



INSPIRED HEALTH CARE

TRILLIUM HEALTH CENTRE'S NURSING STRATEGY
2009/10 - 2011/12



Your Health. Our Passion – for Life

“Delivering on our promise of quality is what will distinguish us as an organization. It’s not what we do, but how we do it that will define us as a quality organization.”

- Janet Davidson, O.C.
President and CEO,
Trillium Health Centre

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Trillium has set a new course for improved care. The purpose of our nursing strategy is to continue to build a nursing culture that enables and supports our actions and behaviours as we work to fulfill the directions outlined in our strategic plan.

Our nursing strategy supports efficient care, professional standards of practice, and recruitment and retention as we continue the quality improvement journey with a focus on reducing Hospital Standardized Mortality Ratio (HSMR), hospital acquired pressure ulcers, improving patient satisfaction with pain management, and reducing emergency department wait time.

Trillium Health Centre's strategic plan has several underlying assumptions. Nursing plays an integral role in maintaining and sustaining the culture of patient safety and patient-centredness through relationship-based nursing practice at Trillium. Nurses at Trillium are committed to professional practice: life-long learning, self-regulation, and integration of new knowledge into experience - to provide optimal care for our patients, their families, and their community.

As part of the distributive leadership model, nurses at all levels play key roles within the hospital's decision-making activities (clinical, operational, professional and corporate). Formal decision-making structures with related working groups are required to expedite decision-making and collaborative planning. Trillium's formal and informal communication structures promote transparency and accountability for the delivery of nursing care.

Health care is a collective interprofessional activity and nursing professional services are integrated with interprofessional practice

structures. Collaborative partnerships with internal and external stakeholders (e.g. colleges, universities, community agencies) are critical to support nursing professional practice.

A culture of inquiry, quality monitoring, and continuous quality improvement are key to achieving excellence in nursing practice. Resources and role alignment are necessary to support professional nursing infrastructure. Trillium's Nursing Strategy will evolve as nursing practice, Trillium's strategic directions, health care trends and resources, as well as technology evolve.



OUR CORE VALUES

Excellence

Outstanding health care delivered with care and compassion and respecting the rich diversity of our community.

Teamwork

Collaborative, respectful relationships with each other, our patients, their families and our partners.

Leadership

Curiosity, courage and the confidence to take risks in the pursuit of innovation.

Learning

Partner with our people in lifelong learning that advances our capacity to provide patient-centred care.

Diversity

Value the rich diversity of our workforce and support individuals to achieve harmony in their lives.

Integrity

Earn trust through accountability, courage, honesty and ethical behaviour in our relationships.



OUR PHILOSOPHY OF CARE

Our patients and families told us what is most important to them in their health, wellbeing and how they want to be treated. We can best meet these expectations by:

Providing access to excellent care

Sharing meaningful information with our patients to help them make decisions

Involving our patients and those most important to them in their care

Listening and responding to our patients' unique needs

Caring for our patients with respect, compassion and dignity

Keeping our patients comfortable in a safe environment

OUR VISION:

Everyday, we will positively impact the lives of our patients, their families and our community by providing the best care.

OUR MISSION:

Develop and nurture competent and compassionate nurses committed to life-long learning and the application of evidence-based practice within the context of interprofessional collaboration.

YOUR HEALTH. OUR PASSION – FOR LIFE

NURSING STRATEGY SUPPORTS THE TRILLIUM STRATEGIC PLAN

Quality by Design

Delivery of safe, high quality nursing care to provide the best outcome for our patients, with the best care experience based in evidence

Operational Excellence

Responsible use of human, capital and financial resources entrusted to us

Integration & Partnerships

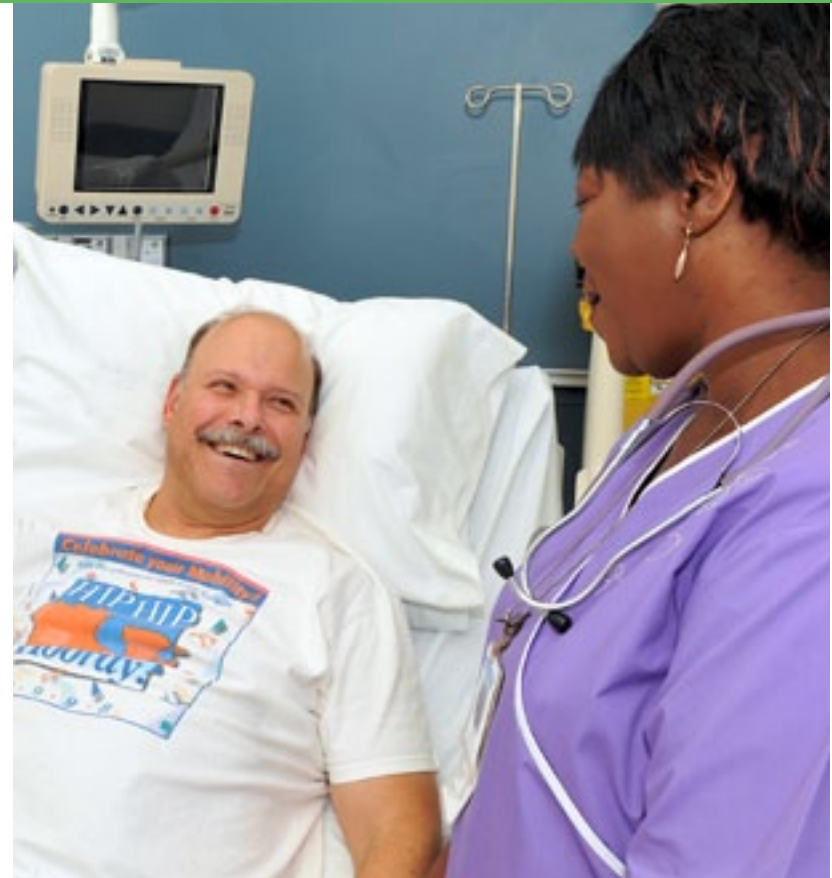
Effective interprofessional collaboration and partnerships

