

Theme 1: Outstanding Patient Experience and Outcomes (Laurie)	
Priority	2024-2025 Initiative
1. Improve patient satisfaction and engagement in their care	No new initiative to be developed in final year of plan.
2. Optimize use of virtual care platforms and digital tools to support patients	No new initiative in this final year of plan.
3. Identify strategies to support population health and health equity.	1. Develop a plan and tools for socio-demographic/SDoH data collection from patients and staff.
	2. Implement cultural interpretation services in partnership with our other primary care providers and the GHHN.
Theme 2: Outstanding Provider and Staff Experience (Ritu)	
Priority	2024-2025 Initiative
1. Support for provider / staff health and wellness	1. Culture Revitalization.
	2. Establish an Appreciation/Recognition program.
	3. Develop and implement a plan for workforce retention. "Sustain hearts and minds of our people" – Gloria
	4. Develop a Planning Strategy for HFHT space.
2. Optimize use of digital tools to support providers	1. Create and implement a Digital Health Strategy.
3. Advance equity, diversity, and inclusion (EDI) within HFHT.	Progress has been made against this priority. No new initiative to be developed in final year of plan.
4. Strengthen team engagement, effective communication and interprofessional collaborations	Progress has been made against this priority. No new initiative to be developed in final year of plan.
5. Improve orientation and ongoing support of physicians and IHPs	Progress has been made against this priority. No new initiative to be developed in final year of plan.
Theme 3: Organizational Capacity and Performance (Adele and Lynn)	
Priority	2024-2025 Initiative
1. Advancing primary care group/integrated team practices that respond to the local needs of the community.	1. Establish PHCCs / Co-location to advance Primary Health Care Centres (PHCCs). *linked to Theme 4 Priority 1
	2. Develop a Mental Health Implementation Plan and begin the roll-out
2. Strengthen data analytics and embed QI processes and data-based decision making.	1. Back-office support to facilitate Expanded Team-based Care implementation.
3. Strengthen HFHT governance and leadership	1. Invest in leadership development.
	2. Launch Strategic Planning for beyond 2025.
	3. Pursue Charitable status.
Theme 4: An Integrated Health System for Hamilton (Laurie and Brian)	
Priority	2024-2025 Initiative
1. Provide leadership in local health and social service integration in collaboration with GHHN partners.	1. Lead the roll-out of Expanded Team Based Care funding across the GHHN.
	2. Explore strategic partnerships to build capacity to serve the community.
	3. Continue to advance partnership through Eva Rothwell Centre - *linked to Theme 3 Priority 1 Initiative 1
	4. Expand Team-based care to unaffiliated physicians.

2. Improve care coordination (home and community), navigation (social svcs) and supported transition for patients	1. Co-design integration of primary care and home care service delivery within the GHHN, as home care.
3. Advance HFHT's Green Initiative and Environmental Sustainability.	Progress has been made on the Green Initiative; ongoing work is operational. No new initiatives to be added.