

Vision

Optimal Health

Mission

To promote wellness and health to transform patients' lives.

Values

CHIPER - Collaboration, Holistic, Innovative, Patient-Centered, Excellence, Respect

Strategic Directions

Measures of Success

Goals & Who is Responsible

1. Foster growth of our clinic to meet community needs.

By prioritizing growth and development, we are investing in the future of our organization and patient satisfaction. Our goal is to build and deploy our resources to favourably impact our staff, patients, and community.

- 1. Total Number of Active Clients with Percentage of Target**
- 2. Participation in OHT initiatives: List of OHT Programs involved in (Red/Yellow/Green)**
- 3. Achieve increase in utilization of allied health team by patients (old dashboard)**

- 1. By end of March 2024, build patient roster to 3,200. Executive director.**
- 2. By 2024, lead or participate in at least 2 regional OHT initiatives to coordinate and integrate care. Executive director.**
- 3. By May 2024, successfully request for additional allied health. Executive Director.**

2. Improve access to care through innovation.

With an innovation compass, enhance ACCESS to optimal care in the right place by the right person at the right time.

- 1. *Percentage of patients finding OAB and digital messaging very helpful (Surveys) – 85% or higher**
- 2. Degree of progress to April 1, 2025 relocation of clinic (Red/Yellow/Green)**
- 3. Percentage of target virtual and/or home visit appointments**

- 1. By April 2024, implement digital messaging/online booking to communicate with patients (patient portal). Executive Director and Office/HR Administrator.**
-Continue multifaceted advertisement strategy (Email, Signs/Posters and Phone Outreach)
- 2. By April 2025, ensure completion of physical space expansion to provide inclusive comprehensive care and add common patient services (physio, phlebotomy). Executive Director and Capital Expansion Committee.**
- 3. By December 2024, in addition to virtual care visits, offer 10 home visits per month to patients with significant barriers to attend appointments in clinic. Executive Director.**

3. Find new paths in health promotion and disease prevention.

Finding new paths goes beyond simply treating disease and is also about **empowering patients** with the knowledge and skills they need to make informed decisions to enhance their quality of life.

- 1. Percentage of patients reporting to be overall satisfied with our clinic (PES) (Maintain 85% or higher)**
- 2. Percentage of patients reporting to be highly engaged in their care (PES survey) (Maintain 85% or higher)**

- 1. By April 2025, implement a patient advisory board/committee. Executive Director and Office/HR Administrator.**
- 2. By September 2025, integration of services and patient passports. Executive Director and Clinical Team.**
- An individualized plan of care, including the development of resources in the clinic for patients to take home (e.g., diabetic kit) and care tools (disease-specific - e.g., one for diabetes, etc.).

4. Optimize quality, standardization, and business operations.

Comprehensive primary care embraces health promotion, disease prevention and rehabilitative care, and is provided in a financially feasible and sustainable

- 1. Achieve a-budget surplus not in excess of \$10,000 for this fiscal year**
- 2. Percentage of Employees answering Agree or Strongly Agree that management understands the issues they face - 80% or higher (Staff Survey)**
-Keep retention rate for Nurse Practitioner and Other Staff over 90%
- 3. Percentage of smoking patients enrolled in tobacco cessation program – 60% or higher**
- 4. Percentage of patients treated with opioids seen twice a year and who have a completed opioid manager package – 80% or higher**

- 1. Achieve a balanced budget - monitored on a monthly OR quarterly basis. Actively explore opportunities to spend forecasted surplus. Executive Director, Office/HR Administrator & Finance Committee.**
-Temporary Clinical or Admin Staff
-Financially supporting other Health Care Organizations
-Equipment/ IT
- 2. Attract/retain exceptional human resources and maintain a high level of employee engagement. Executive Director & Office/HR Administrator.**
- Monthly team meetings, annually performance appraisals, quarterly team building activities, compensation review upon funding increase.
- Continue to accept and mentor students (RPN/RN and NP)
- 3. By mid 2024, reimplement tobacco cessation program (STOP vs Ottawa Model) *Executive Director and Clinical Staff**
- 4. By 2025, significantly enhance safe prescribing of opioid based therapies.**
-Quarterly audit for opioid manager and number of visits per year