

# Strategic Plan 2021-2024

## Thames Valley Family Health Team



### BREAKTHROUGH DIRECTION: Achieving Optimal Health Outcomes

#### Vision

As leaders in the provision of primary health care, we will enhance the wellbeing of the people of Thames Valley.

#### Mission

We are a dynamic primary health care network providing exceptional care.

#### Values

Patient and Family Centred Care

Trust and Respect

Collaboration and Teamwork

Honesty and Open Communication

Accountability

#### ENABLING STRATEGIC DIRECTIONS:



##### Foster well-being for employees and partnering clinics

Within the context of virtual and in-person realities

Building the right infrastructure both virtually and in-person

Promoting healthy, well balanced lifestyle



##### Advance collaborative and integrated care

Involving the patient and caregivers in care planning

Embedding mental health and addiction care across our teams and encounters

Partnering with internal and external stakeholders

Optimizing capacity (e.g. service delivery levels, integrated primary care hubs, virtual, integrated EMR)



##### Prioritize Health Equity and Anti-Oppression

Enhancing our ability to serve from a health equity and anti-oppression lens recognizing under-served population in our communities

Expanding access to team-based care



##### Empower primary care leadership toward a robust healthcare system

Including engagement and connection with patients, caregivers, physicians, teams, and stakeholders

In collaboration with primary care providers and system partners