# Strategic Plan 2023 – 2026

| Strategic Direction: Optimize Access and Integrate Care | | |
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| **Priority #1** | **3 Year Outcomes** | **Matrix Elements** |
| *Optimize access and movement through the healthcare system to achieve the right care, at the right time, by the right provider* | **Increased access to primary care and community care services**<br><br>**Integrated and simplified access (across sectors)**<br><br>**Increased digital tools for improved access for citizens and providers** | **Equity & Reconciliation**<br>• Use tools that embed health equity as primary care work, single point of access and digital tools are developed and implemented<br><br>**Relationships, Generosity & Innovation**<br>• Foster relationships and trust to encourage a spirit of innovation to shift the system<br>• Focus on innovative practices to meet the outcomes<br><br>**Citizen Voice[1]**<br>• Create opportunities for the voice of citizens to inform the work of primary care, single point of access and the development of digital tools<br><br>**Communication & Engagement**<br>• Develop a communication strategy to invite the voice of citizens to inform and advance the work in primary care, single point of access and the development of digital tools<br><br>**Technology & Digital Strategies**<br>• Lead the work of increasing the use of digital tools to improve access |

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[1] By Citizen Voice we mean: patients, clients, family, caregivers, and others involved or not involved in the healthcare system

## Strategic Direction: Reimagine Community Based Care

| Priority #2 | 3 Year Outcomes | Matrix Elements |
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| *Emphasize and support health promotion, prevention, and patient-self-management and deliver robust and integrated early health care interventions, at-home and in the community for citizens* | **Improved population health** <br> **Resources are shifted** <br> **Increased capacity to share, integrate, and respond as a system** | **Equity & Reconciliation** <br> • Use tools that embed a health equity lens <br> • Ensure partnerships are developed that have a health equity lens and include Indigenous knowledge keepers <br><br> **Relationships, Generosity & Innovation** <br> • Focus on building strong relationships with non-health care community partners <br> • Focus on building relationships with Indigenous serving agencies <br> • Advance collaboration to sector joint ventures and alliances to address pressures in the system <br><br> **Citizen Voice** <br> • Create opportunities for citizens to provide their perspectives on health promotion, prevention, and patient-self-management <br><br> **Communication & Engagement** <br> • Develop a communication strategy to invite the voice of citizens to inform and advance related to health promotion, prevention, and patient-self-management <br><br> **Technology & Digital Strategies** <br> • Share information on digital portals related to health promotion, prevention, and patient-self-management |

| Strategic Direction: Revitalize the HPA OHT Workforce | | |
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| **Priority #3** | **3 Year Outcomes** | **Matrix Elements** |
| *Ignite recruitment, retention, and well-being strategies of health care staff as well as advance leadership and workforce integration* | **Increased workforce through enhanced recruitment and retention**<br><br><br><br><br><br>**Increased equity across sectors** | Equity & Reconciliation<br>• Lead advancement of Ontario Health's health equity framework<br><br>Relationships, Generosity & Innovation<br>• Build relationships with front line providers and leadership through training and well-being opportunities<br><br>Citizen Voice<br>• Create opportunities for the voice of citizens to inform the work of staff recruitment and retention<br><br>Communication & Engagement<br>• Develop a collective communication strategy to attract new and experienced staff and volunteer talent<br><br>Technology & Digital Strategies<br>• Support the development of a tool to have a central repository of training and development resources |

| Strategic Direction: Advance the HPA OHT Model | | |
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| **Priority #4** | **3 Year Outcomes** | **Matrix Elements** |
| *Advance collaboration through a strong HPA OHT structure, systems, and processes* | **A strong HPA-OHT non-profit incorporated structure with an effective governance in place**<br><br>**Increased cross- sector integration** | **Equity & Reconciliation**<br>• Identify and use evaluation tools to ensure initiatives integrate the Health Equity Framework<br><br>**Relationships, Generosity & Innovation**<br>• Practice positive relationship building to support generosity and innovation for system wide impacts. Intentionally foster relationships and trust particularly as the OHT becomes more structured.  Foundational to the work is trust and generosity and this needs to be nurtured<br><br>**Citizen Voice**<br>• Create opportunities for the voice of citizens to co-design in the development of structures<br><br>**Communication & Engagement**<br>• Create a communication strategy to celebrates success and shared outcomes<br><br>**Technology & Digital Strategies**<br>• Support the increase of system integration through a technology and digital lens |