

Prince Edward Family Health Team

Strategic Plan 2017/18 - 2021/2022

YEAR FIVE OPERATIONS: 2021/22

Adjusted for COVID-19 April 1, 2021 – Mar 31, 2022

Vision			
Prince Edward County residents have the best possible health throughout life.			
Mission			
Partners in providing high quality person-centred integrated primary care.			
1. Patient and Partner Satisfaction			
Goal			
PEFHT services and collaborative approach meet or exceed the expectations of our patients and community partners.			
Outcomes	Objectives	Year 5 Strategies	Year 5 Measurement Tools
1.1 Patients feel PEFHT Services meet their healthcare needs.	<ul style="list-style-type: none"> Understand patients' experience when the majority of PEFHT appointments are virtual in nature. 	<ul style="list-style-type: none"> When possible, offer appointment type choice to PEFHT patients for PEFHT programs and services 	<ul style="list-style-type: none"> Patient Satisfaction Survey Tool is administered to obtain sampling by January 31, 2022.
1.2 Our relationships with community health partners support patients' timely access to comprehensive, coordinated and integrated care.	<ul style="list-style-type: none"> Strengthen relationships with key community partners to support service delivery with prioritization on organizations most vital to service continuity due to COVID-19. 	<ul style="list-style-type: none"> Continue strengthening of collaborative relationships for Covid-19 related initiatives and care coordination with: Home & Community Care, Hospice Prince Edward, Hastings Prince Edward Public Health, County of Prince Edward, Quinte Health Corporation, Community Care for Seniors, MH organizations 	<ul style="list-style-type: none"> Partner Surveys related to partnering on Covid-19 initiatives completed by January 31, 2022 of relevant representatives of Home and Community Care, Hospice Prince Edward, Hastings Prince Edward Public Health, Community Care for Seniors, Quinte Health Care, County of Prince Edward, MH Organizations.
1.3 Our expertise contributes to building a stronger health care system by participating in system forums, knowledge sharing with students and supporting research initiatives.	<ul style="list-style-type: none"> Meet Quinte Ontario Health Team formation needs. 	<ul style="list-style-type: none"> Meet HPE OHT Year 1 formation needs 	<ul style="list-style-type: none"> Hastings Prince Edward Ontario Health Team advanced its maturity and met all year one deadlines. Milestone deadlines to be added to Board Work Plan once full application is accepted by ministry and the OHT work plan is established.
1.4 The community is well-informed about the services of the PEFHT.	<ul style="list-style-type: none"> Ensure community is aware of PEFHT programs and services being available during COVID-19. 	<ul style="list-style-type: none"> Keep the community informed of PEFHT Services 	<ul style="list-style-type: none"> Report on status of radio interviews and website currency on the second Tuesday of each month.

2. Service Delivery Excellence			
Goal			
All patients receive the high-quality healthcare they need from PEFHT services (accessible, comprehensive, integrated, safe) from a coordinated inter-professional team.			
Outcomes	Objectives	Year 5 Strategies	Year 5 Measurement Tools
2.1 Patients have timely access to PEFHT programs and services that are comprehensive, coordinated and integrated care.	<ul style="list-style-type: none"> Uphold timely access to PEFHT programs and services as much as possible while adhering to all COVID-19 safety guidelines. 	<ul style="list-style-type: none"> PEFHT programs and services access measures are reviewed by PEFHT Board on a monthly basis. Assess if other reporting tools can be established that offer deeper insights on access to PEFHT programs and services. 	<ul style="list-style-type: none"> Report on access indicators for all PEFHT Programs and Services on the second Tuesday of each month.
2.2 PEFHT optimizes the use of PEFHT programs and services and community health resources.	<ul style="list-style-type: none"> Maintain best efforts between the FHT and FHO to support reducing the wait list for a family physician. 	<ul style="list-style-type: none"> Promote awareness as much as reasonable due to COVID-19 through agenda items and discussions between PEFHT Board and PEFHT physicians on status of wait list. 	<ul style="list-style-type: none"> As of March 31, 2022, the wait list for a PEFHT physician has been reduced since March 31, 2021.
2.3 PEFHT programs and services are improved and refined on an ongoing basis using standard approach supported by the PEFHT QI Strategy	<ul style="list-style-type: none"> Foster culture of continuous quality improvement. Review programs and services against quality indicators and relevant data to identify areas for improvement. Services and programs use most efficient and effective processes possible within PEFHT resources (safe, effective, patient-centred, efficient, timely, equitable). 	<ul style="list-style-type: none"> Uphold PEFHT Program and Services annual milestone review, namely to conduct quarterly indicator reviews and a fall program and services holistic review, as possible due to COVID-19 impact. 	<ul style="list-style-type: none"> Report on access indicators for all PEFHT Programs and Services on the second Tuesday of each month.
2.4 Patients/families are partners in their health care.	<ul style="list-style-type: none"> Advance patient and family advisor participation in PEFHT program and services planning and delivery 	<ul style="list-style-type: none"> Community members continue to participate on QI Committee and work to find a way for deepening engagement to program plan. 	<ul style="list-style-type: none"> Patients from QI Committee surveyed for satisfaction for meaningful input by January 31, 2022.

