CAREPOINT HEALTH STRATEGIC PLAN

2023 - 2026



Strategic Priorities

Our Vision
A healthy
community
for all

Our Mission

To improve the health
of our community
through team-based
care and innovative
partnerships

Our Values

Wellness
Community Builders
Responsive
Compassionate
Go Beyond Expectations

Deliver integrated and equitable care through a population health approach

Promote primary care unification through collaborative planning & community of practice

Benhance connections and partnerships within our community to strengthen integration of care and address the social determinants of health

Demonstrate excellence in quality, learning, research, and innovation



Enhance care planning, delivery, and outcomes through innovative care models for target populations in alignment with local drivers



Enable collaborative planning with primary care through engagement



Incorporate assessments and establish community connections to address social determinants of health



Advance a measurement-based, data driven approach to service quality management emphasizing the quintuple aim



Expand access to publicly funded, evidence-based, treatment for clients with depression, anxiety, and anxiety-related conditions



Build a community of practice for primary care providers within CPH's network



Provide leadership and influence in Mississauga OHT, regional mental health and broader primary care system planning and reform



Strengthen patient communication, patient convenience, and operational efficiency using digital tools and technology.



Support local community response and health system recovery

Develop a strategy for diversity,

through partnerships, and ensure it is embedded into everything we do

equity and inclusion, including



Strengthen communication and coordination within interprofessional care team to optimize team-based care



Enhance patient activation by encouraging patient engagement in their own healthcare and CPH planning



Enhance research and knowledge sharing to advance excellence in patient care.



Promote a culture of continuous learning and education for staff

Impact of Reaching Our Goals

Improved Patient Experience

- Improved access and reduced wait times
- > Higher value and quality experience
- > Patient and caregiver needs met

Improved Care-Team Well Being

- > Increased clinician and staff satisfaction
- > Improved communication and team-work
- Quality improvement and team development culture

Improved Population Health

- > Improved health outcomes
- > Socio-economically impactful
- Reduced disease burden through preventative care

Lower Healthcare Costs

- > Improved efficiency in service delivery
- Increased productivity
- Reduced avoidable/unnecessary hospital visits at Trillium Health Partners

Advance Health Equity

- > Better data to inform decisions
- > Increased team competencies
- Improved equity of access