

2026 - 2028 STRATEGIC PLAN

Caring and Engaged

VISION

SUMMERVILLE FAMILY HEALTH TEAM WILL BE VITAL TO THE HEALTH AND WELL-BEING OF THE COMMUNITY.

MISSION

PROVIDE PEOPLE-CENTRED, COMMUNITY-BASED PRIMARY CARE.

In so doing, we will:

- Advance primary care, prevention and treatment;
- Strengthen partnerships and system-wide collaborative care;
- Educate and train future clinicians; and
- Support each other as team members.

VALUES

COLLABORATION

We engage our patients, community and team members in achieving their best health.

EXCELLENCE

We deliver high quality care with integrity and to the highest ethical standard.

INNOVATION

We encourage creative thinking, continuous learning, and the use of technology and research to improve health.

INCLUSIVITY

We embrace diversity, equity and individuality, and respect the unique contributions of our patients, caregivers, team members and community partners.

COMPASSION

We support and care for our patients and each other and inspire understanding and empathy.

STRATEGIC PRIORITIES

ENHANCE THE PATIENT EXPERIENCE

Improve equitable and timely access to care.

Enrich patient health education, chronic disease management and prevention programs.

Increase opportunities for patient engagement including involvement in care decisions.

Further integrate technology to improve patient care.

Measures:

- Patient satisfaction
- Patient access
- Program usage and evaluations
- Perceived involvement in patient care decision-making
- Adoption of new technologies to improve communication

STRENGTHEN COMMUNITY HEALTH

Enhance integrated care through demonstrated leadership in local system planning, community outreach and partner engagement.

Pursue opportunities to expand health care services within the community.

Increase the patient population served.

Measures:

- Collaborative initiatives and outcomes achieved
- Joint program involvement and partnerships
- Population served (rostered and non-rostered)

DEMONSTRATE EXCELLENCE IN LEARNING AND INNOVATION

Enhance health care provider teaching, research and knowledge sharing.

Demonstrate continuous quality improvement in programs and services.

Explore and adopt emerging technologies.

Measures:

- Engagement of team members in academic activities including teaching, research, knowledge translation and quality improvement
- Implementation of our Quality Improvement Plan
- Technology adoption by team members

FOSTER A THRIVING AND ENGAGING WORK ENVIRONMENT

Cultivate a workplace culture that inspires, unifies and supports team members:

- Equip and enable people to realize their full potential and leverage individual and collective strengths.
- Enhance communication and engagement, and facilitate effective and timely issue resolution.
- Recognize individual and collective contributions.

Measures:

- Team member satisfaction
- Team recognition
- Supportive workplace culture
- Staff retention