

# TACTICAL PLAN UPDATE

Q4, Jan to Mar 2021



May 27, 2021

# OVERVIEW

- **Process**
- **Our Strategic Pillars**
- **Overall Picture and Trends**
- **Our Strategic Pillars**
  - **Caring**
  - **Empowering**
  - **Growing**
  - **Connecting**
- **Next Steps**

# PROCESS

- Built Strategic Plan, followed by Tactical Plan
- Launch Fall 2020
- Defined action items, linked tactical initiatives, and tracked metrics
- Reported to Board and Management Group
- Progress tracked as:
  - **On track** = planning, underway, completed
  - **Minor deviation** = slower pace/performance than expected
  - **Major deviation** = no progress, on hold

# OUR WOODSTOCK HOSPITAL STRATEGIC PILLARS

## CARING

WE WILL CONTINUE TO ADVANCE A CULTURE OF QUALITY, SAFE, AND TIMELY CARE THAT IS COMMUNITY ORIENTED AND PLACES PATIENTS AT ITS HEART



## EMPOWERING

WE WILL ENSURE THAT PATIENTS, FAMILIES AND CAREGIVERS ARE SUPPORTED TO ACTIVELY PLAY A ROLE IN THEIR CARE WHILE IN HOSPITAL, AND BEYOND, AND THAT STAFF HAVE WHAT THEY NEED TO PROVIDE EXCEPTIONAL CARE



## GROWING

WE WILL GROW AS AN ORGANIZATION AND PROGRESS TO REFLECT THE EVOLVING NEEDS OF OUR COMMUNITY



## CONNECTING

WE WILL COLLABORATE WITH OUR COMMUNITY PARTNERS TO ENHANCE THE QUALITY OF LIFE OF OXFORD AND AREA RESIDENTS



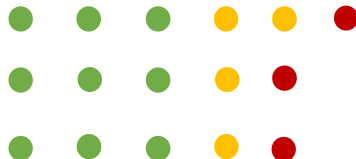
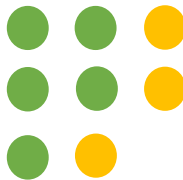
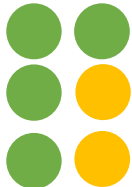
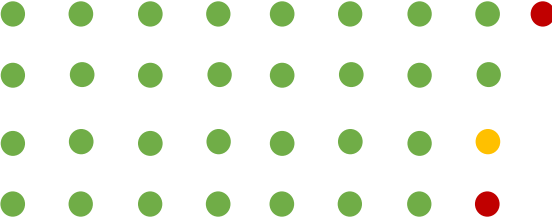
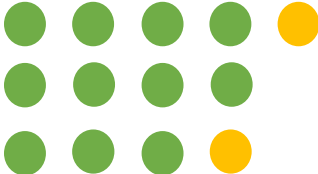
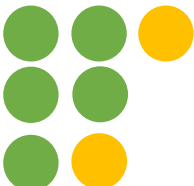
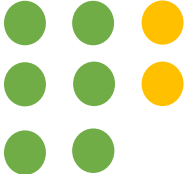
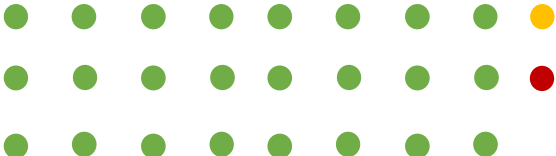
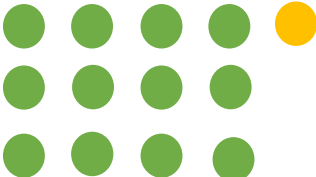
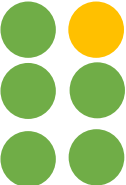
# OVERALL PICTURE

Strategic Pillars

24 Strategic Directions

42 Action Items

94 Tactical Initiatives



# OVERALL TRENDS

A lot to be proud of

- Strong performance and resiliency

Impact of the Third Wave pandemic

- Uncertainty
- Redeployment
- Shifting priorities
- Change in provincial priorities

