

Vision

Toronto's diverse communities achieve **health with dignity**

Mission

Access Alliance provides services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities.

Summary of Strategic Plan 2015 - 2018

Our Values

Client Centered Our clients are encouraged and supported to make informed choices and decisions that relate to their health.

Collaboration: Our partnerships increase knowledge, strengthen systems and maximize resources so we can take action effectively.

Equity, Access and Inclusion: Our commitment is to challenge systemic barriers that reduce health outcomes for vulnerable populations.

Innovation and Excellence: Our organization fosters a culture of continuous learning, quality improvement and best practice.

Accountability: Our Stakeholders see a full and transparent use of evidence and resources that focus on positive client impacts.



Strategic Directions 2015 - 2018

Access Alliance is a transformative organization, dedicated to improving the lives of immigrants, refugees, and their communities. Over the next three years we commit to:

Improving : health and wellbeing;

Engaging with local communities to address the social determinants of health that help to sustain newcomer health advantage, and

Promoting equitable and integrated communities.

Priority 1: Improve Access to Health Care

Our “**Access Model**” provides and connects people directly to the services and programs that they need in the communities where they live. It works because it is solution focused, builds on meaningful partnerships and utilizes peer outreach, community engagement and responsive service delivery strategies.

Over the course of this plan we will improve access to health care by:
Extending the Access Model in order to further increase access to services and programs;

Implementing coordinated and streamlined care pathways in order to improve system transitions and the health care experience, and

Improving self care capacity among our priority populations in order to maximize informed decision making and independence

Priority 2: Move the Needle on Quality

We make ongoing and significant contributions to the body of knowledge and evidence regarding immigrant and refugee health and health equity. Our expertise results from sustained and intentional organizational commitment to evaluation, research and continuous quality improvement.

Over the course of this plan we will move the needle on quality by:
Leading the establishment of an integrated and collaborative quality improvement program for the CHC sector, and
Implementing a sustainable and integrated organizational performance measurement and management system.

Priority 3: Drive Health Equity

We demonstrate leadership in the community health sector and partnerships in order to address health disparities and achieve health equity for immigrants and refugees by undertaking research, social action and public policy work.

Over the course of this plan we will drive health equity by:
Strengthening engagement and collaboration with the communities we serve;
Influencing health equity policies for our priority populations, and
Leading the development of health equity targets.

Success Factors - 2015 - 2018

The strategic plan is dependent on several success factors:

Staff - Enable our staff to be their best by promoting a culture of engagement, quality improvement, excellence and innovation.

Partnerships - Pursue and utilize a broad range of creative and strategic partnerships.

Resources - Align our facilities and human resources with our strategic directions and our focus on impact.