

FHT Priority	Carefirst Strategic Plan Alignment (Dominant)	Quality Framework Dimension	Activities	Measures of Success (<i>Measures in italics are directly aligned to QIP</i>)
ACCESS: Obtain approval to expand to a third site	Value: Accessibility (Carefirst ensures clients/families can obtain needed care from the practitioner of choice within a time frame appropriate for the urgency of the problem)	Population Health Patient Experience	<ul style="list-style-type: none"> ▪ Work with OHT partners to co-design a primary care hub for the community ▪ Advocate for new funding with the Ministry and OHTs 	<ul style="list-style-type: none"> ▪ Proposal(s) developed ▪ Approval for third site obtained
ACCESS: Expand primary care and specialist services	Value: Accessibility (Carefirst ensures clients/families can obtain needed care from the practitioner of choice within a time frame appropriate for the urgency of the problem)	Population Health Patient Experience	<ul style="list-style-type: none"> ▪ Recruit more family physicians (full time ideal) ▪ Focus specialist recruitment on dermatology, rheumatology, respirology ▪ Contract services with a RD (fee for service) to support non diabetic needs ▪ Increase access for FHT patients to the memory clinic 	<ul style="list-style-type: none"> ▪ New family physicians join the clinic ▪ New specialists join the clinic ▪ Increase in FHT patients participating in the memory clinic
QUALITY IMPROVEMENT: Prepare for Accreditation 2023	Value: Top quality programs and services (Carefirst provides, promotes, and monitors excellence in services through its standards and practices)	Reducing Cost Population Health Team Well Being Patient Experience	<ul style="list-style-type: none"> ▪ Complete all evidence and reference documents for all standards ▪ Develop all tracer presentations and practice ▪ Complete all actions to close the gaps ▪ Set up regular review cycle of standards after Accreditation survey has been complete 	<ul style="list-style-type: none"> ▪ Successfully complete the Accreditation process
QUALITY IMPROVEMENT: Assess current CDMP programs in context of Carefirst Seniors alignment, MOH contract and OHT clinical pathways	Value: Top quality programs and services (Carefirst provides, promotes, and monitors excellence in services through its standards and practices)	Population Health Patient Experience Reducing Cost	<ul style="list-style-type: none"> ▪ Create library of CDMP resources available to patients ▪ Identify new training/education topics for patients (e.g. CBT, chronic pain, women's health) ▪ Lead/support on the OHT clinical pathway development ▪ Formalize pathways (e.g. referral process into CDMP and discharge) 	<ul style="list-style-type: none"> ▪ Updated Schedule A submitted as part of the AOP ▪ 3 new CDMP topics added ▪ Updated pathways for each program complete ▪ Increase in the number of participants attending sessions ▪ Increase in number of CDMP resources posted on our website
QUALITY IMPROVEMENT: Formalize patient and family centred care	Strategic Imperative #1: Advocate for and engage clients, care partners and grassroots communities as agents of change as well as service beneficiaries.	Patient Experience	<ul style="list-style-type: none"> ▪ Ensure patient expectations are understood and patients feel prepared for their visit ▪ Educate staff on patient centred care ▪ Patient co-design on all new initiatives 	<ul style="list-style-type: none"> ▪ Staff education on patient centred care delivered ▪ Number of patient advisors participating in initiatives ▪ FHT website available in Chinese ▪ <i>Improvement in 'Do patients feel involved in decisions about their care?'</i>
INTEGRATION & COLLABORATION: Strengthen partnerships and reputation through improved communication	Strategic Imperative #3: Strengthen strategic partnerships	Reducing Cost Population Health	<ul style="list-style-type: none"> ▪ Develop communication strategy ▪ Promote programs available to the community ▪ Communicate more effectively and regularly with partners ▪ Improve communication across clinic sites (e.g. extreme weather, sick leaves) ▪ Expand care coordinator program to Richmond Hill ▪ Increase understanding of our partners, programs and referral processes 	<ul style="list-style-type: none"> ▪ Communication strategy developed ▪ Number of new partnerships developed ▪ Improvement in partner survey scored in January 2024
EFFICIENCY: Focus on staff wellness and development	Strategic Imperative #2: Strengthen human resources.	Team Well-Being	<ul style="list-style-type: none"> ▪ Increase volunteer opportunities to alleviate pressure on staff ▪ Ensure consistency and training of front desk staff ▪ Team building events (cross clinic) ▪ Transparency of FHT agreements and directions (e.g. budget, salary bands, salary increases) ▪ Professional development funding increase per staff and extended to part time physicians ▪ Succession planning ▪ Secure lunch hour/break 	<ul style="list-style-type: none"> ▪ Increase in volunteers supporting clinic activities ▪ Professional development funding fully utilized ▪ Succession plan developed ▪ Lunch room creation in Scarborough ▪ Few staff turnover ▪ Improved Worklife Pulse Survey scores on: <ol style="list-style-type: none"> 1. Overall how would you rate your organization as a place to work 2. How frequently do you look forward to going to work 3. I receive recognition for good work
EFFICIENCY: Optimize and strengthen our digital tools	Strategic Imperative #6: Modernize technology and innovate to remove physical and social barriers to access	Reducing Cost Team Well-Being Patient Experience	<ul style="list-style-type: none"> ▪ Review cyber security audit and address gaps ▪ Improve the quality of our EMR data (contact info, more than one physician, coding properly for CDMP, tracking foot screening by physicians) ▪ Expand scope of Online Appointment Booking (reminders/translation) ▪ Leverage Air Calls dashboard to improve efficiency ▪ Develop lab and imaging flow with more electronic functionality (reduce duplication) 	<ul style="list-style-type: none"> ▪ Cyber security gaps identified closed and education conducted with staff ▪ Online Appointment Booking expanded to IHPs ▪ Shorten call waiting time in Richmond Hill ▪ Decrease in no-shows for appointments