

Hospital Report for Acute Care – Selected Initiatives



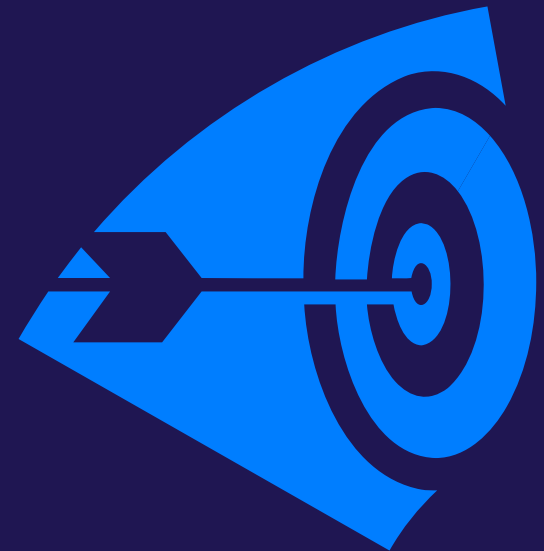


Profile of KGH

- ***Only acute inpatient teaching hospital in Southeastern Ontario***
- ***Member of the Health Care Network of Southeastern Ontario***
- ***Member of Southeastern Ontario Health Sciences Centre***
- ***Close affiliation with Queen's University***
- ***www.kgh.kari.net***

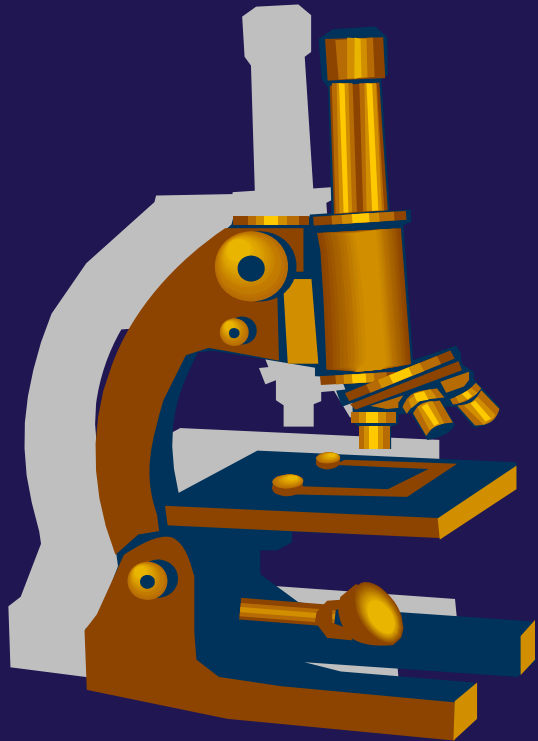
KGH's five strategic priorities

- *Excellence in patient care, education and research*
- *Building a strong regional service delivery system*
- *Creating a sound capital infrastructure*
- *Effective and efficient use of resources*
- *Making KGH a great place to work*



Focus

Selected topics for this presentation



- *Management Support for Human Resources*
- *External Integration*

Not all sunshine and roses



- *Even in a coalition of the willing there are many barriers to success and many failure points*
- *Our quest for efficiency has left us with an overstressed workplace and failing infrastructure*
- *Scarcity of human and financial resources has increased the complexity and risks of change*
- *Public and political expectations are not in sync with our capacity to deliver*
- *The effort we expend to reach agreement is often stifling*

Management support for human resources – success factors



Clarity

- *“We Care for Each Other” is part of our mission statement*
- *“Making KGH a great place to work” is one of five key strategic priorities*
- *Human Resources restructured into seven functional areas with strategies developed to improve all seven*

Management support for human resources – key HR functions



Action

- *Recruitment and retention*
- *Organizational development and learning*
- *Rewards and recognition*
- *Staff wellness*
- *Employee relations*
- *HR information systems and reporting*
- *Statutory compliance and policy*

Management support for human resources – some initiatives

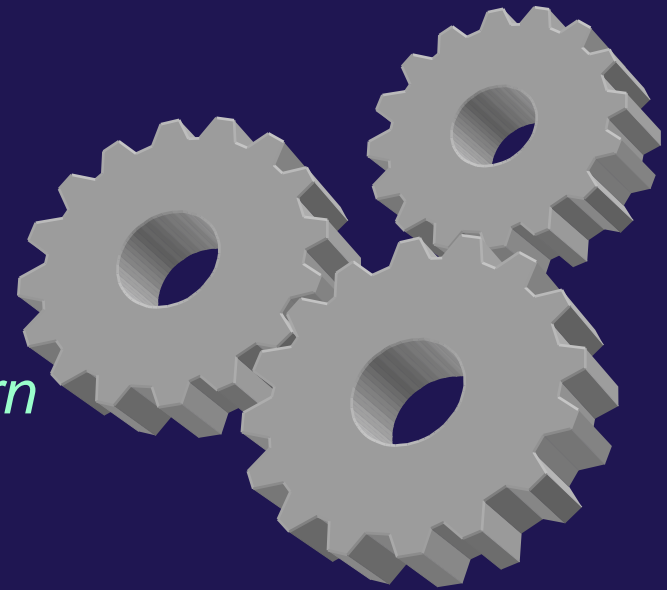
- *“Taking Control” initiative*
- *Staff Wellness Centre*
- *Bi-annual staff satisfaction surveys*
- *Attendance management program*
- *Staff recognition programs*
- *Employee referral program*
- *Business systems improvement project*
- *Role clarity and compensation review*
- *Staff “FUNdraising” Council*



Celebration

External integration – success factors

- *“Building a strong regional service delivery system” is one of five major priorities*
- *Purposeful involvement with key Provincial / National initiatives*
- *Health Care Network of Southeastern Ontario in place since 1993*
- *SEAMO – AFP in place since 1994*
- *Joint medical credentialing since 1997*
- *Joint Advancement Strategy*



Linkages

External integration – some key initiatives

- *Regional stroke, cardiac, renal, palliative care, infection control, oncology, perinatal, etc.*
- *Program redistribution in 1996 to eliminate duplicated services*
- *Joint impact analysis process for physician appointments*
- *Commonly shared Regional Strategic Information database since 1994*



Caring

External integration – some key initiatives

- *Shared web-based surgical waitlist data*
- *Common patient care system with Hotel Dieu Hospital*
- *Host of shared services, including D & T, Medical Records, Occupational Health, Clinical Education, Professional Practice, Clinical Leadership, Infection Control, etc.*
- *Regional information management strategy*



And Sharing