



OHA HealthAchieve 2010 Excellent Care For All Act *Panel Presentation*

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President & CEO
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Your Health. Our Passion – for Life

Our Strategic Themes



EXCELLENCE • TEAMWORK • LEADERSHIP
LEARNING • DIVERSITY • INTEGRITY

Janet Davidson, O.C.,
President & CEO

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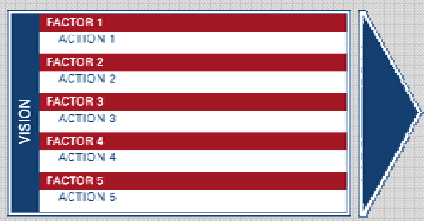
Your Health. Our Passion – for Life

Cascading and Aligning Strategy throughout the organization



FRAMEWORK – THE GOAL

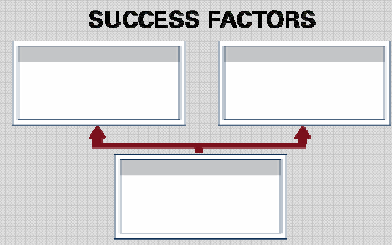
The Accountability Framework® clarifies direction, names Vision along with the Strategic Themes on a foundation of value



ACTION PLAN

ACTION DEFINED

Each Strategic Theme in the Framework has defined outcomes in the Action Plan.



ROLE MAPS®

PERSONAL ACCOUNTABILITY

The Role Maps® define and illustrate the accountabilities of individuals and their contribution to achieving the Vision

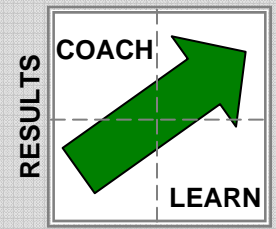
WHAT NEEDS TO BE DONE



CORPORATE DASHBOARD

MEASURING RESULTS

The Corporate Dashboard graphically measures organizational success against each Strategic Theme.



PACE

TRACKING PROGRESS

PACE assesses results and behaviours and is a tool for coaching and development.

HOW TO DETERMINE SUCCESS

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*The Trillium Health Centre Strategic Framework is an adaptation of the Accountability Framework® System and used with permission.

Quality and Patient Safety Framework



[1]

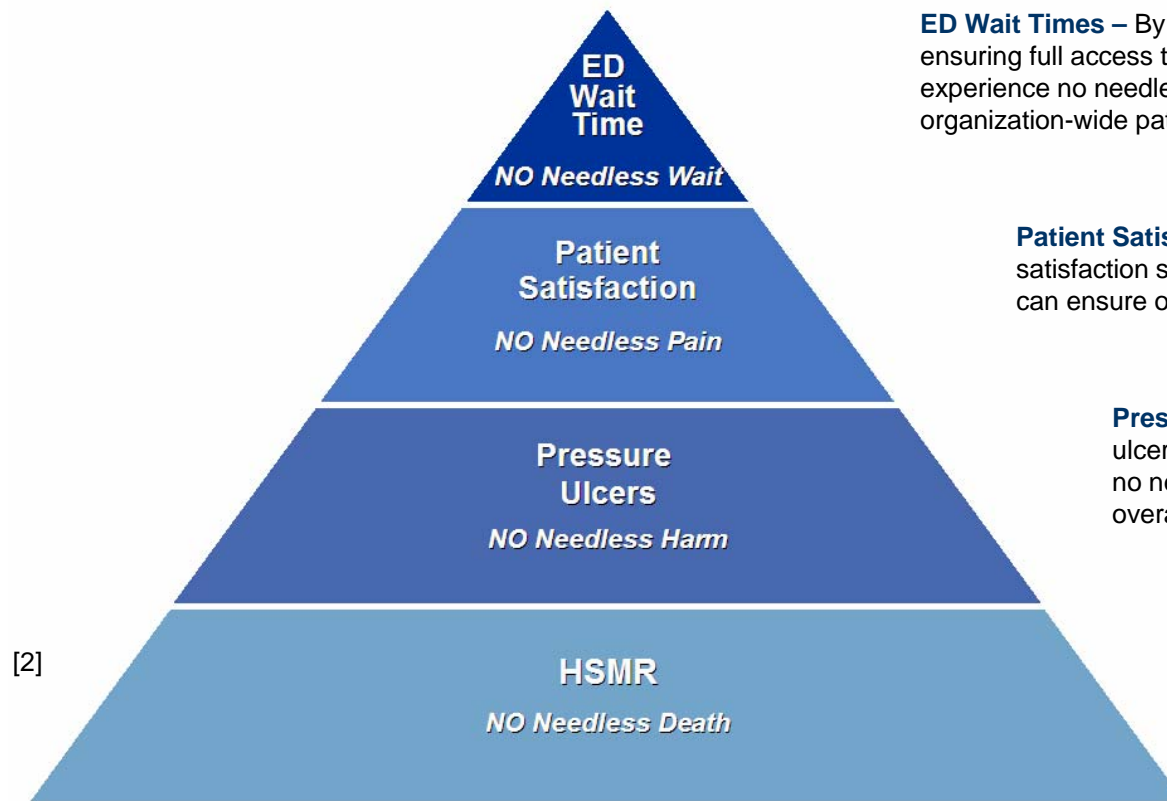
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[1] Institute for Healthcare Improvement. Cambridge, MA: IHI.



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Strategic Aims: Trillium's Big Dot Indicators



ED Wait Times – By monitoring our ED wait times, we focus on ensuring full access to our community and our patients experience no needless wait. This is a good indication of organization-wide patient flow.

Patient Satisfaction – By monitoring our patient satisfaction scores in relation to pain management, we can ensure our patients experience no needless pain.

Pressure Ulcers – By monitoring pressure ulcers we can ensure our patients experience no needless harm. This is a good indicator for overall care at the bedside.

HSMR – By monitoring our Hospital Standardized Mortality Ratio (HSMR), we can ensure our patients experience no needless death. This is a good indicator for teamwork, evidence-based care.

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[2] Berwick, D. 2005. "My Right Knee." 2005. *Annals of Internal Medicine*. American College of Physicians.



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No Needless Death

BIG DOT

AIM

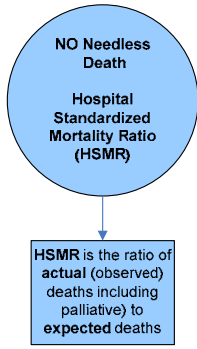
DRIVERS

Projects Planned

Projects In Progress

Projects Completed

Process Measures



By March 2011 the HSMR at Trillium will be ≤ 85

By March 2012 the HSMR at Trillium will be ≤ 80

