









Toronto Western
Family Health Team



MISSION

We improve the health of our patients and local community by providing highest quality, innovative, interprofessional primary care, developing new knowledge and training the health professionals of the future.

MISSION	<p>We improve the health of our patients and local community by providing highest quality, innovative, inter-professional primary care, developing new knowledge and training the health professionals of the future.</p>					
PRIORITY						
	<p>Education & Academic Excellence</p>	<p>Patient Experience & Co-Design</p>	<p>Innovation in Technology</p>	<p>Team Wellness</p>	<p>Inclusion, Diversity, Equity, Accessibility & Antiracism</p>	<p>Inter-professional Models of Care & Clinical Excellence</p>
STRATEGIC GOAL	<p>Strive for educational and academic excellence in family medicine for all clinicians, researchers, staff and learners.</p>	<p>Live a culture of patient and caregiver engagement in personal care and health decisions and program and service design.</p>	<p>Utilize our technology to meet the needs of our patients and provider experience and leverage our excellence in people and research for innovative care delivery.</p>	<p>Purposefully focus on individual and team wellness to foster positive, interpersonal experiences and promote balance in daily practice.</p>	<p>Deliver patient care incorporating UHN principles of equity and practicing intentional inclusivity while supporting while supporting diversity within our team and those we serve.</p>	<p>Leverage the skills and strength of our team <u>and</u> enhance internal and community collaboration to deliver the highest quality of care.</p>

ENABLERS

Integrated Health Information Systems	Our People	Our Patients and Caregivers	UHN Primary Care Strategy	Innovation	Financial Support	U of T Department of Family and Community Medicine
---------------------------------------	------------	-----------------------------	---------------------------	------------	-------------------	--



Education and Academic Excellence

Strive for educational and academic excellence in family medicine for all clinicians, researchers, staff and learners.

- 1. Enhance the learner experience across all professions by:**
 - a. increasing knowledge and understanding of learner needs**
 - b. exploring mentorship frameworks and**
 - c. focusing on interprofessional collaboration for different learner models**
- 2. Promote an environment of continuous learning and knowledge sharing for all roles across the TW FHT by creating a continuing education framework accessible to all team members.**



Patient Experience and Co-Design

Live a culture of patient and caregiver engagement in personal care and health decisions and program and service design.

- 1. Sustain an environment that promotes patient and care team collaboration by patient co-design in programs and incorporating patient feedback in service delivery.**
- 2. Uphold a culture of safety founded on mutual respect with patients, caregivers and all team members.**



Innovation in Technology

Utilize our technology to meet the needs of our patients and provider experience and leverage our excellence in people and research for innovative care delivery.

- 1. Optimize available technology and effectively adopt new technology to meet the foundational needs of our patients, caregivers and providers resulting in an improved overall experience.**
- 2. Become a leader in the primary care environment for early-adopter opportunities (local, provincial, federal) that will add value to the delivery of care.**



Team Wellness

Purposefully focus on individual and team wellness to foster positive, interpersonal experiences and promote balance in daily practice.

1. **Cultivate a positive team environment while promoting individual success by providing all physicians and staff the supports required for an unmatched workplace experience.**
2. **Recognize the diverse needs of team members by providing leadership supports for career pathways, continuous learning and workplace wellness.**



Inclusion, Diversity, Equity, Accessibility & Antiracism

Deliver patient care incorporating UHN principles of equity and practicing intentional inclusivity while supporting diversity within our team and those we serve.

1. **Support access and navigation of care for patients by leveraging existing integrated care programs and community partnerships to minimize access barriers.**
2. **Leverage our interprofessional care provider model to develop collaborative, shared care approaches to support marginalized, at-risk and medically complex patient populations.**



Inter-professional Models of Care and Clinical Excellence

Leverage the skills and strength of our team and enhance internal and community collaboration to deliver the highest quality of care.

1. **Enhance integrated and shared care through investment in interprofessional teams resulting in the highest quality of patient outcomes and patient/provider experience.**
2. **Enhance internal (UHN) and external partnerships to improve information sharing about the patient care journey to ensure seamless care, acting as a consistent patient partner and advocate.**