

ST. JOSEPH'S HEALTH CENTRE

Urban Family Health Team

STRATEGIC PLAN 2020-2025



BACKGROUND

Family and Community Medicine at St. Joseph's Health Centre (SJHC) has a powerful history of leadership in integrated, team-based, interdisciplinary, community-focused primary care. Looking forward, St. Joseph's academic Urban Family Health Team (UFHT) aspires to solidify its current strengths while amplifying its role and voice as part of a broader healthcare system, with partners at SJHC, at Unity Health Toronto, with Ontario Health Teams (OHTs) and across the community.

To define its aspirations and concrete intentions for the next five years, the UFHT Board engaged everyone working within Family Medicine at St. Joseph's, Unity Health Toronto, patients and their caregivers, Family and Community medicine partners, the University of Toronto Department of Family

& Community Medicine and other stakeholders to explore strengths and desired future direction.

Working with the firm, The Potential Group, in late 2019 and early 2020, the UFHT developed its strategy in parallel with St. Michael's Academic Family Health Team, looking for intersections across Unity Health while defining its own vision, mission and priorities.

This document outlines the St. Joseph's academic UFHT's strategy framework and initial goals and priorities.



NICOLE NIESSNER
NURSE PRACTITIONER



VISION

Leaders in collaborative, integrated, community-based academic primary care in Toronto's west end.



MISSION

Provide and teach comprehensive, equitable, interprofessional and patient-informed primary health care.

CORE PRINCIPLES



Leaders in collaborative, integrated, community-based academic primary care in Toronto's west end.



Provide and teach comprehensive, equitable, interprofessional and patient informed primary health care.

FIVE YEAR PRIORITIES



Leaders in collaborative, integrated, community-based academic primary care in Toronto's west end.



Provide and teach comprehensive, equitable, interprofessional and patient informed primary health care.

ST. JOSEPH'S URBAN FAMILY HEALTH TEAM STRATEGIC PLAN 2020-2025



Leaders in collaborative, integrated, community-based academic primary care in Toronto's west end.

INTEGRATED CARE & SYSTEM INNOVATION

Refine delivery of integrated patient care

by collaborating with partners across the west end, sharing our strengths and expertise, and contributing to innovative primary health care.

EMPOWERING & INCLUSIVE PATIENT EXPERIENCE

Empower patients in their own care and health decisions through technology and diverse connection points that support their unique needs.



Provide and teach comprehensive, equitable, interprofessional and patient informed primary health care



EXCEPTIONAL TEACHING & LEARNING

Continued and evolving excellence in team based care and inter-professional collaboration responsive to patients', community and learners' needs

PROMINENT VOICE & IMPACT

Expand our reach and influence in primary care by further sharing our knowledge and expertise locally, provincially, nationally and internationally

NUTURING & SAFE ENVIRONMENT

Invest in planning for a new space and workforce practices that foster well-being for staff, physicians, learners, patients and their families, and create a healing and inclusive environment for all.

STRATEGIC PRIORITY

Integrated care and system innovation

GOAL

Refine delivery of integrated patient care by collaborating with partners across the west end, sharing our strengths and expertise, and contributing to innovative primary health care

OBJECTIVES AND ACTIONS

- Partner within the OHTs and others across the west-end of Toronto (region) to integrate our system of primary care, using our expertise to create innovative solutions for service gaps, improve navigation, drive system accountability to ensure everyone gets the care they need, foster meaningful research and teaching, and evaluate and continually improve care.
- In partnership across Unity Health, develop a shared approach to assess, refine and balance patient (client) rosters and care/team models that can be implemented and evaluated based on the specific needs of the UFHT, while fulfilling expectations of being an academic FHT in this community and offering a broad spectrum of opportunities to our learners.
- Strengthen partnerships with community agencies and providers that enable us to connect patients to childcare, library programs, parenting programs, home support, recreational programs and other elements that support holistic well-being and equity.
- Continue to evolve innovative approaches to care to enhance our understanding of and meet patient & community needs (e.g. home visits, unattached patients from ED, midwifery initiative for home care in first 2 weeks).



