

CarePoint Health Strategic Plan Summary

CAREPOINT HEALTH					
Mission	<i>To improve health outcomes for our community through partnerships in a culture of innovation.</i>				
Vision	<i>A Healthy Community for All.</i>				
Values	<p>Wellness: We help people live, work and feel their best.</p> <p>Community Builders: We connect people to deliver excellent, coordinated care.</p> <p>Responsive: We listen and respond to local needs.</p> <p>Compassionate: We make people feel culturally safe and truly cared for.</p> <p>Go Beyond Expectations: We think outside the box and test new ideas to keep improving.</p>				
STRATEGIC PLAN 2021/22-2022/23					
Strategic Directions	Continuing Expansion of Inter-Professional Primary Care Programs and Services	Promoting Collaboration, Community of Practice and System Stewardship	Optimizing Care through Service Delivery Integration with Partners	Advancing a Population Health Approach to Care that Promotes Diversity, Equity, and Inclusion	Enhancing Data and Technological Capabilities that Support Efficiencies and Enable Rapid Learning and Innovation
Strategic Objectives	<ol style="list-style-type: none"> 1. Increase the organization’s team-based interprofessional care capacity to serve additional patients in the community. 2. Expand and sustain the scope of programs and services to meet the diverse needs of the patients in the community. 3. Further expand patient access to inter-professional care teams through affiliation with additional community physicians. 	<ol style="list-style-type: none"> 1. Enhance primary care continuity, coverage, and timely access to care through the expansion of the CarePoint Health patient enrollment funding model for affiliated physicians. 2. Promote collaborative planning, best practice knowledge, and two-way communication with physicians and CarePoint Health. 3. Enable a community of practice for affiliated physicians through networking and learning. 4. Continue to build a culture of quality, learning and innovation within CarePoint Health’s team. 	<ol style="list-style-type: none"> 1. Expand partnerships with community agencies and providers to seamlessly deliver care across the patient’s journey. 2. Support continuous care pathways and transitions of care for patients through integration with specialist partners. 3. Through the Mississauga Health OHT Collaborative Decision-Making Agreement (CDMA), collaborate on and provide active leadership on initiatives that support local priorities. 	<ol style="list-style-type: none"> 1. Support complex patients in the community without a primary care provider and address social determinants of health. 2. Improve safe access to select vaccinations for vulnerable populations in the community. 3. Lead the regional expansion of structured psychotherapy services to marginalized patients in the community through the Ontario Structured Psychotherapy Program. 	<ol style="list-style-type: none"> 1. Optimize the quality, consistency, and accuracy of CarePoint Health’s data systems. 2. Promote rapid learning and innovation through targeted evaluation and outcome measurement of programs and services.
REACHING OUR GOALS					
<i>(Delivering on this strategic plan means achieving our goals of the Quadruple Aim)</i>					
Improved Patient/Caregiver Satisfaction	Improved Provider Satisfaction	Improved Population Health	Better Value for Money – Return on Investment		
<ul style="list-style-type: none"> ➤ Improved access to team-based care ➤ Reduced waiting times ➤ Patient and family/caregiver needs met 	<ul style="list-style-type: none"> ➤ Improved sustainability and joy of work ➤ Increased physician and staff satisfaction ➤ Improved teamwork 	<ul style="list-style-type: none"> ➤ Improved health outcomes ➤ Improved health Equity ➤ Reduced disease burden 	<ul style="list-style-type: none"> ➤ Efficiency in service delivery ➤ Reduced avoidable/unnecessary hospital admissions and re-admissions 		