



Upper Grand Family Health Team

Strategic Plan 2022-2025

IMPROVING THE HEALTH OF OUR COMMUNITY

through equitable access to high quality primary health care services



COMMUNITY
COLLABORATION



ACCESS



EQUITY
DIVERSITY
INCLUSION

Integrating with
community partners to
improve care

Advancing access
through streamlining
processes

Strengthening our
commitment to equity,
diversity and inclusion

Mental Health & Addictions

Support internal relationships
and communication

Increase staff knowledge, skill
and confidence

Preventative Care

Understanding our data and
our goals

Build an inclusive
environment

Palliative & Supportive Care

Protecting clinical time

Incorporate patient voice into
decision making

Chronic Disease Care

Support team wellbeing and
program stability

Community Awareness of
FHT services

Using digital tools to improve
work flows

COLLABORATION & INTEGRATION

ACCOUNTABILITY

INNOVATION

EQUITY, DIVERSITY & INCLUSION

CONTINUOUS QUALITY IMPROVEMENT

COMMUNITY ENGAGEMENT



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ACCESS



EQUITY
DIVERSITY
INCLUSION

Mental health & addictions
Partnering with MH and addictions partners related to patient services, groups and planning.

Preventative care
Improve cancer screening rates through communication, data and digital tools.

Palliative & supportive care
Ongoing commitment to partnerships related to service delivery and community planning.

Chronic disease care
Strengthen our community partnerships around diabetes, heart and lung health, and chronic pain.

Community awareness of FHT services
Ensuring the community and our providers have awareness of all of our services and programs.

Support internal relationships and communication
Strengthening FHT/FHO relationships, information sharing, and collaborations.

Understanding our data and our goals
Improve access and visibility of data and goals for the organization.

Protecting clinical time
Streamline referral, triage and booking processes with a focus on system navigation.

Support team wellbeing and program stability
Improving our ability to be responsive to staffing changes at all levels of the organization.

Using digital tools to improve work flows
Work towards a shared and accessible EMR with improved referral tools.

Increase staff knowledge, skill and confidence
Offer training and learning for FHT /FHO teams.

Build and inclusive environment
Ensure that UGFHT policy and physical environments support inclusion.

Incorporate patient voice into decision making
Collect and utilize patient feedback in decision making in all levels of the organization.

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