

Strategic Plan 2008-2011

North Lambton Community Health Centre

- *Forest - Main Site
- *Kettle Point Site
- *West Lambton Site
- *Watford Site

Who We Are:

The North Lambton Community Health Centre is an incorporated non-profit organization governed by a board of local citizens, funded by the Ministry of Health and Long Term Care through the Erie-St. Clair Local Health Integration Network to provide primary health care for individuals, families, and the communities we serve. We are one of sixty-six CHCs within the Province of Ontario. We serve the communities within our defined catchment areas of Lambton Shores, Kettle & Stony Point, Sarnia, Point Edward, St. Clair Township, and Warwick Township.

Our Clients

Our mandate is to serve population groups, identified by the MOHLTC, faced with access barriers to needed services because of geography, low income, or disability. In Lambton Shores and Warwick Township we work with seniors, Aboriginal people, farm families, and families with young children. In West Lambton we work with low income families, seniors, moderately mentally ill, and youth at risk in Sarnia, Point Edward, and St. Clair Township

Services & Programs:

Our multidisciplinary team of health care providers, supported by our administration team, offers excellent primary health care. We provide health assessments, early detection and treatment for acute and chronic illness, education, and support for self-care, primary mental health, and counseling. Our primary health care team also advises our clients on how to improve and maintain their health as part of holistic primary health care.

We also offer a broad array of health promotion and education programs to all members of the communities; such as diabetes, early years, seniors programs, healthy living, and our many outreach locations.

STRATEGIC DIRECTIONS... WHERE WE ARE GOING

Build a culture of performance measurement and accountability demonstrating excellence in all that we do as a CHC

- Enhance our evaluation systems to ensure regular monitoring and performance reporting
- Adopt and use evidence-based practices throughout the organization
- Make best use of technology to improve operational efficiency and effectiveness

Strengthen service delivery to best serve our clients and community.

- Strengthen operations at all sites
- Examine the need and opportunity to expand services at all sites
- Address the most critical barriers for our clients in accessing needed service

Provide for managed growth of our programs and services.

- Adopt a change-management strategy that ensures that impacts of proposed changes are well understood, addressed, and implemented
- Explore opportunities to extend the full range of services we provide to all our service delivery sites

Build organizational capacity to ensure we have the necessary funding, resources, structures, and systems in place to support a strong organization and health programs and services.

- Strengthen the governance and leadership capacity of the CHC
- Strengthen our administrative infrastructure
- Address the funding and resource needs of the Centre
- Enhance the recruitment and retention strategy for staff
- Strengthen our volunteer program

Strengthen our community partnerships and other forms of collaboration to build community capacity and best serve our clients

- Strengthen our partnership with all First Nations communities we serve
- Collaborate with the LHIN and other partners to identify ways of strengthening the broader health care system and improving service access for our priority populations and the communities we serve

CHC=Community Health Centre
LHIN=Local Health Integration Network
MOHLTC=Ministry of Health & Long Term Care

CURRENT REALITIES:

- Changing consumer expectations
- Restructuring of Ontario's health care system, representing a massive shift in accountability relationships between the MOHLTC, the LHINs, and health service providers
- The CHC model of care is not well known or understood
- The demand for CHC services is likely to remain high due to an identified higher than average "at risk" population
- Concern for the diminishing primary care services in rural areas
- Unmet need for services for First Nation communities
- Transportation and other service access barriers for our clients
- Recruitment and retention of health care professionals
- Increased collaboration between community partners and the CHC

CRITICAL SUCCESS FACTORS:

- Keep our clients first
- Manage growth and change
- Tend to our ongoing leadership needs
- Work to make the larger health system strong

NLCHC Mission

We provide excellence in accessible primary health care, integrated with health promotion and disease prevention programs and services to our diverse communities. We view health as a state of physical, mental, spiritual, and social well-being.

NLCHC Vision

We will empower individuals and the communities we serve towards optimum good health by being innovative leaders

NLCHC Values

Our Guiding Principles & Ideals:

Excellence: We focus on best practices, evidence-based approaches, ongoing evaluation, and continuous improvement in everything we do.

Innovation: We strive to find the better way by seeking creative and ingenious solutions to every day challenges.

Accountability: We are answerable to our clients, communities, and public, staff, and our funders for our decisions, actions, and results.

Collaboration: We make the best use of our individual talents through teamwork, community partnerships, and other collaborative approaches.

Accessibility: We are committed to breaking down barriers to good health in our communities, particularly for our priority populations.

Integrity: We conduct ourselves in an ethical professional manner, demonstrating respect, honesty, and compassion.

Empowerment: We facilitate individuals and communities to take responsibility for their own health.

