

To improve accessibility to programs and services with the aim of improving health and wellbeing and reducing inappropriate use of other health system resources.

- *Increase Community Engagement activities e.g. Board-to-Board; recruitment and involvement of members; design, delivery and evaluation of FHC programs and services*
- *Enhance FHC's capabilities to deliver culturally inclusive care.*
- *Enhance client health education.*
- *Enhance collaboration between different FHC teams and sites*
- *Improve the identification, management and treatment of chronic conditions of the communities we serve*
- *Focus on Health Equity by reducing barriers to accessing services (e.g. physical, transportation, language, stigma, etc.)*

To strengthen current infrastructure with the aim of ensuring best possible service outcomes (effective, efficient, high quality, responsive).

- *Review organizational structure with an aim to ensuring structure supports and enables strategic direction*
- *Ensure alignment of existing resources to strategic directions*
- *Pursue new sources of income that align with strategic direction*
- *Increase data management and analysis capacity in order to measure outcomes and enhance responsiveness*
- *Build internal HR capacity to improve hiring/retention of quality staff; ensure appropriate training; use of best practices and compliance to legislation.*
- *Develop culture of QI throughout all of FHC*

To explore new and enhance existing collaboration and integration opportunities with the aim of improving system efficiencies.

- *Participate as an integral partner in the North East Toronto Health Link to improve care and decrease inappropriate utilization of health system resources.*
- *Work with TC LHIN CHCs to develop a coordinated system of care for Non- insured population*
- *Explore options to improve access to primary health care in the Thorncliffe Park community*
- *Strengthening partnerships to address the growing & changing needs of the community (seniors' consortium, HUB development, etc.)*
- *Actively explore Back Office Integration opportunities with other agencies.*