

# CVFHT: 5 Year Strategic Priorities and Objectives 2025-2030

**Vision:** the articulation of an organization's dreams and hopes for the future.

*Partnering to provide excellent primary care*

**Mission:** an aspirational and functional expression of the *purpose* of the organization's existence.

*Shaping the future of primary care through education and high-quality collaborative care*

**Values:** guiding principles for behaviours and actions that are lived by the organization and its members on a daily basis.

## **Caring and Respect**

Demonstrating our compassion and respect for our patients.

## **Integrity & Accountability**

Delivering on high-quality care and on our accountabilities to our patients, staff and government.

## **Excellence**

Being excellent inter-professionally, clinically and academically to provide the best care for patients.

## **Collaboration**

Prioritizing collaborative care and partnerships, both inside and outside CVFHT.

## **Innovation & Continuous Learning**

Excelling in our knowledge and competencies to improve how we deliver care.

## **Inclusivity**

Creating an inclusive space for patients and staff from all walks of life.

CREDIT • VALLEY

Équipe de Santé Familiale • Family Health Team

# CVFHT: Strategic Priorities 2025-2030

**Vision: *Partnering to provide excellent primary care***

**Mission: *Shaping the future of primary care through education and high-quality collaborative care***

## **Grow to meet the changing needs of our community**



Support our emerging population needs by working with partners and our community to improve access, equity, service capacity, and expand the reach of our FHT



## **Build a connected system of care with our partners**

Improve health outcomes for our community by increasing integration and collaboration with our partners to create a comprehensive continuum of care

## **Optimize our operations for exemplary service**



Invest in sustainable solutions to improve the effectiveness and efficiency of our core operations and support our teams to redesign how care is delivered



## **Develop and learn together**

Position CVFHT as a leading academic centre for comprehensive family medicine

**Credit Valley  
FHT**

# CVFHT: 5 Year Strategic Priorities and Objectives 2025-2030



## Grow to meet the changing needs of our community

*Support our emerging population needs by working with partners and our community to improve access, equity, service capacity, and expand the reach of our FHT*

**Work with partners to expand access and capacity:** Build capacity in a sustainable way to provide more people with access to primary care and address the growing pressures on our health system. Increase services and supports to address the priority care needs of our patients, including mental health, seniors' care, preventative care and palliative care.

**Enhance our services and capacity to support francophone patients:** Work with our francophone community and partners to improve navigation and access to care.

**Strengthen our commitment to the principles of Truth and Reconciliation** to better support our Indigenous communities

**Expand our ability to meet the needs of our diverse communities:** Invest in supports for linguistically and culturally-appropriate care to support greater access for patients.



## Build a connected system of care with our partners

*Improve health outcomes for our community by increasing integration and collaboration with our partners to create a comprehensive continuum of care*

**Advance the development of primary care for our region:** Partner with Mississauga Ontario Health Team, our Primary Care Network, and Trillium Health Partners to proactively lead the development of a regional system of integrated primary care.

**Partner to improve connections with specialists:** Work with our hospital and specialists to improve delivery of integrated care and optimize patient communication and follow-up.

**Expand outreach and education:** Increase education and awareness of the services we offer to partners, patients, and our community, including by upgrading our website. Empower patients to understand and navigate the health system and support them to learn how to manage their own health and wellness.



## Optimize our operations for exemplary service

*Invest in sustainable solutions to improve the effectiveness and efficiency of our core operations and support our teams to redesign how care is delivered*

**Enhance our Patient Communication and Digital Systems:** Implement a digital optimization strategy that addresses the needs of our patients and teams with improved telephone and triaging systems, communication platforms, appointment booking, AI, virtual care, and access to information. Invest in data capture and collection to enable us to improve patient care and clinic operations.

**Improve internal integration and team-work:** Engage staff and physicians to enhance standard processes for operations and improve cross-collaboration across our practice.

**Strengthen our people and teams:** Expand supports for team-building, wellness, and professional development to support our staff, clinicians and physicians to thrive.

**Plan for our future space needs:** Assess our evolving space needs to better support our teams and ensure we achieve long-term value in our operations.



## Develop and learn together

*Position CVFHT as a leading academic centre for comprehensive family medicine*

**Promote the future of family medicine:** Strengthen our academic connections with the University of Toronto. Build our capacity to leverage the best possible evidence for improving quality of care and continue to develop our academic partnerships.

**Strengthen our Residency program:** Assess and plan for continuous improvements to our teaching program with the University of Toronto and work with patients and learners to enhance their experiences.

**Develop our inter-professional team-based care:** Leverage and develop the strength of our inter-professional staff and support our clinicians and learners to operate to their full scope of practice.

**Establish a Patient and Family Council:** Continue improving our care and services through ongoing co-design and feedback with our community.