

# Woodstock & Area Community Health Centre Strategic Plan

## Vision

Coordinated person-centred health care, connected to community, creating wellness for all

## Mission

Everyone working together to build healthy communities throughout Oxford County by providing health care, support and education that works for you. Every One Matters.

## Values

### Respect

We listen, we care, we respond

### Accessibility – Inclusivity

We break down barriers

### Relationship Based

We foster trusting and caring relationships

### Resilience

We empower individuals, we strengthen community

### Collaboration

We work together with individuals, families and community to provide excellent health & support services

### Holistic

We individualize support for the whole person based on their histories, strengths, choices, needs and values

### Excellence

We are accountable for providing evidence based, best practice, client centred care

## Strategic Directions 2016 – 2019

### Together with our Partners, improve both Access and Health & Well-Being Outcomes for people and communities in Oxford County

#### Key elements

- Work with a chronic disease, rehabilitative, and outreach approach
- In both rural and urban settings, advance our approach to address the needs of our priority populations using a Social Determinants of Health framework. Priority populations are:
  - People without a primary care provider (Physician or Nurse Practitioner)
  - People struggling with addictions / substance use
  - People with mental health challenges
  - Youth experiencing challenges / at-risk
  - Families with low income
  - Isolated seniors
- Co-lead the Canadian Index of Well-Being baseline survey in Oxford County
- Move the Capital Redevelopment Plan to next stages of reality

### Take a leadership role in guiding Health System transformation, and integrating Oxford County's primary health care system

#### Key elements

- Build capacity, internally & alongside partners, to improve health outcomes, including the use of technology to improve performance
- Actively engage in primary health care reform at the sub-region level (Oxford County)
- Implement Oxford Health Links and Coordinated Care Planning processes

### Advance organizational health to continue to foster a Knowledgeable, Equitable and Creative community health centre

#### Key elements

- Evaluate the effectiveness of our current programs, considering outcomes, quality, effectiveness, data management, performance measures, and process improvement
- Foster staff team health & well-being
- Demonstrate best practice in Governance
- Achieve Accredited status
- Rebrand WACHC to tell our story

*In alignment with the priorities and initiatives of the FutureOxford Community Sustainability Plan; South West Local Health Integration Network (LHIN) Integrated Health Services Plan 2016-19; and Provincial Health System Transformation Agenda/Patients First – A Proposal to Strengthen Patient-Centred Care in Ontario*