

OUR VISION

Championing
Culturally
Competent
Care

OUR MISSION

Hong Fook
Mental Health Association
is dedicated to
improving the lives of
Asian and other
communities.

OUR VALUES

Innovative
Person-Centred
Equitable
Accountable
Culturally Competent
Empowered

OUR COMMITMENT





Developing cultural competency that promotes an “IDEA” (inclusion, diversity, equity, and anti-racism) environment for all stakeholders.

Delivering integrated, seamless, safe, and quality-based care across the service spectrum.

Demonstrating the value of client*-centred care that is strength-based and recovery focused.

*Clients include families, caregivers, and/or substitute decision-makers.

HONG FOOK MENTAL HEALTH ASSOCIATION STRATEGIC PLAN 2022-2024

			
Stabilize and Reinforce a Thriving Workforce	Build upon Strengths and Talents	Advance Service Quality, Safety and Risk Management	Strengthen Enabling Infrastructure
STRATEGIC GOAL	STRATEGIC GOAL	STRATEGIC GOAL	STRATEGIC GOAL
The Association will build a stronger sense of employee belonging and a healthier and safe workplace culture to better attract, develop and retain employees.	The Association will develop other human and community assets to drive impact on the individuals and families we serve, and to advance cultural competency.	The Association will advance person-centered client* experience that is strength-based and recovery focused. (*Clients include families, caregivers, and/or substitute decision-makers.)	The Association will strengthen our enabling infrastructure in ways that improve business performance, productivity, security, privacy and quality decision-making.
FOCUS AREA	FOCUS AREA	FOCUS AREA	FOCUS AREA
<ul style="list-style-type: none"> • Improve recruitment and orientation processes • Cultivate a learning environment to support and deliver HR best practices • Streamline internal communications with employees on agency priorities and emerging matters • Promote opportunities for employee growth and career advancement 	<ul style="list-style-type: none"> • Identify and evaluate key contributors to culturally competent care in the community, and community asset enablers for mental wellbeing • Empower volunteers and peer supporters to support direct service delivery • Form/refresh partnerships with other service providers to build capacity for culturally competent service 	<ul style="list-style-type: none"> • Drive continuous improvement roadmaps across the dimensions of quality, safety and service 	<ul style="list-style-type: none"> • Assess, evaluate capacity and resources on Finance, HR, admin and data processes • Prioritize infrastructure roadmap and design solutions in collaboration with impacted employees
OUTCOMES	OUTCOMES	OUTCOMES	OUTCOMES
<ul style="list-style-type: none"> • Development of recruitment skill matrix inventory for all positions • Refreshing of HR policies and procedures with a tracking system of HR related annual and ongoing practices • Improvement of workforce satisfaction with the continuously improving results of the Employee Satisfaction Survey 	<ul style="list-style-type: none"> • Sustainable culturally competent services (i.e. “IDEA” (inclusion, diversity, equity, and anti-racism) environment for all stakeholders) and operation delivery with established collective goals to improve the lives of individuals with mental health challenges and needs 	<ul style="list-style-type: none"> • Completion of Accreditation Qmentum • Development of Integrated Quality Improvement and Client Safety Plan with the continuously improving results of the Ontario Perception of Care (OPOC) • Streamlined clinical pathway between the Association and the HF Connecting Health Nurse Practitioner-Led Clinic, Ontario Health Teams and other partners for mental health and primary care clients 	<ul style="list-style-type: none"> • Development of a multi-year roadmap on infrastructure improvements across Finance, HR and admin processing, including timesheet management, claim requisition, etc. • Optimization of data exchange and security, to enable client experience, population health and wellbeing, and system sustainability