



Woodstock Hospital 2020-25 Strategic Plan: Five Year Tactical Plan



Updated September 10, 2020

Pillars	Strategic Directions and Action Items	Year 1	Year 2	Year 3	Year 4	Year 5
CARING	Strategic Direction #1: Continually pursue the safest possible care for our patients.					
	We will pursue a framework that enables a patient safety culture	X	X	X	X	X
	We will enhance our space to ensure a safe environment for our patients	X	X	X	X	X
	Strategic Direction #2: Ensure a safe and healthy workplace for our staff.					
	We will ensure staff have continuous access to PPE	X				
	We will understand risks and work to address them proactively	X				
	We will provide staff with tools and supports to ensure they are protected	X				
	We will enhance our space to ensure a safe environment for our staff	X				
	Strategic Direction #3: Further our commitment to service excellence so that we provide a warm, friendly, and personalized care experience to the community we serve.					
	We will communicate with professionalism and pride	X	X	X	X	X
	Strategic Direction #4: Offer team based care that is culturally safe and judgement-free, where patients and their families feel part of the care team.					
	We will prepare and support staff to provide culturally appropriate care	X				
	We will learn about patient needs, values, and cultural backgrounds		X			
	Strategic Direction #5: Partner more deeply with patients, families, and caregivers with patient-centred care as a guiding principle.					
	We will actively listen to and involve patients in our work	X	X	X	X	X
Strategic Direction #6: Bolster the range and depth of quality improvement initiatives by engaging patients and staff.						
We will support active communication between patients and their clinical care team	X					
We will improve patient access to palliative care	X					
We will improve patient flow	X					
EMPOWERING	Strategic Direction #7: Help patients, families, and caregivers be more active in their care while in hospital and prepare them for discharge and care beyond their stay.					
	We will continue to inform patients and their families/caregivers on their care	X	X			
	Strategic Direction #8: Enhance the ability for patients, families, caregivers and staff to share feedback and be informed of progress made.					
	We will increase transparency in the critical incidents and complaint reporting feedback loop	X				
	Strategic Direction #9: Assist staff with work-life balance, enhance recognition, and help them through compassion fatigue.					
	We will promote positive work life culture across the organization through greater staff recognition and staff self-care strategies	X				
	Strategic Direction #10: Invest in staff through enhanced training, giving tools, equipment, techniques and coaching to help them work to the best of their ability.					
	We will enhance the skills and comfort level for staff to work at their full scope of practice	X				
	We will develop a standardized approach to codes	X				
	We will continue to support new staff coming into the organization	X	X	X	X	X
	We will expand staff development to include focus on Allied Health Professionals	X				
Strategic Direction #11: Bolster communication and teamwork across the hospital, between units, and within units.						
We will enhance organizational wide communication	X					
Strategic Direction #12: Build a forward-looking plan to invest in capital projects, IT infrastructure and equipment needs that allows for sustainable growth.						
We will grow our physical space to meet the needs of our growing community	X	X				
We will create a long-term plan and make short-term investments to upgrade our equipment	X	X	X	X	X	
We will increase data redundancy and implement cyber security recommendations	X	X	X			
Strategic Direction #13: Leverage virtual care and redesign patient flow to enhance patient experience while promoting community health through physical distancing, where appropriate.						
We will expand patient access to care through use of digital platforms	X	X	X	X	X	
We will optimize space to maximize patient flow within the hospital	X					
Strategic Direction #14: Continue to advance our energy conservation management through sustainable use of energy and waste reduction.						
We will reduce our environmental footprint	X	X	X	X	X	
Strategic Direction #15: Anticipate and use digital technology that can help automate tasks and optimize productivity.						
We will digitize our internal systems to integrate platforms and make more informed decisions in real-time	X	X				

CONNECTING	We will automate our internal data collection and tracking	X	X			
	We will continue to move towards a single electronic patient record	X	X			
	Strategic Direction #16: Recruit and retain a highly skilled workforce and advocate for an increased range of services and specialists to serve the community.					
	We will continue to recruit top-level staff	X	X	X	X	X
	We will refine our HR practices to enhance our competitive edge in recruiting	X	X	X	X	X
	Strategic Direction #18: Continue to engage the community so we understand needs, report on progress, and adapt.					
	We will listen and respond to community needs	X	X	X	X	X
	Strategic Direction #19: Continue with sound fiscal management, lean organization structure, and ethical financial investments made.					
	We will refine our fiscal knowledge of patient costs	X	X			
	Strategic Direction #20: Work towards care integration with our community partners through developing an Oxford and Area Ontario Health Team and actively participate at various community tables.					
We will collaborate with partners in building more integrated health and community supports	X	X	X	X	X	
Strategic Direction #21: Enhance discharge planning and information sharing to support patients going back home into the community.						
We will support the sharing of patient information to ensure smooth patient transitions	X	X	X	X	X	
Strategic Direction #22: Work to enhance patient access to care and improve interactions between hospital and community services.						
We will increase the range and depth of health services available to the community	X	X	X	X	X	
We will enhance patient access to our facility	X	X	X	X	X	
Strategic Direction #23: Work with our community partners to create pathways for priority populations and further understand and address how social determinants of health impact patients' health, ability to access health care, and manage self-care						
We will redesign care for Chronic Illness, Palliative Care, Mental Health & Addictions sub-populations	X	X	X	X	X	
We will better understand and address the socioeconomic factors contributing to people's health	X	X	X	X	X	
Strategic Direction #24: Collaborate to build a sense of community amongst health providers in this region while mapping their available services to enhance patient navigation.						
We will share information on health services between health partners				X		
Strategic Direction #25: Work with community partners on a series of public sessions to promote wellness, navigation, and access while explaining the role of the hospital and other community health partners.						
We will communicate with our community members on common health issues and how to address them	X					

Status

On Track	Delayed/ At Risk	Off Track
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