

Tactical Plan 2022/2023- Update November 2022

Pillar	Strategic Direction	Tactical Plan Initiatives
Caring	1. Continually pursue the safest possible care for our patients.	Implementation sepsis module- Cerner
		Implementation of code transfusion
	2. Ensure a safe and healthy workplace for our staff.	Management of Aggressive Behaviour Training to MH/ED Staff
		Engage staff in retail food refresh
	3. Further our commitment to service excellence so that we provide a warm, friendly, and personalized care experience to the community we serve.	Implement FreshFlex patient food
		Attain designation of Baby Friendly Hospital
	4. Offer team based care that is culturally safe and judgement-free, where patients and their families feel part of the care team.	Complete LGBTQIA+ training for all staff
		Development of a smudging policy
		One page summaries to support patient care needs for diverse populations
	5. Partner more deeply with patients, families, and caregivers with patient-centred care as a guiding principle.	Introducing the Patient Food Council/Committee
		Patient & family hand hygiene audits
		Implement CBORD APP for patient meal selection
		Replace patient T.V's
		Add Patient Advisor to Board of Trust
	Complete bylaw updates in conjunction with ONCA	
6. Bolster the range and depth of quality improvement initiatives by engaging patients and staff.	Implement gathering patients e-mails at registration	
	O.R 1 integration upgrade project	
Empowering	1. Help patients, families, and caregivers be more active in their care while in hospital and prepare them for discharge and care beyond their stay.	Produce & improve patient education videos on what to expect on the hospital website, social media channels, etc.
		Transition to new patient satisfaction survey as selected by OHA
	2. Enhance the ability for patients, families, caregivers and staff to share feedback and be informed of progress made.	Initiate patient experience interviews on all inpatient units
		Include 2 patient experience representatives for oncology renovation (survey feedback, site visits, etc.)
		Incorporate patient compliments module in patient complaint software (RL6)
		Implementation of safety huddles throughout the organization (inclusion of pt./families in huddles)
	3. Assist staff with work-life balance, enhance recognition,	Implement wellness initiatives based on survey results

	and help them through compassion fatigue	Results
		Develop a standard process for staff recognition weeks
		Investigate tools (i.e.App) to promote self-care and prevent burnout
	4. Invest in staff through enhanced training, giving tools, equipment, techniques and coaching to help them work to the best of their ability.	Review and revamp Attendance Management Program and processes
		Gentle Persuasive Approach training to staff
		Create a series of training aides that help directors and staff use payroll systems
5. Bolster communication and teamwork across the hospital, between units, and within units.	Develop a strategic plan status scorecard	
	Develop a communication reporting framework organization wide	
Growing	1. Build a forward-looking plan to invest in capital projects, IT infrastructure and equipment needs that allows for sustainable growth.	Develop a master occupancy plan to address future growth
		Renovate oncology space
		Create business continuance and disaster recovery plan
		Implement 'Total Endo' trial with Pentax Canada and preform evaluation
	2. Leverage virtual care and redesign patient flow to enhance patient experience while promoting community health through physical distancing, where appropriate.	Increase use of virtual visits (mental health, pre-op, speech language therapy, palliative care, oncology)
	3. Continue to advance our energy conservation management through sustainable use of energy and waste reduction.	Recycling of masks
		Investigate alternatives to plastic straws
		Eliminate Styrofoam patient cups
		Implement reusable options for surgical instruments (Stryker)
		Enhance renewable energy of hospital through installation of 135kW of solar power
	4. Anticipate and use digital technology that can help automate tasks and optimize productivity	Explore options for Enterprise Resource Planning software
		Implement iBill for hospitalist billing
		Move scorecards to being collected entirely electronically
		Implement new coding & abstracting software and possibly host regional solution
		Complete implementation of Hypercare
		Work with regional partners on implementation of OneChart for mental health

		Implement electronic hand hygiene auditing system
		Planning for phase 2- One Chart Project
	5. Recruit and retain a highly skilled workforce and advocate for an increased range of services and specialists to serve the community.	Collaborate with Chief to develop and recruit for the pediatrics program
		Recruitment of Assistant Chief of Staff (transitional planning)
		Recruit 12 temporary nursing students for clinical externship (evaluation of initiative)
		Engagement with Western University to implement new training program (nursing)
		Recruit nursing staff
		Complete refresh of HR strategic plan, and ensure alignment with Corporate Strategic Plan
	6. Continue to engage the community so we understand needs, report on progress, and adapt.	Continue to engage community stakeholders
		Provide stats and advocate with Ontario Health West for Obstetrics program funding
Active participation/host retirement home collaboration table		
Host community sessions - Strategic Plan		
7. Continue with sound fiscal management, lean organization structure, and ethical financial investments made.	Financial analysis of master plan options	
Connecting	1. Work towards care integration with our community partners through developing an Oxford and Area Ontario Health Team and actively participate at various community tables.	Improve patient transportation processes/services
		Initiate police hospital transfer of custody between ED/police
		Support the growth of the Oxford OHT
		Initiate/lead emergency preparedness community group
	2. Enhance discharge planning and information sharing to support patients going back home into the community.	Expand the roll of discharge nurse to include surgery
	3. Work to enhance patient access to care and improve interactions between hospital and community services.	Enhance designation as a stroke rehab centre
		Expand relationship with London Regional Cancer Program with inclusion of the survivorship program
		Conduct pilot with Trillium Health for WSIB First Responders program
		Transition to new patient portal (ConnectMyHealth)

		Expand Pulmonary Rehab program to include more patients per group by increasing IROP referrals
	4. 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.	Collaborate with OHT partners to establish pathways for priority populations
		Work with Southwestern Public Health on identifying and supporting families with new babies that have low socioeconomic status
	5. Collaborate to build a sense of community amongst health providers in this region while mapping their available services to enhance patient navigation.	Conduct Code Orange table top exercise, drill, mock exercise
	6. 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.	Host "Your Eyes and Diabetes" session

Total Initiatives	74
Caring	17
Empowering	14
Growing	29
Connecting	14