

| FHT Priority | Carefirst Strategic Plan Alignment (Dominant) | Quality Framework Dimension | Activities | Measures of Success |
|--|---|---|---|--|
| ACCESS: Improve phone access to our clinic | 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"> Review and update the phone script (including translation) in collaboration with patient advisors Post phone statistics on our website and waiting room televisions Provide consistent training to all medical receptionists/volunteers Inform and educate all clinic staff about the Aircall system | <ul style="list-style-type: none"> Decreased average phone wait times for patients Decreased average call length for medical receptionists 100% of call backs requested followed up within 1 business day # of calls a day broken down by triage options (monitoring) Decrease number of calls to the nurses direct line (Richmond Hill) |
| ACCESS: Advocate for more resources to expand 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 new specialists Recruit new family physicians Continue to work on advocacy for a third site Continue to advocate for new resources to support current patients and workload of staff | <ul style="list-style-type: none"> New specialists New family physicians joined Increased funding for new supporting staff |
| QUALITY IMPROVEMENT: Optimize the Ocean digital tool | 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"> Onboard nursing and social work teams to Ocean Explore opportunities for efficiencies and reduced duplication with the tool | <ul style="list-style-type: none"> Increased # referrals to specialists using Ocean from family physicians Increased % of DEP referrals that are coming through Ocean versus fax Increased # of referrals from IHPs to community programs using Ocean Number of IHP appointments booked by patients Decrease in number of no-show appointments to nursing and social work |
| QUALITY IMPROVEMENT: Maximize the value of the INTEGRATE program for both patients and providers | 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"> Explore opportunities to improve the way we provide care for patients in the INTEGRATE program Reduce duplication of effort amongst providers Improve communication across the team of providers | <ul style="list-style-type: none"> Care coordinator program expanded to Richmond Hill Number of home visit by IHPs to patients in the INTEGRATE program |
| INTEGRATION & COLLABORATION: Collaborate on OHT priorities to develop clinical pathways and a Primary Care Network | Strategic Imperative #3: Strengthen strategic partnerships | Reducing Cost Population Health | <ul style="list-style-type: none"> Participation in clinical pathway development Educate FHT staff on OHTs and primary care related developments Participation in the development of Primary Care Networks | <ul style="list-style-type: none"> Number of education sessions on OHTs and primary care related developments to the staff Number of clinical pathways that the FHT is involved in the development of |
| EFFICIENCY: Focus on staff wellness and development | Strategic Imperative #2: Strengthen human resources. | Team Well-Being | <ul style="list-style-type: none"> Focus on staff wellness through recognition and team building Advocacy for staff salary increase through increased funding to the FHT | <ul style="list-style-type: none"> Worklife pulse survey results Number of wellness events held Staff salary increases Turnover rates |