



Our Vision: “A healthier Hamilton.”

Our Mission: Provide excellent, comprehensive, and collaborative primary health care to achieve the best possible health and quality of life for our community.

Our Values: Collaborative and Interprofessional; Excellence and Quality; Community Integrated Care; Empowered Patients; Accessibility

2022 – 2025 Strategic Plan



Theme 1: Outstanding Patient Experience and Outcomes

Priorities

- Improve patient satisfaction and engagement in their care.
- Optimize use of virtual care platforms and digital tools to support patients.
- Identify strategies to support population health and health equity.



Theme 2: Outstanding Provider and Staff Experience

Priorities

- Support for provider / staff health and wellness.
- Optimize use of digital tools to support providers.
- Advance equity, diversity, and inclusion (EDI within HFHT).
- Strengthen team engagement, effective communication and interprofessional collaboration.
- Improve orientation and ongoing support of physicians and IHPs.



Theme 3: Organizational Capacity and Performance

Priorities

- Advance primary care group / integrated team practices that respond to the local needs of the community.
- Strengthen data analytics and embed QI processes and data-based decision-making.
- Strengthen HFHT governance and leadership.



Theme 4: An Integrated Health System for Hamilton

Priorities

- Provide leadership in local health and social service integration in collaboration with GHN partners.
- Improve care coordination, navigation and supported transitions for patients.
- Advance HFHT’s Green Initiative and Environmental Sustainability.