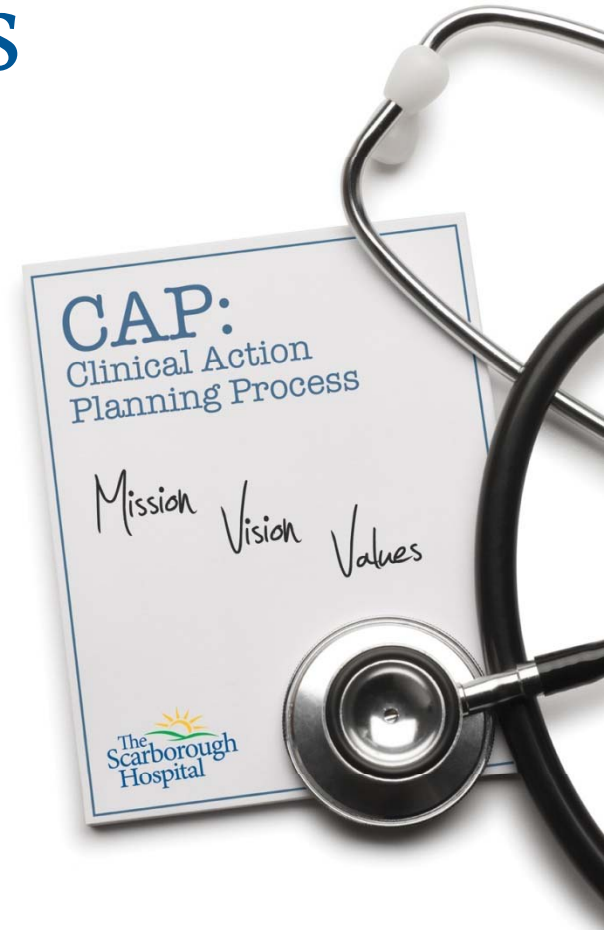




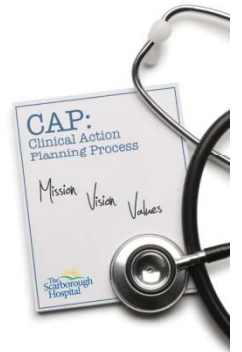
# The Clinical Action Planning Process

**Mission to Action:**  
a five year plan for  
strengthening clinical care  
at TSH

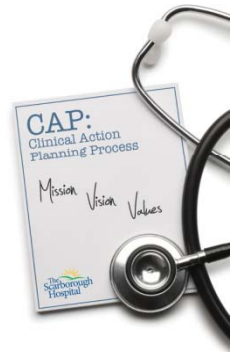
Town Hall Meeting  
April 19<sup>th</sup> 2010



# Setting the Stage



# Clinical Action Planning



## Our goal for this process:

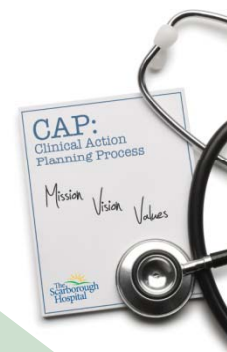
- Define our clinical services to:
  - Provide our community with an **Ideal Patient Experience** at each encounter with the Scarborough Hospital
  - Operate under optimal resources and efficiency

## Expected outcome of the process:

- A document outlining a 5 year action plan to achieve the goal above.
  - Define clinical services offered to meet community needs
  - Define the targeted size (volume) of each clinical service;
  - Describe any reconfiguration of clinical services;
  - Develop a clear process for implementation



# Clinical Action Planning Process Overview



## ○ Readiness *(where are we at?)*

- Initial interviews
- Focus groups
- Planning Principles

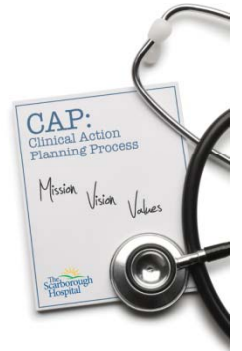
## ○ Visioning *(where we want to be?)*

- Visioning Summit
- Understanding our Patient Needs
- Future Trends
- Data Analysis

## ○ Consensus *(development of a plan)*

- Consensus Summit
- Clinical Action Plan development
- Report evaluation and validation
- Presentation of Clinical Action Plan

# Our Starting Point



- Mission, Vision, and Values
- Strategic Directions
- One corporation, one leadership, two acute care sites with satellites
- Two 24/7 Emergency rooms



# Mission

To provide an  
outstanding care  
experience that  
meets the unique  
needs of each and  
every patient.

