

Kitchener Downtown Community Health Centre Strategy Map September 2016-2020

Vision: A healthy community where Every One matters
Mission: Act as an agent of change to build community capacity and deliver client centred primary care with emphasis on people experiencing barriers to access
Principles: Client Centred Collaborative Care, Health Equity, Anti-Oppression

Strategic Outcomes	Primary Health Care at KDCHC	Community Development and Health Promotion:		System Transformation:
Well Supported Clients and Stakeholders	<p>Providing and Building high quality, evidence informed, accessible, client centred service focused on people facing barriers to accessing health care</p> <ul style="list-style-type: none"> Primary Health Care Primary Health Administration Community Outreach Peer Health Community Health; Health Promotion 	<p>KDCHC builds community capacity with partners to prevent illness and promote health and wellness</p>		<p>KDCHC influences healthy public policy and promotes positive system change. Seek opportunities to lead and innovate.</p> <ul style="list-style-type: none"> Engaged in Sub-LHIN planning, care coordination, supporting the broader primary care system (Patients First, Health Links) Impact health inequity through Oral Health Coalition and Pharmacare advocacy Better integration of primary health care with mental health and addiction services in sub-LHIN planning area. Support Waterloo Region Integrated Drugs Strategy (Harm reduction, prevention, recovery/rehabilitation and Justice/enforcement) Support Health and Wellness of the Indigenous Community in Waterloo Region Supporting community-wide initiatives focused on health & well being
Excellent Internal Processes	<p>Support collaboration and full scope of practice across teams through evidence informed initiatives:</p> <ul style="list-style-type: none"> Most responsible provider/team Effective use of provider time Hub of services expansion (broader range of services on site) Care plans Care pathways Increasing percentage of primary clients using group programs 	<p>Supporting Primary Health Care in the Community</p> <ul style="list-style-type: none"> Diabetes Education Program Acquired Brain Injury Community Health; Health Promotion Peer Health Worker Dental care for children Midwifery 	<p>Community Capacity Building for Health and Wellness</p> <ul style="list-style-type: none"> Community Health; Health Promotion Health Equity & Social Justice Committee Volunteer Services Advisory Groups at KDCHC Breastfeeding Buddies & I.D. Clinic Collaboration with groups of agencies 	<ul style="list-style-type: none"> Evaluate gaps in service to LGBT community & respond accordingly Investigate opportunities for outreach services at the agency and neighbourhood level Respond to provincial initiative: Embedding CCAC care coordination in primary care Participate at community tables to support improved health & wellness for people with complex needs focused on our expertise in health Develop means by which KDCHC can be better known for its work and the positive impact it has on the community Promote Client Centred Collaborative Care internally & externally KDCHC becomes a living wage employer
Optimizing our potential through : Learning, Innovation & working together	<ul style="list-style-type: none"> Develop a coordinated training strategy that includes: the use of an assets based approach for staff & clients; culturally competent care, trauma informed care & other priorities that may be identified Develop an organizational and staff wellness strategy: providing environment that supports achievement of effective life and health balance focused on a full range of factors Optimize use of volunteers; more training for volunteers Plan and support implementation of electronic health records from current system to new system Develop a Communications strategy: to address internal and external communications among teams, across KDCHC, clients and other stakeholders, incorporating social media and other technologies. Develop mechanisms to improve Internal Collaboration: such as the use of inter-team meetings and other strategies to optimize use of skill sets and interdisciplinary teams Develop a Quality Improvement Strategy: including the use of an evaluation framework that supports efficient, effective and evidence based care. Develop an Information Management Strategy: to ensure the effective capture and use of data, and that supports communication, quality improvement and accountability 			
Strong Financial Sustainability and Accountability	<ul style="list-style-type: none"> Accountability to Funders: meet terms of funding agreements, maintain accreditation, Baby Friendly Initiative Accreditation Engage in Fundraising: through corporate sponsors, grants, individual donations Continue to focus on access to resources that support strategic plan opportunities consistent with KDCHC mission Develop a Formalized risk management strategy Continue to work with AOHC for compensation support for level playing field to recruit and retain staff to provide community based programs and services Evaluate Board structure to ensure the focus of the board and its committees will effectively address strategic plan initiatives Assess the effectiveness/adequacy of organizational structure and resources to support the strategic plan Board provides oversight of the Strategic plan through a balanced scorecard which measures progress of the 4 strategic outcomes. 			