

**Smiths Falls**  
Nurse Practitioner-Led Clinic

**STRATEGIC PLAN 2022-2025**

Focused on our clients, the SFNPLC Board of Directors leads the agency through 2022-2025 with the following plan.<sup>1</sup>

ORGANIZATIONAL CULTURE	HEALTH EQUITY	PARTNERSHIPS
<p><b>GOAL</b></p> <p>Sustain a workplace environment where staff wellness is supported, to provide excellent care</p>	<p><b>GOAL</b></p> <p>Ensure fair access to primary health care for families &amp; communities, through meeting individuals' needs.</p>	<p><b>GOAL</b></p> <p>Continue to grow &amp; strengthen client-centered service collaborations</p>
<p><b>CORE STRATEGY</b></p>		
<p>Remain flexible in the pandemic recovery phase, to manage demands &amp; reach the client roster size of 3200</p>		
<p><b>STRATEGIES</b></p> <ol style="list-style-type: none"> <li>1. Support transparency, inclusivity, communication &amp; planning through:               <ol style="list-style-type: none"> <li>A. Morning staff huddles</li> <li>B. Ongoing staff feedback, dialogue &amp; response</li> <li>C. Use of performance appraisals that support &amp; plan for staff development</li> </ol> </li> <li>2. Value staff through maintaining current practices, including:               <ol style="list-style-type: none"> <li>A. Time allocation for administrative duties</li> <li>B. Supporting work life balance</li> <li>C. Team building events</li> <li>D. Acknowledgement &amp; Appreciation</li> <li>E. Open door policy</li> </ol> </li> </ol>	<p><b>STRATEGIES</b></p> <ol style="list-style-type: none"> <li>1. Ensure access for more unattached clients through continued working partnership with Health Care Connect</li> <li>2. Advocate for clients using the NPLC voice, in collaboration with partners</li> </ol>	<p><b>STRATEGIES</b></p> <ol style="list-style-type: none"> <li>1. Support the ongoing development of the LLG OHT</li> <li>2. Continue supporting program partnerships with other organizations, including &amp; not limited to:               <ol style="list-style-type: none"> <li>A. Euclid Telehealth</li> <li>B. ConnectWell Lung Health</li> <li>C. OHT Attachment Project</li> <li>D. Virtual Care Project</li> </ol> </li> <li>3. Continue existing College &amp; University student placement collaborations</li> </ol>

<sup>1</sup> Approved by the Board of Directors, July 20-2022. The Operational Plan details Tasks, Targets, Timelines, Lead assigned and Monitoring.