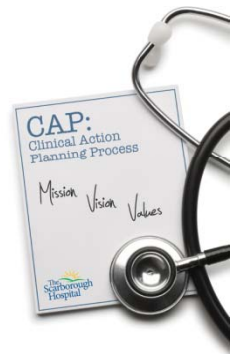
# Vision

To be recognized as Canada's leader in  
providing the best healthcare  
for a global  
community.

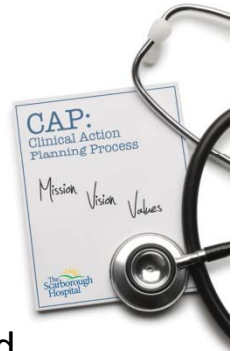
# Values

I CARE:

Integrity • Compassion • Accountability • Respect • Excellence



# Our strategic directions



## Strategic Direction #1: Our Patients

Create an environment of patient safety that exceeds our patient's highest expectations and delivers care that is patient and family driven.

## Strategic Direction #2: Our People

Be the first choice for motivated, talented people who are inspired to deliver and support excellent care in a diverse environment.

## Strategic Direction #3: Our Programs, Plans and Partners

As a unified organization, lead the development of a coordinated plan for the provision of care for all of Scarborough.

## Strategic Direction #4: Our Performance

Create an accountable, high performing organization that delivers measureable results.



# Planning Principles

CAP:  
Clinical Action  
Planning Process

## Sustainability

TSH should have enough qualified providers, funding, information, equipment, supplies and facilities to look after patients' health needs.

## Safe

Patients should not be harmed by the care that is intended to help them

## Quality

Patients should receive care that is effective and is based on the best available scientific information.

## Equitable

Patients should get the same quality of care regardless of whom they are and where they live.

## Access

Patients should be able to get the right care at the right time in the right setting by the right healthcare provider.

## Patient-Centred & Diversity

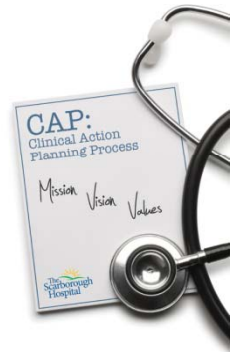
Healthcare providers should offer services in a way that is sensitive to an individual's and families' needs, preferences, values and beliefs.

## Integrated

All parts of TSH should be organized, connected and work with one another and its community partners to provide high quality care.



# Visioning Summit

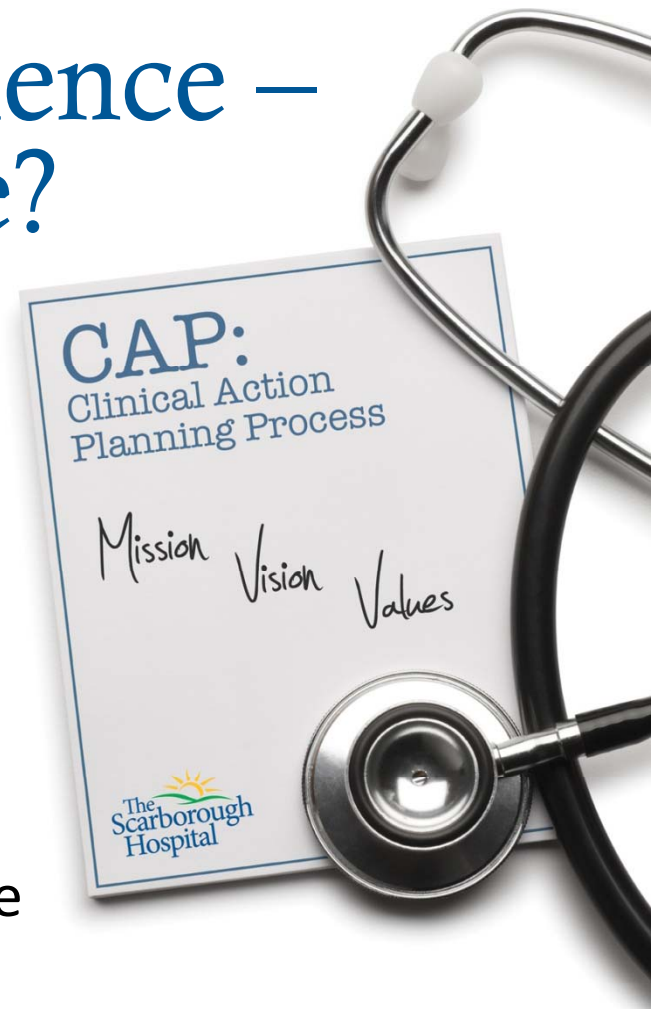


- Held April 15th
- Attended by 140 patients, community members, representatives from other hospitals/agencies, staff members and physicians
- Discussed TSH's strengths/successes, considered the ideal patient experience, and outlined some of the strategies to get there
- We will continue to refine the “ideal patient experience” and use it as one of the tests by which we will evaluate our plans

