



Introduction

The annual priorities presented to you here represent new work matters for 2011-2012. They don't include existing dossiers that will be continued whether or not they are mentioned below. The Clinic's participation in the Planning Committee and the People's Urban Planning Project (OPA), and the issue of food security are examples. Another example is the health promotion and disease prevention activities included in the Clinic's 2010-2015 local public health action plan. We should add that the Clinic must take steps to seek certification with the *Conseil québécois d'Agrément* by February 2012. The aim of the mandatory certification is to improve service quality, and no doubt our employees will mobilize to bring it about. Now we turn to the annual priorities proposed by the Clinic's citizen board of directors, about which you are invited to express your viewpoint at the annual general assembly on June 21.

PROPOSED ANNUAL PRIORITIES FOR 2011-2012

1. Consolidate and further develop citizen participation

- 1.1 Set up a computerized membership list management system.
- 1.2 The Citizens Relations Committee should carry out activities to expand citizen participation in the CRC and the Clinic.
- 1.3 Carry out the Committee for a Green Clinic's 2011-2012 work plan to improve the Clinic's environmental practices.
- 1.4 Carry out the Fight for Health Committee's work plan regarding illegal and abusive billing in the healthcare system.

2. Consolidate and further develop community-oriented health promotion activities

- 2.1 Follow up on recommendations by the Pointe-Saint-Charles youth forum on May 26, 2011.
- 2.2 Working with community groups, organize prevention activities regarding bedbug infestations.

3. Improve accessibility and adjust services to the population's current needs

- 3.1 Adopt a strategic planning process for 2012-2015 through consultation involving Clinic members, the board of directors and staff.
- 3.2 Do what is necessary to re-establish walk-in medical services.
- 3.3 Support the group Naître à la Pointe with respect to the steps they are taking to establish a birthing centre in Pointe-Saint-Charles.
- 3.4 Develop screening for blood-borne and sexually transmitted infections, especially for people over the age of 25.
- 3.5 Increase participation by women aged 50 and older in Québec's breast cancer screening program.
- 3.6 Using the Clinic's resources, improve access to social and nursing services for people aged 65 and older who are mobile.

4. Improve service quality through effective and efficient resource management

- 4.1 Improve the quality of information about users' needs, statistical data, and the internal assignment and organization of services.
- 4.2 Adopt a master plan for work force planning and development.



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- 5. Ensure the availability and upgrading of a qualified work force**
 - 5.1 Take measures to decrease resorting to an independent work force.
 - 5.2 Adopt a policy on and organize activities to acknowledge the Clinic's staff.
 - 5.3 Systematize the training program for newly hired staff and continue training about the particularities of the Clinic and the neighbourhood.

- 6. Ensure the development of financial, material and information resources**
 - 6.1 Adopt a master plan for computer upgrading.
 - 6.2 Undertake the work to redesign the reception room at the Ash Avenue service point to improve confidentiality, serviceability and safety.