



**Wawa Family Health Team
Strategic Plan
2021 – 2026**



D R A F T for Board Approval

Who we are

The Wawa Family Health Team is a dedicated group of professionals, working together to deliver the highest possible quality of care for the client with a focus on primary care. Designed as a complimentary system of health care services, our team consists of Doctors, Nurse Practitioners, Nurses, Social Worker, Pharmacist, Registered Dietitian, and Administrative Support Staff, who work collaboratively, each utilizing their specific expertise to assure timely, quality care, as close to home as possible.

Primary health care refers to the patient's first point of contact with a health care professional offering a coordinated spectrum of services including health promotion, chronic disease management, acute care, treatment as well as prevention, rehabilitation, and palliative care services.

The Wawa Family Health Team provides increased coordination and integration of existing primary health care services, promotes increased collaboration amongst local providers and facilitates client access to a broader team of health professionals.



The Municipality of Wawa is a Northern Ontario community of about 3,000 residents. It occupies a total land area of 420 square kilometres, concluding the communities of Wawa, Michipicoten River Village (Mission) and Michipicoten Harbour. It stretches from the shores of Wawa Lake to the shores of Lake Superior with the Magpie and Michipicoten Rivers flowing through the community.

Wawa is located 225 kilometres north of Sault Ste. Marie. It provides services to several communities in Northeastern Ontario, the Wawa Region covers 90,000 square kilometres and encompasses 6,500 people living in Chapleau, White River, Dubreuilville, and six First Nation communities including Michipicoten First Nation.

Wawa's major business sectors include gold mining, four-season tourism, forestry, retail and personal services. The community has a state-of-the-art communication infrastructure consisting of digital switching and fibre optics.¹

¹Wawa Real Algoma www.wawa.cc

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Our Strategic Plan

The Wawa FHT has updated its' five-year strategic plan to guide our long term planning, decision making and annual action plans from 2021 through 2026. The following document outlines our plan for the next five years.

We are pleased to present this plan which builds on our legacy of service to the Wawa community and its neighbours with the objective of delivering the best healthcare to our clients.



This 2021 – 2026 strategic plan focuses on four key areas that will define our practice and put it among the leaders in family health team practice in our northern community and beyond. We believe that having a clear, concise and focused strategic plan will make it easier for our clients, staff and community partners to work with us to deliver the best healthcare and ultimately improve healthcare outcomes for individuals and the community at large.

Our vision

This vision statement has inspired the Wawa Family Health Team for more than 10 years. It continues to inspire our core beliefs that working together with our clients and community is the best way to serve our patients.

Together a healthier community

Our mission

The Wawa Family Health Team will work to provide preventative care and disease management, and to promote healthy lifestyles, through an integrated and coordinated team.

Our values

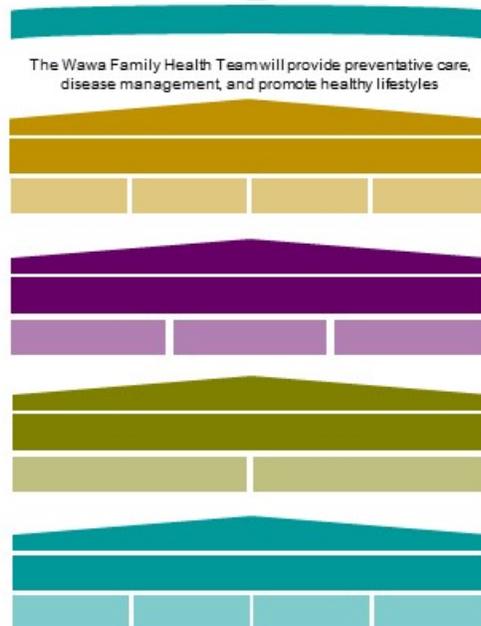
Our values define how we will deliver the strategic plan

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- Support people at all stages of life
 - Deliver care that clients can easily access and understand
 - Promote healthy lifestyles at home
 - Engage with community organizations to support clients in achieving their health objectives
 - Invest in clinical excellence and innovation
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Wawa Family Health Team Strategic Framework

Our four strategic priorities are each supported by an objective and actions that help us realize our vision and deliver our strategic objectives. The following diagram provides a visual depiction of our strategic plan. The subsequent sections provide more detail on how we will bring the strategic plan to fruition.

