

STRATEGIC THEMES AND GOALS FOR BSC 2015/16

STRATEGIC THEME 1

Operational & Clinical Excellence

5 YEAR GOALS (2014-2019)

- Patient Safety
 - Fully compliant with evolving 'Safer Healthcare Now' initiatives
 - Fully compliant with evolving Accreditation Canada patient safety standards
- Operational and Clinical Excellence
 - Clinical and operational performance is consistently positively rated as confirmed through Accreditation and other benchmarking surveys
 - Fully compliant with governance policies and MOHLTC/LHIN requirements (e.g. Excellent Care for All act, Quality Improvement Plan (QIP), patient service volumes, balanced budget, etc.)
 - The hospital will capitalize on opportunities to increase revenues, e.g., from provincial/LHIN based performance incentive programs
 - Ensure renewal and enhancement of infrastructure, equipment and information systems within available resources and working capital parameters
 - Foundation will complete collection and disbursement of community share funding required for redevelopment and capital equipment
 - Increase educational training opportunities and relationships (e.g. academic & regional partners)
- Workforce Planning & Management
 - Employee and Physician Engagement Index will be in the top 25th percentile on the NRC Picker Satisfaction Survey.
 - Achieve 95% fill rate of vacant employee positions within 60 days.
 - Achieve 95% or better fill rate for Medical Human Resources positions to ensure full service for QCH patients.
 - Implement Talent Development Plans for 100% of QCH leaders.

LONG TERM GOALS (10+ years)

- Recognized as a top 10% community hospital of choice providing exemplary patient care through a culture of customer service excellence and continuous performance improvement
- Employee and Physician Engagement Index will be in the top 10th percentile on the NRC Picker Satisfaction Survey.
- Implement Learning Plans for 100% of QCH employees.

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STRATEGIC THEME 2

Patient/Family-Centered Care & Service

5 YEAR GOALS (2014-2019)

- Overall satisfaction score (e.g.: Would recommend to family/friends) will be in the top quartile on the OHA Patient Survey.
- Care for the frail elderly patient is enhanced to ensure optimal outcomes e.g. ACE, 80% compliance with Nurses Improving Care for Healthsystem Elders (NICHE)

LONG TERM GOALS (10+ years)

- Overall patient satisfaction score (e.g.: Would recommend to family/friends) will be the top 10th percentile on the OHA Patient Satisfaction Survey.

STRATEGIC THEME 3

Integrated Care & Service

5 YEAR GOALS (2014-2019)

- Lead innovative strategies with the LHIN to support delivery of key clinical integrated programs and initiatives, commensurate with proportional clinical activity in the Region.
- Chronic disease management (e.g. COPD; Diabetes) is enhanced across the continuum of care through increased coordination with community and hospital partners
- Recognized as a regional leader in Senior Friendly care

LONG TERM GOALS (10+ years)

- Deploy innovative technologies with strategic partners to enhance patient care

STRATEGIC THEME 4

Responsiveness to Care & Service Needs Through Alignment With System Priorities

5 YEAR GOALS (2014-2019)

- Facilitate the development and implementation of LHIN priorities to address local and regional health care needs
 - Build a strong foundation of primary, home and community care
 - Improve coordination and transitions of care
 - Coordinate and integrate services among hospitals

STRATEGIC THEMES AND GOALS FOR BSC 2015/16

- Achievement of an integrated electronic patient record, with electronic orders, documentation and scheduling
- Population health care priorities are reflected in the hospital's clinical services planning and programming

LONG TERM GOALS (10+ years)

- All QCH patients will have a comprehensive electronic health record that follows the patient through the system
- Evolving acute care needs of the population are met in a timely and effective manner

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