

City of Kawartha Lakes

Family Health Team

Strategic Plan Update

2018 - 2022

Healthy Family, Healthy Community

Table of Contents

List of Participants	Page 3
Mission & Vision Statement Review	Page 4
Guiding Principles	Page 4
Priorities for 2018-2022	Page 5
SMART Goals- Building Collaboration	Page 6
SMART Goals- Recruitment and Retention	Page 6
SMART Goals-Building Capacity	Page 6
SMART Goals- Records Management and Collaboration	Page 7
Recommendations	Page 7

CKL Family Health Team Strategic Planning Session

Date: August 29, 2017 First Session

Time: 6:00 p.m. - 8:00 p.m.

Location: Olympia Restaurant

Facilitator: Evelyn Chambers

Participants:

Board members: Dr. Steven Oldridge

Dr. Eric Ready

Dr. Jacquelyn Choi

Dr. Steve Hainer

Dr. Laura Millson

Dr. Peter Anderson

Dr. Snarr

Staff members: Mike Perry, Executive Director

Date: February 2, 2018, Second Session

Time: 12:30-1:30 p.m.

Location: CKL Family Health Team Office-Community Room

Participants: Dr. Steven Oldridge

Dr. Eric Ready

Dr. Peter Anderson

Dr. Steve Hainer

Staff members: Mike Perry, Executive Director

Vision and Mission Statement Review

Current Vision Statement:

To provide patient-centered primary care in a physician guided, collaborative team model.

Current Mission Statement

The City of Kawartha Lakes Family Health Team shall ensure that every resident of the City of Kawartha Lakes has access to a family doctor working in collaboration with interdisciplinary health providers.

Consensus is to keep the current mission and vision statements.

Guiding Principles

- a. To provide increased access to primary health care for patients so that residents in our City have the opportunity to access a primary care physician.*
- b. To attract additional primary care physicians to the City of Kawartha Lakes.*
- c. To provide patient-centered care where the patient is a key member of the team and uses information and support to make informed decisions on how to manage his/her self-care needs.*
- d. To provide comprehensive family health care services through an interdisciplinary team including family physicians, nurse practitioners, registered nurses, patient educators, mental health counselors, social workers, and pharmacists, each working within their scopes of practice.*
- e. To serve as a central catalyst for the development of new, comprehensive community-based chronic disease management and self-care programs.*
- f. To emphasize health promotion, illness prevention and early detection/diagnosis.*
- g. To link patients to other parts of the health care system such as acute care, long-term care, public health, mental health, addictions, and community programs and services.*
- h. To link with other health care organizations at the community level for input and joint planning for our City.*
- i. To use information technology to integrate services, link patient records across different health care settings and give providers timely access to test results and other important data.*

Consensus is to keep the current guiding principles.

SCOP Analysis and Organizational and Community Assessment

In a full strategic planning sessions the following questions would be asked. Given that this is an update only, this part of the planning process was omitted.

Strengths	What are the strengths of your organization that can be continued to be built on for the long term?
Challenges	What are the challenges facing the organization that impede higher levels of long term organizational success?
Opportunities	What are the opportunities that should/could be explored to enhance long term success?
Pressures	What are the pressures/distresses that could adversely affect the long term success of the organization?

Setting Priorities

During the first session, participants were asked to brainstorm what they considered to be priority areas. Once the suggestions had been captured, they were prioritized.

POP- Prioritizing the Priorities for 2017-2022

The priority identification process resulted in four 'priority themes' for the board. These included:

- Building Collaborations
- Recruitment and Retention
- Building Capacity
- Records Management and Collaboration

Using Smart Goals for Action

Process

Goals and objectives set during the planning process are the heart of the strategic plan. Strategic goals must be both relevant to the conditions within the organization and the environment in which it operates, as well as bound by clearly identified timelines. To meet these requirements the SMART Goal process was utilized.

S-Specific M-Measurable A-Achievable R- Relevant T- Time Bound

The City of Kawartha Lakes Family Health Team created the following SMART goals for the organization for the upcoming four years:

Building Collaboration

- **By summer 2018 the City of Kawartha Lakes Family Health Team will have gathered additional data around the number of active collaborations between FHT physicians and IHPs. *[suggested but not limited to memory, diabetic]***
- **By December 2018 there will be updated environmental scans of current service and updated inventory that can be used to address service gaps.**
- **By 2020, the City of Kawartha Lakes Family Health Team will have guidelines to enhance collaboration within the FHT as demonstrated by survey results, the number of active collaborations, and workplace training provided. *[ongoing from previous strategic plan]***

Recruitment and Retention

- **The City of Kawartha Lakes Family Health Team will continue to lobby for increased compensation for our interdisciplinary health providers.**
- **The City of Kawartha Lakes Family Health Team will have increased its complement of interdisciplinary health providers based on identified patient needs and ministry approval.**
- **The City of Kawartha Lakes Family Health Team will continue to encourage collaboration between the Family Health Team and the City of Kawartha Lakes Health Care Initiative.**

Building Capacity

- **By 2018, there will be the ability to take on new patients through rostering and the addition of Nurse Practitioners.**
- **By 2022, the City of Kawartha Lakes Family Health Team will have obtained data to identify opportunities for new physicians.**

Records Management and Collaboration

- **By 2019, there will be increased access to physician EMRs by IHPs, including by data-sharing.**
- **By 2022, the City of Kawartha Lakes Family Health Team will have increased access to patient records and data with hospital IHPs and hospital EMRs.**

Recommendations

1. *The FHT Board should, through a recorded motion, adopt the updated strategic plan including the current Vision and Mission and Guiding Principles and Smart goals.*
2. *The FHT Board should establish action steps; identify responsibilities and internal timelines for completing SMART Goals (a 'work plan').*
3. *Review of the strategic plan should be added to the Board agenda on a monthly/quarterly basis.*