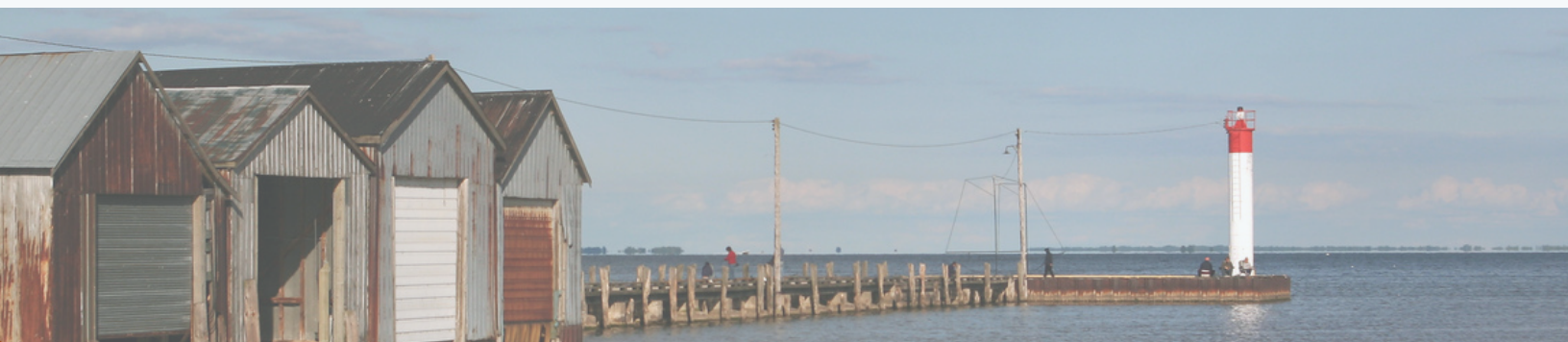




BRANTFORD BRANT NORFOLK
ONTARIO HEALTH TEAM



AUGUST 2023

THE BRANTFORD BRANT NORFOLK ONTARIO HEALTH TEAM STRATEGIC PLAN

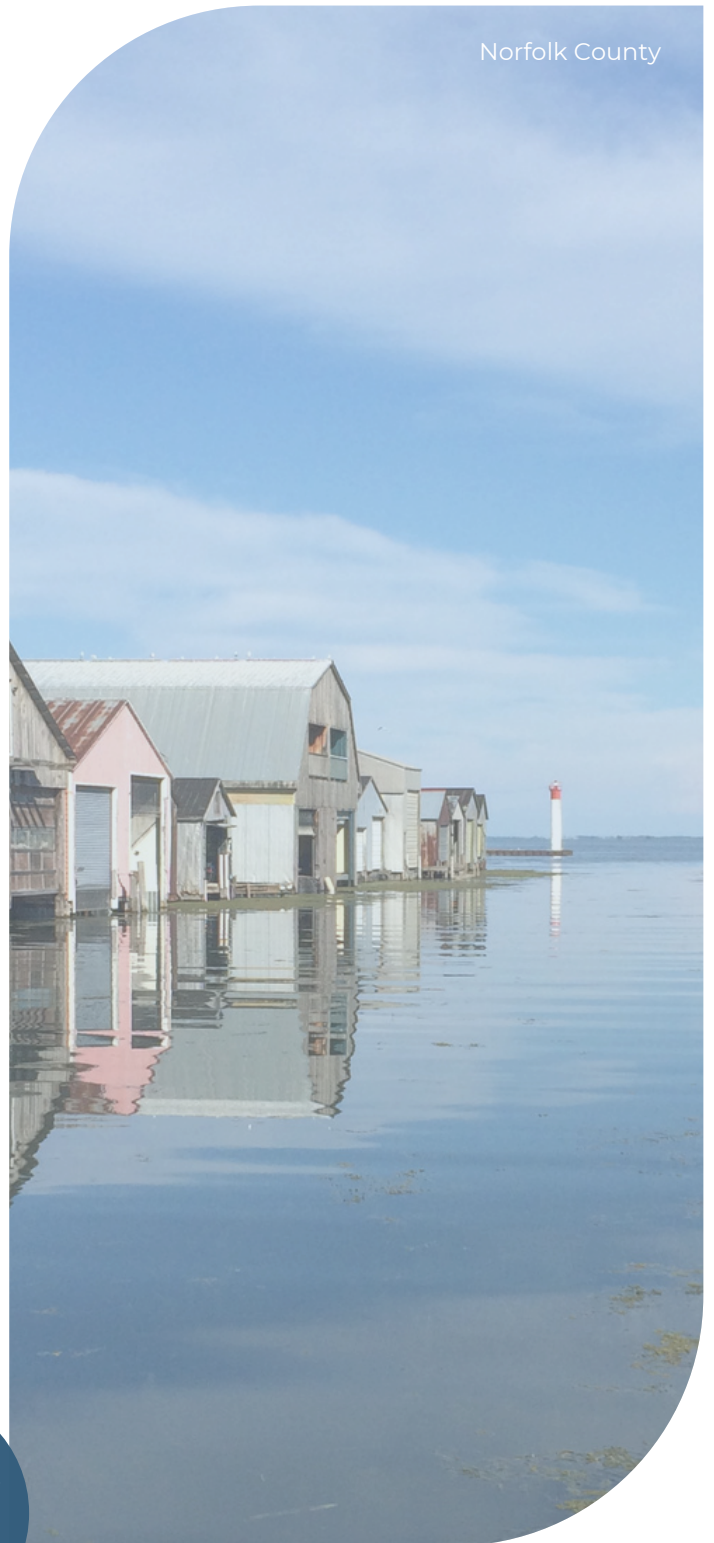
STRATEGIC PLAN

2023–2026

Norfolk County

The Brantford Brant Norfolk Ontario Health Team (BBNOHT) is comprised of over 20 health service and related organizations located within the city of Brantford and counties of Brant and Norfolk.

In the spring of 2023, the BBNOHT started the development of its next strategic plan. This process involved engagement with the community, patients, caregivers, clinicians, and staff, as well as a process of strategic reflection and co-development with OHT partner leaders. The resulting strategy contained in this document sets a common vision and direction for the BBNOHT.



OUR MISSION:

**TOGETHER WE DELIVER AND ADVANCE INTEGRATED,
EQUITABLE, AND PERSON-CENTRED HEALTHCARE**



**OUR VISION:
PARTNERING
FOR A
HEALTHIER
TOMORROW
FOR EVERYONE**



ADVANCE HEALTH EQUITY AND ACCESS

to eliminate unfair and avoidable differences in health outcomes.



IMPROVE CARE COORDINATION & EXCELLENCE

to provide the best care and experiences.



STRENGTHEN COLLABORATION & ENGAGEMENT

to further develop relationships between partners and the community.



SUPPORT PRIORITY POPULATIONS

to address BBNOHT's most pressing health needs in addition to the care provided to all.



ENHANCE OPERATIONAL EFFECTIVENESS

to create a greater positive impact from the resources available.

OUR ENABLERS:

HEALTH HUMAN RESOURCES

to retain, recruit and support health human resources

DIGITAL HEALTH

to support integrated care, improve care coordination, and inform decision-making

OUR VALUES:

Person Centred

Collaborative

Equitable

Excellent

Accountable



BRANTFORD BRANT NORFOLK
ONTARIO HEALTH TEAM

OUR MISSION

Together we deliver and advance integrated, equitable, and person-centred healthcare.

OUR VISION

Partnering for a healthier tomorrow for everyone.

VALUES & DEFINITIONS



PERSON-CENTRED

We are focused on the needs and preferences of our patients, their families, supports and broader community, actively involving them in making decisions about their own health.



COLLABORATIVE

We form effective relationships with our partners through open communication, mutual respect, and team-based decision-making.



