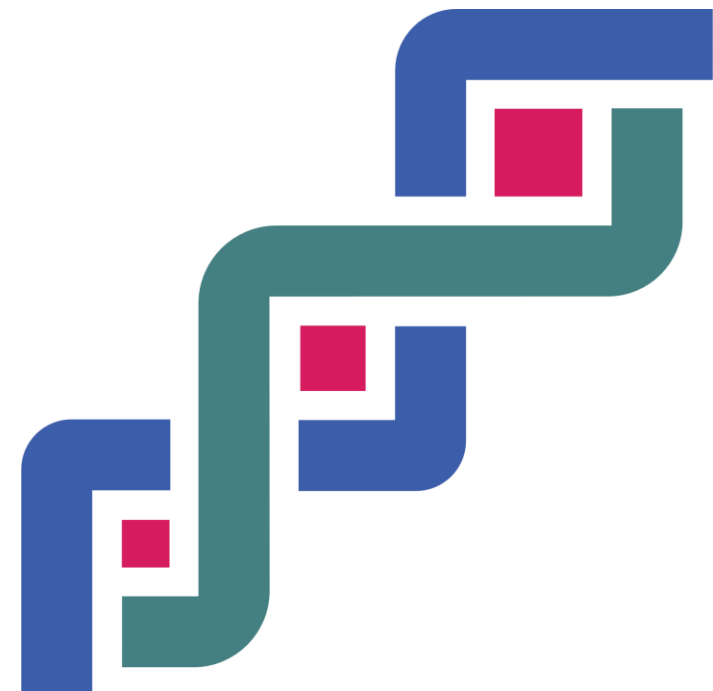




**DOWNTOWN  
EAST TORONTO**  
ONTARIO HEALTH TEAM

# **Strategic Vision for 2023-2026**





# Message from the Core Table Chair

For the Downtown East Toronto Ontario Health Team (DET OHT), collaboration isn't just a goal – it's a series of actions and everyday practices that is at the heart of our work. The key to our success is our ability and drive to work together as a connected system to improve population and individual health and wellbeing.

For this, our first strategic plan, the DET OHT worked with our stakeholders – DET OHT members, funding partners, health care providers, community advisory council partners with lived experience and other patients, and cross-sectoral partners – and asked questions that would help us determine how to enhance our work and our impact moving forward. We are so honoured that so many people helped us to shape our priorities and goals, weaving ideas into strategy.

This three-year strategy with five main strategic themes captures the consensus we built together and is set up as a guide for service integration and for the boundless possibilities such collaboration presents. DET OHT members may participate in some, or all, priorities shared here.

During the planning process, we were also able to incorporate additional feedback which resulted in updated versions of our vision and guiding principles for the DET OHT. These principles are intended to capture the spirit of collaboration for our OHT and how we intend to work together, treat each other, and make decisions.

I'd like to thank everyone involved for helping us create this exciting new roadmap for the DET OHT and for joining us on this journey.

Best,

**Hazelle Palmer**  
**President and CEO, Sherbourne Health**  
**and**  
**Core Table Chair, Downtown East Toronto Ontario Health Team**



# Vision and Guiding Principles



Our vision is to provide **our community** with **seamless access to inclusive, high quality, and responsive** care through **one connected system** of **diverse providers and community members** who enthusiastically embody **holistic approaches to improving population and individual health** and well-being.

**Guiding principles which embody the work/initiatives in the Downtown East Toronto Ontario Health Team.**  
**We are committed to:**

<b>Client and Family Centered Care</b>	Patients, families, caregivers and the communities we serve are at the forefront of our decisions. Our <i>Patient Client Caregiver Declaration of Values</i> underlines this commitment and serves as the foundation for the services we provide
<b>Health Equity</b>	Health Equity and a population health approach are embedded in all aspects of our work in order to prioritize support to individuals and communities who are most in need of our services
<b>Diversity, Equity and Inclusion</b>	We recognize and acknowledge inequity and are intentional to ensure that our policies, objectives and initiatives are built on the principles and lens of diversity, equity and inclusion
<b>Collaboration</b>	Transparent and meaningful collaboration with all OHT members are vital components to healthy partnerships. We recognize that each of our members brings value, wisdom, knowledge and experience to our OHT work which allows us to work respectfully together and appreciate each member's contribution towards our end goals
<b>Quality Improvement</b>	Building on our successes and challenges, we are open to continuous learning and embody evidence-informed and continuing learning principles to guide our decisions and improve the work we do together
<b>Responsive Leadership</b>	Iterative and generative leadership leads to responsive leadership. It helps us to be active on the issues that impact the communities we serve and holds us accountable for those actions

