

## Vision:

Excellent, comprehensive, compassionate and collaborative primary health care for our community

## Mission:

To be an extraordinary team of health care professionals committed to helping you achieve your best quality of life



## Strategic Goals/Initiatives

### Local/regional collaboration of care

The Erie Shores Family Health Team will seek opportunities to collaborate with other care delivery partners across Essex County and beyond, providing our patients with a connected care experience. Utilizing the current and emerging digital tools at our disposal to know our patients better will support the ESFHT to seek out partnerships that will address their care needs.

### Focus on Chronic Disease Management

The current focus on the mitigation of risk, treatment and prevention of Covid overwhelmed many of us, and has taken a toll on some of the foundational preventive and care management programs. As the FHT learns to better utilize remote engagement and care delivery tools, re-imagining how to conduct Chronic Disease Management supports is a key element that will be improved upon. Re-invigorating preventative care programs to support improved healthcare outcomes across all patient groups will also be an important initiative in the coming years.

### Improved Staff and Patient Satisfaction

A crucial part of delivering excellent care is an engaged, empowered staff, who feel they are valued partners in the care of our patients. It is important to provide staff the tools, knowledge and opportunity to participate in the redesign of processes and approaches to maximize the efficiency and efficacy of each patient interaction. One of the key processes that will be improved is the involvement of patients in their care decisions. Although many of our patients feel that they are involved (65%), it is important to all of us at Erie Shores FHT that our patients are fully engaged in their care decisions.

### Improved access and delivery of care

We have heard that at times it is challenging to reach us to discuss your care or to book an appointment. To address these challenges, the Erie Shores FHT will be upgrading the phone system to offer more opportunities for patients to reach us and for us to better comprehend where problems are occurring and address them in a timely manner. In addition, access to online booking options for those who are more tech-savvy will be made available, easy-to-use applications that will be accessible to everyone and available to make an appointment at any time.