



**Reaching
New Heights**
Together

Elevating Primary Care In Our Community



Hamilton Family Health Team

Better care, together.

To learn more, scan the QR code below



**Theme 1:
Patient Experience and Outcomes**



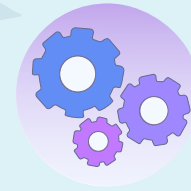
**Theme 2:
Provider and Staff Experience**



**Theme 3:
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.