Local and regional initiatives

- Focus of relationships moved towards coordinated pandemic response

# CARING

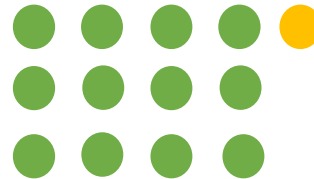
Strategic Pillar



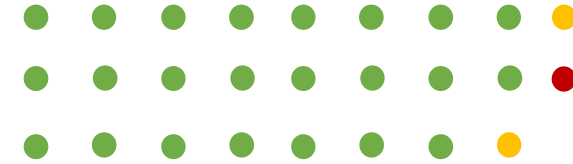
6 Strategic Directions



13 Action Items



26 Tactical Initiatives



## Areas performing well

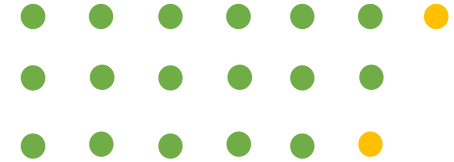
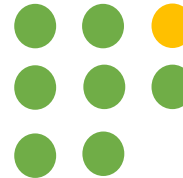
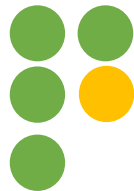
- Exemplary Status Accreditation
- Infectious Threat Policy & Procedure, After Action Report
- Patient safety measures to address IPAC issues, PPE stockpile
- Safety training for staff
- Cultural diversity and indigenous cultural safety training
- Quality improvement to improve patient access and flow

## Areas for growth

- Partnering with Patient & Family Advisors
- Baby Friendly Hospital designation
- Patient education (discharge)

# EMPOWERING

Strategic Pillar 5 Strategic Directions 8 Action Items 19 Tactical Initiatives



## Areas performing well

- More patient education online
- Discharge nurse pilot
- Efforts to improve work life, staff recognition, self-care
- Staff training enhancements in Mental Health, Complex Continuing Care
- Moving towards virtual orientation
- Strengthened communication through Situation Report

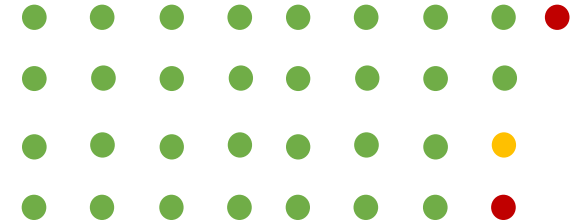
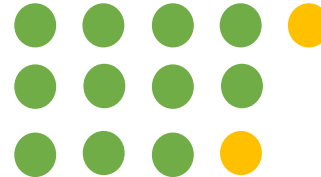
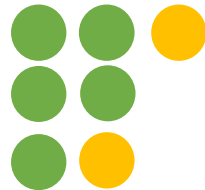
## Areas for growth

- Summarizing and sharing critical incidents and complaint reporting back to front lines & patients



# GROWING

Strategic Pillar   7 Strategic Directions   13 Action Items   33 Tactical Initiatives



## Areas performing well

- Clinical Service Planning
- Facility enhancements (Athlone entrance, parking spaces, solar)
- Expanded use of virtual visits in Mental Health, Pre-Op, Speech-Language
- Investments in Bedside Monitoring Device Integration, OR Endoscopy software
- Enhanced patient flow in ED, ambulatory clinic
- One Chart Implementation

## Areas for growth

- Community engagement
- Bundled care beyond hip & knee (pending provincial direction)

# CONNECTING

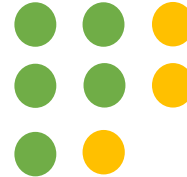
Strategic Pillar



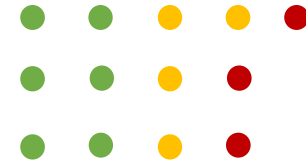
6 Strategic Directions



8 Action Items



16 Tactical Initiatives



## Areas performing well

- Leading roles in Oxford & Area Ontario Health Team and community tables (OMHAN, Situation Table, RH/LTC collaborative)
- Partnering with local Long-term Care Homes and Retirement Homes on IPAC measures
- Transit access to hospital

## Areas for growth

- Ontario Health Team priority population care pathways
- Resuming pulmonary rehabilitation
- Safebeds
- Information sharing with Woodstock Police
- Supporting new families with lower socioeconomic status
- Sharing information to community
- Mock codes with community partners