

# STAR Family Health Team Strategic Plan 2022-2025

**MISSION:** To provide integrated quality care serving patients and our staff, and to uphold the standards of our professions through comprehensive and sustainable practices

**VISION:** To be an exceptional provider of primary care services in the community



**IMPROVE ACCESS TO CARE**

Increase awareness of regional Programs & Services

Optimize program capacity and volume

Communicating wait times for programs and services

Enhance Digital Solutions



**IMPROVE PATIENT COMMUNICATION**

Improve awareness of Programs & Services

Improve Patient Engagement

Enhance Digital Solutions



**ENHANCE MH CARE**

Build capacity for Mental Health (MH) Navigation

Increase Rapid response MH access

Expand Behavioural Support Groups

Implement Eating Disorder Program



**EMPLOYER OF CHOICE**

Flexible Schedules

Recognizing workplace successes and challenges

Enhance Communication within the team

Inclusive events across the team

Enhance Digital Solutions

Diversity, equity, inclusion



**SUPPORT VULNERABLE PATIENTS**

Increase memory clinic access

Identify and reduce barriers to care

Collaborate with community partners

Diversity, equity, inclusion



**CHRONIC DISEASE INNOVATION**

Develop regional Heart Failure Program

Chronic Disease Reversal

Increase access to Chronic Disease Programs