

Strategic Plan 2020 Update



Thanks to your hard work, we continue to advance our Strategic Plan 2020. Here are some highlights of what we've accomplished this quarter.

November 2017

Patient Experience

Patient QBP Digital Order Sets

Since go-live in September, 285 order sets have been used by 47 providers! We are now working on developing the next order sets for Stroke, Prophylactic Breast Mastectomy and Knee Arthroscopy.

Healthy Workplace

We took your feedback and identified 34 initiatives to implement over the next three years. These include communicating existing services, such as quiet spaces and showers, and exploring new services, such as exercise classes and secure bike storage.

Leadership

Recent leadership training assists leaders to gain an understanding of self to better interact with others.

Patient Experience

Many efforts focus on ensuring the patient and family are informed about their care plan, navigation and discharge.

Comprehensive Clinical Care

Patient Flow

Work was completed over the summer to identify issues increasing the ED admitted length of stay. While occupancy remains a leading cause, the analysis focused on increasing admissions for isolation patients and volume of medical patients. Process issues were also identified in the bed allocation process, which results in delays in turning over inpatient beds.

A pilot project on 2B/2C commenced in July to look for improvements to the communication in facilitating a faster transfer for a medical patient from the ED once a bed has been assigned.

Seniors' Health

Frail Seniors

A committee of stakeholders from TBRHSC, SJCG and NWLHIN Home and Community Care developed best practice clinical pathways and patient care trajectories for frail seniors presenting in the Emergency Department who may require admission to hospital, referral to inpatient rehabilitative services, referral for outpatient rehabilitative services and/or short or long-term community supports.

A Geriatric Care Coordinator (GCC) was added as a clinical resource to facilitate the early identification of frail seniors, begin assessment, and coordinate care. The trial also saw the implementation of clinical pathways based on best practices with standardized assessment tools.

Indigenous Health

Indigenous Engagement

An Indigenous Health & Reconciliation Steering Committee has formed after meetings with Indigenous leaders at Nishnawbe Aski Nation, Grand Council Treaty #3. The key role of the Committee will be to identify priorities in health care delivery and research, guide and support advocacy efforts and facilitate relationships to advance priorities.

Meetings with Indigenous health care organizations and community leaders at Dilico Anishinabek Family Care, Tikinagan Child & Family Services and Anishnawbe Mushkiki, and community Chiefs has resulted in new partnership opportunities and updated formal agreements.

Acute Mental Health

Child & Adolescent Mental Health Unit

There is a new member of the Child & Adolescent Mental Health team; Kaitlyn Ciddio. Kaitlyn is a transition specialist that assists patient's transition back to community, arranges necessary follow up care and communicates with all members of the health care team.

Safe Room Checklist

A new policy provides a checklist is available that identifies suggested changes to an off-unit mental health patient's environment to make it more safe, quiet and respectful.

