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.





## 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.

#### CORE PRINCIPLES



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#### FIVE YEAR PRIORITIES



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



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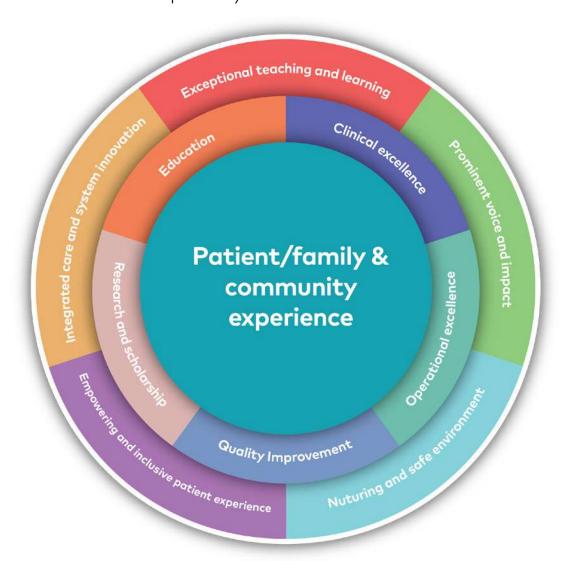
## INTEGRATED CARE & SYSTEM INNOVATION

#### 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.



## 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.



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

## 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).

# 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 decisionmaking 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.



## Nuturing and safe environment

#### GOAL

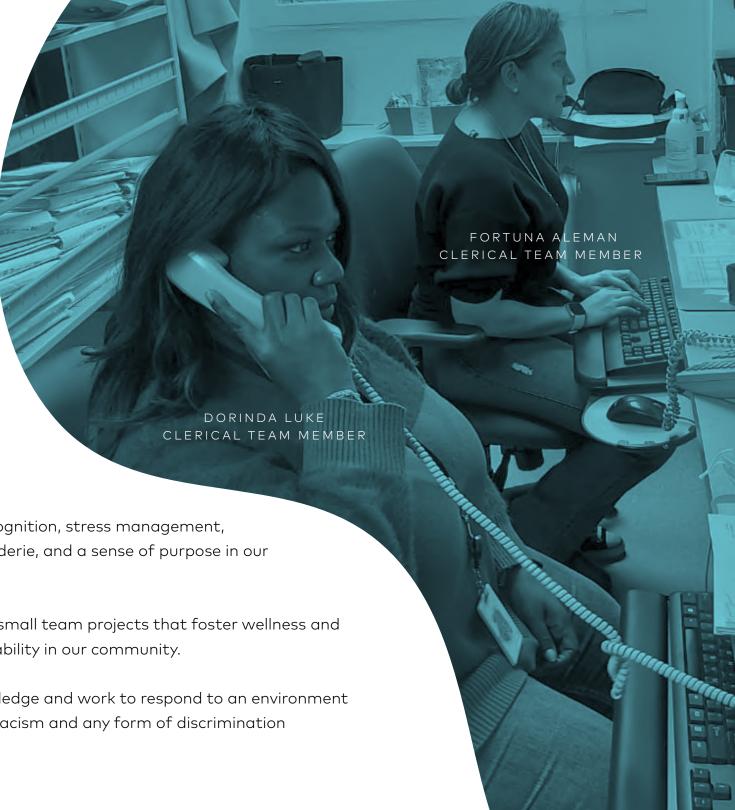
Invest in planning for a new space and workforce practices that foster well-being for staff, physicians, learners and patients and their families, and create a healing and inclusive environment for all.

#### **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



# Exceptional care & teaching

#### GOAL

Continued and evolving excellence in team based care and interprofessional 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.



## 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 Disseminate what we do provincially/nationally & 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.)

beyond

• Continue to share patient/provider stories with SJHC Foundation, on social media and at other venues, both internally and externally





#### 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