SUMMERVILLE
Family Health Team

2023 - 2025 STRATEGIC PLAN

Internally Strong, Externally Relevant

VISION

SUMMERVILLE FAMILY HEALTH TEAM WILL BE VITAL TO THE HEALTH AND WELL-BEING OF THE COMMUNITY WE SERVE.

MISSION

PROVIDE PEOPLE-CENTRED, HIGH-QUALITY, INTEGRATED AND ACCESSIBLE PRIMARY CARE.

In so doing, we will be indispensable to:

- Individuals and families in our community, with a view to furthering health equity;
- Our partners and community health team members;
- Advancements in primary care, prevention and treatment;
- The education, training and success of future clinicians; and
- Each other as team members — and to our individual and collective growth and development.

VALUES

COLLABORATION
We engage our patients, community and team members in achieving optimal health.

EXCELLENCE
We deliver high-quality care with integrity and to the highest ethical standard.

INNOVATION
We encourage and capitalize on creative thinking, continuous learning, and the integration of technology and research to advance positive outcomes.

INCLUSIVITY
We embrace diversity, equity and individuality, and respect the unique contributions of our patients, caregivers, team members and community partners.

COMPASSION
We support and care for our patients and each other, and inspire understanding and empathy.

STRATEGIC PRIORITIES

ENHANCE THE PATIENT EXPERIENCE

Strengthen patient communication and provide a range of options — including digital solutions — to increase equitable access to our programs and services.

Inspire and support patients to take control of their own physical and mental health — from preventative care to ongoing chronic disease management — with a focus on vulnerable and marginalized populations.

Measures:

- Patient engagement
- Patient satisfaction
- Patient empowerment

INCREASE COMMUNITY & STAKEHOLDER ENGAGEMENT

Actively participate in local system planning — with the goal of improving the health of people in the community through an integrated system of care.

Mutually develop initiatives and deliver on collaborative efforts to meet community health needs.

Measures:

- Population served
- Collaborative initiatives and outcomes achieved

DEMONSTRATE EXCELLENCE IN LEARNING AND INNOVATION

Strengthen continuous quality improvement in programs and services.

Enhance teaching, research and knowledge sharing to deliver excellent patient care.

Measures:

- Engagement of team members in academic activities, including teaching, research, knowledge translation and quality improvement
- Implementation of our Quality Improvement Plan

STRENGTHEN INTERNAL COLLABORATION AND COHESIVENESS

Foster a workplace culture that inspires, unifies and supports team members in achieving our vision.

Ensure team member and organizational well-being — enabling people to work to their full potential and recognizing their contributions.

Measures:

- Team member satisfaction
- Team recognition
- Supportive workplace culture