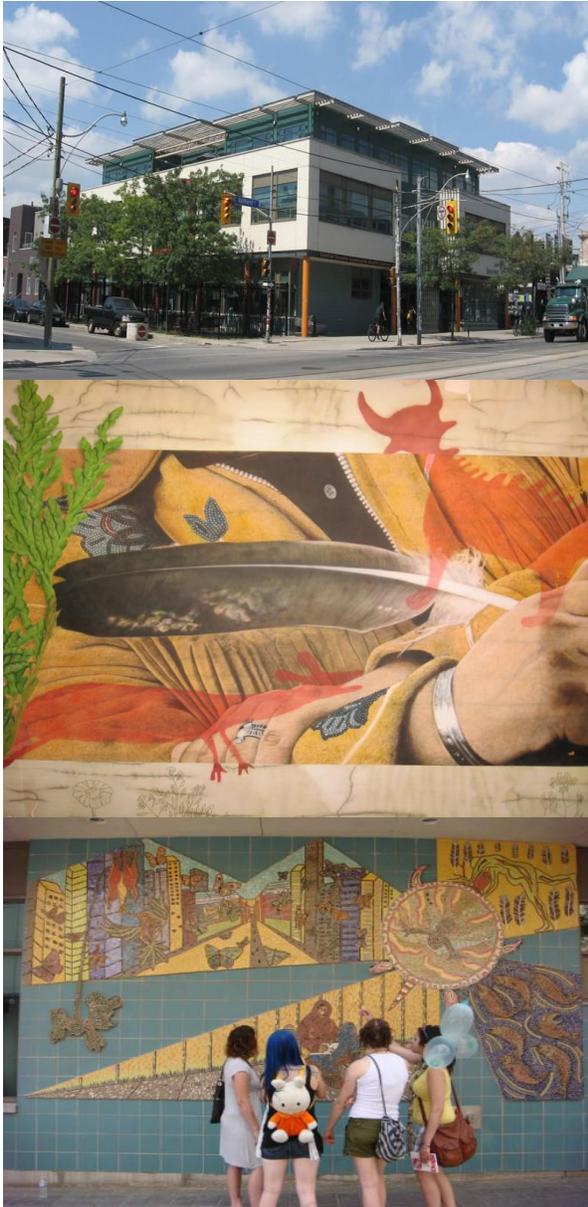# Queen West

**Central Toronto
Community Health Centre**

Strategic

Plan 2012- 2016

VISION

A model of urban health care for people where and when thev need it.

MISSION

Queen West - Central Toronto Community Health Centre delivers holistic, integrated, needs based primary health services and supports to improve the well-being and quality of life of individuals and communities who are at risk and/or face barriers in accessing high quality health care services and supports by engaging our partners and the community.

Strategic Directions

1. **Client Centred Collaborative Care and Services:**

   a. Improve priority client access to all of Queen West health care services

   ACTIONS:
   - Increase # of new priority clients
   - Increase # of service options
   - Reduce wait times

   b. Improve health outcomes and service experience for Queen West clients

   ACTIONS:
   - Increase evidence informed practices
   - Clinical and quality of care indicators met
   - Client feedback on level of involvement improved

2. **Healthy Organization:**

   a. Promote a safe, healthy, viable, competent and effective organization

   ACTIONS:
   - Management Structure Review
   - Streamline internal administration
   - Establish workload targets for each service area
   - Implement systemic workload/quality review to ensure targets are met

3. **Partnerships:**

   a. Maintain and develop strategic reciprocal community partnerships

   ACTIONS:
   - Criteria and process for partnership development

- Documentation of partnership agreements are maintained
- Systemic evaluation of partnerships and benefits to clients

Queen West Values

Client centeredness: Takes into account the individual needs and wishes of each person. It aims for outcomes that are meaningful for each person based on their unique needs and wishes.

Accessibility: Means simply helping people with disabiliteis for challenges to take part in life's activitites (AODA, 2005).

Often barriers exist that hinder people's access – these may not necessarily be visible or obvious barriers. Some are more hidden and may refere to a workplace or agency's culture and level of acceptance of the service providers.

Social inclusion and Justice: The ability of all individuals and communities to participate fully in Canadian life and the challenging of structural inequalities in access to social, economic, political and cultural resources which creates barriers for inclusion. Social justice generally refers to the principles of equality and solidarity. It acknowledges and values the dignity of every individual and their rights as members of society. Social justice can be understood in the context of health care, for example, as enabling universal access to quality service.

Quality/ Excellence/ Innovation: All combined are the hallmark of successful organizations. We will focus on providing high quality and responsive care to our clients and communitites, promote new ideas use of the latest evidence-based practices within our Centre to ensure the porovision of excellent care for all for clients.

Capacity Building: Means for us much more than training. It includes: Human resource development, the process of equipping individuals with the understanding, skills and access to information, knowledge and training that enables them to perform effectively to provide high quality support to our clients and communities. Organizational development, the elaboration of operational structures, processes and procedures, not only within organizations but also the development and management of relationships between different organizations and sectors (public, private and community).