# The ideal patient experience – what does that look like?

## Customer focused:

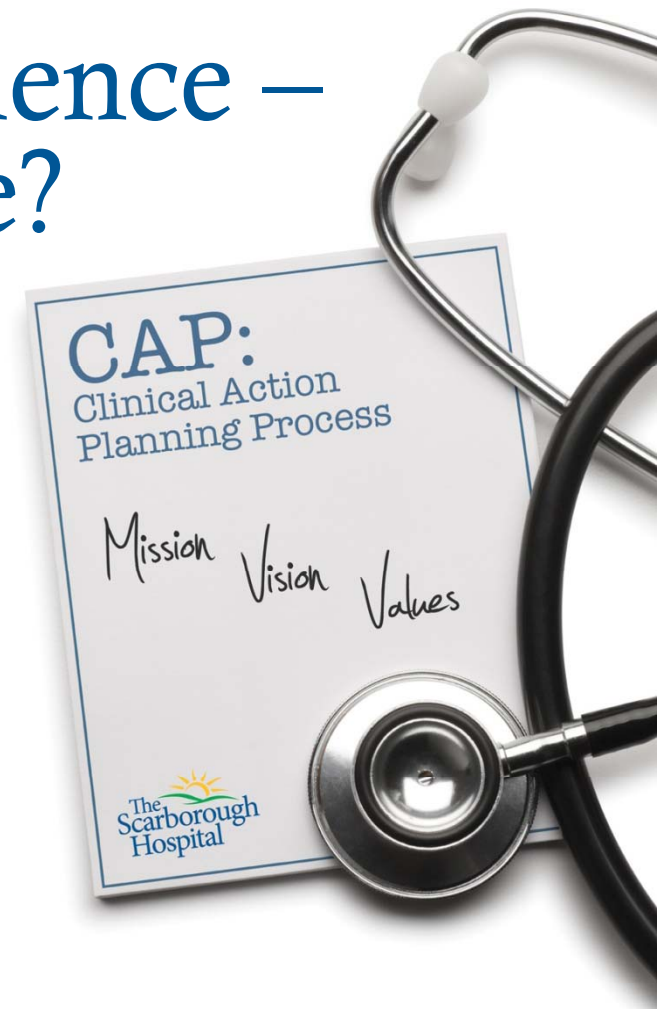
- Friendly, courteous and respectful
- Fosters trust
- Bring the service to the patient whenever feasible
- Culturally sensitive/in the right language
- All caregivers realize that the patient's time is as important as their own
- Better food/culturally appropriate food



# The ideal patient experience – what does that look like?

## Involved and inclusive:

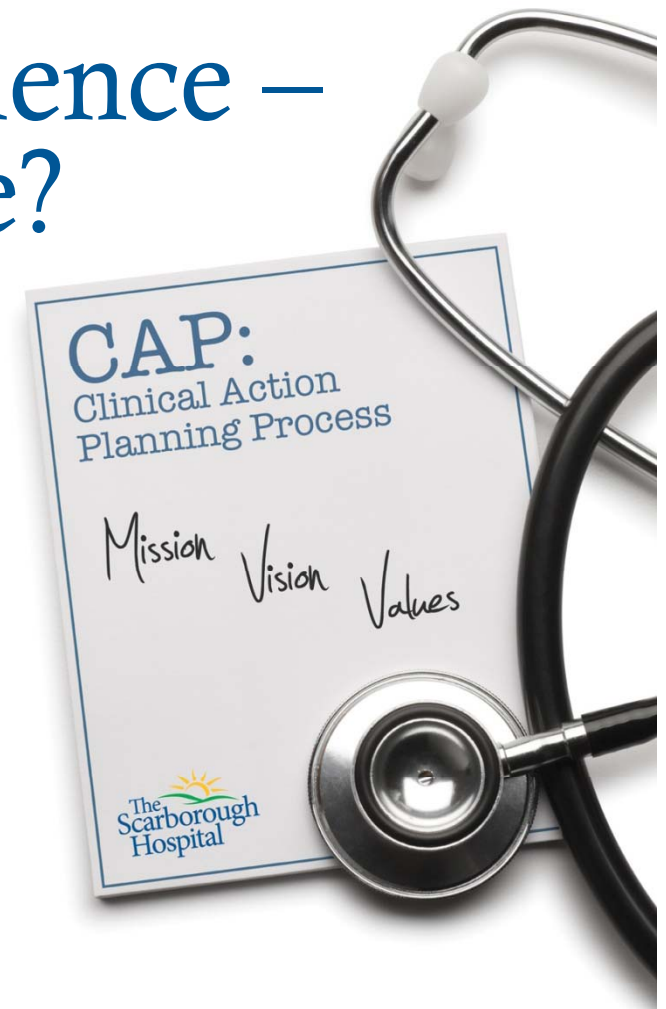
- Patient is involved in care plan
- Family and loved ones are involved as appropriate
- Inclusive of patient advocacy groups
- True informed consent



