



From Innovation to Transformation: Moving up the Curve in Ontario Healthcare (Queen's Policy Studies Series)

Hon. Elinor Caplan

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This book provides an overview of the Health Transformation Learning Partnership (HTLP) project. This innovative project involves the transformation of three healthcare organizations in Ontario - North York General Hospital, York Central Hospital, and the South East Community Care Access Centre - using a combination of organizational transformation techniques. The techniques include the development of balanced organizational scorecards, balanced governance scorecards, strategy maps, accountability agreements and process improvements, to improve quality and safety within the organizations, and to enhance the organizations' ability to respond to changes in their environment. The project also involves the innovative use of story-telling to enhance results. The results of these approaches have been tracked and documented, and the lessons learned are harnessed and shared in this book.

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