

<b>Vision</b>	<b>Partnering for a Healthier Community</b>
<b>Mission</b>	<b>The Waterloo Region Nurse Practitioner-Led Clinic is an innovative provider of person-centered, quality driven integrated and accessible primary care.</b>

<b>Strategic Priorities</b>	<b>Enhance Patient Engagement</b>	<ul style="list-style-type: none"> <li>Ensure we are a welcoming and friendly environment</li> <li>Provide increased opportunities for patient feedback and involvement</li> <li>Recruit patients to be on the NPLC Board</li> <li>Write and share patient stories</li> </ul>
	<b>Established Leader and Partner in Primary Care and System Transformation</b>	<ul style="list-style-type: none"> <li>Continue to participate actively in primary care reform initiatives</li> <li>Advocate for increased capacity for the NPLC model using evidence based data</li> <li>Leverage partnerships with mental health and the CCAC</li> <li>Partner, pilot and implement new service delivery models</li> </ul>
	<b>Continued Focus on Quality Improvement</b>	<ul style="list-style-type: none"> <li>Sustain existing high quality services at both sites</li> <li>Continue to obtain, monitor, celebrate and address patient satisfaction</li> <li>Build and enhance front line staffing to respond to patient needs</li> </ul>
	<b>Strengthen Organizational Capacity</b>	<ul style="list-style-type: none"> <li>Engage board members in leadership roles (e.g. presence at key stakeholder events)</li> <li>Develop a succession plan for board and leadership team members</li> <li>Investigate and implement staff recruitment and retention strategies</li> <li>Optimize back office supports including medical record information technology and data management</li> </ul>