DR. LINDA WEBER
STAFF PHYSICIAN

STRATEGIC PRIORITY

Empowering & inclusive patient experiences

GOAL

Build our capacity and resources to support patients and caregivers in self-management and empowered decision-making about their own care and health decisions.

OBJECTIVES AND ACTIONS

- Build our capacity and resources to support patients and caregivers in self-management and empowered decision-making about their own care and health decisions.

In partnership with all Unity sites:

- Develop a virtual care strategy with the goal of increasing access to care and sharing expertise, while maintaining ongoing support for those who may face barriers accessing technology.

- Working with patients, team members and other partners, co-design a consolidated, person-centred, easy to use tech-enabled system for seamless, simple access to care for patients.
- Further develop EMR and other data systems that support clinical decision-making, team communication and predictive AI to identify people at risk including self-guided appointment management and access to resources.



ADELA FARKAVEC
REGISTERED NURSE

JANE BOWMAN
BEHAVIOUR CHANGE
SPECIALIST

STRATEGIC PRIORITY

Nuturing and safe environment

GOAL

Invest in planning for a new space and workforce practices that foster well-being for staff, physicians, learners and patients and their families, and create a healing and inclusive environment for all.

OBJECTIVES AND ACTIONS

- Prioritize capital investment and master planning for a new space that is safe, accessible, comfortable and easy to navigate for all.
- While in the current space, dedicate time for cleaning, decluttering and short-term renovations that foster flow and a sense of wellbeing.
- Enhance our team practices to build wellness and resilience, including cultivating appreciation and recognition, stress management, camaraderie, and a sense of purpose in our work.
- Initiate small team projects that foster wellness and sustainability in our community.
- Acknowledge and work to respond to an environment free of racism and any form of discrimination



FORTUNA ALEMAN
CLERICAL TEAM MEMBER

DORINDA LUKE
CLERICAL TEAM MEMBER

STRATEGIC PRIORITY

Exceptional care & teaching

GOAL

Continued and evolving excellence in team based care and inter-professional collaboration responsive to team, patients' and learners' needs.

OBJECTIVES AND ACTIONS

- Develop greater capacity to use data, resources and optimized team collaboration to continuously improve patient care while providing a great teaching experience.
- Assess and refine our approach for all aspects of education, to focus on what providers, patients and learners most need.
- Explore innovative approaches to all aspects of interprofessional learning/teaching, including equity, diversity and inclusion.
- Generate sustainable feedback mechanisms to continually integrate patient voices into our work.
- Initiate a patient and family advisory committee to co-design care, services and space to fully meet patient needs.

A circular portrait of Dr. Alex Mitcham, a smiling woman with her hair pulled back, wearing a dark jacket. The background is a blurred office or clinical setting with posters on the wall.

DR. ALEX MITCHAM
FAMILY MEDICINE RESIDENT
PGY2

STRATEGIC PRIORITY

Prominent voice & impact

GOAL

Expand our reach and influence in primary care by further sharing our knowledge and expertise locally, provincially, nationally and internationally.

OBJECTIVES AND ACTIONS

- Strengthen our visibility at SJHC, at Unity Health and within OHTs to create stronger connections.
- Raise our visibility in the community through social media and local events to ensure people are aware of our strengths
- Solidify our role as an academic FHT by creating seamless connection points to share our knowledge and expertise (e.g., e-consults with pharmacies, solo practitioners in the region, Family Medicine clinical day, etc.)
- Disseminate what we do provincially/nationally & beyond
- Continue to share patient/provider stories with SJHC Foundation, on social media and at other venues, both internally and externally



DR. ERIC SOLWAY
STAFF PHYSICIAN



We'd be happy to hear from you!

For further information regarding our team or the Strategic Plan 2020-2025, please contact

Dr. Daphne Williams
daphne.williams@unityhealth.to

Alejandra Priego
Alejandra.priego@unityhealth.to
416-530-6860

Or visit our website at

WWW.STJOESTORONTO.CA/FAMILYHEALTHTEAM