



*Saskatoon
Community
Clinic*

STRATEGIC PLAN 2020-2025

Community Health Services (Saskatoon) Association Ltd.

Approved by CHSA Board, May 25, 2020

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.

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.

People Centred – We are respectful of, and responsive to individuals and communities.

Strategic Directions

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.

Quality Care – We provide an excellent care experience, timely access and strive for continuous improvement.

Goals

Quality Care	<ul style="list-style-type: none"> • We will improve timely access to service for existing and new patients. • We will develop program planning and evaluation frameworks that support organizational goals. • We will provide safe, quality care that encompasses the client's physical, mental and cultural goals. • We will continuously seek to improve the quality of care we provide and the patient experience. • We will promote wellness and strengthen the prevention and management of chronic diseases.
Team Delivered	<ul style="list-style-type: none"> * We understand the definition of team as both the interdisciplinary team with the organization but also the interagency groups we are a part of and work with. • We will be the employer of choice and will provide a work environment valued by staff, volunteers, and students. <ul style="list-style-type: none"> ○ This will be achieved through creating a learning environment for staff, board, students and volunteers. ○ We will increase leadership capacity and structures at all levels of the organization. ○ We will improve interdisciplinary and multidisciplinary teamwork and the cross functionality of teams. • We will focus on community partnerships to meet community needs. <ul style="list-style-type: none"> ○ We will work to achieve clear, transparent, and equitable relationships with our community partners.
Value Focused	<ul style="list-style-type: none"> • We will strengthen and revitalize our co-operative by increasing our membership. <ul style="list-style-type: none"> ○ This will be achieved by clearly articulating our unique value proposition for members, patients and community. ○ Our membership will be actively engaged in the co-operative through multiple channels. • We will be financially secure and have the resources we need to enable program and capital developments. <ul style="list-style-type: none"> ○ This will, in part, be achieved through the growth in the pharmacy. ○ We will ensure that partnerships that have a financial contribution are fair and equitable to all parties involved (e.g., One Roof).
Community Driven	<ul style="list-style-type: none"> • We will offer comprehensive primary health services focused on community needs with an emphasis on vulnerable populations. <ul style="list-style-type: none"> ○ This will be achieved through our continued commitment to the implementation of the Recommendations of the Truth and Reconciliation Commission and using a harm reduction, trauma informed approach to care. ○ We will continue to work with community and various stakeholder groups. • Recognizing that healthy public policy and adequate funding is critical to supporting the health and well-being of people in our community, we will undertake advocacy and government relations strategies to: <ul style="list-style-type: none"> ○ Increase support for and strengthen co-operative primary health care services and programs; ○ Preserve and enhance publicly funded health care; and ○ Improve conditions that impact the social determinants of health.