

## LAMP - CHC Model of Health & Wellbeing

### Implementation Plan: Strategic Directions 2015 – 2018

- FOUR STRATEGIC DIRECTIONS:**
1. Advance the CHC Model of Care
  2. Increase Access
  3. Demonstrate Quality & Accountability
  4. Strengthen Organizational Capacity

<u>Strategic Direction Mandate</u>	<u>Objectives</u>	<u>Activities</u>	<u>Progress to Date</u>	<u>Accountability</u>	<u>Indicators</u>	<u>Time Frames</u>
Advance the CHC model	Improve data reporting Data quality	Oscar	Demo product Product Finalize in one month	IT	Product almost completed Specific software to meet CHC needs	Completed product in 2 months
	Anti-Oppression report	Demonstrate & communicate consistent commitment to AO from Management	Develop code of conduct Formed AO Committee in EMCHC Hire new manager in EMCHC Employee survey done	Director, EMCHC & HR	Plan communicated to employees Work plan created by committee Employee Training Equity Audit Plan	Fall 2015  Winter 2016  September 2017 Fall 2017
	Increase capacity to provide services	Plan submitted to Ministry	Grant approved of \$175,000	Executive Director		In progress
	Evaluation framework model has been decided and the board committee has started to work	Develop the committee and having meetings	Met twice so far	Director, Community programs	Planning and evaluation report to be prepared by committee	Meeting monthly during accreditation period
	Launch Physiotherapy	Establish new program	Completed	Mgr, Clinical Prog.		December 2015

	Helped establish the reintegration centre					Completed 2015
	United Way funding	Anchor application submitted	Approved	Director, Community Programs	Programs opened and accessible	We do not need to approve for another for 5 years.
	Anti-Oppression Code of Conduct	New code of conduct completed		Anti-oppression	Posted at most sites	September 2017
Increase access	Application for increase to services	Went twice to apply, however received only funding for a data position	Partially approved	Director, EMCHC	New FTE in data	Fall 2016
	Meet contractual organizational targets for EMCHC	Stabilized staff and leadership	Completed – Permanent funding Acquired	Director, EMCHC	Bi-annual report to the LHIN	Completed
	Stabilize staffing	Increase EMCHC staffing	Completed	Director, EMCHC	Manager of Health Promotion, Community Health Worker (focus on Queer and Trans), Senior's Wellness Worker, Seniors Music Coordinator, and relief for the Activate It, Seniors, and Social Work Programs. New manager in Dental.	Completed Fall 2016
	EMCHC website	New website was developed	Completed January 2017	Director, EMCHC		
Demonstrate Quality & Accountability	Management Structure implementation	New structure was implemented without additional funding	Completed	Board and Management		Completed August 2016
	Review Ask!, Occupational Health and Adult Literacy programs		Completed	Management	No additional funding to proceed with changes at the moment	

	Biais Free Hiring	Policy to be created	Partially	Director, HR	Seek other ways to advertise New policy addressing challenges from Anti-O report	May 2017
	Review Student experience	Through exit interviews	Completed summary	Youth Program manager	Discussion and panels	Completed 2015
	Service Agreement and Consent form	Update policy and form	Completed	Manager, Clinical programs		Completed 2015
	Client Survey	LAMP wide	Completed half	Management and Data team		Completed 2015
	EE and Board - Policies and procedures	Policies to be reviewed	In progress	Committee	Employees will have a better reference point. Policies will be more clearer Policies will address new changes to the legislation and ODA requirements.	June 2017
Strengthen Organizational Capacity	Management Structure implementation	New structure was implemented without additional funding	Completed	Board and Management		Completed August 2016
	Orientation for new managers, employees and supervisors	Orientation plan was developed	IN progress	Director, HR and senior management	TO meet all legislative requirements Offer training	June 2017
	New HRIS system	Implement new HR System	Completed	Human Resources		July 2015
	Salary surveys	Review all salaries	Completed	Director, HR		Completed 2015
	Salary increases	Only LHIN funded programs	Completed	Director, HR	Retroactive to April 1/16	Completed January 2017
	Succession planning	LAMP needs to be ready when staff leaves, retires or is unable to work due to illness.	In progress	Director, HR and Management	New policy to be created All key positons will have to complete a plan	March 2017 June 2017