Strategic Plan



Actions



Measures





Together a Healthier Community

The Wawa Family Health Team will provide preventative care, disease management, and promote healthy lifestyles

Deliver Person Centred Care

Support people in all stages of life delivering optimal care that is understandable and accessible to the client

Disease Management

Preventative Care

Mental Health & Addictions

Clinical Operations

Health Promotion

Engage clients in programs that support them in achieving and maintaining a healthy lifestyle

Physical Health Promotion

Mental Health Promotion

Social Media

Community Partner Collaboration

Promote healthy lifestyles at home jointly with community organizations

Single view of client

Optimize resource usage

Clinical Team Excellence & Innovation

Support and encourage on-going clinician learning, leadership and innovation

Quality Improvement

Staff Training

Study Participation

Medical student mentoring

Our Actions



Deliver Person Centred Care

The Wawa FHT will support people in all stages of life delivering optimal care that is understandable and accessible to the client.

To do this we will

- Deliver on-going acute and chronic disease management.
- Ensure all clients receive preventative care screening and follow-up
- Build capacity and support for mental health and addictions care
- Integrate quality improvement methodology into all aspects of the Wawa FHT activities
- Adopt technologies that streamline clinical document management while providing clients improved electronic medical record (EMR) access, an improved patient experience and better patient outcome.



Health Promotion

The Wawa FHT will engage clients in programs that support them in achieving and maintaining a healthy lifestyle

To do this we will

- Continue to offer healthy lifestyle programs such as “Soup to Tomatoes”, Minds in Motion and the Community Wellness Program
- Use social media, among other means of communication, to reach patients and the Wawa community to promote healthy lifestyles



Partner Collaboration

The Wawa FHT will work with community agencies as partners to improve communication to achieve a single view of the patient and optimize use of clinical resources

To do this we will

- Promote healthy lifestyles at home jointly with community organizations
- Open communication and share insights where possible among partner organizations
- Work toward the development of a North Algoma Ontario Health Team (OHT). The Lady Dunn Health Centre (LDHC) (and by extension the Dubreuilville Medical Centre, Missanabie Nursing Station and the North Algoma Counseling Services-votes programs), Wawa Family Health Team and Paramed will serve as the initial partners



Clinical Team Excellence and Innovation

The Wawa FHT will support and encourage on-going clinician learning, leadership and innovation.

To do this we will:

- Maintain a focus on the Quality Improvement Program to identify opportunities for improvement and implement recommended changes.
- Ensure that staff have access to and participate in on-going training to upgrade relevant non-clinical skills.
- Seek out opportunities for clinical staff to participate in academic studies that will benefit staff and/or patients.
- Continue work with medical and dietetics students and medical residents from Northern Ontario School of Medicine (NOSM) as well as other Ontario medical school programs.

Measures

Achieving the objectives of the strategic plan relies on a commitment to measure action and progress. Following are the high level commitments that will be measured and managed by the Wawa Family Health Team over the life of the strategic plan.



Support people in all stages of life delivering optimal care that is understandable and accessible to the client

- Invite patient advocate participation in quality improvement program
- Seek feedback from patients on a broad range of clients on aspects of care



Engage clients in programs that support them in achieving and maintaining a healthy lifestyle

- Establish targets for participation in programs
- Offer programs that appeal to a broad range of clients
- Establish communications and tools that appeal to the target audience



Work with community agencies as partners to improve communication to achieve a single view of the patient and optimize use of clinical resources

- Proactively establish partnerships with community agencies
- Identify clients to align them to a partnership(s) and track participation



Support and encourage on-going clinician learning, leadership and innovation

- Establish annual development goals and measure progress for all staff and clinical members
- Measure staff satisfaction on a regular basis