Strategic Plan 2026–2030

Our mission, vision, values and strategic priorities

Oxford County
Nurse Practitioner-Led Clinic

Ontario

Our mission

To provide accessible, comprehensive, team-based primary care that improves health and well-being across Oxford County, delivered by a team and culture we protect as carefully as the people we serve.

Our vision

An integrated and sustainable primary care system where every person in Oxford County has access to high-quality, equitable, patient-centred care.

Compassionate Care. Healthier Communities.

Our values

- Authenticity
- Quality
- Connection
- Compassion
- Human-centred innovation
- Purposeful growth

Our five strategic priorities

Goals and how we will measure progress

1 Responsible Growth

Deliver the funded Ingersoll and Tillsonburg expansion and attach more patients, without outpacing our capacity to do it well.

GOALS

- Operationalize the Ingersoll expansion and stand up the new Tillsonburg NPLC site.
- Grow patient attachment across Oxford County at a pace the team can absorb.
- Fix the front-door basics: phone access, same-day and next-day availability, and clearer options for booking and hours.
- Keep growth decisions tied to staffing and capacity, not funding timelines alone.

MEASURES

- ✓ Patients attached
- ✓ Expansion milestones (Ingersoll and Tillsonburg)
- ✓ Same-day and next-day appointment availability
- ✓ Patient-reported access through patient satisfaction feedback

2 Whole-Person, High-Quality Care

Consistent, evidence-based care with mental health, chronic disease and prevention built in.

GOALS

- Review and redesign how we deliver mental health and counselling services, using supports and partnerships to improve capacity and timely access.
- Strengthen chronic disease management and preventative screening by building the capacity of nursing and the interprofessional team.
- Standardize quality and workflows so care feels consistent across both sites.
- Keep patient resources and handouts current, practical and accessible.
- Support every team member to work to their full scope within a shared-care team.

MEASURES

- ✓ Preventative screening rates
- ✓ Chronic disease management indicators, such as the percentage of patients with diabetes who have an up-to-date HbA1c
- ✓ Access to mental health and counselling supports
- ✓ Wait times and no-show rates for mental health counselling
- ✓ Post-discharge / hospital follow-up completion
- ✓ Patient experience results

Our five strategic priorities, continued

Goals and how we will measure progress

3 Our People, Culture and Wellness

Protect the culture, retain the team, and support wellness as deliberately as we serve patients.

GOALS

- Stabilize operations and strengthen internal systems, labelling practices, and workflow consistency.
- Improve recruitment and retention, and plan for leadership stability and succession.
- Support wellness through practical, low-barrier, team-based approaches.
- Protect a workplace culture of connection, respect, flexibility and fun as the organization grows.
- Maintain board presence at staff events and advocate for pay equity for NPLC staff.

MEASURES

- ✓ Staff retention and turnover rate
- ✓ Staff satisfaction / engagement score
- ✓ Sick days and absenteeism
- ✓ Participation in wellness and professional development

4 Partnerships and NP Leadership

Strengthen community and system partnerships and advocate for the NP profession, the NPLC model and pay equity.

GOALS

- Continue active leadership within the Oxford OHT and regional planning.
- Strengthen partnerships with hospitals, community agencies and municipalities, and invite partners to update staff on their services.
- Partner with physician practices and offer family medicine resident and pharmacy student placements to share the NPLC model of care.
- Advocate provincially for sustainable NP-led primary care funding and pay equity.
- Help patients and the community understand the nurse practitioner role and what the clinic offers.

MEASURES

- ✓ Active partnerships and partner updates to staff
- ✓ Partnerships with physician practices
- ✓ Patients of partner physicians accessing our interprofessional team
- ✓ OHT and collaborative initiatives engaged in
- ✓ Advocacy activities and funding opportunities secured
- ✓ Community awareness of the NP role

5 Human-Centred Innovation and Sustainability

Use technology, data and sound operations to support care and secure the organization's future.

GOALS

- Adopt technology, including AI-enabled tools, only where it improves the patient and provider experience.
- Improve EMR use, data quality and reporting to support decisions and quality improvement.
- Expand practical digital options for patients, such as online booking, where they ease access.
- Strengthen operational efficiency, infrastructure and financial sustainability across both sites.

MEASURES

- ✓ Uptake of tools that add face-to-face time (e.g. AI scribe) and provider feedback on them
- ✓ Online booking and patient portal use
- ✓ Data quality and reporting completeness
- ✓ Operating and infrastructure stability