

**Windsor Family Health Team**  
**Areas of Focus & Updated Strategic Actions**  
**June 2018**

<b>Alignment with Model of Health &amp; Wellbeing</b>	<b>Strategic Area of Focus</b>	<b>Identified Areas for Improvement</b>	<b>Strategic Actions</b>
Highest quality people (Board and staff) and community-centred health and well-being	Organizational Development	Coordinated care can be improved	<p>Areas of special need will be addressed through partnerships created within the team-based care centre and integrated service plan with CMHA</p> <p>Within integrated plan development opportunities for cross and joint training among organizations - including opportunities for secondments</p>
			Be proactive in seeking opportunities that fit with the WFHT's mission and vision
		Use of technology to enhance delivery of care and patient education	Continue to evolve a communication strategy to address technology opportunities in line with best practices in health care delivery including access to health records and test results

			Update website to enhance user-friendliness and to improve patient education
		Waiting room	Implement WIFI access in waiting room if economically feasible
		Composition of the Board	Research board matrix models to determine if there is a better balance between skill-based and lived experience. Re-assess board composition annually
		Board professional development	Develop opportunities for education with respect to patient population
		Work-life balance for staff	Continue to develop strategy for supporting staff morale and work life satisfaction
Health equity and social justice	Care Development	Ethno-cultural diversity of patients is increasing including high influx of international students at St. Clair College satellite site	Continue to develop cultural competence for staff  Assess patient's preference regarding language regarding delivery of health services  Explore options to implement supports for interpretation services within the model of care
		Indigenous Health programs remain a priority within the health system	Continue to enhance relationship with Southwest Aboriginal Health Centre

			Continue to provide awareness training for staff
		Addressing needs of youth	Increase awareness of staff to refer to existing youth services by creating a Lunch and Learn series
		Diversity of staff complement	Encourage complementary service providers (i.e physiotherapy, x-ray etc)
		Chronic disease management	Continue to enhance existing partnerships that are addressing chronic disease management issues and health promotion
Community vitality and belonging	System Development	System navigation can be improved	Operationalize Health Links as part of team-based care
		Constant development and changes within the health system	Continue to be proactive in positioning the WFHT in terms of transition to LHIN as funder and within the health/hospital system restructuring
			Continue collaborative agreement with WRH and participation in capital project
			Continue to demonstrate WFHT leadership by participating on ESC LHIN initiatives that advance local primary care service, health care system planning and Health Links

July 2, 2018