

# 2018-2022 STRATEGIC DIRECTIONS



## Access, Equity & Inclusion

### PRIORITIES

- Provide clients with the right care at the right place and the right time
- Prioritize clients facing the greatest barriers to achieving good health
- Deliver programs and services that meet clients' social, cultural and linguistic needs

### INITIATIVES

- Embed anti-racism anti-oppression practice in all FHC operations, programs and services
- Participate in and support health equity systems
- Augment strategic partnerships
- Increase advocacy to support clients with complex needs



## Operational Excellence

### PRIORITIES

- Continuous quality improvement of programs, services and operations
- Adaptable and responsive to changes in communities and health systems
- High performing organization with an emphasis on supporting staff, improving internal processes and demonstrating accountability

### INITIATIVES

- Increase versatile funding
- Enhance staff engagement and support of interdisciplinary planning and delivery
- Strengthen internal processes
- Increase accountability and communication



## Collaboration & Partnership

### PRIORITIES

- Influence primary and community care service integration for the benefits of our clients
- Demonstrate success with Health Access Thorncliffe Park
- Engage and integrate community leadership into FHC demonstrating accountability

### INITIATIVES

- Participate in LHIN sub region and other health and community systems planning
- Support community development and community capacity building
- Support meaningful engagement of FHC membership
- Enhance teaching, learning and knowledge exchange across the organization