

THE HOTEL-DIEU GRACE - OPERATIONAL PLAN

Strategic Priority 1: Smooth Flow							
EXPECTED OUTCOME - STRATEGIC GOAL	OPERATING OBJECTIVE	Operating Objective Target Period 1	Operating Objective Target Period 2	Operating Objective Target Period 3	Operating Objective Target Period 4	PERFORMANCE INDICATOR	EXECUTIVE LEAD
1. Maximize patient access and flow to best meet the needs of patients and their families	Transformation Plan of Care	Map Medical & Surgical Valuestreams	<ul style="list-style-type: none"> Demonstrate problem areas (current state) Target improvement (future state) Engage Physicians & develop action plan/targets Develop process for monitoring/sustaining improvements Develop Board Scorecard 	<ul style="list-style-type: none"> Improve discharge process Spread 2N Red Yellow Green light Clarify accountabilities for timely discharge & sustain 	6 RSE	LOS, Occupancy, % ALG days	John
	Rehabilitation Services Division		Hay Group Review	Report review & necessary service revisions implemented	Service revisions complete		Anita
2. Build Hospital-wide capacity to respond to the growing and changing demand for health care services in our community	Strategic Plan Development	Strategy Framework drafted	Consultant engaged to provide SWOT analysis to validate Strategy Framework	Revise Strategy Framework in accordance with SWOT analysis			Claudia & Kim
3. Optimize opportunities for meaningful partnerships and regional integration e.g. SWOMEN, StrategCare	EVAR & Vascular Interventional Program Development	Hay Group Review	Report review & determination of Program direction. Action plan development in accordance with decision(s)	Implementation of action plan	Implementation of action plan		Pat, Claudia & Sue
	Thoracic Cancer Surgery Program	Hay Group Review	Report review & determination of Program direction. Action plan development in accordance with decision(s)	Implementation of action plan	Implementation of action plan		John, Pat & Sue
	CIRS Nuclear Medicine Project	Consultation with key parties & exchange of draft	Meet with key parties to finalize Project scope	Move Project forward based on agreed scope			John & Claudia
4. Align HDGM's role with the LHIN's Integrated Health Services Plan	StrategCare '98	Four key Projects Identified: 1. CHS Integration 2. Diagnostic & Pharmacy Utilization 3. Shared Health Records 4. Integrated Maternal Newborn Program	Project Charter development	Implementation of action plans	Implementation of action plans		Interim CEO & Claudia