



Port Hope Northumberland Community Health Centre

“Building a healthier community together”

Strategic Plan 2015-2018

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

Mission:

The Port Hope Community Health Centre takes leadership in

- creative health promotion,
- diligent illness prevention and
- inter-professional treatment services

in an inclusive, responsive and safe environment.

Overarching Goal:

Demonstrate leadership in improving the health of the communities we serve

Strategies and Actions:

A. Develop partnerships and a culture of collaboration

1. Evaluate and optimize current collaborative partnerships
2. Identify, assess and act on appropriate opportunities for collaboration (in programs, services, back office etc.)
3. Become involved in 2-3 community actions related to the social determinants of health
4. Be an active contributor on the regional and provincial level (government, associations such as AOHC)

B. Enhance Awareness

1. Create an identity that makes clear what we do and our unique contribution to the healthcare system (name change, logo, branding)
2. Design and implement a communications strategy

C. Expand human and financial resources to optimize services

1. Assess physical space and site; recommend actions; implement
2. Explore the possibility of satellite locations to enhance outreach for both programs and services
3. Optimize human resource allocation
4. Develop a fundraising strategy and implement
5. Engage more volunteers in diverse roles
6. Refine information technology to meet the needs of our growing organization.

D. Improve quality, safety and excellence in service and program

1. Build more focused and accurate data collection to ensure meaningful evaluation
2. Ensure ongoing assessment of existing programs to guide improvements
3. Encourage innovation.