



COMMUNITY HEALTH CENTRES
OF NORTHUMBERLAND

Strategic Plan 2019-2020

Vision Statement:

Healthy People, Healthy Partnerships, Healthy Communities

Values:

Respectful client-centered care

Meaningful collaboration with our clients, partners and communities

Excellent care in an inclusive, non-judgmental environment

Strategic innovation to achieve continuous improvement

Mission:

The Community Health Centres of Northumberland takes leadership in

- Creative health promotion,
- Diligent illness prevention, and,
- Inter-professional treatment services,

In an inclusive, responsive and safe environment.

Strategic Goals:

A. Promote awareness of our primary health care and community services

- a. Identify and strengthen partnerships within potential Ontario Health Team-Northumberland (OHT-N).
- b. Conclude implementation of Centres' rebranding.

B. Enhance partnerships and collaboration with local, health, and social service providers

- a. Be a strong advocate for those facing barriers to healthcare and services.
- b. Be an active participant within potential OHT-N.
- c. Recognize importance of formal and informal caregivers.

- d. Seek, record and consider input from diverse range of community clients to inform program and services.

C. Support and enhance client engagement in their healthcare

- a. Increase client and family involvement in the design of new programs and services.
- b. Increase evidence-based strategies to support client involvement in their own health and well-being.
- c. Develop outcome metrics, measure quarterly and report on progress.

D. Diversify funding sources for financial and program stability

- a. Identify current funding restrictions and mandates.
- b. Develop fundraising policy framework and plan.
- c. Identify innovation opportunities.

E. Embrace a culture of innovative technologies

- a. Build strong links with research teams in priority areas of health and well-being.
- b. Adopt leading edge health care technologies.
- c. Ensure quality improvements and innovation attend to client safety.