# Strategic Vision 2023 - 2026

## Connected Systems of Care

- Work collaboratively with community members to identify needs, gaps and opportunities to improve population and individual health and well-being
- Develop connected systems of care related to priority populations that maximize access and respond to local needs, informed by gaps in services
- Develop and nurture partnerships that support the coordinated response to the care needs of priority populations

## Collective Response to Health Human Resource Challenges

- Use our collective voice for change that strengthens the health care workforce
- Use our existing resources and tools to improve how we support workplace wellness and resilience

## Meaningful and Deliberate Action on Health Equity

- Use existing provincial and best practice frameworks and models to improve our capacity to advance equity practices
- Build a safe and equitable OHT for all by implementing strategies that address anti-Black and anti-Indigenous racism

## Collaboration Excellence

- Embed equitable, consensus-oriented, collective decision-making to achieve shared goals, accountabilities, and opportunities for improving care

## Optimize System Capacity And Sustainability

- Embed measurement, continuous learning, and performance in all that we do
- Use enabling digital health to improve population and individual health and well being
- Improve our access to integrated patient health information in a privacy-protected manner that supports integrated team-based care
- Lead proactive advocacy with funders and other policy makers regarding capacity needs, funding arrangements and service funding inequity

# Strategy Map Summary

## 1. Cultivate Connected Systems of Care that Actively Improve Population and Individual Health and Well-Being

Cultivating connected systems of care that actively improve population and individual health and well-being in the Downtown East Ontario Health Team community is the core focus of our strategy as it relates to our members, clients, community and stakeholders. In this theme, we will focus on three objectives to:

- Work collaboratively with community members to identify needs, gaps and opportunities to improve population and individual health and well-being.
- Connect systems of care related to priority populations that maximize access and respond to local needs, informed by gaps in services.
- Develop and nurture partnerships that support the coordinated response to the care needs of priority populations.

## 2. Collective Response to Health Human Resources Challenges

We will use our collective insight to influence the system response to the longstanding barriers to health care workforce well-being. We will focus on two key objectives in this area:

- Use our collective voice for change to strengthening the health care workforce.
- Use our existing resources and tools to improve how we support workplace wellness and resilience.

## 3. Meaningful and Deliberate Action on Health Equity

This strategic theme focuses on intentionally imbedding health equity into all strategies, processes and structures through two objectives:

- Use existing provincial and best practice frameworks and models to improve our capacity to advance equity practices.
- Build a safe and equitable OHT for all by implementing strategies that address anti-Black and anti-Indigenous racism.

## 4. Collaboration Excellence

We will build on our strong experience of collaboration and ensure a governance structure that supports equity, inclusion and innovation. This theme focuses on leveraging and enhancing our internal collaboration capacity to be able to work more effectively across initiatives, diverse organizations, and the community to ensure that clients have a seamless experience. This theme includes one key objectives:

- Embed equitable, consensus-oriented, collective decision-making to achieve shared goals, accountabilities, and opportunities for improving care.

## 5. Enhance System Capacity and Sustainability

This theme focuses on the capacity and sustainability of the OHT and what we will focus on to strengthen continuous learning, performance, leveraging digital health that evolves both health and care for the community, while leveraging our available resources and funding sources. The following four objectives will be pursued:

- Embed measurement, continuous learning, and performance in our OHT processes.
- Use enabling digital health to improve population and individual health and well-being.
- Advance access to integrated patient health information in a privacy-protected manner that supports integrated team-based care.
- Lead proactive advocacy with funders and other policy makers regarding capacity needs, funding arrangements and service funding inequity.