



**SET
FHT**

South East Toronto
Family Health Team

Strategy Framework 2024 - 2029



Message from Our Executive Director

As we begin the transformative journey outlined in our strategic plan for 2024-2029, let's celebrate that this is more than just a blueprint; it's a vibrant tapestry woven from the collective efforts of our entire team, patients, and community. This living framework will guide our actions and illuminate our path through the challenges ahead in healthcare.

At the heart of this plan is the invaluable input from all of you. Your voices resonate throughout our mission, reminding us that our commitment to quality and continued healthcare research is a heartfelt assurance that your well-being is our highest priority. We are dedicated to fostering an equitable workplace where every belief and perspective is celebrated, ensuring everyone feels respected and valued.

Together, we will celebrate and harness our diverse talents to create a collaborative environment. By nurturing interprofessional partnerships and expanding our outreach programs, we will ensure that underserved populations receive the support they deserve. We will build bridges with health and social service providers, pooling resources for the greater good.

Our vision also includes cultivating a meaningful educational environment for health professional trainees and fostering growth and innovation that aligns with our mission. Partnering with local organizations, we will enhance community health for all.

These foundational pillars will shape our future, embodying the ideals we strive for together. We will cultivate a culture of transparency, where open communication fosters trust and engagement. Inclusivity will be our promise: everyone will have a voice and feel a genuine sense of belonging, knowing their contributions are not just valued but vital to our success.

Let's bring this plan to life with passion and purpose. Together, we will shape a healthier future for our organization and the communities we serve.

Remember: "It takes a team. Together, we will make a difference!" Let's inspire one another to reach new heights and create lasting change!



Stephen Beckwith

Strategic Priorities 2024 - 2029

Equitable access to innovative high-quality team-based primary care for a healthier community and world.



Optimize Care and
Collaboration



Deepen Partnerships,
Pathways and Outreach



Nurture Engagement,
Wellness and Sustainability



Guiding Principles

As a community based academic family health team, we are committed to:

Excellence - Driven by quality improvement and research that enhances care and influences primary care.

Teamwork - Promote inter-professional collaboration to fully leverage the expertise of our team and create a healthy collaborative work environment.

Diversity, Inclusion and Belonging - Nurture an equitable, diverse, and inclusive workplace and community where every individual's belief and perspective is respected.

Health Equity and Supporting Those in Need - Partner with other health and social service providers to share expertise and resources, and enhance outreach to underserved people and communities.

Teaching and Learning - Create a meaningful teaching and learning environment for health professional trainees.

Being a Responsive System Partner - Collaborate with our local OHT and use public funding wisely and responsibly.





Optimize Care and Collaboration

Fully leverage the expertise of our team and learners, by embracing the power of technology and a commitment to continuous quality improvement to drive innovation and collaborative care. We aim to empower patients, enhance their healthcare experience and improve overall health outcomes.



Five Year Objectives

- 1 Optimize daily workflow, clinical collaborations and efficiency.
- 2 Fully leverage interprofessional collaboration and team-based care.
- 3 Pursue research and quality improvement to enhance care and processes.
- 4 Enhance the learning experience for residents.

Initial Focus Areas

- 1 Enhance our "Pod" team structure to improve the patient experience and create a more efficient less burdensome environment for providers.
- 2 Engage the team and patients in our quality improvement plans.
- 3 Investigate ways to enhance and simplify charting (machine learning, standardized templates).
- 4 Enhance the learning experience for residents through interprofessional training.
- 5 Advocate for funding to support more teaching / practicum for other professions.
- 6 Review and update procedures / policies to ensure alignment and best practice across the organization for best patient experience.



Deepen Partnerships, Pathways and Outreach

Create deeper connections with partners, to enhance capacity to address social determinants of health, and culturally appropriate care for vulnerable populations. Deepen and evaluate patient and community partnerships.



Five Year Objectives

- 1 Enhance patient access to social services through partnership and streamlined pathways of referral.
- 2 Leverage the Patient Advisory Committee to grow the diversity of patient and family engagement.
- 3 Deepen our outreach impact in the community.

Initial Focus Areas

- 1 Work with key partners and community leaders to develop a common vision, strategy, evaluation framework and defined roles and pathways to support key community health and wellbeing needs.
- 2 Improve supports and technology for outreach.
- 3 Explore the impact of expanding FHT services to patients from other primary care practices.



Nurture Engagement, Wellness and Sustainability

Develop policies, practices and norms that positions kindness, collaboration, wellness and environmental sustainability in the forefront to create an enriching environment.



Five Year Objectives

- 1 Advance leading practices, policies, and environments that support wellness, inclusion and effectiveness at work.
- 2 Embed environmental and financial stewardship and sustainability into all our practices.
- 3 Advocate for supports and resources to enable the growth and long-term success of SETFHT.

Initial Focus Areas

- 1 Prioritize staff engagement through a robust communication strategy that leverages sharing platforms and other tools to support staff.
- 2 Empower and support the wellness and green team to identify and implement change across the organization.
- 3 Create FHT wide approach to support equity, diversity, and inclusion (training and initiatives).



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