

New Vision Family Health Team Strategic Plan 2019 - 2022

MISSION

A multi-disciplinary team of professionals committed to excellence in the provision of high quality, family-centered primary healthcare services offered in a caring, coordinated and responsive manner.

VISION

Working together with our patients, we will achieve optimal health outcomes in preventative care and chronic disease management. Working together with our academic partnerships, we will provide an environment for teaching, learning and evidence-based medicine to benefit all.

VALUES

Patient-centered Care
Compassion
Respect
Accountability
Continuous Quality Improvement



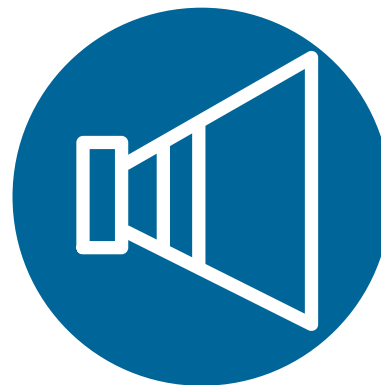
Patient Access & Experience

- Provide urgent medical care when needed.
- Use technologies to improve access to care.
- Create an exceptional patient experience.



Engagement & Communication

- Engage each other to continuously improve our programs and process.
- Continue to enhance interpersonal electronic communications with patients.
- Share New Vision's successes and encourage constructive patient feedback.



Community Outreach

- Strive to better understand and use community resources.
- Further identify and track our most marginalized populations.



Staff Development & Retention

- Adopt effective methods of engagement.
- Continue to foster a safe and positive work environment.
- Continue to implement effective HR strategies to recruit and retain employees.