



Saskatoon  
Community  
Clinic

## STRATEGIC PLAN 2014-2019

Community Health Services (Saskatoon) Association Ltd.

*Approved by CHSA Board, April 28, 2014*

### **Vision**

*Healthy people in a healthy community*

### **Mission**

*Excellence and innovation in co-operative primary health care*

### **Values**

**Collaboration** - *Our community's health needs are best met by active collaboration between people, health care providers and partnering organizations.*

**Accountability** - *As a publicly-funded organization we are accountable for the effective use of resources and we are committed to sustaining a strong co-operative for the future.*

**Respect** - *All people are treated with respect and dignity.*

**Engagement** - *People are engaged in decisions about our services and empowered to support their own health.*

**Equity** - *A healthy, just and vibrant community is created when everyone's health and social needs are met.*

### **Strategic Directions**

**People Centred** - *Through partnership we provide an excellent care experience, timely access and continuous improvement in the quality of care.*

**Team Delivered** - *Working collaboratively in interdisciplinary teams within a supportive workplace, our broad range of skilled professionals are fully engaged in serving people's needs.*

**Value Focused** - *Working and growing to our full potential, we are leaders in sustainable co-operative primary health care.*

**Community Driven** - *A healthy community is created where health and social needs are met and individuals are supported and empowered to participate in their own health management.*

<b>Goals</b>	
<b>People Centred</b>	<p>We will adopt a patient- and family-centred approach to care</p> <ul style="list-style-type: none"> <li>• We will create welcoming, confidential, compassionate and friendly environments</li> <li>• We will use a continuous and coordinated approach to care, including case management, navigation and triage</li> <li>• We will include our patients as an integral part of the health care team, sharing information and respecting choices, needs and aspirations</li> </ul> <p>We will improve access and capacity to serve existing and new patients</p> <ul style="list-style-type: none"> <li>• We will increase access to the most appropriate team member</li> <li>• We will reduce wait times and offer timely access to the provider of choice</li> </ul> <p>We will provide safe, quality care enhanced by continuous improvement</p> <ul style="list-style-type: none"> <li>• We will provide evidence-based best practice care</li> <li>• We will create an infrastructure to drive quality improvement</li> </ul> <p>We will promote wellness and strengthen the prevention and management of chronic diseases</p>
<b>Team Delivered</b>	<p>We will introduce specific strategies to improve interdisciplinary team work</p> <p>We will ensure that all staff work to their full scope of practice</p> <p>We will nurture a healthy, culturally diverse workplace that actively engages staff and volunteers</p>
<b>Value Focused</b>	<p>We will invest in infrastructure and facilities to meet our evolving needs</p> <ul style="list-style-type: none"> <li>• We will strive to be environmentally sustainable</li> </ul> <p>We will secure sustainable funding from multiple sources to enable program and capital developments</p> <p>We will strengthen our co-operative by promoting engagement and active membership in the association to people who use our services</p> <p>We will advocate for government and public support of co-operative primary health care and publicly-funded health care</p>
<b>Community Driven</b>	<p>We will offer comprehensive primary health services focused on community needs and growth trends, with emphasis on vulnerable populations</p> <p>We will support the individual's role in healthy living by offering services in prevention, health promotion, and health education</p> <p>We will take actions to address the impact of the social determinants of health on people's health and well being</p> <p>We will sustain strong partnerships with community and other agencies</p>