

# Strategic Priorities 2023-2024



## DRIVE EXCELLENCE IN CARE AND SERVICE DELIVERY

### Objectives

- Provide patient, family and caregiver-centric, high quality home and community care services, long-term care home placement, and access to community services enabling safe, effective, timely and equitable services.
- Optimize organizational capacity to support the best service delivery and supporting Ontario's Plan for Connected and Convenient Care.

### Initiatives

- Support improved efficiency and system capacity in collaboration with service provider organizations including increased alignment of innovative models of care and expansion of nursing clinics.
- Improve quality, access and equity of care across the province by aligning waitlist management and service planning guidelines so that there is greater consistency in service delivery across the province.
- Standardize quality and safety processes and outcome measures across the province.
- Support increased efficiency and effectiveness in care delivery by standardizing business support services within the organization.



## ACCELERATE INNOVATION AND DIGITAL DELIVERY

### Objectives

- Explore options to advance digital readiness for future state health care delivery models in the context of home health care transformation.
- Support digital transformation and best practices in collaboration with health care system partners and Ontario Health in alignment with the Ontario Health Team Digital Health Playbook.
- Work with Ontario Health on implementing plans that mitigate risks of disruption to patient health care, business operations or a privacy/security breach.

### Initiatives

- Integrate digital home care systems in collaboration with system partners.
- Optimize the CHRIS system, in partnership with Ontario Health, to enable consistent configuration and application with Ontario Health Teams and other local partners.
- Expand Telehomecare and virtual care.
- Explore innovative service models in collaboration with Ontario Health Teams and other health system partners.
- Participate in and implement ONE Access initiative in collaboration with the Ministry of Health and Ontario Health.



## ADVANCE HEALTH SYSTEM MODERNIZATION

### Objectives

- Plan for a successful transition of home care services and delivery to Ontario Health Teams/other health service organizations.
- Implement improvements in long-term care home placement in collaboration with the Ministry of Long-Term Care.
- Support new models of care delivery enabled by ministry regulations in collaboration with the Ministry of Health, Ministry of Long-Term Care, and Ontario Health.

### Initiatives

- Through collaboration with partners, patients, families and caregivers, improve and streamline the discharge process from hospital to home.
- Develop a streamlined intake process across the province to support consistent patient experiences.
- Develop and implement online application for long-term care placement.
- Implement a provincial Medical Equipment and Supplies structure.
- Support the Ministry of Health and partners to implement indirect care coordination models.
- Develop a transition plan to modernize home and community care and support the transition of home care delivery to Ontario Health Teams/other health service organizations.



## INVEST IN OUR PEOPLE

### Objectives

- Recognizing the health human resources challenges across the system, continue to focus on attracting and retaining staff in order to evolve the organization as we prepare for transition to the future state.
- Utilize front-line staff and their roles to their full potential, including providing opportunities to use their clinical skillsets to provide more comprehensive clinical patient care services.

### Initiatives

- Build on the accomplishments of our People Strategy, to support workforce stabilization and help prepare staff for the future.

### Mission

Helping everyone to be healthier at home through connected, accessible, patient-centred care.

### Vision

Exceptional care – wherever you call home.

### Values

Colaboration - Respect - Integrity - Excellence