

2026 Strategic Plan Update

Wednesday, July 24, 2024



Thunder Bay Regional
Health Sciences
Centre

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Institute

STRATEGIC PLAN
2026

Patient Experience: Coordination of Support for Frequent Users

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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.

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Coordination of Support for Frequent Users Current State

Key Statistics

Congestive Heart Failure (CHF) Patients

- ▶ Decrease in admission rate
- ▶ Decrease in repeat visit %
- ▶ Decrease in ER LOS (non-admit time)
- ▶ Decrease in overall ER LOS
- ▶ Decrease in acute LOS

Data until March 31, 2024		
Indicator	2022-23 Fiscal Total	2023-24 Fiscal Total
# of Unique Visits	678	715
Admission Rate	62.5%	61.3%
# of Repeat Visits	179	173
Repeat Visit %	26.4%	24.2%
Average ER LOS (non-admit time)	8.1	7.5
Average Overall LOS	22.8	17.2
Acute LOS (Days)	7.4	7.0
30-Day Readmission Rate	18.0%	18.1%



Coordination of Support for Frequent Users Current State

- ▶ Heart Failure (HF) is the current population being targeted.
- ▶ HF Clinic went live August 1, 2023; 11 months progress.
- ▶ 269 referrals to date.
- ▶ 1 day a week dedicated clinic.
- ▶ Trial complete; briefing note being prepared for a permanent clinic.



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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.
- ▶ New platform by TELUS to be implemented in Q3-Q4 (new provincial platform provided by Ontario Health).



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

- ▶ Submit request for permanent funding.
- ▶ Investigating opportunities for long-term model and funding which include Ontario Health funding potential such as the Integrated Heart Failure Clinical Pathway and Quality Based Procedures (QBP).



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- ▶ Thank you
- ▶ Questions ?