

# 2022-2025 Strategic Plan

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

**Our Vision:** “A Healthier Hamilton”

## Theme 1: Patient Experience & Outcomes

Growing patient satisfaction and engagement.

Improving virtual care platforms and digital tools.

Population Health and Health Equity.

## Theme 3: Organizational Capacity & Performance

Growing integrated Primary Care Teams.

Strengthening data analytics and quality improvement.

Strengthening governance and leadership.



*Emily, co-ordinator at our Queensdale Hub, brings her dog, Bentley, to work - adding smiles to the clinic.*

## Theme 2: Provider & Staff Experience

Advancing Equity, Diversity & Inclusion.

Improving digital tools.

Improving provider/staff health and wellness.

Increasing interprofessional collaboration.

## Theme 4: An Integrated Health System for Hamilton

Collaborating with the Greater Hamilton Health Network (GHHN) and our partners.

Improving care coordination, navigation, and supported transitions.

Advancing our Green Initiative.