

2025-26 Operational Plan for West Elgin Community Health Centre

Year 3:

Strategic Direction 1 - Reimagine how our care and services improve equitable health and well-being outcomes						
Priority	3 Year Outcomes	1 Year SMART Objectives	Lead	Timeline (Q 1/2/3/4)	Status (R/Y/G)	Progress Update
Enhancing accessible primary healthcare	Increase panel size Working with the OHT, resources to accommodate community primary care retirements are secured in West Elgin Increase # of people receiving primary care in the area	Implement two tiered primary care intake process for new clients on wait list	Rick	Q2		
		Complete 300 intakes of Primary Care Clients	Rick	Q4		
Supporting the mental health of youth and young families	Improved mental health outcomes for youth and young families that we are serving Increase in # of programs Increase # of youth and young families served Working with the OHT: One more child & youth mental health therapist working with us Welkin has onsite staff at WECHC Child & youth system navigator in place Crisis mental health expertise on the team	Review mental health intake process for clients on wait list	Barry	Q2		
		Re-establish mental health groups such as Parent, Caregiver, Happiness, and Grief	Barry	Q3		
Meeting the changing needs of those aging and their caregivers	Increase in # of caregivers supported Increase in # of older adults supported Increase in staff expertise in working with older adults and caregivers	Support the transition full time from a chiropodist to a foot care nurse	Rick	Q2		
		Assisted Living undertakes Quality Improvement Review	BettyJo/ Barry	Q4		

Strategic Direction 1 - Reimagine how our care and services improve equitable health and well-being outcomes						
Priority	3 Year Outcomes	1 Year SMART Objectives	Lead	Timeline (Q 1/2/3/4)	Status (R/Y/G)	Progress Update
Addressing the housing and food security challenges faced by those living in poverty	Increase # of people benefitting from housing and food security programs in our community through systemic advocacy Working with our partners: Dedicated, expanded community garden and food network is place for the community to access Increase affordable, permanent housing stock in our communities	Health promoters to reassess support for clients who are homeless given change in funding	Barry	Q3		
		Expand community gardens and partnerships with local food providers	Barry	Q3		
Advancing social justice through Reconciliation and by taking care of our environment	Better relationships with Indigenous organizations and clients Staff have a better understanding of how to best support Indigenous clients Demonstrated reduction in our carbon footprint	Establish Indigenous Healing Garden and update artwork banners and lobby	Barry	Q2		
		Offer programs in collaboration with SOAHAC and other indigenous partners	Barry	Q3		
Telling Our Story by engaging with our communities	Stronger social media and community presence Increase in # of success stories shared	Communication committee to review signage and plaques	Andy	Q3		
		Support Roots and Revival Festival onsite and use this to communicate to community	Deb	Q2		

Strategic Direction 2 - Reconnect with our team to co-create a meaningful, healthy, and compassionate workplace						
Priority	3 Year Outcomes	1 Year SMART Objectives	Lead	Timeline (Q 1/2/3/4)	Status (R/Y/G)	Progress Update
Focusing on innovative recruitment, engagement, and succession planning strategies	Leadership development and succession plan completed Knowledge management succession plan in place to capture institutional memory and how-to of key roles Actively working to improve employee engagement based on staff feedback Increase in response rate to work at the Health Centre	Continue leadership succession planning	Andy	Q4		
		Undertake Employee Engagement survey	Deb	Q4		
Co-creating joy and kindness in the workplace	Demonstrated joy and kindness as articulated by staff Improved participation at all staff events	Review recruitment strategies including Admin team orientation	Deb	Q3		
		Create new opportunities for Healthy Workplace committee to improve working environment	Barry	Q4		
Equipping staff with the resources they need to do their work	Space is being used optimally Robust IT, stable EMR and fully deployed the needed capabilities of Alyacare and Ocean	Explore the feasibility of expanding the use of Artificial Intelligence	Rick/ Barry	Q3		
		Begin to identify funding sources to replace wheelchair accessible van	Steve	Q4		
Pursuing funding to strengthen total compensation for staff	Improved fair total compensation for staff Provincial association lobbying efforts are successful to obtain recruitment and compensation funding Increase in fundraised dollars	Develop donations and grant report to better track fundraising and other efforts	Steve	Q3		
		Undertake benefits review to address increased costs and staff utilization	Deb	Q3		
Providing meaningful	Increase in # of volunteers through meaningful volunteer experiences	Digitize volunteer files to better allow tracking of their information	Jenna	Q2		

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experiences for more volunteers		Improve volunteer training opportunities	Jenna	Q3		
Leading with courage using open, respectful and timely communication	Demonstrated open, respectful, and timely dialogue as articulated by all at the Centre All at the Centre have the tools to communicate in open, respectful and timely ways	Support Board in their development and implementation of a workplan	Andy	Q3		
		Operations Team to organize a staff retreat	BettyJo	Q3		

Strategic Direction 3 – Redesign a stronger healthcare system in collaboration with our partners						
Priority	3 Year Outcomes	1 Year SMART Objectives	Lead	Timeline (Q 1/2/3/4)	Status (R/Y/G)	Progress Update
Engaging in and influencing the outcomes of the Elgin Ontario Health Team	We are engaged in the Elgin OHT representing West Elgin and have strong voice in influencing the priorities of the Elgin OHT	Participate in Elgin-wide Integrated Primary Care Team expansion initiatives	Andy	Q3		
		Actively participate in Elgin OHT governance and leadership initiatives	Andy	Q4		
Implementing shared opportunities with our primary care partners	Stronger primary care alliances and ability to serve collectively	Participate in Elgin-wide discussions on primary care network and models for coordinating primary care	Andy	Q4		
		Expand First Five program access to include allied health and specialist support	Rick	Q3		
Leveraging partnerships and community connections to support our clients	Strong network of supports for our communities	Expand partnership opportunities with West Elgin and Dutton Dunwich Councils and staff	Andy	Q4		
		Diabetes team to reestablish sites in Shedden and Port Stanley along with client groups in Aylmer	Rick	Q3		
Creating a resilient, responsive organizational structure	Our structure is responding to the evolving changes within the health system	Review Admin Team tasks across the Centre, including exploring new opportunities	Rick	Q3		
		Assess ongoing IT, IM , Privacy and Financial workload	Andy	Q3		