



2024-2027 Strategic Plan

Kaniatarowanéhne Kaniatarí:io Ata'karitéhtshera Raotinèn:ra

Vision: *Where everyone's health and well-being matter!*

Mission: *Working together to improve the healthcare system for all.*

STRATEGIC DIRECTIONS

LEADERSHIP & COLLABORATION

INTEGRATED CARE

HEALTH EQUITY

COMMUNITY ENGAGEMENT

Governance

Digital Health

Equitable Access

Community Involvement

Primary Care Engagement

System Navigation

Culturally Appropriate Services

Communication

Lived Experience Partner Engagement

Care Coordination

Education & Training

Relationship Building

Co-Design & Cross-Sector Collaboration

Measurement & Evaluation

PRIORITIES

Values: *Collaboration, Innovation, Equity, Person-Centered Care, Accountability*

LEADERSHIP & COLLABORATION

PRIORITIES

OUTCOMES

Governance

Revise governance structure in preparation for future designation requirements

Include lived experience partners and primary care clinicians in decision making

Ensure a diverse and representative Steering Committee

Activities:

CDMA Revision

Skills Matrix, SC ToR Revision, EOI Revision, Recruitment

Skills Matrix, Targeted Recruitment

Primary Care Engagement

Develop a Primary Care Network

Increase primary care participation and investment in OHT work

Activities:

Your Practice, Your Future June 14th Event, Fall Event (TBD), PCN Assessment

Revision of PHCCT Role, OAB, IPC, Best Care

Lived Experience Partner Engagement

Increase lived experience partner participation in OHT co-design work

Seek lived experience partners representative of our diverse populations

Activities:

Targeted Recruitment

Targeted Recruitment, Matrix

Co-Design & Cross-Sector Collaboration

Decrease silos between organizations and sectors to improve collaboration

Increase participation of organizations who support the social determinants of health

Increase health human resources capacity in OHT region

Activities:

IPC, ECP, Enhanced RCM, SF Therapy

CDMA Revision, Targeted Recruitment

IPC

INTEGRATED CARE

PRIORITIES

OUTCOMES

Digital Health

Explore and advance digital health opportunities

Improve access to care, services and health information through digital platforms

Improve communication and sharing between digital and virtual platforms

Activities: OAB, DH Table, Exploration of AI

ERVCC, Enhanced RCM

Provincial HIE

System Navigation

Advance OHT navigation strategy

Improve navigation services for patients/clients and providers

Increase navigation training opportunities to providers

Activities: Navigation Table, Caredove

Health811 Alignment, AccessMHA, AccessCS

Website/Caredove Training

Care Coordination

Improve access and coordination to MHASUH services

Improve services and transitions for frail older adults and individuals with complex care needs

Establish chronic disease pathways to increase capacity and improve outcomes

Increase timely and appropriate primary care access

Activities: SF Therapy, AccessMHA, IPC

ECP, Enhanced RCM, Diabetes Stepped Care

BHI, Diabetes Stepped Care, IPC, Best Care

IPC, Cancer Screening, Healthy Sprouts, ERVCC

Measurement & Evaluation

Develop and embed measurement and evaluation process

Improve performance indicator results

Improve patient/client and provider experience

Activities: Use of Tools: SMART Goals, Quintuple Aim, LM, Pre & Post Eval.

Cancer Screening, SF Therapy, Enhanced RCM

ECP, Cancer Screening, BHI, SF Therapy, Winning Strategies, Patient Experience Survey

HEALTH EQUITY

PRIORITIES

OUTCOMES

Equitable Access

Reduce barriers to services and improve health outcomes for Indigenous and other equity deserving populations

Improve identity based collection practices

Increase access to French language services

Increase capacity for French service provision

Activities: IPC, Cancer Screening

EDI Survey

Winning Strategies

Winning Strategies

Culturally Appropriate Services

Increase access to culturally appropriate services for the Indigenous community, francophone and other equity deserving populations by leveraging population health data to identify gaps and strategies

Increase collaboration and coordination between Indigenous and non-Indigenous service providers

Activities: EDI Survey, IPC, Cancer Screening, Winning Strategies

Education & Training

Increase knowledge and capacity of culturally safe care best practices

Increase the sharing of tools and resources to assist in providing equitable healthcare

Activities: OCAP Training

Community EDI Table Participation

COMMUNITY ENGAGEMENT

PRIORITIES

OUTCOMES

**Community
Involvement**

**Increase community engagement to learn
about healthcare experiences and needs**

**Increase presentations, collaborations and
opportunities for consultations with various
community groups**

Activities:

Focus Groups

Community Presentations, Event Attendance

Communication

**Increase the sharing of information to
socialize the work of the OHT**

**Increase engagement with the community
using various communication strategies
including social media channels**

Activities:

*Public Newsletter, Social Media, Media Releases,
Event Attendance, OHT Communication Plan*

*Event Attendance, Communication Plans (ECP,
ERVCC, PCN)*

**Relationship
Building**

**Increase communication and collaboration with First Nations, Inuit and Metis,
and other equity deserving populations**

Activities:

Event Attendance, OHT Presentations (MCA), Group Visit to NNATC