



STRATEGIC PLAN 2007 - 2012



WORKING TOGETHER TO MAKE OUR
COMMUNITY HEALTHY

Our Vision

The Sandy Hill Community Health Centre will be a vibrant health centre, engaged with our diverse community* in creating a supportive environment for health and wellness and taking action for social equity through innovation, partnership and leadership.

* Our *community* is defined as people who live in Sandy Hill or Ottawa East, as well as people with significant barriers to access.

Our Mission

To advance the health and well being of our diverse community by providing access to integrated, comprehensive, respectful and responsive primary health, social, health promotion and community development services in both official languages.

Objective 1

Increase community access to primary care

1. Increase the number of community members with access to a family physician or a nurse practitioner.
2. Increase access to primary care for community members, particularly for those who would most benefit from the multiple services offered at SHCHC.
3. Increase the proportion of clients from both the general population and populations with significant barriers to access who are using multiple services.
4. Enhance access to primary care for community members with concurrent disorders.
5. Increase the number of community members living with mental illness and/or in poverty who are accessing our services.
6. Increase the diversity of community members who access our services.
7. Reduce time on the waiting list for community members who would benefit the most from the multiple services of the CHC model.

Objective 2

Improve continuity of care for people affected by mental illness and addictions

1. Improve early identification of and outcomes for people with mental illness, addictions and concurrent disorders.
2. Prevent or minimize risk factors/conditions and increase protective factors/conditions associated with mental illness, addictions and concurrent disorders.
3. Prevent and reduce the detrimental impact of mental illness, addictions and concurrent disorders on people's lives.

Objective 3

Prevent and manage chronic diseases in our community

1. Improve health outcomes for community members with chronic diseases.
2. Prevent, minimize or remove potential risk factors/conditions associated with chronic disease in our community.

Objective 4

Maximize access to the breadth and depth of SHCHC services

1. Increase use of multiple services at SHCHC.
2. Increase our ability to engage with people contacting SHCHC and to facilitate access to SHCHC and other appropriate community services.
3. Increase appropriate referrals from community partners to SHCHC services.



Objective 5

Be reflective of and responsive to the community and its needs

1. Increase SHCHC's formal and informal knowledge of the health needs of the community.
2. Deepen and strengthen SHCHC connections and partnerships with faith communities, organizations and service groups within the community.
3. Increase SHCHC visibility and support for community events and groups.
4. Increase community awareness of our role in helping to address community needs.
5. Increase governance capacity to be responsive to the community and the changing environment of SHCHC.
6. Reflect the diversity of the community on Board of Directors and corporate membership.
7. Increase SHCHC capacity to attract staff from diverse communities.
8. Increase SHCHC financial sustainability and flexibility to respond to community needs.

Objective 6

Position SHCHC as a unique and comprehensive health and social services provider that adds value to the community and to the health and social services system

1. Strengthen the role for SHCHC in shaping the development of a comprehensive and integrated local health system.
2. Strengthen recognition by decision makers (LHIN staff and Board, politicians and officials who influence our funding and community partners) of our unique value to the community and the health and social services system.
3. Increase broad community understanding and support for what SHCHC does.

For more information on our Strategic Plan, visit our website at www.sandyhillcbc.on.ca

Sandy Hill Community Health Centre
221 Nelson Street - Ottawa - ON - K1N 1C7