A Healthier Future Together Strategic Plan 2018 — 2021 **Our Vision**

A healthy and engaged community that participates, collaborates, celebrates and grows.

Our Mission

Quest CHC supports individuals experiencing social, economic and cultural barriers by providing primary healthcare services and promoting wellness, community and social justice.



Our Core Values

Integrity & Accountab

We are ethical, profession

trustworthy. We embrace

community-centred gover

holding ourselves accountab

commitments and making t

effective and appropriate us

We champion individual resilience, clients being the experts for their own lives, clients as leaders, and clients' goals guiding the services we provide.

Social Justice, Equity & Access

We take action as allies and

advocates for social change. We are

committed to reducing barriers to

access and achieving equitable,

inclusive and respectful primary

health care for all.

Client Centred

Innovation

resources.

We encourage critical thinki communication and the exp of new ideas and practices ir create a stronger and m responsive primary healt system.

Our Strategic Priorities

Quality

As a Centre of Excellence in Primary Health Care we will continue to provide high quality, equitable, and timely services

Partnerships

We will optimize collaborative partnerships to increase community capacity and create a client-centred experience that is integrated and seamless

Leadership

We will foster a culture of learning, leadership and growth

Telling Our Story

We will increase awarene the exceptional role Qu plays to improve the live our clients and strengthe community

pility nal and e open, mance, ole for our he most se of our	Collaboration We partner to achieve our mission and vision, and a climate of mutual support and harmony to maximize healing, human potential, and community.
ing, open ploration n order to nore h care	Continuous Learning We support a culture of continuous learning in order to better serve our clients and community.
y ess of uest es of en our	Resources We will creatively seek and secure sufficient and stable resources to strengthen and grow

A Healthier Future Together

OBJECTIVES

- REDUCE WAIT LISTS
- DEVELOP AND IMPLEMENT OUTCOME MEASURES
- INCREASE RESOURCES TO ADDRESS COMMUNITY NEED AND SERVE MORE CLIENTS
- IMPROVE SUPPORT TO MENTAL HEALTH AND ADDICTIONS

INDICATORS OF SUCCESS

- MORE TIMELY ACCESS FOR CLIENTS
- IMPROVED ABILITY TO MEASURE OUR IMPACT
- MORE CLIENTS BEING SERVED
- CLIENTS RECEIVE THE SUPPORTS THEY NEED

Healthier

OBJECTIVES

HIPS

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- WORK WITH OTHER TYPES OF PRIMARY HEALTH CARE MODELS
- WORK CLOSER WITH HAMILTON **NIAGARA HALDIMAND BRANT** (HNHB) LOCAL HEALTH **INTEGRATION NETWORK (LHIN)** AND MINISTRY OF HEALTH AND LONG TERM CARE (MOHLTC)
- CONTINUE TO WORK WITH CLIENTS AND OTHER NIAGARA **COMMUNITY ORGANIZATIONS TO** CREATE BETTER SERVICE INTEGRATION

INDICATORS OF SUCCESS

- ENHANCED PRIMARY HEALTH CARE NETWORK
- INFLUENCING AND/OR STRENGTHENING ACCESS TO PRIMARY HEALTH CARE
- **ENHANCE FUNDER'S** UNDERSTANDING OF CHC CAPABILITIES
- **IMPROVE COMMUNITY AND** PRIMARY HEALTH CARE CAPACITY
- MORE EFFECTIVE COLLABORATION PRACTICES AMONG PARTNERS
- CLIENTS INFORM AND ACCESS MORE SEAMLESS SERVICES

OBJECTIVES

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- EVALUATE AND IMPLEMENT BEST PRACTICE CLINICAL MANAGEMENT GUIDELINES
- CONTINUE TO EVOLVE AS A CLIENT-CENTRED AND **RESPONSIVE CULTURE**
- IDENTIFY OPPORTUNITIES TO OPTIMIZE MANAGEMENT ROLES/ACTIVITIES ACROSS THE ORGANIZATION

INDICATORS OF SUCCESS

- ► EVIDENCE OF THE USE OF CLINICAL BEST PRACTICE GUIDELINES
- ➡ PROGRAMS ARE RESPONSIVE TO CLIENTS AND CLIENTS FEEL HEARD
- ➡ QUEST LEADERSHIP IN CLIENT ENGAGEMENT IS ENHANCED
- MAINTAIN HIGH CLIENT SATISFACTION
- Management strategies in PLACE THAT SUPPORT EXCELLENCE

.Making It Happen

STORY

Together

C OBJECTIVES

- DEVELOP KEY J MESSAGES/STORIES
 - STRONG SOCIAL MEDIA PRESENCE
- CREATE AND CARRY OUT PLAN TO ENGAGE COMMUNITY LEADERS, INCLUDING LHIN, **PROVINCIAL / FEDERAL** POLITICIANS, CIVIC LEADERS, PHILANTHROPISTS

INDICATORS OF SUCCESS

SREATER UNDERSTANDING OF AND COMMITMENT TO THE ROLE AND VALUE OF QUEST CHC AMONG ALL STAKEHOLDERS





OBJECTIVES

- FUNDRAISE
- OBTAIN FINAL APPROVAL FOR CAPITAL PROJECT AND BEGIN CONSTRUCTION
- SEEK RESOURCES FROM OTHER SECTORS (NON LHIN FUNDING)

INDICATORS OF SUCCESS

- Additional funding for Quest ACTIVITIES
- A BLUEPRINT FOR A NEW FACILITY THAT MAXIMIZES SUPPORT AND ACCESS TO CLIENTS AND IS FINANCIALLY SUSTAINABLE FOR OUEST
- ENHANCED PROGRAMMING AND GREATER FINANCIAL STABILITY