

2019-20 Operational Plan for West Elgin Community Health Centre

Updated: Feb 25 19

Year 5:

| Priority | Strategy | Key Actions | Timeline | Lead | KPIs | KPI source | Status | Progress Update |
|----------|---|---|----------|-------|--|----------------------------|--------|-----------------|
| Access | We will improve access to programs and services | Primary Care team to continue client intake to move toward Panel Size targets | Mar 2020 | Kate | Minimum 3260 clients (75% target for Access to Primary Care indicator) | Nightingale (NOD) | | |
| Access | We will guide people to the care and services they need | Expand participation of clients in Social Prescribing pilot study | Mar 2020 | Barry | Number of clients in study | Nightingale (NOD) | | |
| Access | We will improve the way we work to ensure clients receive timely care | Continue implementing improvements in the advanced access scheduling process | Mar 2020 | Kate | Percentage of clients reporting they received services when needed | Client satisfaction survey | | |
| Access | We will improve the way we work to ensure clients receive timely care | Explore expansion of appointment call reminder system and self-scheduling in Telus PS Suite | Mar 2020 | John | Number of clients served by each system | PS Suite | | |
| Access | We will improve access to Mental Health and Addiction Services | Deploy Mental Health Rapid Assessment protocol | Jun 2019 | Barry | Number of clients served using protocol | Nightingale (NOD) | | |

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| Communication | We will actively seek opportunities to listen to our communities | Complete the Canadian Index of Wellbeing survey and report on the results | Mar 2020 | Barry | Number of surveys completed | Survey and final report | | |
| Communication | We will "Tell Our Story" so that our clients and communities are better informed about our programs and services | Expand our social media presence | Mar 2020 | Barry | Number of posts to Face Book, Instagram and Twitter | Face Book, Instagram and Twitter analytics | | |
| Communication | We will "Tell Our Story" so that our clients and communities are better informed about our programs and services | Celebrate 25 th anniversary of the Centre and our accomplishments | Sep 2019 | Andy | Number of attendees at events | Various | | |
| Communication | We will build our ability to support effective, efficient communication and education | Deploy new website | Dec 2019 | John | Website is deployed | Website | | |
| Communication | We will continue to advocate for those people most in need of our help | Promote civic engagement with our clients and community related to this year's federal election. | Oct 2019 | Barry | Number of meetings facilitated/ attended | Various | | |

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| Organizational Culture | We will recruit and retain dedicated staff, volunteers and Board to meet our communities' needs | Recruit full Board and have succession plan in place for executive and Board committees | Sep 2019 | Andy | Number of vacancies on Board, executive and committees | Board and committee meeting minutes | | |
| Organizational Culture | We will recruit and retain dedicated staff, volunteers and Board to meet our communities' needs | Review employee benefits plan design | Jun 2019 | Deb | Changes to CHOGIP benefit plan | Benefit agreement | | |
| Organizational Culture | We will enhance professional development opportunities for staff, volunteers and Board | Improve Board and staff orientation processes and incorporate Indigenous Cultural Safety and Strengths Finder. | Mar 2020 | Deb | Number of orientations completed | Various | | |
| Organizational Culture | We will support a culture of collaboration | Organize a Centre-wide retreat | Mar 2020 | Andy | Retreat held | Retreat minutes | | |
| Service Excellence | We will ensure our programs and services are aligned with our communities' needs | Start Strategic Planning process | Mar 2020 | Andy | Number of consultations/ meetings completed | Meeting minutes | | |
| Service Excellence | We will improve the quality of our operations through Accreditation, and by maximizing the potential of our information systems | Implement new Quadrant Human Resource Information System | Mar 2020 | John | <ul style="list-style-type: none"> Number of staff entered into new HR system Number of pays issued in new payroll system | <ul style="list-style-type: none"> HR System Payroll system | | |

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| Service Excellence | We will improve the quality of our operations through Accreditation, and by maximizing the potential of our information systems | Complete migration from NOD to Telus PS Suite EMR | Mar 2020 | John | Number of staff using PS Suite | PS Suite | | |
| Service Excellence | We will improve the quality of our operations through Accreditation, and by maximizing the potential of our information systems | Complete review of policies for accreditation | Mar 2020 | Kate | Number of policies reviewed | Policy manual | | |
| Service Excellence | We will make informed decisions that allow us to continually improve our programs and services | Perform Supplies, Phone and Electricity cost reviews | Mar 2020 | John | Number of reviews completed and recommendations implemented | Various | | |
| Service Excellence | We will be an active leader in system change, including Health Links, and the Primary Health Care plan | Support the implementation of Elgin Health Link | Mar 2020 | Kate | Number of clients with comprehensive care plans | Various sources | | |
| Service Excellence | We will be an active leader in system change, including Health Links, and the Primary Health Care plan | Actively participate in the Government and Health Ministry system redesign initiatives | Mar 2020 | Andy | Number of meetings attended and changes implemented | Meeting minutes | | |