



Strategic Priorities 2026-2028

1

Improve the health and well-being outcomes of our clients who have the most complex needs or who are unattached to primary care

1.1 INTEGRATION

STRATEGY

Deepen and grow approaches to collaborative, interprofessional, team-based and integrated care.

OUTCOME

Enhanced internal and external collaboration targeting improved services, access, experience, and outcomes for clients.

1.2 EQUITY

STRATEGY

Focus our services, areas of expertise, and partnerships to improve population health and health equity for people with the most complex needs or who face barriers to access.

OUTCOME

Improved services for an urban health population, people who are refugees to Canada under IFH, or who are uninsured.

1.3 ATTACHMENT

STRATEGY

Advance Ontario's primary care attachment priority by connecting unattached residents of the funded K1N priority area to comprehensive primary care through coordinated partnerships with local primary care organizations and Ontario Health Team East.

OUTCOME

Provincial attachment targets for the funded K1N priority area are achieved through increased connection and rostering of unattached residents to an appropriate primary care provider at SHCHC or a partnering primary care organization.

1.4 CLIENT VOICE

STRATEGY

Create opportunities for clients to shape the care and services they receive.

OUTCOME

Active client participation in care, resulting in a stronger sense of ownership and impact, with client input shaping realistic, trauma-informed, and low barrier service approaches.

2

Ensure a collaborative and effective team with the organizational capacity to support our clients

2.1 IMPROVEMENT

STRATEGY

Foster and support a culture of curiosity, continuous learning, and improvement, enabled by timely and meaningful data.

OUTCOME

Teams use quality improvement methodology to improve service quality, client outcomes and organizational efficiency and effectiveness, along with data to support prioritization, capacity management, and ethical decision-making.

2.2 SUSTAINABILITY

STRATEGY

Ensure organizational structures adequately support and protect team capacity in ongoing high-demand and unpredictable conditions.

OUTCOME

Employees are engaged, feel valued and supported, and have capacity to meet the needs of those we serve and respond to new pressures.

2.3 INCLUSION

STRATEGY

Advance equity, diversity and inclusion and cultural safety principles, practices, and commitments across the organization through a clear plan with dedicated support and resources.

OUTCOME

Equity, diversity, and inclusion and cultural safety principles are actively integrated across the organization, with measurable goals and dedicated resources to create more equitable services and workplace practices.

3

Be a strategic and engaged partner to advance shared goals

3.1 ENGAGEMENT

STRATEGY

Leverage partnerships and collaborative relationships to advance shared priorities, coordinate efforts, and support collective problem-solving for the benefit of the communities we serve.

OUTCOME

Meaningful engagement that aligns efforts and leverages our collective resources to collaboratively advance common goals.

3.2 COMMUNICATION

STRATEGY

Strengthen coordinated internal and external communications so SHCHC communicates strategically about its role, services, impact, and priorities.

OUTCOME

Strategic communications strengthen influence, partnerships, and organizational sustainability.

3.3 TRANSFORMATION

STRATEGY

Contribute to and influence health and social system transformation through strategic influence informed by community voice, lived experience, evidence, and SHCHC's expertise in community-based care.

OUTCOME

Collaborative system transformation efforts contribute to more equitable access, coordination, and responsiveness for the communities SHCHC serves.