

Montfort Academic Family Health Team

Strategic Plan

2020-2025





Vision

Personalized care excellence delivered in a learning environment for future healthcare professionals.



Missions



Offer exemplary interprofessional evidenced-based care, in both official languages, to our patients.



Guarantee a francophone environment for learners in various healthcare disciplines.



Collaborate and innovate with our regional, national and international partners.



Values



Integrity

Reliability, honesty and professionalism



Compassion

Listening to our patients



Leadership

Education, innovation and creativity



Respect

Autonomy and dignity foremost



Inclusivity

Better together



Montfort Academic Family Health Team

Strategic Directions

2020-2025





The MAFHT is committed to improving in 6 key areas:

1. Education - Knowledge is Key
2. Commitment to System Integration
3. Enhancing Delivery of Care
4. Strengthening Community Linkages
5. Program Optimization
6. Quality Improvement



Knowledge is Key

We will provide our learners with an environment that fosters both academic and practical learning in order to achieve their learning goals and to optimize their readiness to work in their chosen field.

We will enable knowledge transfer to our patients so that they will have the information and tools required to understand and actively participate in their care.



Outcomes:

1. We will develop a mechanism that will identify learners and their roles within our team.
2. We will standardize onboarding for all new team members and learners.
3. We will ensure team members are aware of the availability of professional development opportunities.
4. We will deliver opportune learning sessions for all staff, using internal and external experts.
5. We will continue utilizing the expertise of interprofessional healthcare providers to encourage progressive patient autonomy.
6. We will invest time in developing creative approaches to communicate with patients and deliver programs.



Commitment to System Integration

We will leverage technology to facilitate seamless system integration.



Outcomes:

1. We will identify the resources required for the implementation of new and existing technology platforms.
2. We will leverage technology to ensure opportune follow up and monitoring of test results.
3. We will improve patient engagement and information sharing through technology.
4. We will provide useful information and support in navigating the health care system.
5. We will leverage our electronic medical tools to capture accurate and relevant patient health information.



Enhancing Delivery of Care

We will deliver accessible patient-centred care in a timely fashion.



Outcomes:

1. We will encourage interprofessional exchanges between team members.
2. We will establish a Patient Advisory Committee with a view to highlight the perspective of the patient in the provision of their healthcare.
3. We will collaborate with Allied Health providers, both internally and externally, including specialists, to streamline external referral processes.
4. We will demonstrate our successes to patients with regards to quality improvement.
5. We will better promote our Programs with the goal of increasing patient participation.



Strengthening Community Linkages

We will develop strong alliances with our community partners.



Outcomes:

1. We will identify relevant healthcare services available in the community.
2. We will continue to collaborate with community pharmacies, hospitals, patient groups and all other sectors of healthcare providers.
3. We will advocate for the reception of timely and relevant patient information.



Program Optimization

We will ensure that our programs reflect the needs of our patient population.



Outcomes:

1. We will continue to evaluate and optimize our programs.
2. We will explore online versions for delivering some of our current programs.
3. We will maximize the allocation of our professionals' time with patients.
4. We will communicate regular program updates during Physician/Interprofessional healthcare provider team meetings.
5. We will develop new program promotion processes.
6. We will make available new programs and services based on patients' needs.



Quality Improvement

We will endorse a culture of continuous quality management.



Outcomes:

1. We will commit to robust team communication with respect to organizational decisions.
2. We will continue to provide education and information with respect to Privacy and Security in order to meet legislative obligations while optimizing the provision of team-based care.
3. We will conduct timely and constructive performance reviews.
4. We will strengthen our staff engagement through team building and recognition.
5. We will ensure individual workers understand their role in the organization and those of their colleagues.
6. We will continue to strengthen evidence-based clinical and organizational practices.

