

STRATEGIC PLAN 2025–2028



MISSION:

Delivering effective, team-based, patient-centred primary care to improve health and quality of life in our community.

VISION:

Partnering with our patients and community to optimize wellbeing.

VALUES:

Collaboration, Growth, Access, Respect – We are guided by a spirit of teamwork, a dedication to growth, a commitment to expanding access to care, and a deep respect for our team members and each person we serve.



Caring Without Barriers

We're committed to making care more accessible for people in the Renfrew area. We plan to develop and launch free, open-to-all group programs on a range of health topics, expand virtual care options where appropriate, and ensure people without a family doctor can still access essential services, such as regular cervical cancer screening. We're preparing to introduce nurse-led primary care services for patients without a family doctor in our region, helping more people get the care they need without delay.



Cultivating Communication

Clear, consistent communication helps patients navigate the care system more easily and builds stronger teams. We're improving how we connect with our community, our Family Health Team staff, and affiliated physicians. This includes keeping providers informed about our services, updating our website, developing easy-to-use patient resources, and creating a patient facing shared calendar of Family Health Team and physician events and services to keep patients in the loop.



Creating Connections

Better care comes from working together. We intend to focus on strengthening partnerships with local mental health providers, community organizations, and community paramedics to streamline care and help people to connect with the right services. We're developing a balance/falls program in alignment with the Ottawa Valley Ontario Health Team's falls prevention pathway and collaborating with other primary care teams to expand cervical cancer screening access across the region.



Collaborating Culture

A strong, collaborative culture enables high-quality care and helps our team thrive. We're working in partnership with our affiliated physicians to align privacy policies and simplify shared operational practices. Within our Family Health Team, we're fostering a workplace rooted in respect, recognition, and teamwork – celebrating achievements and creating an environment where staff feel supported, valued, and empowered to do their best work.

PREPARED BY:



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