

# 2021-22 Operational Plan for West Elgin Community Health Centre

Updated: Apr 14 21

## Year 7:

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 2022	Kate	Minimum 3912 clients (90% target for Access to Primary Care indicator)	PS Suite		
Access	We will improve access to programs and services	Expand food security programs post COVID	Mar 2022	Barry	Expanded community garden and community meal programs	Number of participants		
Access	We will improve access to programs and services	Implement online billing system for Meals on Wheels and other programs	Mar 2022	John	Number of bills paid online	Financial systems		
Access	We will guide people to the care and services they need	Provide support to clients and community members requiring COVID testing and vaccinations	Dec 2021	Kate	Number of people receiving COVID testing and vaccines	PS Suite		
Access	We will improve the way we work to ensure clients receive timely care	Develop wait lists for all major program service areas	Dec 2021	Kate/ Barry	Number of programs with wait lists (e.g. primary care, mental health)	PS Suite NesdaTrak		
Access	We will improve access to Mental Health and Addiction Services	Work with amalgamated Canadian Mental Health Association/ Addiction Services Thames Valley to improve resources available to clients	Mar 2022	Barry	Number of clients served and appointments	CMHA Elgin Middlesex		

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Communication	We will actively seek opportunities to listen to our communities	Support community partners in identifying and addressing short and long-term housing needs	Mar 2022	Barry	Number of projects identified	Housing committee(s) minutes		
Communication	We will actively seek opportunities to listen to our communities	Relaunch client satisfaction survey	Mar 2022	Andy	Number of clients completing survey	Surveys		
Communication	We will "Tell Our Story" so that our clients and communities are better informed about our programs and services	Complete the Canadian Index of Wellbeing report and implement action plan	Sep 2021	Barry	Final report. Action plan	Various		
Communication	We will build our ability to support effective, efficient communication and education	Expand the Centre's social media presence	Mar 2022	Barry	Number of posts to Face Book, Instagram and Twitter	Face Book, Instagram and Twitter analytics		
Communication	We will continue to advocate for those people most in need of our help	Advance the Equity, Diversity and Inclusion needs of the clients and community	Mar 2022	Andy	Implementation of the Alliance, Ontario Health and other Equity initiatives	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 2021	Andy	Number of vacancies on Board, executive and committees	Board and committee meeting minutes		
Organizational Culture	We will enhance professional development opportunities for staff, volunteers and Board	Provide Board and staff with Equity, Diversity and Inclusion education.	Mar 2022	Andy	Number of attendees and sessions	Various		
Organizational Culture	We will support a culture of collaboration	Organize a Centre-wide retreat to celebrate the movement to a post-COVID world	Mar 2022	Andy	Retreat held	Retreat minutes		
Organizational Culture	We will support a culture of collaboration	Complete a Staff Satisfaction survey	Mar 2022	Deb	Number of surveys completed	Surveys		

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Service Excellence	We will ensure our programs and services are aligned with our communities' needs	Start Strategic Planning process	Mar 2022	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	Complete review of policies for accreditation	Sep 2021	Kate/ Barry	Number of policies reviewed	Policy manual		
Service Excellence	We will improve the quality of our operations through Accreditation, and by maximizing the potential of our information systems	Implement new provincial procurement system	Mar 2022	John	System implemented	Finance procedure manual		
Service Excellence	We will improve the quality of our operations through Accreditation, and by maximizing the potential of our information systems	Implement client friendly features for referrals, appointment scheduling and reminder notification	Mar 2022	John	Systems implemented	PS Suite		
Service Excellence	We will make informed decisions that allow us to continually improve our programs and services	Refine practices for continuing the delivery of virtual care based on experience obtained through COVID.	Mar 2022	Kate/ Barry	Number of clients provided with virtual care and services	PS Suite		

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Service Excellence	We will make informed decisions that allow us to continually improve our programs and services	Identify potential energy cost savings and associated environmental benefits	Mar 2022	John	Savings implemented	Various		
Service Excellence	We will be an active leader in system change, including Health Links, and the Primary Health Care plan	Continued leading role on coordinating council of Elgin Ontario Health Team and active participation on sub-committees	Mar 2022	Andy	Number of EOHT meetings attended. Sign off on Collaborative Decision Making Agreement.	EOHT Steering and other committee meeting minutes		
Service Excellence	We will be an active leader in system change, including Health Links, and the Primary Health Care plan	Actively participate in the redesign of Home and Community Support Services	Mar 2022	Barry	Number of meetings attended	Various		
Service Excellence	We will be an active leader in system change, including Health Links, and the Primary Health Care plan	Monitor funder transition from the South West LHIN to Ontario Health West	Mar 2022	John	Transition of M-SAA and CAPS to new funder	M-SAA and CAPS		