



# STRATEGIC DIRECTIONS

## 2019-2021



### 1 Striving for excellence in all aspects of the primary care home

- Align multi-disciplinary care services to primary care practices
- Maximize effective attachment and access to primary care homes
- Provide comprehensive practice support to primary care homes
- Improve primary care in residential care
- Provide effective, sustainable inpatient care
- Improve transitions in care
- Improve the care of marginalized populations

### 2 Sustaining a strong community of family physicians

- Maximize physician health and resilience
- Recruit and retain an optimal number of family physicians
- Ensure the full spectrum of primary care services are provided by the community of providers

### 3 Partnering with patients and communities for improved health

- Increase physician leadership in population health
- Build and maintain relationships with community partners
- Engage patients and their families as partners in their health
- Promote the value proposition of primary care and primary carehomes

### 4 Influencing and informing the system for positive change

- Engage physicians in primary care transformation
- Co-lead the strategic implementation and maintenance of the vision for primary care in the North
- Influence healthcare policy in British Columbia

#### VISION

"Where we're going"

Healthy citizens served by healthy providers delivering integrated, longitudinal, full-service primary health care in a networked and sustainable system.

#### MISSION

"How we do it"

Through innovation and by engaging all primary care providers and partners, we will lead and enable a culture of quality that addresses the unique health needs of individual patients and our community as a whole.

#### GUIDING PRINCIPLES

"How we show up"

- Leading from within and fostering shared leadership
- Working with patients, community and providers in a way that is effective for them
- Fostering cultural humility
- Recognizing the value of interdependent partnerships
- Using data and self-reflection as the foundation for a culture of quality
- Providing stewardship for a sustainable healthcare system