

2022-25

Strategic Plan

Rebounding & Coming Back Strong



Grand Bend Area
Community Health Centre

Strategic Directions

In November 2021, the GBACHC Board of Directors led a comprehensive strategic planning process, which included an environmental scan, and gathering feedback from patients/clients, volunteers, staff, community partners, and Grand Bend area residents. The data and feedback were then compiled into a planning discovery report and used to develop the following three-year strategic directions.

Optimize Team-Based Care

Details:

Revitalize the person-centered model of care to meet the growing needs of the communities.

3-Year Outcomes

- 1
Panel size is at capacity at 95%.
- 2
All people in the area have access to primary health care when they need it.
- 3
Increase in social prescribing.
- 4
Reduce unnecessary trips to the emergency department.
- 5
More need-based programming in Hensall and the surrounding area.
- 6
Increase in interdisciplinary teamwork.
- 7
Increase effectiveness of transition points between organizations.
- 8
Increase capacity to offer service navigation.

Details:

Refresh and communicate the model of care and services offered.

3-Year Outcomes

- 1
Dedicated communication and marketing funding.
- 2
Increase the number of the targeted people attending programs and services offered to them through a health equity lens - reaching the right people at the right time on their health journey.
- 3
Intentional connection with the community of Hensall and the surrounding area.



Strategic Directions



Invest in the Team Facilities & Resources

Details:

Enhance the culture of collaboration, internal communication, and wellness.

3-Year Outcomes

1

Greater connection between the interprofessional team and primary care resulting in better care.

2

Staff satisfaction is high with respect to communication.

3

Staff report a high level of job satisfaction and wellness.

Strengthen & Grow Partnerships

Details:

Be a leader in planning and advocacy ensuring equitable access to services for the community.

3-Year Outcomes

1

The GBACHC is at municipal planning tables when appropriate.

2

The GBACHC is influencing the HPA-OHT on equitable access and is aligned with their policies and priority populations.

3

Stronger care partnerships to meet the needs of the people in the community.

Details:

Update the current capital plan within the context of the communities' environment.

3-Year Outcomes

1

Capital plan is approved.

Health Equity Charter

Partnership
Health equity
Human rights
Humility
Anti-racism
Social justice
ACCESS
Transformative Change



Next Steps

The GBACHC management team enacts the strategic plan by developing yearly SMART (specific, measurable, achievable, realistic, and timely) objectives to accompany each strategic direction shown on the previous pages. The objectives are implemented and closely monitored to ensure the work aligns with the GBACHC's vision, mission, and core values.

As the impact of the strategic plan is realized, the management team reengages with staff, patients/clients, and the community. Their feedback is then used to make adjustments to the plan to ensure the intended outcomes are met.

Visit <https://gbachc.ca> to keep up to date on the GBACHC's activities.

Vision

Health and wellbeing for all.

Mission

Empower the health and wellbeing for the people in our communities – together.

Our Core Values

People Centred

Individuals are empowered to be in control of their health.

Respect and Inclusion

Compassionate Care

For the whole person - physical, mental, and social wellbeing.

Interconnectedness

Building connections at all levels to provide comprehensive care.

Integrity and Responsibility

Accountable for what we say and do.



**Grand Bend Area
Community Health Centre**

Grand Bend

69 Main Street East, PO Box 1269
Grand Bend, ON N0M 1T0

Hensall

122 King Street, PO Box 159
Hensall, ON N0M 1X0