



**Elevating Primary Care In Our Community**



**Our Vision**  
"A Healthier Hamilton"

**Our Mission**  
Provide excellent, comprehensive and collaborative primary health care to achieve the best possible health and quality of life for our community.

Theme 1:  
**Outstanding Patient Experience and Outcomes**



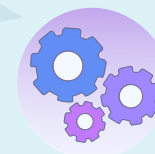
Theme 2:  
**Outstanding Provider and Staff Experience**



Theme 3:  
**Organizational Capacity and Performance**



Theme 4:  
**An Integrated Health System for Hamilton**



### Strategic Directions

- Strengthen inclusive, equitable and accessible quality team-based care for all HFHT patients.
- Encourage partnership with patients and their families and caregivers to strive for excellence in patient's health care outcomes.

- Promote a caring, integrated and healthy community of HFHT members and partners.
- Develop a working environment and culture that is highly supportive, inclusive and collaborative.

- Embrace a cohesive, high performing, socially responsible and accountable organization.
- Support leadership, capacity and resources for continuous improvement and innovation.

- Be a collaborative leader and partner in primary care and health system transformation.
- Work with health and social care partners to address health equity issues in Hamilton.

### Priorities

- Improve patient satisfaction and encourage patients to participate in their care.
- Optimize access to virtual care platforms and digital tools.
- Support population health networks and help to address health equity.

- Advance equity, diversity and inclusion (EDI) within HFHT, as well as support for provider/staff wellness.
- Strengthen team engagement, effective communication and interprofessional collaboration.
- Improve orientation and ongoing support of physicians and IHPs.

- Support EMR integration/interconnection.
- Strengthen data analytics and embed QI processes.
- Strengthen HFHT governance and leadership with the community.

- Provide leadership in local health and social service integration in collaboration with GHN partners.
- Improve care coordination, navigation and supported transitions for patients.
- Advance HFHT's Green Initiative and Environmental Sustainability.

### Our Values

#### Collaborative and Inter-professional

- Provide innovative primary care and are physician led;
- Empower all health care providers;
- Provide comprehensive care;
- Foster trust and mutual respect;
- Value strengths & support differences.

#### Excellence and Quality

- Improved quality - prevention & Chronic Disease Prevention Management;
- Outcome focused;
- Evidence-based goals;
- Using information effectively;
- Technology enabled.

#### Community Integrated Care

- Working collaboratively with the community health and social services sectors;
- Providing community leadership;
- Supporting inclusiveness;
- Addressing the external determinants of health.

#### Empowered patients

- Self-management;
- Collaborative primary healthcare;
- Patient-centred care.

#### Accessibility

- Improved timely and comprehensive access to more patients.