Learning & Innovation

A culture of continuous learning, research and innovation in nursing practice

Outstanding People

A workplace that attracts, retains and develops expert nurses who have the opportunity to grow and develop as leaders



TRILLIUM HEALTH CENTRE NURSING STRATEGY GUIDE



EXCELLENCE • TEAMWORK • LEADERSHIP
LEARNING • DIVERSITY • INTEGRITY

“We are building a compassionate, nurturing circle of care, where the patient and the family are an integral part of the care team.”

- The Nurses of Trillium

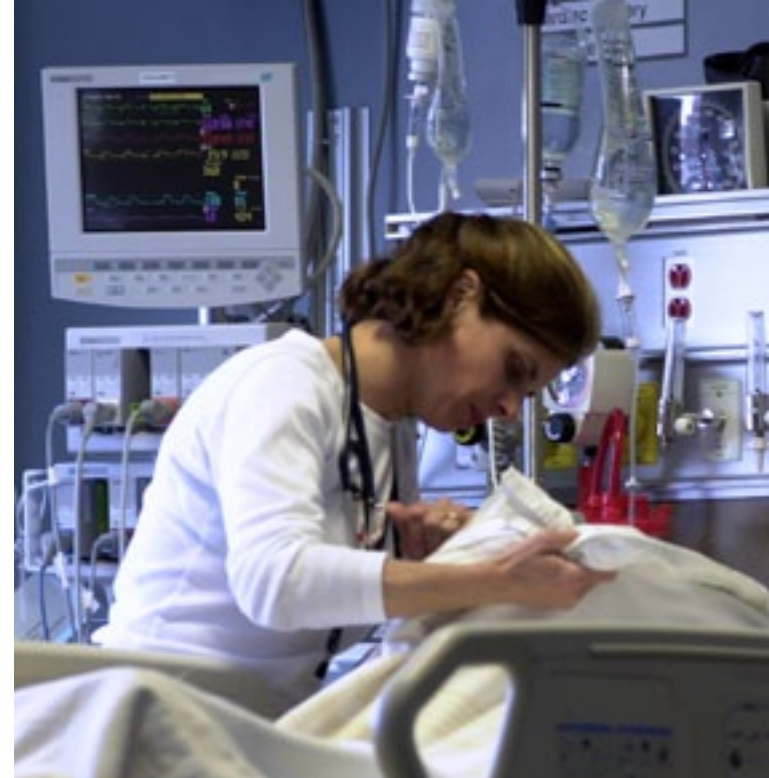
“We are strengthened and empowered by working together in a supportive environment that fosters the transformation from a novice to an expert nurse.”

- The Nurses of Trillium

QUALITY BY DESIGN	OPERATIONAL EXCELLENCE	INTEGRATION AND PARTNERSHIPS	LEARNING AND INNOVATION	OUTSTANDING PEOPLE
<p>Improve the patient experience of care Design and implement processes that enhance communication and the nurse-patient relationship, such as transfer of accountability and daily goal setting.</p>	<p>Safe and Effective Care Delivery of safe, effective and efficient care that delivers superior outcomes and healthy workplaces and that is sustainable for the future.</p>	<p>Collaborative Care by Design Improve continuity of care by providing comprehensive care and enhancing accountability for improving the patient's experience and outcomes.</p>	<p>Research and Innovation Develop relationship(s) with academic organizations to build capacity to conduct research.</p>	<p>Career Pathways Develop and advance the career pathways for nurses to increase and maintain engagement within the organization.</p>
<p>Tell the patient's story Transform nursing documentation through the design of technology tools that support telling the patient's story and are standards based and interprofessional in scope. Transition to electronic order management environment that incorporates evidence based practice at the point of care.</p>	<p>Access to Care Develop and implement processes and practices that efficiently and effectively provide patients access to the services they need.</p>	<p>Continuum of Care Continually seek internal and external partnerships that enhance the patient's experience, making the continuum of care seamless from the patient's perspective.</p>	<p>Culture of Teaching and Learning Leverage opportunities to deliver learning events more effectively and efficiently. Maximize opportunities to enhance knowledge and competence.</p>	<p>Healthy Workplace Create and sustain a stimulating and quality workplace that will retain the best prepared nursing workforce.</p>
<p>Release Time to Care Analyze unit activities/processes and redirect nursing activities to improve patient outcomes.</p>		<p>Partnership Councils Develop and implement phase 2 of unit-based partnership councils to foster a collaborative interdisciplinary approach to quality improvement activities and healthy workplace action plans.</p>		<p>Leadership Development Provide opportunities for nurses to develop their leadership capabilities.</p>



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