**Partnering for a Healthier Community**

**Vision**

**Mission**

**The Waterloo Region Nurse Practitioner-Led Clinic is an innovative provider of person-centered, quality driven integrated and accessible primary care.**

**Engage Patients**

* Establish channels for ongoing patient feedback
* Participate in and learn from system wide patient experience feedback
* Engage patients in a process to review LHIN Patient Declaration of Values
* Conduct Patient Experience Surveys

WRNPLC is a community leader and partner in interprofessional and intra organizational team based primary care

* Advocate for WNPLC patient needs in context of provincial priorities
* Identify and engage service delivery partners
* Focus staff development on strategic priorities
* Utilize internal data to articulate patient needs

**Strategic**

**Priorities**

Continued Focus on Quality Improvement

* Leverage Partnerships by using data analysis and patient experience feedback to identify and articulate service deliver needs
* Participate in community collaborative QIPs
* Evaluate existing group services and pilot new groups based on identified needs and available resources

**Strengthen Organizational Capacity**

* Develop plan for Board Executive recruitment
* Recruit Board members based on identified skill need