



PRINCE EDWARD  
FAMILY HEALTH TEAM  
*Your partner for best health*

# STRATEGIC PLAN 2023-2025

## Mission

To be partners in providing high quality, person-centred integrated primary care.

## Vision

Prince Edward County residents have the best possible health throughout life.



# A message from the Board President and Executive Director



Our strategic plan was developed from valuable feedback received through **an engagement process with community partners, the board of directors, and our exceptional staff.**

We recognize that primary care is the gateway to the health care system and that **strong primary care means a strong health care system.**

Over the course of this strategic plan, we will work collaboratively with Ontario Health and community partners to **advocate for a stronger and better resourced primary care here in the County.**

*Dr. Sarah LeBlanc*

Board President

We are committed to exploring creative and innovative ways in which we can deliver care, **connecting as many residents to care as possible.**

As your health care team, we will work tirelessly to **ensure that County residents have the best possible health throughout life.**

We remain resolute in our commitment to our community, **to be partners in providing high quality person-centred integrated primary care**, because our community deserves nothing less.

*Barinder Gill*

Executive Director



# PRIORITIES

# GOALS



Access to Care for All Residents

Provide **all residents with equitable access to primary care.**



Health Human Resources & Working to Full Scope

**Ensure appropriate use of health care resources** in the community.



Workplace Culture

Build a **great place to work, with a positive culture and an increase in morale, retention, and work-life balance.**



Program Review and Community Needs

Ensure a full complement of **family doctors, allied, and administrative team members.**



Meet or Exceed Provincial Standards

**Match or exceed provincial measures/standards** in priority health areas.





## Access to Care for All Residents

Provide all residents with equal access to primary care.

We will aspire to:

- Develop creative and innovative alternative ways to provide ongoing equitable access to programs and services.
- Determine what model of care works best to open a new rapid access community clinic to serve our community, specifically residents of Prince Edward County who do not have a primary care provider.

*"I want to do what I can to make sure residents have access to care, close to home."*

*Dawn, RN*



## Health Human Resources and Working to Full Scope

Ensure appropriate use of health care resources in the community.

We will aspire to:

- Recruit and retain as many physicians as possible and advocate for funding related to recruitment and retention.
- Assess how we are currently using our resources to determine where there may be gaps or where realignment may be required.
- Recruit and retain additional allied health professionals to ensure the efficient operation of all PEFHT programs and services, recognizing that those we serve and support deserve nothing less.





Build a great place to work with a positive culture, increase in morale, retention, and work-life balance.

We will aspire to:

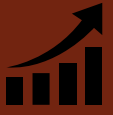
- Actively elicit from each staff member what they need to thrive, feel valued, and be recognized.
- Advocate to the ministry to be able to use surplus dollars for recruitment and retention.
- Facilitate self, peer, and employee performance evaluations to enhance performance and strengthen relationships.

Ensure a full complement of family doctors, allied professionals, and administrative team.

We will aspire to:

- Use data to design programs and services that meet the needs of the residents we serve.
- Conduct annual program reviews to further streamline or realign programs and services to better serve residents.
- Optimize our programs with a focus on care equity.





## Meet or Exceed Provincial Standards

Match or exceed provincial measures/standards in the areas we need to focus on.

We will aspire to:

- Conduct a review of other family health team indicators to determine similar/common metrics across program and services, including unattached offerings if they exist.
- Select program benchmarks at or above provincial average to determine if PEFHT is meeting or exceeding them, and develop implement plans, if required.



# ACCOUNTABILITY

At PEFHT, accountability

- means being fully responsible for our decisions and actions
- is a key element of leadership
- builds trust
- improves performance and outcomes
- promotes ownership
- inspires confidence

Through the Executive Director, PEFHT is committed to reporting to the Board of Directors, residents of Prince Edward County, and community partners the progress being made on achieving our goals and strategic priorities.

