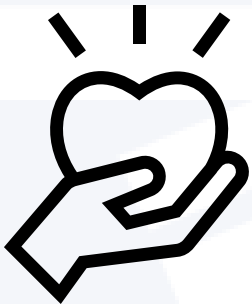




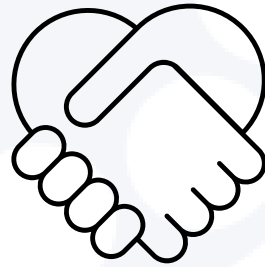
Group Health Centre

2022-2025

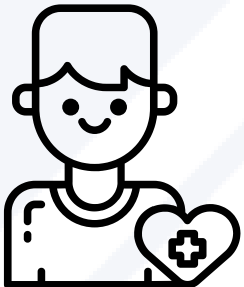
# Strategic Plan



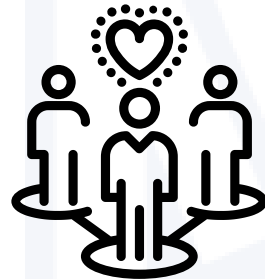
PROVIDE SEAMLESS  
ACCESS TO  
EXCEPTIONAL  
CARE



STRENGTHEN  
PARTNERSHIPS  
FOR COMMUNITY  
HEALTH



DELIVER  
EXCELLENT  
PATIENT  
EXPERIENCES



BE THE BEST  
PLACE TO  
WORK

PROVIDING A LIFETIME OF CARE SINCE 1963

# OUR VISION

Best health, *best lives* for our *community*

# OUR MISSION

To provide exemplary care for our *patients*  
and to drive *better health outcomes* for  
*our community*

# OUR VALUES

## **Kindness**

Be considerate,  
friendly, and caring.

## **Respect**

Live our belief that  
everyone matters.

## **Compassion**

Demonstrate you  
care.

## **Accountability**

Take responsibility  
- always.

# STRATEGIC FOCUS AREAS



**PROVIDE SEAMLESS  
ACCESS TO  
EXCEPTIONAL CARE**



**STRENGTHEN  
PARTNERSHIPS  
FOR COMMUNITY HEALTH**



**BE THE  
BEST PLACE  
TO WORK**

**DELIVER  
EXCELLENT PATIENT  
EXPERIENCES**



## STRATEGIC FOCUS AREA

# PROVIDE SEAMLESS ACCESS TO EXCEPTIONAL CARE



## WHY IT MATTERS TO GHC AND OUR PATIENTS

Health care needs are changing. There is a greater demand for chronic disease management, community-based programs, and innovative solutions.

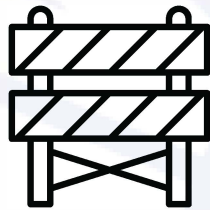
Our patients deserve access to the appropriate care when they need it. Group Health Centre will adapt and modernize to meet the changing needs of our patients, the community, and the health system.

We believe that delivering exceptional care today will promote better health and shape a better life tomorrow for our patients.

## STRATEGIC FOCUS AREA

# PROVIDE SEAMLESS ACCESS TO EXCEPTIONAL CARE

## WHAT WE WILL DO



### Identify And Address Barriers for Access

We will engage with patients and providers to explore existing barriers, implement sustainable solutions, and facilitate quality improvements.



### Pursue Purposeful Growth

We will grow our services and programs by assessing their value to our community, alignment with our mission, and contribution to organizational sustainability.



### Continue To Innovate To Improve Health Outcomes For Patients

We will explore new and innovative models of care, leveraging our data and research capacity to inform decision making.



### Expand Digital And Virtual Health Opportunities

We will improve existing technology, explore new digital and virtual tools, and pursue collaboration and project opportunities.

# STRENGTHEN PARTNERSHIPS FOR COMMUNITY HEALTH



## WHY IT MATTERS TO GHC AND OUR PATIENTS

Group Health exists to serve our patients and our community. We provide a broad range of services available to everyone and support other providers in the excellent work they do.

