

FHT Priority	Carefirst Strategic Plan Alignment (Dominant)	Quality Framework Dimension	Activities	Measures of Success ( <i>Measures in italics are directly aligned to QIP</i> )
<p><b>Provide additional services and programs to meet the newly identified demands and needs of our patients and community</b></p>	<p>Mission: Carefirst empowers clients to live their best lives as they age, by providing integrated health and social care.</p>	<p>Population Health Patient Experience</p>	<ul style="list-style-type: none"> <li>▪ Increase access to mental health services and programs</li> <li>▪ Develop a business case to expand services and programs in the new Campus of Care</li> <li>▪ Offer group sessions in other languages beside Cantonese and open them to the community</li> <li>▪ Add additional specialists to the clinic and supportive staff</li> <li>▪ Recruit more family physicians</li> <li>▪ Develop a Women’s Health Program</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of new family physicians joining the Family Health Team</li> <li>▪ # of new specialists joining the clinic</li> <li>▪ # of group sessions conducted that were open to the community</li> <li>▪ Decrease in wait time to see social worker for mental health issues</li> <li>▪ # of mental health group sessions conducted</li> <li>▪ # of participants attended mental health group sessions</li> <li>▪ % reduction in wait time for mental health services</li> <li>▪ # of unattached women from Women’s Health Program attached to family physician</li> <li>▪ <i>Improvement in cancer screening rates for our rostered patients (Breast, Cervical and Colorectal)</i></li> <li>▪ <i>Number of FHT patients who attended chronic pain management workshops</i></li> </ul>
<p><b>Integrate technology into our operations (staff and patients) to improve communication, efficiency and access</b></p>	<p>Strategic Imperative #6: Modernize technology and innovate to remove physical and social barriers to access</p>	<p>Reducing Cost Patient Experience</p>	<ul style="list-style-type: none"> <li>▪ Upgrade the phone system</li> <li>▪ Improve our website</li> <li>▪ Transition our Online Appointment Booking platform to Ocean</li> <li>▪ Implement a patient reminder system in the DEP team</li> <li>▪ Consider the applicability of remote care monitoring programs for our patients/community</li> <li>▪ Start using Ocean eReferral</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase in number of online appointments booked</li> <li>▪ Decrease in number of no-shows in DEP</li> <li>▪ Improvement in patient survey results re: access to physician (% of patients able to book appointment on the day they wanted)</li> <li>▪ Number of Ocean eReferrals sent</li> <li>▪ # of specialists using Ocean eReferral</li> <li>▪ % of patients who requested a call back and received a response within 1 business day</li> </ul>
<p><b>Prepare for Accreditation 2023</b></p>	<p>Value: Top quality programs and services (Carefirst provides, promotes, and monitors excellence in services through its standards and practices)</p>	<p>Reducing Cost Population Health Team Well Being Patient Experience</p>	<ul style="list-style-type: none"> <li>▪ Develop project plan and action plans for all standards and ROPs</li> </ul>	<ul style="list-style-type: none"> <li>▪ Needs assessment and gap analysis with AC standards completed</li> <li>▪ Action Plans developed aligned with identified gaps</li> </ul>
<p><b>Improve our awareness of community organizations and grow our partnerships to maximize the opportunity for comprehensive care for our patients</b></p>	<p>Strategic Imperative #3: Strengthen strategic partnerships</p>	<p>Population Health Patient Experience</p>	<ul style="list-style-type: none"> <li>▪ Collaborate with our OHT partners and participate in initiatives</li> <li>▪ Educate and connect our patients with external partners</li> <li>▪ Make referrals easier</li> <li>▪ Contribute to the development and improvement of the cQIP</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of new partnerships developed</li> <li>▪ # of partners brought in to introduce their services to our staff</li> <li>▪ # of OHT initiatives participated in</li> <li>▪ # of internal specialist referrals</li> </ul>
<p><b>Advance our communication and engagement with our patients to co-design and increase uptake of programs/services</b></p>	<p>Strategic Imperative #1: Advocate for and engage clients, care partners and grassroots communities as agents of change as well as service beneficiaries.</p>	<p>Population Health Patient Experience</p>	<ul style="list-style-type: none"> <li>▪ Update patient welcome package</li> <li>▪ Improve material on different programs and services available</li> <li>▪ Improve promotion of programs and services</li> <li>▪ Further involve patients in program design</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of program developments that included patient co-design</li> <li>▪ Number of new patient advisors on committee</li> <li>▪ A calendar on programs launched</li> <li>▪ <i>Improvement in ‘Do patients feel involved in decision about their care?’</i></li> </ul>
<p><b>Make investments in our staff to make them feel more valued</b></p>	<p>Strategic Imperative #2: Strengthen human resources.</p>	<p>Team Well-Being</p>	<ul style="list-style-type: none"> <li>▪ Focus on team building and communication</li> <li>▪ Ensure staff well being</li> <li>▪ Recognize and appreciate staff</li> <li>▪ Increase staff competencies by promoting and encouraging more staff professional development opportunities</li> </ul>	<ul style="list-style-type: none"> <li>▪ # of staff appreciation events/socials</li> <li>▪ % of staff attending professional development training</li> <li>▪ % of staff turnover</li> <li>▪ Improvement in Worklife pulse survey results</li> <li>▪ % use of training budget used for staff professional development</li> </ul>