# The ideal patient experience – what does that look like?

## Seamless:

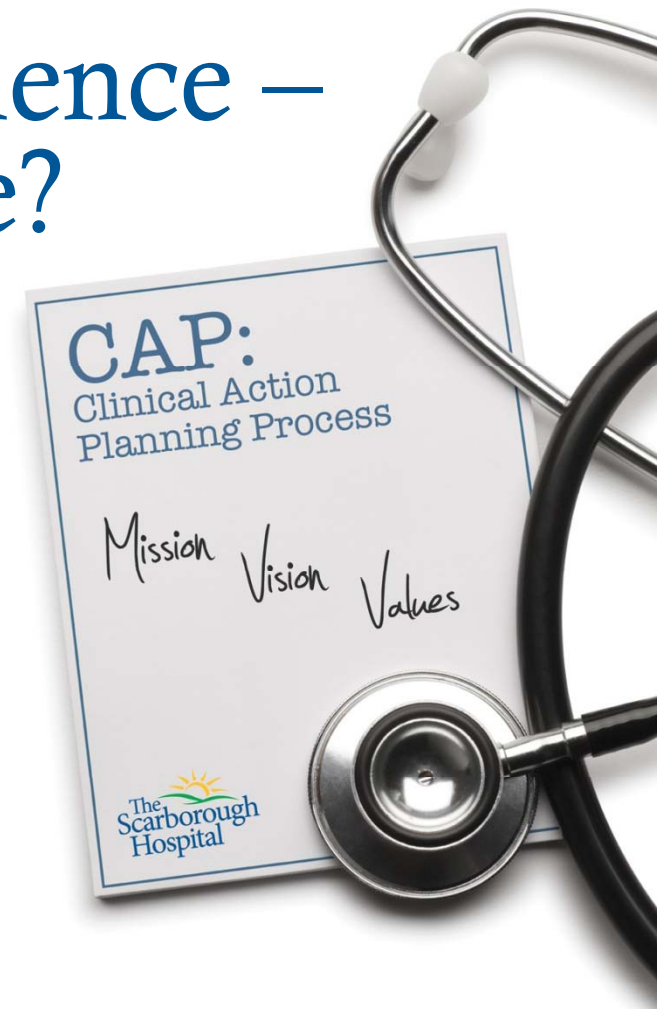
- One-stop shopping where possible
- Improve gaps in service
- Standardize policies and procedures at both sites
- Evaluate location of services to better support continuum of care



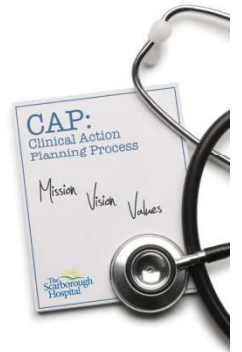
# The ideal patient experience – what does that look like?

## High Quality:

- Implement the right technology
- Improve or eliminate wait times
- Improve gaps in service



# Your vision of the ideal patient experience



- Before you leave, please indicate which elements you consider a critical part of the ideal patient experience using your dots
- If you identify a significant gap, please add your idea to the board

# Additional opportunities to provide input in the CAP process

- Focus groups
- Patient mapping
- On-line surveys
- Quick polling
- Check the hospital website ([www.tsh.to](http://www.tsh.to)) for regular updates

