

Taming a Wicked Issue: Building a Generative Team to Improve Access and Flow During a Pandemic

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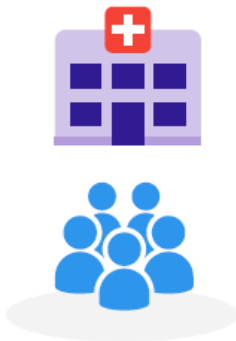
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Objectives and Key Results: Access & Flow



Eliminate overcrowding in Emergency to improve quality and patient safety

- Ensure ERIN volumes will not exceed established safety thresholds at each site - Q1
- Achieve and maintain sites' performance for the 10 Hour Rule - Q3
- Reduce ER admission rates by 1% total at each site - Q3
- Establish site specific time to consult targets - Q3



Decrease length of hospital stay to improve patient safety & reduce overcrowding

- Implement daily monitoring ALC occupancy & conversion rates Q1
- Maintain LTC to Acute admits at levels experienced during pandemic per site – Q1
- Improve ALC Conversion Rate from current performance to 4% without increasing Length of Stay – Q2
- Improve PATH units LOS to benchmark of 18 days – Q2
- Improve performance on iTracker to 80% for all sites – Q3



Improve the integration of partnerships supporting Access and Flow across the Health Authority

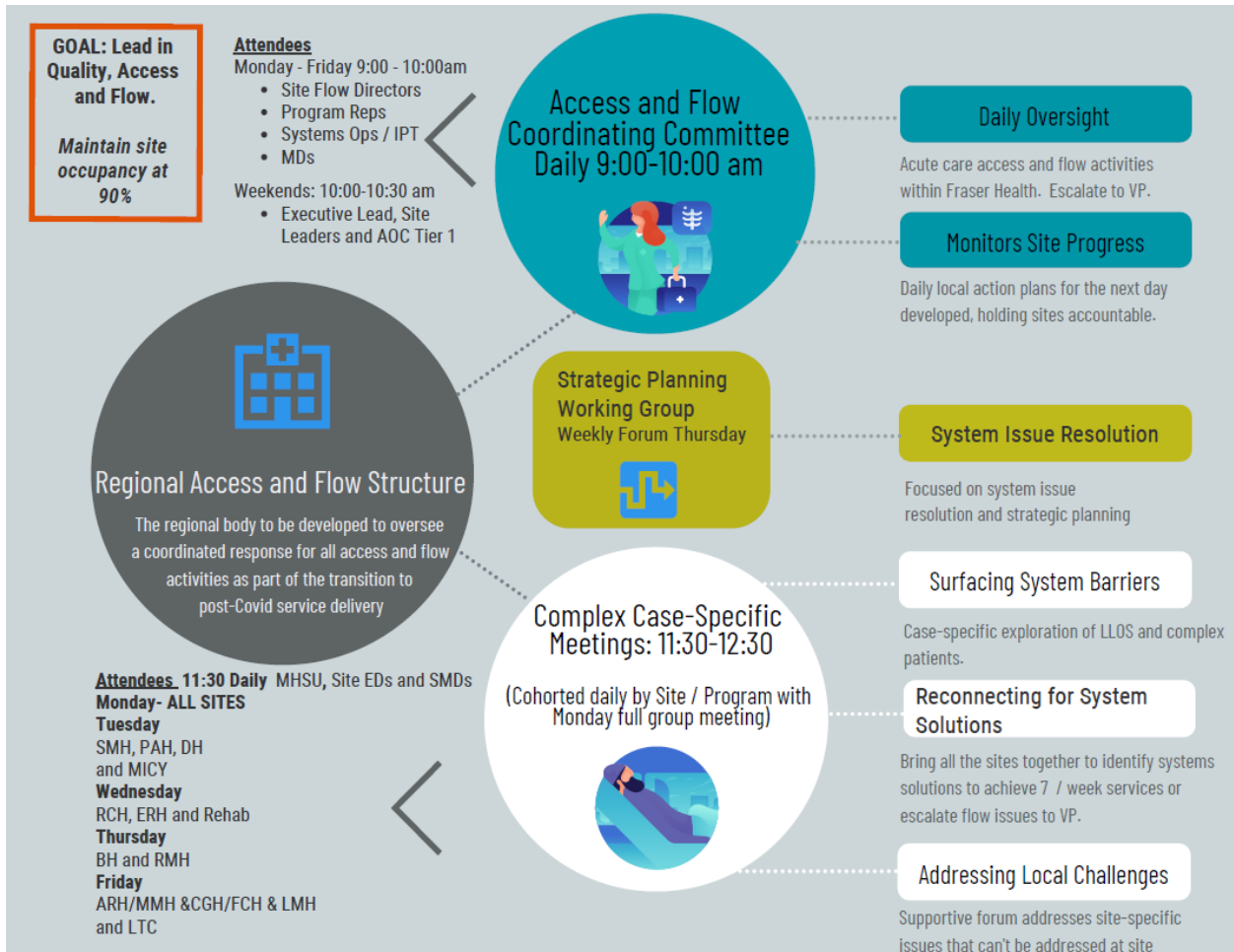
- Establish a permanent regional structure to support flow at and between sites – Q1
- Establish an Access & Flow Coordination Centre – Q1
- Maintain current regional structure to support inter-Health Authority transfers



Achieve 7 day a week discharge planning and services across all sites for timely patient access

- Achieve established site based discharge targets every day of the week with a focus on weekend discharge targets – Q2
- Identify and mitigate gaps in ancillary services to support 7 day per week discharges (i.e. MI, Lab, Pharmacy) in partnership with programs.

Appendix 2



Appendix 3

Values: A description of what we stand for

Collaboration- Creating and strengthening relationships to work with a diverse group of providers to understand and find solutions

Trust – A multidisciplinary team providing consistent and reliable best evidence and support for our many partners

Vision – Thinking about and planning for the future with imagination, expertise and wisdom

Mission Statement: A description of what we do and whom we serve

We empower our many partners to find innovative and effective solutions in providing patients with timely access to the quality care they deserve.

Vision Statement: A description of our desired future impact on the organization / stretch goal

Leading the country in supporting patients in their healthcare journeys.

Who We Are

Our Mission:

We empower our many partners to find innovative and effective solutions in providing patients with timely access to the quality care they deserve.

Our Vision:

Leading the country in supporting patients in their healthcare journeys.



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COLLABORATE

TRUST

VISION