

**Prince Edward Family Health Team**

**Strategic Plan 2017/18 - 2022/2023**

**YEAR SIX OPERATIONS: 2022/23**

**Adjusted for Covid-19 Recovery: April 1, 2022 – March 31, 2023**

<b>Vision</b>			
Prince Edward County residents have the best possible health throughout life.			
<b>Mission</b>			
Partners in providing high quality person-centred integrated primary care.			
<b>1. Patient and Partner Satisfaction</b>			
<b>Goal</b>			
PEFHT services and collaborative approach meet or exceed the expectations of our patients and community partners.			
Outcomes	Objectives	Year 6 Strategies	Year 6 Measurement Tools
1.1 Patients feel PEFHT Services meet their healthcare needs.	<ul style="list-style-type: none"> <li>Focus on pandemic recovery and supporting patient choice in hosting an in-person or virtual appointment in PEFHT programs or services.</li> </ul>	<ul style="list-style-type: none"> <li>Provided there are no Covid-19 restrictions, offer appointment type choice to PEFHT patients for PEFHT programs and services.</li> </ul>	<ul style="list-style-type: none"> <li>Report monthly on appointment type of either in-person or virtual across PEFHT programs and services.</li> <li>Patient Satisfaction Survey Tool is administered to obtain sampling by January 31, 2023.</li> </ul>
1.2 Our relationships with community health partners support patients' timely access to comprehensive, coordinated and integrated care.	<ul style="list-style-type: none"> <li>Assist Hastings Prince Edward Ontario Health Team (HPE OHT) advance on its service transformation goals over the coming 2022/23 fiscal year.</li> </ul>	<ul style="list-style-type: none"> <li>Invest in-kind resources through PEFHT staffing representation on various HPE OHT Action Teams or other groups to support the advancement of HPE OHT priorities.</li> </ul>	<ul style="list-style-type: none"> <li>Provide quarterly status updates on HPE OHT activities (April, July, October 2022; January 2023).</li> </ul>
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.			
1.4 The community is well-informed about the services of the PEFHT.	<ul style="list-style-type: none"> <li>Increase enrollment across PEFHT programs and services by Informing the community about PEFHT Programs and Services.</li> </ul>	<ul style="list-style-type: none"> <li>Use 99.3FM radio spots, PEFHT social media, PEFHT website and public forums as they are more available upon Pandemic reopening to promote PEFHT programs and services.</li> </ul>	<ul style="list-style-type: none"> <li>Report monthly on the status of radio interviews, PEFHT social media and PEFHT Website metrics and other informational forums that promote PEFHT programs and services.</li> <li>Report on a semi-annual basis the enrollment numbers in PEFHT programs and services as compared to the last two years. (September 2022; March 2023)</li> </ul>

<b>2. Service Delivery Excellence</b>			
<b>Goal</b>			
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 6 Strategies	Year 6 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"> <li>Uphold timely access to PEFHT programs and services as much as possible while Pandemic reopening takes place in 2022/23.</li> </ul>	<ul style="list-style-type: none"> <li>PEFHT programs and services access measures are reviewed by PEFHT Board on a monthly basis.</li> </ul>	<ul style="list-style-type: none"> <li>Report monthly on appointment type of either in-person or virtual across PEFHT programs and services.</li> </ul>
2.2 PEFHT optimizes the use of PEFHT programs and services and community health resources.	<ul style="list-style-type: none"> <li>Maintain best efforts between the FHT and FHO to support reducing the wait list for a family physician.</li> <li>Support those we serve to better understand how to manage chronic conditions and educate how to stay healthy and well.</li> <li>Find solutions for access to specialists for the programs experiencing specialist retirements in 2022.</li> </ul>	<ul style="list-style-type: none"> <li>Continue to seek solution for supporting orphan patients in PEFHT Programs and services in collaboration with PEFHO.</li> <li>Create programming for educational sessions designed to build self-management capacity to stay well and if successful increase programming to offer disease specific programming to support self-management of chronic</li> </ul>	<ul style="list-style-type: none"> <li>As of March 31, 2023, the wait list for a PEFHT physician has been reduced since March 31, 2022.</li> </ul>
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"> <li>Confirm new programming for self-management by end of Q1 (June, 2022) and update on status of programming quarterly, thereafter (July, October 2022; January 2023).</li> </ul>

