



COMMUNITY HEALTH CENTRES  
OF NORTHUMBERLAND

## Strategic Plan 2021 - 2023

### **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:**

#### **1. Promote awareness**

- a. Promote the CHC brand and model of health and wellbeing
- b. Communicate services provided, availability and access
- c. Share success stories, impacts and achievements

#### **2. Collaborate with Partners**

- a. Create opportunities for community engagement
- b. Continue to be an active participant within the OHT-N
- c. Work with system-wide partners to respond to emerging population health needs (i.e. pandemic/emergencies)

### **3. Support Client Resilience and Safety**

- a. Be a strong advocate for those facing barriers to accessing healthcare and support services
- b. Increase client and family involvement in the design of service delivery
- c. Use evidence-based, anti-oppressive, and culturally safe strategies to support client involvement in their own health and well-being

### **4. Practice Continuous Quality Improvement**

- a. Promote access to evolving eHealth technology that supports workflow
- b. Put client safety at the forefront of service delivery
- c. Actively participate in the Alliance for Healthier Communities Learning Health System

### **5. Support Staff**

- a. Increase staff competency as they respond to changing workplace conditions
- b. Create a workplace culture that promotes staff diversity, wellbeing and safety (physical and emotional)
- c. Provide opportunities for connection and communications