

STRATEGIC PLAN 2020 - 2023

Vision

A thriving community of family physicians delivering quality care

Values

Mission

- Ensure all patients in our community have timely access to their primary care provider
- Support family physicians to provide quality care in all settings
- Support a sustainable, enjoyable, and collaborative work environment for family physicians
- Work collaboratively with patients, health care providers, partners and community

- Continually strive for excellence
- Be innovative
- Be inclusive and respectful of diverse opinions and perspectives
- Ensure transparency and accountability



Promote Quality Patient Care

- Improve access and collaboration with specialists and allied health
- Support the needs of our aging population and other vulnerable groups
- Improve access to mental health (adult and child/youth) resources
- Promote patients and their families as active partners
- Enhance patient experience with the primary health care system
- Implement our Primary Care Network (PCN) plan



Support our Physicians in Practice

- Improve physician health, wellness and social connectivity
- Recruit, mentor and retain highly skilled, engaged and diverse physicians
- Address gaps in physician to physician communication
- Facilitate physician education opportunities to enhance clinical skills and develop leaders



Advocate on Behalf of Members and Patients

- Promote understanding of the value of family physicians
- Support physician leaders' engagement in health transformation
- Promote the reduction of physician burden
- Improve member engagement
- Develop and implement a communications plan that focuses both on members and the public



Optimize the Use of Information Technology

- Enhance use of Electronic Medical Records (EMRs) to improve patient care
- Facilitate use of technology to maximize office efficiency
- Promote IT strategies that use digital communication as part of patient care
- Promote interdisciplinary communication and information sharing strategies