	In Progress	Ongoing collaboration is occurring with community, regional and provincial partners to improve patient care and plan for the future with a new acute care hospital. A more formalized approach to providing data for research and quality projects is being developed.
Continue the pursuit of new state-of-the-art acute care facilities.	Design the facilities to support excellence and innovation in healthcare research and education.	Provide data for decision making that supports excellence and innovation in health care and is responsive to local, regional, provincial, and national needs/issues	Local, Regional, Provincial, National indicators	As required	In Progress	This work is ongoing and updated as required based on priorities.