

**For a
lively
clinic**

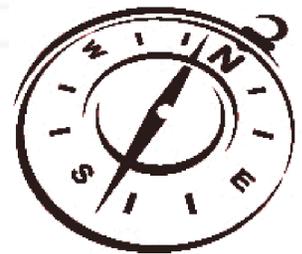
**Citizen
participation**

**Improvement of
quality
of service**

**Reduction
in health
inequalities**

**Special General Assembly
on the strategic planning 2012-2015
of the Pointe-Saint-Charles Community Clinic
Wednesday, October 10th at 7pm
2390 Ryde street**

Invitation to come to the Special General Assembly on the strategic planning 2012-2015



Greetings,

The Community Clinic's Board of Directors has identified some major objectives and actions to achieve them in the next three years. This endeavour takes the form of a proposal on strategic planning to be discussed and adopted at the special general assembly on October 10 of this year.

Every citizen of Pointe-Saint-Charles is invited to sign up as a member of the Clinic at the start of the assembly and take part in the discussions.

A good game plan!

While the healthcare system is quickly changing to become increasingly centralized and partly privatized, the Clinic, given its CLSC mission, must deal with these changes. For example, it must align itself with provincial priorities laid down by the Ministry of Health and Social Services. It must also subscribe to the regional priorities of the Agence de la santé et des services sociaux de Montréal. If the Clinic wants to maintain and develop its unique and historical model of citizen and community health and continue responding to the neighbourhood's needs for health and social services, it must avail itself of the conditions to do this. That is the purpose of the strategic planning process.

In preparing to extend this invitation to you today, the Board of Directors did a lengthy analysis of the big questions facing the Clinic:

- Do we have the right tools to evaluate the present and future needs the neighbourhood's residents? In terms of general medicine and health? Social services? Community action?
- Are we allocating the necessary resources in the right place to meet these needs? What tools will provide us with a more accurate answer to this question?
- A part from the needs expressed by the population, can we devise and set up innovative projects on health and social and community services for the future?
- What vision of the development of medical services do we want to advocate for the future?

You can read about the proposal in the following pages.

A document on these questions is available (in French only) on request from the reception desks at the Clinic, 1955 rue Du Centre and 500 avenue Ash, as well as on our website: www.ccpssc.qc.ca.

It is citizen participation that gives meaning to the democratic vision of the Pointe-Saint-Charles Community Clinic!

Pascal Lebrun, President Board of Directors Pointe-Saint-Charles Community Clinic

Special General Assembly on the strategic planning 2012-2015

**Wednesday, October 10th at 7pm
Lorne Center, 2390 Ryde street**

Snack and whisper translation on site

Wheelchair accessible

Need transportation or daycare?

Call 514-937-9251

www.ccpssc.qc.ca/en

Agenda:

- 1- Nomination of the assembly chair and secretary
- 2- Reading and adoption of the agenda
- 3- Discussion and adoption of the strategic planning 2012-2015 and recommendation of the priorities for 2012-2013
- 4- Adjournment

Strategic Planning Proposal 2012-2015



For a Clinic that resembles and rallies us!

1. Citizen participation, at the Clinic's core

Objective: Consolidate and develop citizen participation and involvement in the Clinic

- 1.1 Promote citizen participation by consolidating participation in Board of Directors committees, in particular the Citizens Relations Committee. Consolidate democratic life by strengthening ties between the Board of Directors and the Clinic's various decision-making bodies.
- 1.2 Develop other spaces and structures to engage citizens at the Clinic.
- 1.3 Improve and develop communication tools with neighbourhood residents. Systematize popular education and awareness-raising tools to encourage commitment to the Clinic's mission.
- 1.4 "The face of the Clinic in 10 years"
Analyze the Clinic's directions. Think about financial, material and human resource management in keeping with the Clinic's mandate and mission.

2. Reduce inequality to improve health

Objective: Consolidate and develop the Clinic's ways of acting on health determinants

- 2.1 In solidarity with organizations and partners, mobilize, act and take public stands on health determinants.

- 2.2 Hasten the development of activities to promote health and prevent disease using a community-based approach aimed at explaining the social dimension of health.
- 2.3 Continue the fight to maintain and develop a public health system that is universal and accessible to all, regardless of income.
- 2.4 Carry out the Clinic's 2012-2015 local action plan regarding public health.

3. A better Clinic for better health

Objective: Have the Clinic engage in a continuous process of evaluation and improvement of service quality, continuity and accessibility

- 3.1 Draw up, implement and administer a continuous system to evaluate user satisfaction.
- 3.2 Ensure the supervision required for individual intervention plans and quality handling of health records.
- 3.3 Carry out the recommendations for improvement made by the Conseil québécois de l'agrément (CQA) in March 2012 and submit an annual progress report to the Board of Directors and the CQA.
- 3.4 Implement a process to evaluate continuously the quality of practice and interventions by documenting, qualifying and describing specific practices at the Clinic.
- 3.5 Consolidate the Clinic's administrative and political autonomy.

4. A quality, diversified service offer for community health

Objective: Improve, develop and adapt the Clinic's service offer

- 4.1 Equip ourselves with tools, procedures and mechanisms whereby members of the Board of Directors and the Coordination team can better assess and adjust the Clinic's service offer to the population's changing needs and to available resources.
- 4.2 Introduce tools and procedures to ensure the handling of formal agreements with community and institutional partners.
- 4.3 Improve accessibility to the Clinic's services and encourage the development of proximity services.
- 4.4 Continue and encourage the interdisciplinary and community approach, and improve staff members' work across teams.
- 4.5 Promote and encourage different intervention practices so that innovative practices emerge at the Clinic.



5. The staff: driving force of a dynamic, innovative Clinic

Objective: Improve attracting and retaining staff, and developing qualified, mobilized human resources

- 5.1 Improve recruitment and retention of staff to stabilize the Clinic's work teams.
- 5.2 Improve cooperation with the Medical team so as to encourage the development of a way to organize medical services that is effective for the population and stimulating for the doctors.

5.3 Put to good use the historical particularities and the original community-based approach and intervention model in appealing to and interesting teaching and research milieus. The latter's greater involvement in the organization would lead to the development of a creative, mobilizing work environment.

5.4 Devise directions, policies, procedures, regulations and a code of ethics regarding research activities.

5.5 Draw up an action plan on welcoming employees, motivating them, valuing their work, mobility, relief staff and career development. Systematize the training program for newly hired staff on the realities of the Clinic and the neighbourhood.

5.6 Introduce an annual gesture to show appreciation for each staff member's contribution.

5.7 Increase the Clinic's capacity to receive trainees from different professions.

5.8 Draw up and adopt an organization plan that includes, in particular, structures, roles and responsibilities, and coordination and supervision mechanisms, and review the plan every three years.

5.9 Facilitate access to training for the Clinic's staff.

5.10 Decrease resorting to staff from placement agencies.

6. Good resource management

Objective: Improve management of our financial, material and information resources

6.1 Implement a procedure to ensure that all staff members are aware of the rules issued by the organization concerning computer security.

6.2 Prepare the Clinic for the introduction of the Québec Health Record.

Info Clinic is the Pointe-Saint-Charles Community Clinic's newsletter. It is published twice a year and distributed door-to-door in the neighbourhood.

Press run: 6500. Layout and coordination: Geneviève Lambert-Pilote. Translation: Élise Boyer.

Pointe-Saint-Charles Community Clinic 500 Ash av., Mtl, H3K 2R4 and 1955 Centre street, Mtl, H3K 1J1
514-937-9251, www.ccpssc.qc.ca/en