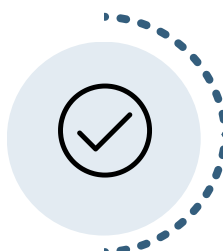
EQUITABLE

We are committed to equitable access and care for all individuals.



EXCELLENT

We are committed to delivering high-quality, innovative, and safe care based on best practices that result in positive outcomes for our patients.



ACCOUNTABLE

We are responsible for our actions, meeting our commitments, and being transparent in our approach to providing healthcare services.

STRATEGIC DIRECTIONS



ADVANCE HEALTH EQUITY AND ACCESS

Advancing health equity and access to eliminate unfair and avoidable differences in health outcomes.

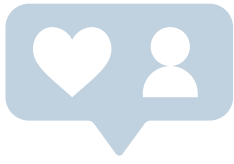
- Enhance equitable engagement and learn from the perspectives of equity-deserving groups, patients, and our community (e.g., through Persons With Lived Experience Working Group)
- Identify, understand, and address inequities
- Encourage health promotion, proactive care, and patient autonomy
- Advance the incorporation of diversity, equity and inclusion (DEI) practices within healthcare services
- Simplify access to care from a patient perspective



IMPROVE CARE COORDINATION AND EXCELLENCE

Enhancing care coordination and the use of leading practices to provide the best care and experiences.

- Understand and apply leading practices and alternative care models to advance consistent care coordination, integration, and delivery
- Enhance health system navigation and transitions of care across healthcare settings
- Recognize unique continuum of care and services needed for specific communities
- Collaborate with OHT partners to advance the delivery of innovative and team-based approaches for delivering comprehensive care



STRENGTHEN COLLABORATION AND ENGAGEMENT

Strengthening collaboration and engagement to further develop relationships between partners and the community.

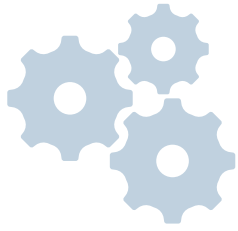
- Advance collaboration and partnerships among BBNOHT service providers, patients, and the community
- Engage patients, families, and caregivers, to better understand their perspectives and tailor how care is provided
- Strengthen multi-directional communication channels with service providers, patients, and the community
- Share ideas, leading practices and established innovative care models that are proven to be effective (e.g., DreamTeam)



SUPPORT PRIORITY POPULATIONS

Supporting priority populations to address BBNOHT's most pressing health needs in addition to the care provided to all.

- Understand and advocate for the needs of communities across BBNOHT, including the needs of priority populations
- Proactively adopt appropriate best practices for prioritized populations
- Reduce gaps in care across BBNOHT communities
- Advance BBNOHT initiatives aimed at improving the health of priority populations today (i.e., those experiencing homelessness, dementia and mental health and addictions) and in the future



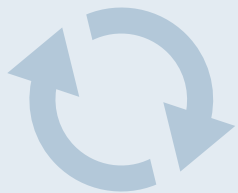
ENHANCE OPERATIONAL EFFECTIVENESS

Enhancing operational effectiveness to create a greater positive impact from the resources available.

- Advance the current BBNOHT governance structure to further enable collective decision-making
- Pursue opportunities to advance OHT accountability in alignment with direction from Ontario Health
- Continuously monitor and measure performance to identify areas for improvement and enhance operational effectiveness
- Coordinate the sharing of resources among partner organizations

STRATEGIC ENABLERS


Health Human Resources (HHR) and Digital Health are strategic enablers that help an organization implement and achieve its strategy.



- Advance HHR practices to retain and recruit health human resources
- Support BBNOHT staff by providing opportunities for professional development
- Foster a positive and collaborative work culture that celebrates diversity and fosters inclusivity
- Advance digital health strategies and infrastructure to support integrated care
- Enhance digital information sharing between healthcare providers to improve care coordination, inform decision-making, and excellence



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