

Strategic Plan Summary

2022-2025

Vision

A thriving, active & engaged community.

Mission

Engage and empower our patients, families and communities to support health & wellness.

Strategic Priorities

In order to advance our mission and vision we will focus on three areas of strategic importance.



Patient Centred Care

- Engage patients as advisors to provide insight into priority areas of community needs
- Engage people in self-management of their health
- Implement quality improvement initiatives for identified areas of opportunity
- Improve patient navigation to ensure access to all available supports



Integrated Care

- Collaborate with partners in the community to enhance supports that address social determinants of health & mental health supports
- Engage in the Ontario Health Team as a voice of primary care in the region
- Develop stronger community awareness of our services
- Continue to embrace digital health technologies
- COVID recovery—supporting our team and the system
- Advocate for needed resources to best support our community



Organizational Health

- Focus on common goals as a FHT and FHO together
- Support team wellness and retention
- Maximize the scope of our interdisciplinary health providers to ensure patients receive highest quality of care

Values

As a Family Health Team we are committed to upholding the following values:

- **Excellence** in patient and family-centred primary health care
- **Supporting** our patients, families and communities to meet their health and wellness goals
- **Kindness, caring, and respect** in all of our interactions
- **Inclusiveness** to support a sense of belonging for each individual
- **Respecting the diversity** of our communities and adapting to their needs
- **Timely, accessible, barrier-free care**
- **Creativity, innovation and continuous learning**
- **Collaborating** with partners and our community
- **Health of our team** by ensuring a thriving, collaborative, and respectful workplace
- **Accountability** to our community, our funders, and each other