

# Strategic Plan 2016-2019

## YEAR ONE ACTIVITIES

### Recruit and retain the best and brightest talent

- A. Using a team based approach develop a comprehensive NP recruitment strategy by June 30, 2016
- B. Using a team based approach Develop a comprehensive plan to maintain/improve organizational culture by December 2016
  - B.1. develop a calendar of events and activities by September 30 2016
  - B.2. peer to peer
  - B.3. community interests
  - B.4. formal programs
- C. Plan a 5-year anniversary celebration
- D. Engage the services of an external consultant for an annual team building session by February 2016 utilizing a high-level performance focus.
- E. Offer a staff engagement survey annually – target for this year is January 2017
  - E.1. utilize the results to inform the decisions surrounding educational/team building needs
  - E.2. Using a team based approach evaluate the performance appraisal process and develop a comprehensive plan for this
- F. Plan and have outline prepared for a video tool to engage potential employees and/or patients by April 2017.
- G. Evaluate physical space needs and opportunities on an annual basis

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### Proactively foster relationships

- A. Collaborate with the Northeast LHIN (i.e. Ali has applied to the QI committee of the NE LHIN)
  - A.1. Initiate meeting/presentation for LHIN with Board/leadership group
- B. Using a team based approach develop a comprehensive plan to proactively foster partnerships by April 2017
  - B.1. Build on existing partnerships (i.e. City of SSM community hubs, Sault College etc.)
  - B.2. Board and Leadership Team will identify opportunities for partnerships ongoing

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### Strengthen leadership and governance

- A. Continue to have monthly meetings with leadership and board chair and board rep
- B. Board and Leadership team together will participate in annual governance/ leadership training by April 2017
- C. Create a presentation to introduce team and describe roles to the board annually in November
- D. Update organizational chart and include a staff list (names and position) to be included with board manual

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### Grow patient-centered approach to care

- A. Using a team based approach, develop and implement a patient engagement process by April 2017
- B. Using a team based approach develop a comprehensive evaluative process to deliver timely access to care by April 2017
  - B.1. utilize performance indicators from MOHLTC to measure success
- C. Using the MOHLTC patient survey tool, survey a minimum of 10% of the registered patients annually
  - C.1. present the results to the Team and Board members annually beginning March 2017
  - C.2. develop an understanding of our patient experience
  - C.3. aim for >85 % satisfaction on mandatory MOHLTC key indicators
- D. Offer two CDSM group programs annually
- E. Using a team based approach develop 5 patient literacy tools by December 2017
- F. Expand community outreach
- G. Assess the opportunity to offer home visits by April 2017
- H. Utilize and maintain annual QIP in accordance with MOHLTC requirements

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