

# The Hamilton Family Health Team's Strategic Plan 2016 - 2018

Over the next three years, the HFHT will...

**Theme:**  
**An Integrated  
Health System  
for Hamilton**

## **Be a leader in collaboration with partners to integrate Primary Health Care in Hamilton.**

### **Priorities:**

1. Develop dedicated leadership capacity within the HFHT including physician leadership.
2. Promote a culture of decision making which will enable a more cohesive approach to achieving our shared vision.
3. Implement a hub model of services to enhance care coordination. Design services and approaches according to local need.
4. Enhance primary care capacity to participate in community health and social service resource planning.
5. Plan collaboratively with hospitals and the specialist physician community.

**Theme:**  
**Outstanding  
Patient  
Experience**

## **Improve access to evidence-based team care for all HFHT patients in practices.**

### **Priorities:**

1. Ensure day of choice access to care.
2. Maximize the use of electronic tools to improve communication among providers and between practices and patients.
3. Expand care teams to include a broader range of specialist services.

## **Support engaged, informed and responsible patients.**

### **Priorities:**

1. Implement ongoing patient input and feedback throughout the organization.
2. Support patients in their self-management of care and appropriate use of health care resources.

## The Hamilton Family Health Team's Strategic Plan 2016 – 2018

**Theme:**  
**Outstanding  
Provider and  
Staff Experience**

### **Develop high functioning, evidence-based teams.**

**Priorities:**

1. Promote successful models of team engagement.
2. Create an environment in which team members practice at optimal scope with supportive leadership by physicians.
3. Implement mechanisms to support high functioning teams.
4. Enhance supports for newer physicians to successfully establish their practices.

**Theme:**  
**Capacity and  
Resources**

### **Maximize the capacity and resources of the HFHT to achieve its strategic goals.**

**Priorities:**

1. Develop a transparent and needs-based approach to the allocation of HFHT resources.
2. Implement a strategy for increased co-location of practices.
3. Maximize the use of data to inform service planning, quality improvement and policy development.
4. Optimize QI processes and culture throughout the HFHT.
5. Consider new approaches to supplement HFHT resources and funding.