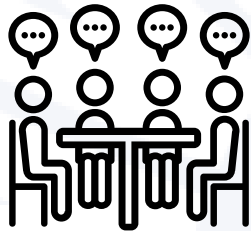
We are committed to building and growing the partnerships that will enhance coordination of care, improve community health outcomes, and strengthen the overall health system in Sault Ste. Marie and across the Algoma District.

## STRATEGIC FOCUS AREA

# STRENGTHEN PARTNERSHIPS FOR COMMUNITY HEALTH

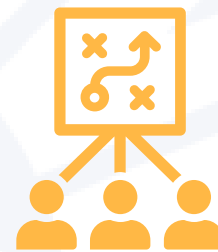


## WHAT WE WILL DO



### Actively Engage With The Algoma Ontario Health Team

» We will continue to play an active role in the OHT and identify opportunities for closer collaboration. «



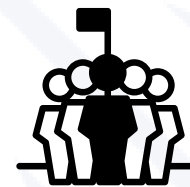
### Develop Strategic External Relationships

» We will take the lead in strengthening our external relationship and seeking new partnerships. «



### Work With Community Partners To Identify And Address Community Health Needs

» We will identify specific unmet needs in our community, promote knowledge exchange among partners, and participate in the collaborative design of solutions. «



### Identify Areas Where GHC Can Lead The Transformation Of An Integrated Health System

» We will explore areas where Group Health Centre's expertise is well suited to lead community initiatives. «

# DELIVER EXCELLENT PATIENT EXPERIENCES



## WHY IT MATTERS TO GHC AND OUR PATIENTS

We are committed to delivering a caring, informative, and excellent experience for every person who visits Group Health Centre.

We recognize that providing high-quality, patient-centred care contributes positively to the health and wellbeing of our patients - and their satisfaction with our services.

We believe that patients deserve and should expect excellent, consistent experiences from Group Health Centre.



## STRATEGIC FOCUS AREA

# DELIVER EXCELLENT PATIENT EXPERIENCES



## WHAT WE WILL DO



### Implement Operational Improvements That Impact Experience

» We will adopt best practices and implement standardizations when appropriate. «



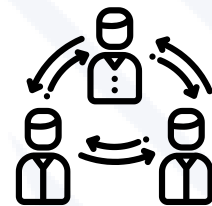
### Communicate With Impact

» We will use targeted and effective communication methods to inform patients about Group Health Centre's programs and services, organizational changes, and potential opportunities. «



### Cultivate A Culture Of Customer Service

» We will create and maintain a friendly and caring environment that supports staff and providers to be their best every day. «



### Engage Patients To Provide Input And Feedback

» We will establish regular mechanisms for patients to provide input and share their needs, preferences, and ideas for improved care. «

# BE THE BEST PLACE TO WORK



## WHY IT MATTERS TO GHC AND OUR PATIENTS

Our people play a crucial role in how we will achieve our goals. This is why it is essential to attract and retain a skilled, caring, and compassionate workforce that prioritizes optimal care and health outcomes for our patients.

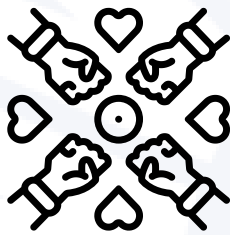
We want our staff and providers to feel supported, heard, and proud members of our organization. This internal focus will allow us to best support our patients in achieving their best health and living their best lives.

## STRATEGIC FOCUS AREA

# BE THE BEST PLACE TO WORK



## WHAT WE WILL DO



### Focus On A Positive Culture

»—————«  
We will promote a supportive, caring, and respectful environment and encourage crosscutting teamwork.  
»—————«



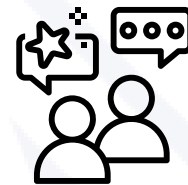
### Provide Strong Support To Physicians At GHC

»—————«  
We will continue to provide support to physicians practicing at GHC, working with the ADMG to identify opportunities for collaboration and improvement.  
»—————«



### Prioritize Recruitment And Retention For The Entire GHC Team

»—————«  
We will continue to focus on attracting and retaining physicians, providers, and employees.  
»—————«



### Facilitate And Encourage Employee, Provider & Physician Engagement

»—————«  
We will structure a workplace that fosters engagement and provides ongoing opportunities for input and growth.  
»—————«