Chatham-Kent Community Health Centres
Centres de santé communautaire de Chatham-Kent

Mission: Together with our clients and community partners, we provide access to a broad range of services that promote health and improve wellbeing.
Vision: The best possible health and wellbeing for those we serve.
Values: Respect; Person-centred care; Trust; Equity; Teamwork & Partnerships; and Excellence.

Strategic Framework 2017-2021

Direction 1 CLIENTS	Direction 2 EXCELLENCE	Direction 3 PARTNERSHIPS	Direction 4 ORGANIZATIONAL VITALITY
Improving access to our priority populations.	Enhance the effectiveness of our services and embed culturally appropriate care to our service delivery models.	Cultivate new and existing partnerships to provide integrated and seamless care to the community.	Strengthening our capacity to serve.
Goal	**Goal**	**Goal**	**Goal**
✓ Align organizational focus with refined priority populations ✓ Improve access to primary care ✓ Enhance seamless links between primary care and other services ✓ Focus on health promotion, wellbeing and community development	✓ Inclusion of client perspectives into program design and operational aspects ✓ Maintain and improve, safe, high quality and cost effective services ✓ Improve prevention and management of chronic disease ✓ Embed culturally appropriate care into our service delivery models with a commitment towards cultural competency development	✓ Pursue innovative partnerships to enhance service delivery with non-LHIN funded agencies ✓ Leverage our capacity to deliver accessible and responsive services through collaboration and partnership ✓ Improve the integration of services	✓ Promote a safe, healthy, viable, competent and effective organization. ✓ Leverage IT infrastructure. ✓ Improve access, coordination and the delivery of high quality programs and services to meet the needs of the community. ✓ Continually adapt our organizational and professional to strengthen the health of the organization. ✓ Ongoing commitment to leadership and governance strengthening, renewal and continuous quality improvement.
Metric	**Metric**	**Metric**	**Metric**
✓ Program evaluations ✓ Wait times ✓ Service target performance ✓ Business case development based on gap and service analysis	✓ French language service plan ✓ Indigenous engagement strategy ✓ Rural access plan ✓ Youth engagement plan ✓ Number / people served by priority populations ✓ Financial performance ✓ Safety - Incident reports / staff training and safety plan compliance	✓ Collaborative governance opportunity ✓ Advocacy coalitions ✓ Develop key partnerships with LHIN and non-LHIN funded agencies	✓ Integration agreement ✓ System leadership organization design ✓ Comprehensive system performance evaluation ✓ Staff satisfaction ✓ Staff retention ✓ Evidence-based practices for staff and governance
Governance Implications	**Governance Implications**	**Governance Implications**	**Governance Implications**
✓ Organizational performance ✓ ED performance ✓ Annual board plan	✓ Fiduciary oversight (MSAA, OHRS, Financials) ✓ Committee metrics ✓ Performance monitoring ✓ Quality (QIP) ✓ Dashboard ✓ FLS Plan ✓ Indigenous engagement strategy ✓ Annual board plan	✓ Cross Appointments ✓ Fundraising ✓ Rural health hub strategy ✓ Health system governance opportunity ✓ Capital planning ✓ Annual board plan	✓ Board evaluation and implementation ✓ Annual board plan ✓ Integration agreement ✓ Board recruitment and succession planning ✓ Board orientation program evaluation