		<p>conditions in those we serve.</p> <ul style="list-style-type: none"> <li>• Explore options for specialist access for those we serve.</li> </ul>	
2.4 Patients/families are partners in their health care.	<ul style="list-style-type: none"> <li>• Advance patient and family advisor participation in PEFHT program and services planning and delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Community members continue to participate on QI Committee and work to find a way for deepening engagement to program plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Patients from QI Committee and other forums as appropriate are surveyed for satisfaction for meaningful input by January 31, 2023.</li> </ul>

### 3. Responsible Stewardship

<p><b>Goal</b> PEFHT uses rigorous financial, governance and management practices to run a sound business.</p>			
Outcomes	Objectives	Year 6 Strategies	Year 6 Measurement Tools
3.1 PEFHT operates within a balanced budget and uses resources effectively.	<ul style="list-style-type: none"> <li>• Provide efficient and effective stewardship of PEFHT financial resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Stay informed of PEFHT's financial position on a quarterly basis</li> </ul>	<ul style="list-style-type: none"> <li>• Report quarterly on PEFHT's financial status (April, July, October 2022; January 2023).</li> </ul>
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"> <li>• Refresh PEFHT's Strategic Plan during the 2022/23 fiscal year.</li> </ul>	<ul style="list-style-type: none"> <li>• Engage a consultant to undertake a survey on PEFHT's strengths and where it could enhance its efforts to better meet population health needs of those it serves and generate a new Strategic Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• A new Strategic Plan is created by March 31, 2023.</li> </ul>
3.3 We identify, assess and manage risk effectively.	<ul style="list-style-type: none"> <li>• Assess the utility of the PEFHT's Risk Management Approach over a full year.</li> </ul>	<ul style="list-style-type: none"> <li>• Refresh and implement the PEFHT's Risk Management Register over first the first quarter of 2022/ 23 fiscal year and provide a summary report on a quarterly basis.</li> </ul>	<ul style="list-style-type: none"> <li>• Report quarterly on PEFHT's highest risks (April, July, October 2022; January 2023).</li> </ul>

### 4. Culture of Learning Innovation and Collaboration

<p><b>Goal</b> PEFHT is committed to ongoing learning, innovation and interprofessional collaboration to ensure the highest quality service delivery for our patients.</p>			
Outcomes	Objectives	Year 6 Strategies	Year 6 Measurement Tools
4.1 Our workforce is engaged and committed to service excellence and ongoing education.	<ul style="list-style-type: none"> <li>• Reinvigorate the commitment to ongoing professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• Reinstate PEFHT's Professional Development program as part of the Pandemic Reopening.</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm PEFHT's Professional Development program has been offered no later than July 29, 2022.</li> </ul>
4.2 PEFHT is committed to share healthcare education with patients and families.			
4.3 PEFHT demonstrates commitment to a continuous quality improvement approach to service delivery.	<ul style="list-style-type: none"> <li>• Work collaboratively with the PEFHT family physicians to find new family physicians to join our team.</li> </ul>	<ul style="list-style-type: none"> <li>• Support Physician Recruitment and Retention program development.</li> </ul>	<ul style="list-style-type: none"> <li>• Confirm the number of new PEFHT physicians who have joined the team by March 31, 2023.</li> </ul>
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"> <li>• Revitalize the integration within and across our PEFHT team members.</li> </ul>	<ul style="list-style-type: none"> <li>• Work with the PEFHT family physicians to find ways of reuniting our teams and promoting integration as part of the Pandemic reopening.</li> </ul>	<ul style="list-style-type: none"> <li>• Create a Community Engagement Strategy by June 30, 2022 that details activities designed to promote integration between and across PEFHT team members over the coming year.</li> </ul>