3. Responsible Stewardship			
Goal			
PEFHT uses rigorous financial, governance and management practices to run a sound business.			
Outcomes	Objectives	Year 5 Strategies	Year 5 Measurement Tools
3.1 PEFHT operates within a balanced budget and uses resources effectively.	<ul style="list-style-type: none"> Provide efficient and effective stewardship of PEFHT financial resources. Ensure financial reporting meets the needs of the ministry and PEFHT Board of Directors. 	<ul style="list-style-type: none"> Create a risk management reporting tool to help Directors better oversee organizational risks Board Policies are refreshed if COVID-19 context permits ED has refreshed the Job Description and created an operating manual for the ED role. 	<ul style="list-style-type: none"> By December 31, 2022, the PEFHT Board of Directors are very satisfied with the enterprise level reporting tools when surveyed in annual Self-Assessment Survey.
3.2 PEFHT's model of governance allows us to fulfill the organizational mandate and realize the goals of our strategic plan.	<ul style="list-style-type: none"> Renew our approach to governance, examining appropriate governance models, board composition, and effective operation of the board. 		
3.3 We identify, assess and manage risk effectively.	<ul style="list-style-type: none"> Identify and manage inherent and residual risks of the organization to facilitate the achievement of our mandate and mission. Ensure policies are in place. 		

4. Culture of Learning Innovation and Collaboration

Goal
PEFHT is committed to ongoing learning, innovation and interprofessional collaboration to ensure the highest quality service delivery for our patients.

Outcomes	Objectives	Year 5 Strategies	Year 5 Measurement Tools
4.1 Our workforce is engaged and committed to service excellence and ongoing education.	<ul style="list-style-type: none"> Keep connected with staff and support morale as much as possible during the pandemic. 	<ul style="list-style-type: none"> Hold monthly virtual staff meetings, ED/HR Manager to call staff directly to check in with team members throughout the year. 	<ul style="list-style-type: none"> Administer PEFHT Team Satisfaction Survey tool to collect Year 5 data by January 31, 2022.
4.2 PEFHT is committed to share healthcare education with patients and families.	<ul style="list-style-type: none"> Continue to support PEFHT’s ability to use clean data from its EMR. 	<ul style="list-style-type: none"> Assess the viability of starting the QI Project identified from PEFHT’s 2019 Team Day. 	<ul style="list-style-type: none"> Add a milestone for completion of QI project if appropriate.
4.3 PEFHT demonstrates commitment to a continuous quality improvement approach to service delivery.			
4.4 PEFHT embraces opportunities for interprofessional collaboration both within our organization and with community partners to maximize integrated healthcare service delivery.	<ul style="list-style-type: none"> Strengthen existing or new partnerships that support interprofessional collaboration. 	<ul style="list-style-type: none"> Invite more PEFHT team members to participate in HPE OHT year one activities. 	<ul style="list-style-type: none"> By March 31, 2022, an increased number of PEFHT team members participated in Hastings Prince Edward Ontario Health Team year one activities than previous OHT efforts.