

**Point St. Charles Community Clinic  
Proposed annual priorities for 2010-2011**

**1. Consolidate and further develop citizen participation**

**1.1 Membership**

Set up a computer management system for the membership list and develop special communication tools for the members.

**1.2 Citizens Relations Committee**

Revive and develop the Citizens Relations Committee by organizing activities to expand citizen participation at the Clinic.

**1.3 Committee for a Green Clinic**

Continue the Committee for a Green Clinic's work plan to assess the Clinic's environmental practices and draw up another plan to change some practices in the short, medium and long term.

**2. Consolidate and further develop community-oriented health promotion activities together with neighbourhood groups**

**2.1 Local public health action plan**

Carry out health promotion and illness prevention activities contained in the 2010-2015 local public health action plan.<sup>1</sup>

**2.2 Community approach**

Organize and hold a training session for workers at the Clinic on the community approach.

**2.3 Urban planning**

Together with local community groups, continue the Clinic's involvement in the neighbourhood's urban planning issues with a view to keeping the population and improving their health and living conditions.

**2.4 Food security**

In cooperation with community groups, continue and increase the Clinic's intervention where food security is concerned.

**2.5 Fight for the right to health**

- Continue to mobilize citizens for the right to health; for a public health system that is universal, accessible and free; and against the privatization of health care. Convene citizens to discuss issues and with them develop an action plan to facilitate access to services at the Clinic as well as services in the health care system as a whole.
- Increase the membership of the Clinic's Fight for Health Committee.

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

#### **3.1 Documents to introduce our services**

Prepare documents describing in detail the Clinic's services and activities and how to access them, paying particular attention to newly arrived residents.

#### **3.2 Autonomous elderly people**

Put in place a nursing resource to better serve the neighbourhood's autonomous elderly.

### **4. Improve service quality through effective and efficient resource management**

#### **4.1 Continuous improvement of service quality**

Carry out the activities contained in the Conseil québécois d'agrément's 2009 Improvement Plan. Take steps to resume the three-year certification process in February 2011.

#### **4.2 Priorities for the Committee to Monitor Quality**

Carry out the 2010-2011 priorities of the Committee to Monitor Quality and the Clinic's local service quality and complaints commissioner:

- Check whether individual intervention plans were carried out and how well
- Check the quality of case file management

### **5. Ensure the availability and upgrading of a qualified labour force**

#### **5.1 Training for newly hired staff and subsequent continuous training about the Clinic and the neighbourhood**

- Systematize the training program for newly hired staff about the particularities of the Clinic and the neighbourhood, and put together an information kit to be given to every new employee.
- Encourage the staff's interest and involvement in the Clinic's particular project by organizing further training activities for all employees regarding the Clinic's mission, approach and philosophy, and the neighbourhood's history and major issues.

### **6. Ensure the development of financial, material and information resources**

#### **6.1 Pay equity**

Continue the work to complete the pay equity plan

#### **6.2 Computer security**

Adopt a computer security master plan.

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<sup>1</sup> The local public health action plan includes such health promotion and illness prevention activities as regular check-up services for pregnant women and young children, promotion of physical activity and smoking cessation, nutrition, support for staying in school, tooth decay prevention, vaccination, prevention of sexually transmitted infections, quality of the environment.