



**MARATHON FAMILY  
HEALTH TEAM**

**ANNUAL  
REPORT**

**2023-2026  
STRATEGIC PLAN**



**MARATHON**  
FAMILY HEALTH TEAM

# 2023-2026 STRATEGIC PLAN

The overarching theme for MFHT's strategic plan is THRIVE. Through its work, MFHT will aim to support our patients, healthcare workforce and local and regional healthcare system to thrive by working towards achieving our key goals and objectives.



We believe the goals and objectives that have been set forth for our organization will allow us to focus our efforts on shaping our programs and services based on what is most meaningful to our population and on building a strong team and system that is ready to meet changing and growing community healthcare needs. Our new organizational goals also represent our ongoing commitment towards partnerships and collaboration; excellence in quality and safety; as well as equity, diversity, inclusion and belonging.

We look forward to continuing to work diligently to meet our strategic goals and to provide care based on what our communities need to thrive today and in the future.



# YEAR-ONE SUMMARY REPORT

## PROGRESS

In the first year of our 2023-2026 Strategic Plan, we reached significant milestones in our endeavors to strengthen our healthcare system, bolster our health workforce, and improve patient health and wellbeing. Through a series of transformative initiatives, high-performing practices, responsive measures, integrated approaches, vigilant efforts, and engaged community involvement, we have laid a strong foundation for continued growth and success. This report highlights our key achievements and outlines the progress made across our three strategic priorities and six strategic directions.



# STRATEGIC PRIORITY 1: OPTIMIZE HEALTH SYSTEM PERFORMANCE

## TRANSFORMATIVE

- Updated patient email consent form to optimize communication channels.
- Engaged in Lunch & Listens with Biigtigong Nishnaabeg and Netmizaagamig Nishnaabeg Health Centers to foster collaborative partnerships and cultural understanding.
- Initiated a trial of RxFood software to customize nutrition prescriptions and enhance health outcomes.
- Explored innovative digital tools for wound care management.
- Pursued opportunities to improve and expand RAAM Clinic services.
- Partnered with Indigenous communities to facilitate vaccination and cervical cancer screening clinics.
- Increased the utilization of OCEAN software/tablets for efficient patient assessments and referrals.
- Explored the resumption of monthly health promotion clinics in Biigtigong Nishnaabeg and Netmizaaggamig Nishnaabeg.
- Explored strategies to encourage the use of the patient self-check-in kiosk.
- Developed an AI tool converting Excel schedules into user-friendly Google Calendar formats, enabling staff/providers to integrate schedules seamlessly.
- Implemented additional e-forms to enhance tracking of patient progress.

## INTEGRATED

- Restructured roles to improve care coordination and care pathways.
- Began offering ABPI services.
- Formed a regional discussion group to help develop a process map for requesting end of life medication order sets from regional pharmacy.
- Promoted the use of early identification with a palliative approach to care in patient EMR.
- Explored embedding health equity questionnaires into EMR.
- Assessed the feasibility of implementing a social prescribing program to address social determinants of health.
- Develop a calendar to enhance focus on specific initiatives aimed at achieving Quality Improvement targets
- Planned expansions of mental health and addiction services to meet community needs.



# STRATEGIC PRIORITY 2: ENHANCE ORGANIZATIONAL RESILIENCE

## HIGH-PERFORMING

- Explored strategies to enhance employee wellbeing and promote work-life balance.
- Successfully implemented a 6-month compressed workweek pilot project.
- Leveraged OCEAN software for efficient patient screening and early detection.
- Collected 169 patient survey responses, addressing various aspects such as appointment procedures, parking, human resources, and the overall patient experience.
- Orchestrated workplace wellness activities to foster a positive work environment.
- Ensured provider readiness through completion of BLS training in October 2023.
- Hosted a series of workshops and disseminated quarterly newsletters to keep stakeholders informed.
- Attained recognition through awards in the Health Workforce Innovation Challenge.
- HaCC/FHT RPN completed the Wounds Canada Champion Course to enhance skills.
- Participated in a 6-month Diabetic Retinopathy project to improve patient care.
- Physician Assistant underwent training for Nexplanon insertion procedures.
- Formalized the review process for Nursing medical directives to empower nursing staff.
- Celebrated the one-year milestone of quarterly "MFHT Pulse" newsletter publication.

## VIGILANT

- Actively sought opportunities to adapt FHT resources to better align with community health needs.
- Formalized processes to ensure efficient and organized coverage during employee absences/leaves.
- Successfully completed the first-year plan of the Executive Director succession planning.
- Conducted four community flu and COVID-19 vaccination clinics.
- Collaborated with NOSH to facilitate community vaccination clinics and aid in cost recovery efforts.
- Restructured the APCC and RPN roles to more effectively address local Mental Health and Addiction needs.
- Collaborated with NOSH's physiotherapy department for the Falls Prevention Program.
- Cross-trained staff to ensure redundancy.
- Launched a patient enrollment drive to increase participation in healthcare programs.



# STRATEGIC PRIORITY 3: SUPPORT PATIENTS TO THRIVE IN COMMUNITY

## RESPONSIVE

- Submitted the Annual Operating Report budget, Primary Care Expression of Interest, and H-SIP to facilitate the expansion of MFHT.
- Offered education on Advance Care Planning and End of Life Planning.
- Prepared and conducted annual influenza and COVID-19 mass vaccination clinics.
- Successfully launched the Lifestyle Medicine Program for all patients aged 18 and above.
- Organized a falls prevention blitz in November as part of Falls Prevention Month.
- Collaborated with Hospice Northwest to host monthly Grief Cafés.
- Continued planning for the optimal utilization of the MHA Group Space.
- Held several workshops within the community and MHA group space, covering topics such as falls prevention, RxFood and Naloxone Training.
- Continued to enhance the Mental Health and Addictions Program through service expansion.
- Offered an indoor walking program from November 2023 to March 2024.

## ENGAGED

- Regularly shared health promotion information on website, social media pages, Mercury, and CFNO.
- Explored opportunities for group health education sessions and workshops.
- Purchased Exam Room Suite signage (English and Ojibway), as well as Indigenous artwork for the MHA group space.
- The HaCC Program sought community feedback via a patient survey.
- The Palliative Care Committee provided palliative care, advance care planning, and grief and bereavement resources on various communication platforms.
- Promoted breast, cervical, and colorectal cancer screening as part of our awareness month initiatives.
- Leveraged national and provincial health promotion initiatives to raise awareness about chronic disease prevention and the adoption of health promoting behaviours.
- Participated in the Town of Marathon's Winter Festival by hosting two events: "Hot Cocoa & Care" and "Mix and March Nature Adventure."

