

## Strategic Plan 2016- 2017

The Delta Division of Family Practice has identified four main strategies focused on three key areas. This strategic plan was facilitated by the board chair and the executive director and evolved through face-to-face meetings with our membership. We gathered the four strategic issues from as many members as possible in order to populate our strategy.

### MISSION

Ensure access to timely, comprehensive, high quality, sustainable health care in Delta through collaborative and collegial relationships within a healthy, engaged physician community

### VISION

An actively engaged, healthy community responsive to the needs of patients, providers and the public

## Strategy #1

### Mental Health

We continue to collaborate with our community partners in order to build and provide wrap-around team based care for patients dealing with mental health issues.

We will strengthen the arm of physicians by:

- Developing clear communication processes with allied health mental health referrals
- Building community with physicians, FH and allied health partners in our community
  - FH psychiatrists
  - FH programs
  - Available community resources and allied partners
  - Promoting the use of FETCH
- Hosting education sessions for the public, enabling patients to be proactive and preventative with their MH issues
- Partnering with PSP in the delivery of SGL that will assist with the care of MH patients, engaging physician speakers and other experts.
- Facilitating supports for our physician community by offering opportunities to get together and celebrate success and talk about current issues, networking and support.
- Continuing to build team based care

## Strategy #2

### Elder Care

Our physicians have identified needed supports for our growing elder population.

We will offer the following initiatives:

- RCI (Residential Care Initiative) program

#### *Best practice expectations:*

- 24/7 availability and on-site attendance, when required
- Proactive visits to residents
- Meaningful medication reviews
- Completed documentation
- Attendance at case conferences

#### *System level outcomes:*

- Reduced unnecessary or inappropriate hospital transfers
- Improved patient-provider experience
- Reduced cost/patient as a result of a higher quality of care

We will:

- Support our physicians and residential care facilities to meet and exceed the above requirements
- Build strong relationships with clinical staff at the facilities and physicians
- Improve the delivery of care to residents
- Recruit GPs to care for residents

- FRAIL ELDERLY
  - Proactively delay fragility in seniors by:
    - Early identification of pre-frail seniors
    - Collaborative health assessments
    - Wellness program
    - On-going assessments
- Continue to build team based care

### **Strategy # 3**

#### **Recruitment and Retention**

As our physician community ages, we must plan for retirements as well as a growing population that requires more physicians. We will:

- Continue to develop and adapt our recruitment plan
- Continue to communicate to have a clear understanding of the needs of each clinic and member retirement time lines
- Offer supports to retiring physicians, in part by:
  - Assisting with letters to their patients
  - Taking names on wait lists for new doctor (FETCH website patient waitlist)
  - Identifying the culture and preference for new physician(s) at each clinic
  - Meeting members face-to-face to offer required supports
- Develop and maintain useful orientation tools for new physicians
- Develop and maintain operational plan for new physicians to ensure follow up and support for the first year
- Continue to develop red carpet process for recruits and new members
- Host membership events to welcome new physicians, recognize retiring physicians and build community
- Partner with the community such as the Corporation of Delta, FH, community and allied health partners to welcome new physicians
- Offer supports as needed by new physicians, such as assistance with housing and community resources
- Continue to build team based care

### **Strategy # 4**

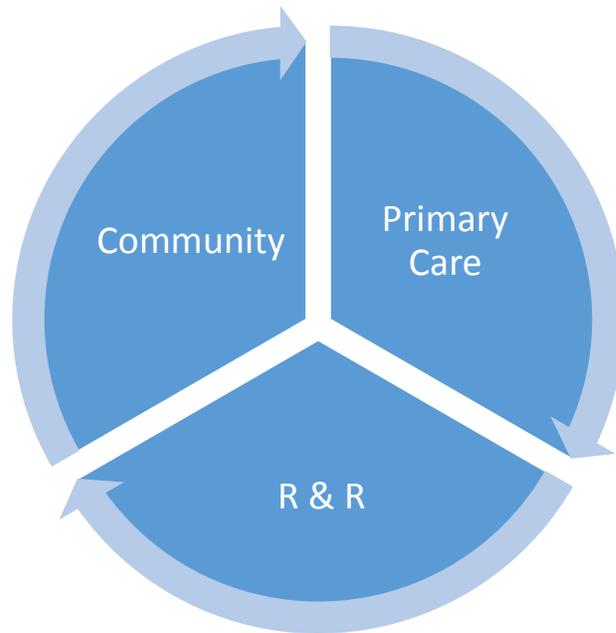
#### **CME/Education**

Education has been identified as an important part of our membership's goals and we will create educational opportunities for our community that continue to "strengthen the arm of our GPs". We will:

- Continue to partner with PSP in the delivery of SGL and modules that are of interest to our membership
- Coordinate and support division mentors to support new physicians and/or physicians needing assistance with topics
- Facilitate ongoing public education on relevant health topics
- Communicate educational opportunities to our membership

- Assist in communication processes and procedures with Delta Hospital and physicians and circulate updated information from the hospital to membership
- Continue to build team based care opportunities at each of our events

Three strategic areas of focus



Each of our strategies are linked to community, primary care and recruitment and retention.

**RECRUITMENT & RETENTION**

**COMMUNITY**

- MH**
- Education**
- R & R**
- Elder Care**

**PRIMARY CARE**

- MH**
- Elder Care**
- R & R**
- Education**