



FHT AOP Part B: 2023-2024 Service Plan

Please complete this form no later than **5 p.m. on Friday, May 26, 2023.**

The form does not permit saving changes part-way through the completion process; you **must complete the form in one session.** In that regard, you may wish to refer to the Annual Operating Plan submission documents that were provided in Word format to prepare your responses in advance.

Upon completion, you are encouraged to print or save a pdf copy of your completed submission for your records.

Once you have submitted the completed form, a message at the end will confirm that your response has been submitted and will provide the option to **Print or get PDF of answers.** You can then send the form to a printer or save it as a pdf file.

Family Health Team

1. Family Health Team Name *

Barrie and Community Family Health Team

1.0 Strategic Priorities and Vision

2. If available, please describe the vision of the Family Health Team and indicate if this has been clearly articulated to staff, patients and partners. *

The BCFHT vision is: Your Health, Our Community, One System: Leading the Way in Health Care.

This vision has been clearly and repeatedly communicated to staff, patients, and partners. The vision is posted on the FHT website, in hard copies in office locations for patients and staff and is included in all staff email signatures to

3. Identify the strategic priorities for the FHT that will apply to the 2023-2024 fiscal year. *

Strategic Direction:

Improve Timely Appropriate Access

1. Advocate for improved access to seniors' and mental health services
2. Improve access to specialist care
3. Advance use of EMR in clinics
4. Optimize use of staff in clinics
5. Modernize office workflow
6. Support physicians in determining roster size

Continue to Improve Quality of Care

1. Improve data quality in EMR
2. Continue evaluation of FHT programs
3. Implement patient experience survey across all FHT programs and family practices

Promote Primary Care Research

1. Continue to support community-based research in family practices
2. Continue to collaborate on community research projects
3. Identify areas of interest for research

Integrate Care Delivery among all Health Care and Community Service Providers in our Region

1. Integrate patient care with RVH
2. Explore integrated patient care with specialists
3. Improve communication with Health Care Connect
4. Improve communication Home and Community Care
5. Collaborate with OH and its health service providers to fully participate in sub-region planning

Encourage Patient Ownership of their Personal Health Care Plan

1. Increase patient understanding of Health Circle
2. Empower patients to take responsibility for their own health
3. Educate patients about utilization of the health care system

Promote Physician Engagement and Wellbeing

1. Ensure Vision and Mission of organizations are understood
2. Ensure comprehensive orientation for all new physicians
3. Promote ongoing physician engagement to maintain strong organizations
4. Promote engagement in Quality Improvement and optimize use of EMR
5. Promote physician health and wellness

Improve Collaboration of Care Delivery among the FHT, FHO and BCFMC

1. Improve collaboration between FHO and FHT programs

4. Explain how the strategic priorities identified in Question 2 support the objectives of advancing access, integration/collaboration and quality improvement, as applicable. *

The strategic priorities outlined in Question 2 are in direct alignment with the objectives of advancing access, integration/collaboration, and quality improvement. Many of the strategic priorities are directly intended to address these named objectives.

5. Does the FHT plan on undertaking a capital project (major renovation/construction/lease-hold improvement/re-location to a new or existing space) within the next two to three years? If yes, provide a brief project description, including anticipated timelines and budget (if known). *

No upcoming capital projects are scheduled at the BCFHT.

2.0: Operations, Programs and Services

Using the excel template for Schedule A, Appendix 3 that was included in the AOP package, please describe how the organization's IHP resources are being applied across each of the programs and services offered to patients. The template should be completed for new and existing programs and services and should capture the involvement of all ministry-funded IHP FTEs.

Please populate the template, using one row per FHT program and one row for Acute & Episodic Services.

To assist with Schedule A, Appendix 3 completion, FHTs are encouraged to access a wide range of resources on program planning and reporting available through the Association of Family Health Teams of Ontario (AFHTO).

Evidence of Board Approval

The ministry requires the submission of evidence that the FHT Board has approved all three parts of the submission (Part A (Annual Plan), Part B (Service Plan) and Part C (Governance and Compliance Attestation)).

Upon completing the forms, please email the filled out **Board Approval Acknowledgement** document that was provided with the AOP package to your Senior Program Consultant.

The submission of **one copy** of the **Board Approval Acknowledgement** form is sufficient; there is no need to provide separate forms for each part of the AOP package.

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