

Our Strategic Plan in Action Year 4 - 2019/2020

We are Creating a Healthier Niagara. See how your contributions make a difference.

Area of focus

Goals

Key Initiatives and Outcomes



We provide the highest level of quality care by advancing a culture of safety and service excellence.



We count on our extraordinary teams to deliver extraordinary caring and we are proud to work with the absolute best.



By investing in our hospitals – through people, equipment and technology – and working strategically in our community, we will create the future our patients deserve.



We will collaborate and try new ways to deliver the best care to our patients and their families where needed.



Decrease the number of patient safety incidents by 1%

Achieve community hospital average staff engagement score of 66%
Achieve community hospital average physician engagement score of 71%

Fiscally sustainable plan that ensures a balanced budget that includes an \$8 M investment in education, technology, research and capital

Develop 2 innovative care models or partnerships
Evaluate 2 innovative technology strategies

Patient Flow
Reduce length of time patients admitted from ED wait for a Bed

Unit Based Teams (UBT)
Introduce 5 new UBTs in clinical areas
All UBTs in clinical areas to focus on Essentials of Extraordinary Caring

South Niagara Hospital Project
MOH approval of plan detailing programs, services and resources required at new South Niagara Hospital
Award of Planning, Design and Conformance contract

Ontario Health Team (OHT)
Develop primary care engagement strategy

Safe Exchange of Information:
We Round
Decrease patient falls; decrease pressure ulcers

Healthy Teams
Decrease reports of negative interactions in the workplace

Clinical Transformation Health Information System (HIS)
Implement Year 2 plan for new electronic health record

Niagara@Home
Reduce Alternate Level of Care (ALC) rate

We Transfer of Care (WeTOC)
We Physician Transfer of Care (WePTOC)
Ensure safe and timely exchange of patient information among providers during care transfers and handovers; include use of standardized TOC tools and processes; physician use of Dragon dictation for TOC and discharge

Leadership Development
Leader satisfaction with learning events / programs
Develop new skills and knowledge

Research – Clinical Trials
Initiate 3 new clinical trials

Care of Older Person Strategy
Develop Care of the Older Person Strategy

We Handover
Patients and families co-create how information will be exchanged at the bedside



Our plan is powered by **Our People**

Niagara@Home

Extraordinary

Engagement
Share and learn from patient safety incidents
Include patient/family perspective in safety learning reviews

We Care
Focus on Essentials of Extraordinary Caring – co-create and launch four learning modules

Innovative Care and Technology
Develop plan for partners to use Niagara Health Navigator
Provide up to 3 advanced simulation models and collaborate further with McMaster / DeGroote School of Medicine
Collaborate with external partners on manufacturing of 3D printed solutions