

Strategic Plan Update

May 11, 2021

Attendees: Dominic Noel & Lyndsay Suurna

1. Find new paths in health promotion and disease prevention.

-By 2020, devising tools to measure improvement in patient's health literacy and quality of life after attendance to one of the programs- *Pain management group was established- other groups were put on hold due to the pandemic (currently having virtual meetings)*

By 2021, enable self-scheduling and promote it to have at least 30% utilization by patients- *New EMR has possibility for self-scheduling – consideration cost analysis by end of 2022- complete feasibility assessment of self-schedule*

By 2020, implement a walking program- *on hold due to COVID*

2. Increase accessibility through innovation.

By the end of 2019, transition to a new EMR- fall of 2019

By 2020, create a task force to assess feasibility of home visits- *Complete feasibility assessment of home visits by 2022*

By the end of 2019, offer in house phlebotomy services for our patients- *Phlebotomy- review post pandemic for end of 2022 review with life labs*

Ensure completion of physical space expansion to provide comprehensive care **by 2021**
- Expansion of space by end of 2023

3. Foster growth and development

Find 2 opportunities to expand interdisciplinary team to broaden our services by 2020 By 2020, explore 1 annual opportunity to partner in programs/initiatives in the community to expand services – *have made connection on hold with COVID - Creation of program with interdisciplinary effort- arthritis society collaboration*

By 2021, continue to build patient roster to about 2600 - Actively take part in the discussions on the implementation of the upcoming health care structure changes in Sault Ste. Marie - *Latest patients stats March 2022 to achieve 2600 currently approx. 2100*

Measure corporate patient complexity- Patient complexity- *new study primary care reform study to start in end of spring collaborating using alliance*

By 2021, organize quarterly team development activities – *on hold due to COVID*

By 2020, use our website as an effective, up to date educational communication tool- New Website development goal end of June 2021 to be live

4. Provide quality comprehensive primary care

By 2021, devise QIP indicators that will inform us on our ability to improve health and quality of life- *-health indicators tracking*

By 2020, all NPs will have hospital privileges- *All NP have current have Hospital privileges expect one on maternity leave*

By 2019, participate in a community QIP indicator - Participation ongoing at OHT level- *Quality improvement call- main work is transition between hospitals and Primary Care QIP indicators- focusing on preventative measures- tobacco cessation counselling*

Recommended to duration extend current Strategic Plan to 2023 as goals are important with updates

Would recommend another facilitator former Nurse works with NPLC – Gisele Guenard with VisonarEase from Sudbury