

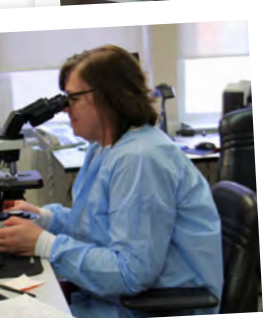
STRATEGIC PLAN 2016-2020

PHARMACY
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

STRATEGIC DIRECTION	STRATEGIC INITIATIVE #	OBJECTIVE: WHAT ARE YOU TRYING TO DO?
1. Strengthen the culture of patient safety and quality care.	1C. Lead in the development of strategies that support timely, sustainable, and appropriate access to care.	Enhance and expand access to Pharmacy services.
6. Continue the pursuit of NEW state-of-the-art acute care facilities.	6B. Ensure the design incorporates leading edge technologies and equipment.	Standardize processes, increase patient safety, and increase program efficiency with one pharmacy information system.
1. Strengthen the culture of patient safety and quality care.	1A. Integrate standardized best practices to achieve quality care and outcomes.	Achieve OCP standards for compounding which will enhance patient and staff safety.
3. Develop a sustainable corporate financial strategy.	3A. Maximize revenue opportunities while providing quality care in the most cost-efficient way.	Gain efficiencies to allow expansion of pharmacy compounding.
1. Strengthen the culture of patient safety and quality care.	1A. Integrate standardized best practices to achieve quality care and outcomes.	Utilize Pharmacy Specialist Role to sustain core services.
2. Champion accountability and transparency.	2C. Strengthen systems that clearly identify, support, and measure accountability throughout the organization.	Communicate and support medication best practices.
2. Champion accountability and transparency.	2C. Strengthen systems that clearly identify, support, and measure accountability throughout the organization.	Standardize Diversion program with defined processes and procedures.
2. Champion accountability and transparency.	2B. Cultivate and sustain a "Just Culture" across the organization.	Engage a Physician Champion to improve compliance of patient safety initiatives and best practices.
5. Strategically engage with external partners.	5A. Collaborate with community partners to deliver an innovative, seamless system of care.	Integrate standardized best practices to achieve quality care and outcomes.
3. Develop a sustainable corporate financial strategy.	3A. Maximize revenue opportunities while providing quality care in the most cost-efficient way.	Staff and professional staff understand the funding models and participate in the development of strategies to reduce costs.
4. Create a vibrant workplace.	4D. Develop strategies to optimize attendance and support an engaged workforce.	Receive advance consult on Pharmacy related initiatives at a Corporate Level.
6. Continue the pursuit of NEW stat-of-the-art acute care facilities.	6B. Ensure the design incorporates leading edge technologies and equipment.	Standardize processes, increase patient safety, and increase program efficiency.

PHARMACY – UPDATED: 2019

MEASURE/INDICATOR DESCRIPTION	OUTCOME TARGETS FOR 2017/ 2018	STATUS 2017/2018	OUTCOME TARGETS 2019 / 2020
Turnaround times. Reduced override hours.	90% TAT achieved less than 20% override removals.	Completed	
Upgrade to Worx System. Launch Pyxis ES platform. Implement CII safe for narcotics.	Worx upgrade - Q1 2017, CII safe - Q1 2017, Pyxis ES - Q2 2017.	Completed	
Surface Sampling Quality Fingertip Testing.	IV room staff - monthly.	In progress	IV room audits on sterile technique.
Increase in patient specific dose preps. Standard P&P.	20% increase in patient specific preps.	Completed	
KPIs for pharmacists. Interventions accepted.	100% RPh meet KPIs by Dec. 2017 (KPIs TBD).	Completed	
Audits. BPMH. Med Bundles.	20% decrease in med incidents that reach patient.	Completed	
Decrease in Diversion Events.. KP Reports.	Weekly RP reports. Follow up within 7 days 100% of the time.	Completed	
N/A	Appointment of physician - Fall 2017.	Completed	
Increase in the number of collaborative medication services.	Erie Shores Healthcare - oncology service Q2 2017 successfully implemented.	Deleted	
Balanced program budget.	10% increase in outpatient revenue. QBP audits monthly.	Completed	
Participation as key stakeholder in new initiatives impacting Pharmacy.	Number of requests to participate in new initiatives.	Deleted	
Continue to remove wardstock areas by expanding Pyxis units.		In progress	Implementation of Pyxis. Anaesthesia and Pyxis in Endo at both Met and Ouellette by March 31, 2019. Implementation of Pyxis in Special procedures and Eye OR at Ouellette campus by March 31, 2019.



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