

City of Kawartha Lakes

Family Health Team

Strategic Framework

2013



Healthy Families, Healthy Community

Our Vision

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

Our Mission

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

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.

Priorities for 2013-2016

- Building Collaboration
- Recruitment and Retention
- Improving Access to Care

Strategic Goals 2013-2016

Building Collaboration

- By 2014, we will be active in Care Coordination as demonstrated by our involvement with health partners and in mandated Care Coordination processes.
- By 2014, we will have greatly enhanced collaboration within the FHT as demonstrated by survey results, the number of active collaborations, and providing workplace training.
- By 2015, we will have a new medical hub in Lindsay for the City Kawartha Lakes Family Health Team.

Recruitment and Retention

- By 2014, we will have lobbied for increased and sector - comparable compensation for our interdisciplinary health providers at appropriate opportunities as demonstrated by connections made ministry officials and health professional organizations.
- By 2014, we will have maintained a full complement of directors as demonstrated by the recruitment of two doctors to the City of Kawartha Lakes Family Health Team Board of Directors.
- By 2016, we will have recruited five new physicians and an increased complement of interdisciplinary health providers based on identified patient needs and ministry approval.

Improving Access to Care

- By 2014, we will have determined the need for after hour clinics in outlying areas as demonstrated by a needs assessment.
- By 2013, we will have developed specific criteria by which future Family Health Team expansion will be assessed and approved.
- By 2015, we will have 100 percent of Family Health Team staff and Family Health Organization physicians implementing advanced accessed principles.
- By 2015, we will have 100 percent of Family Health Team physicians and staff will be using EMRs.

Approved by the City of Kawartha Lakes Board of Directors on October 15, 2013.