

2026 Strategic Plan Update

December 6, 2023



Thunder Bay Regional
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Centre

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Patient Experience: Coordination of Support for Frequent Users

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STRATEGIC PLAN

2026

OUR STRATEGIC DIRECTIONS



Equity, Diversity, & Inclusion

We all belong



Patient Experience

Empathy, compassion, and respect in every encounter



Staff Experience

This is where we want to work, grow and thrive



Research, Innovation, & Learning

Driven by the needs of our patients, our staff and our communities



Sustainable Future

Ensuring our Healthy Future



Patient Experience



Patient Experience

Empathy, compassion, and respect in every encounter



1. Lead the evolution of patient and family centred care embedding the principles of co-design, where each person is treated with compassion, respect and empathy.

OBJECTIVES

- 1.1 Design and implement a co-design framework to ensure a clear understanding by all staff, patients and families.
- 1.2 Embrace the principles of PFCC with a co-design approach to care planning.

2. Focus relentlessly on quality to deliver services that are free from preventable harm, accessible, appropriate and integrated.

OBJECTIVES

- 2.1 Promote and sustain continuous quality improvement, with focus on our unique patient needs.
- 2.2 Eliminate preventable harm by enhancing our safety culture.
- 2.3 Consistently deliver health services that are effective, well-coordinated and include seamless transitions.

3. Become experts in caring for and supporting patients with complex care needs due to multiple acute and chronic conditions, mental health and addiction issues, and social vulnerabilities.

OBJECTIVE

- 3.1 Enhance, better coordinate and support care for patients with complex health issues who are frequent users of hospital services.

STRATEGIC PLAN

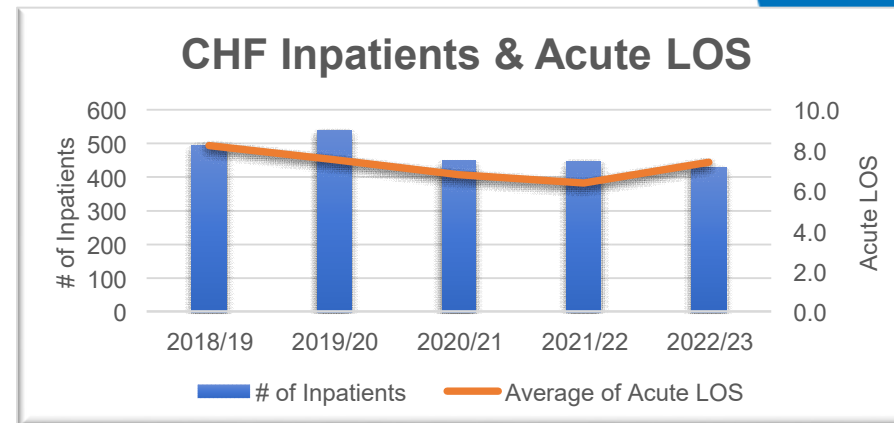
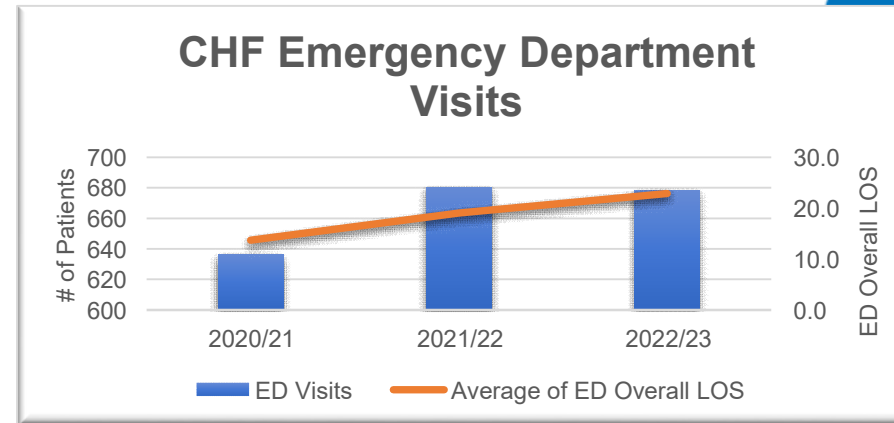
2026

Coordination of Support for Frequent Users Current State

2022/23 Key Statistics

Congestive Heart Failure (CHF) Patients

- ▶ Average inpatient LOS was 7.4 days
- ▶ Average ED LOS was 22.8 hours
- ▶ Re-admissions rate was 18.0%
- ▶ Patients without a family physician was 15.5%



Coordination of Support for Frequent Users Current State

- ▶ Congestive Heart Failure (CHF) is the current population being targeted
- ▶ CHF Clinic went live August 1; trial for a minimum of 6 months
- ▶ 1 day a week dedicated clinic
- ▶ 85 referrals in the first 3 months



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Challenges/Barriers

Staffing

- ▶ 1 day a week dedicated clinic
- ▶ Individual Physician and Nurse Practitioner reliant

Space

- ▶ Space Constraints for any potential future expansions

Technology

- ▶ Remote tele-monitoring platform de-commissioned December 2022
- ▶ Ontario Health plans to make the new platform available April 2024



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How We Will Measure Success

- ▶ Reduction in Emergency Department, CHF related visits
- ▶ Lower admission rates for CHF patients
- ▶ Reduced 30-day re-admission rate for patients with CHF
- ▶ Decrease in Length of Stay (LOS) for CHF patients



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Next Steps

- ▶ Trial extension being considered to demonstrate impact through data ED LOS, LOS, Re-admission rate
- ▶ Ontario Health funding potential



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