

# BETTER EVERY DAY



Our Long Term Focus

Exceptional care.  
Empowered teams.  
Inspired innovation.

Our Multi-Year Focus



Connected  
Care



Patient First  
Management System



Jim Pattison  
Children's Hospital

Our Every Day Focus



Physicians and  
staff collaborating  
for a fulfilling work  
experience

*better teams*



Excellence in  
quality of care,  
health promotion  
and safety

*better health*



Provision of  
compassionate &  
accessible care

*better care*



Responsible  
stewards of  
our resources

*better value*

Patients, Clients, Residents and Families First

Respect for People

This is our *Better Every Day* approach to health care. It looks like a house. The blue roof shows where we're heading. The green row of porthole windows lays out our multi-year focus. Our four pillars of better teams, better health, better care and better value outline what we focus on every day. Our patient-first base grounds us, making our foundation of Respect for People stronger.

We are building a healthcare system patients, residents, clients and families can rely on for **exceptional care**. We envision a system where healthcare providers, patients and families, people that promote health and prevent illness, and those that support the healthcare environment work together as **empowered teams**. We are creating a system of continuous improvement and **inspired innovation**.

**Our multi-year focus:**

-  Coordinate seamless, accessible, and **connected care** for patients, regardless of their location in hospitals, homes or communities
-  Transform the way we work through local team development (cells) and **Patient First Management System**
-  Transform the care experience for women, children and families through **Jim Pattison Children's Hospital**

- Better Teams: We are working to action 9,000 employee improvement ideas
- Better Health: We are working to decrease our hospital standardized mortality ratio (HSMR) by 5%; decrease employee shoulder and back injuries by 20%; and help units reduce their sick time either down to 80.6 hours per FTE annually or by 10% (units with sick time under 80.6 hours per FTE annually will be supported in preventing growth in sick time or to maintain)
- Better Care: We are working to decrease hospital length of stay by 10%, decrease emergency department (ED) visits by 5%, and improve access to community-based services to reduce presentation to the (ED) by 5%
- Better Value: We are working to balance revenue and expenses by March 31, 2018

As a healthcare system, we work hard to ensure patient, clients, residents and their families come first. This approach provides a solid base to all that we do. Our Patient First Management System, a key element of this approach, helps leaders support point of care staff through approaches emphasize safety, respect, teamwork, daily accountability, standard work, continuous improvement, visual management and problem solving.



- We have ten foundational **Respect for People** behaviours:
1. Be present, listen actively, ask questions
  2. Acknowledge people with a greeting
  3. Encourage each other
  4. Share information
  5. Recognize the contributions of others
  6. Speak up
  7. Give and receive feedback respectfully
  8. Be open to new things and standard work
  9. Be a team player; give and receive help, share work
  10. Be patient with self and others