



Grand Bend Area  
Community Health Centre



**Strategic Plan 2020**

# How we got here

The Board of Directors of the Grand Bend Area Community Health Centre led a comprehensive strategic planning process that included a thorough environmental scan, and gathering feedback from clients, volunteers, staff, community partners and residents of the Grand Bend and Area. In total 226 people provided valuable feedback. Additionally, an internal review was conducted. This information was compiled in the Strategic Planning Discovery Report that was used by both staff

and the Board of Directors to determine the strategic directions for our community health centre. It was clear, as the Board reviewed the information and finalized the strategic directions that the strategic plan had to include working together with patients, residents, volunteers and community partners. The Board also focused on creating an actionable plan that would improve the health and wellbeing of people in our communities – together!



Picture by David Bannister

## Strategic directions

**Breakthrough Direction**  
*Make it happen – together!*

**Collective impact**  
*Making a difference together*

**Working together**  
*Partnerships and collaboration*

**Being strong together**  
*Organizational health and staff wellness*

**Working smart together**  
*Optimization of our resources*

## 5 year outcomes

**Our hope** | A west coast collaborative provides seamless health and wellbeing services and people know where to go for services. We have strong board connections with our key partners and are working from a collective agenda for the communities we serve. The GBACHC and its Foundation have strong relationships and are working collaboratively from a shared vision.

- 1 More people are served at the right time, by the right provider and are connecting to the health care programs and services they need which are inclusive of prevention, education, self-management, mental health and addictions.
- 2 People are highly satisfied with our services and their health and wellbeing goals are supported.
- 3 More people with complex needs are being served effectively in an integrated way.
- 4 Rural hubs exist in our communities and serve people close to their home – we work with our partners to make it happen!

- 1 There is greater awareness of the role and impact of GBACHC and the needs of our communities at all government levels.
- 2 There is an increase in the health and wellbeing of our community. We are working with our partners and coordinating our efforts to create large scale changes through community planning tables and action committees.
- 3 There is an active working group of partners representing our communities who are actively planning for primary health care needs over the next ten years.
- 4 With community input and the right partners, a case is built and recommendations are made regarding the overall health and primary health care needs in our community.
- 5 Those most in need are getting the support and care they need.

- 1 People experience the health care system as seamless, coordinated and integrated between providers.
- 2 Improve people-centered care through integrated electronic health records.
- 3 The community accesses the Grand Bend Area Community Health Centre as a community connector and partner for people in need.
- 4 Coordinated service planning occurs so that people in our community receive the supports and services they need from the right partners at the right place and time.
- 5 People with mental health and/or addiction challenges and their families are supported through a network of resources through the Grand Bend Area Community Health Centre. This strategy will use a collective impact framework.

- 1 Staff and teams identify as leaders of positive change.
- 2 Staff's wellbeing is supported.
- 3 Students and volunteers are an essential part of the team at GBACHC.
- 4 The Board of Directors is actively involved in leading positive change in healthcare.

- 1 There are standardized processes for how groups and clinics are developed, evaluated and evolve to meet community needs.
- 2 Our community and staff demonstrate greater knowledge and skills regarding self-management.
- 3 All staff and volunteers understand their role in preventative health and wellbeing.
- 4 Staff work within their full scope of practice based on our community's and the health centre's needs.
- 5 Our professional development plan for staff and volunteers aligns with organizational strategy and resources.
- 6 Client voice, data and resources are effectively used to make critical decisions.
- 7 The Community Health Centre has an expanded space from which to function to best serve clients and staff.

## Focus: Sustainability, Vitality, Vibrancy, Innovation

## What will be the result of our strategic plan?

# Next steps

We know that if we want to improve the health and wellbeing of people living in Grand Bend Area we must work together! The focus of our plan is finding ways of optimizing our resources and linking with partners to collaborate and further our efforts. We are committed to making it happen!

Throughout the life of our plan we will be connecting with people in our communities, working to create better partnerships and ensuring that the right resources are available in our communities so that together we can improve our health and well being. We invite you to join us as part of the West Coast Collaborative so that together we can strengthen care for people in our communities.



## Vision

Health and wellbeing for all

## Mission

Empower the health and wellbeing of the people in our communities – together



## Core Values

### Interconnectedness

Building connections at all levels to provide comprehensive care

### People-centered

Individuals are empowered to be in control of their health

### Compassionate Care

For the whole person – physical, mental and social wellbeing

### Integrity and Responsibility

Accountable for what we say and do

### Respect and Inclusion

Every one matters



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Grand Bend  
Hensall  
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