

HFHT's Strategic Plan 2022 – 2025

Theme 1: Outstanding Patient Experience and Outcomes



Strategic Directions:

- Inclusive and equitable access to quality team-based care for all HFHT patients.
- A partnership with patients, families and caregivers, that engages them in their care and strives for excellence.

Priorities and Deliverables:

Priority	Deliverables
Improve patient satisfaction and engagement in their care	<p>Years 1-2:</p> <ul style="list-style-type: none"> • With the Patient and Family Advisory Group, develop a Patient Charter/Declaration of Values that articulates the partnership between providers and patients, families and caregivers. • Identify barriers and develop approaches to improve patient satisfaction and engagement among marginalized patient populations. • Work with Patient and Family Advisory Group to identify improvements to patient self-management. (Years 1-4) • Optimize use of HFHT website to promote patient self-management. <p>Years 3-4:</p> <ul style="list-style-type: none"> • Explore development of a HFHT patient portal/secure messaging platform (part of Digital Committee work plan). • Renew and strengthen health promotion and patient education programs that promote self care management ensuring that all programs are evidence based and embed evaluation mechanisms.
Optimize use of virtual care platforms and digital tools to support patients	<p>Years 1-2:</p> <ul style="list-style-type: none"> • Share guidelines and support best practices in patient-responsive virtual care. • Support practices in adopting online patient booking to enhance patient access while ensuring equity. • Facilitate patient access to their own health records
Identify strategies to support population health and health equity	<p>Years 1-4:</p> <ul style="list-style-type: none"> • Continue to expand role of Interim NP clinic in ensuring access to primary care by unattached, marginalized populations. • Review HFHT Mental Health Services to identify efficiencies and opportunities to enhance Mental Health Supports. • Explore opportunities with GHHN partners to enhance health equity across the community (i.e., Code Red response).

Theme 2: Outstanding Provider and Staff Experience





Strategic Directions:

- A healthy and resilient community of HFHT providers and staff.
- A working environment and culture that is highly supportive, inclusive, and collaborative.

Priorities and Deliverables:

Priority	Deliverables
Support for provider/staff health and wellness	<p>Years 1-2:</p> <ul style="list-style-type: none"> • Establish a HFHT Organizational wellness committee to implement and evaluate activities to support wellness. (In progress) • Establish a Physician Wellness committee. (In progress) • Develop and disseminate best practice guidelines for flexible remote/in person work arrangements. • Enhance support of/connection to resources to access locum and vacation coverage for physicians and staff (i.e., admin, nursing). <p>Years 3-4:</p> <ul style="list-style-type: none"> • Share guidelines around practice environment standards and accommodations to support health and safety of all providers and staff.
Optimize use of digital tools to support providers	<p>Years 1-4:</p> <ul style="list-style-type: none"> • Establish a HFHT Digital Committee that will develop and implement a work plan including evaluation metrics. (In Progress) • Clarify the role and capacity of HFHT IT to support practices. • Work with GHHN partners to leverage support for primary care uptake of digital tools (i.e., online booking, EReferral, EConsult). • Facilitate physician and IHP access to Clinical Connect/OLIS/OTN etc.
Advance equity, diversity, and inclusion (EDI) within HFHT	<p>Years 1-2:</p> <ul style="list-style-type: none"> • Develop and promote the EDI policy. (In progress) • Develop an HFHT EDI committee to develop and implement a work plan. (In progress) • Implement EDI training and education as per the work plan above. (In progress) (Years 1-4)
Strengthen team engagement, effective communication and interprofessional collaboration	<p>Years 1-2:</p> <ul style="list-style-type: none"> • Establish one contact route to access information and support from HFHT. • Remodel HFHT intranet and database to improve access to HFHT information and supports. • Research and test new communication models and processes to facilitate effective communication between all team members. (Years 1-4) <p>Years 3-4:</p> <ul style="list-style-type: none"> • Develop a virtual platform(s) where HFHT providers, staff and IHPs can share expertise.
Improve orientation and ongoing support of physicians and IHPs	<p>Years 1-2:</p> <ul style="list-style-type: none"> • Improve onboarding and facilitated connection of IHPs to the practices. • Renewed onboarding and orientation process for physicians. • Implement peer support program for physicians.

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<p style="text-align: center;">Theme 3: Organizational Capacity and Performance</p> 	<p style="text-align: center;">Theme 4: An Integrated Health System for Hamilton</p> 																
<p>Strategic Directions:</p> <ul style="list-style-type: none"> • Cohesive, high performing, socially responsible and accountable organization. • Leadership, capacity and resources for continuous improvement and innovation. 	<p>Strategic Directions:</p> <ul style="list-style-type: none"> • 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. 																
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