

# Strategic Plan 2025-2029: We Heard You

During the strategic planning process, we've heard your voices clearly through our comprehensive survey, one-on-one conversations, meetings, and working groups. You shared what matters, and we listened.

Here's how your feedback helped shape the priorities:

| YOU TOLD US...   | WE'RE RESPONDING BY...  |
|--|---|
| <ul style="list-style-type: none"> <li>Caring for complex and high-needs patients is a central part of your work, especially unattached patients, seniors, and adults and children with mental health and substance use needs.</li> <li>You see team-based care, collaboration, and clear care pathways as essential to delivering quality care.</li> <li>You recognize that digital health technologies are changing how you work, and you want help making sense of both risks and opportunities.</li> </ul> | <p><b>Strengthening team-based, inclusive, modern care:</b></p> <ul style="list-style-type: none"> <li>Support members in meeting the needs of priority populations, especially unattached patients, seniors, and patients with MHSU challenges, with a strong focus on partnerships, tailored resources, and education.</li> <li>Maintain and expand the Victoria PCN cohort model and Allied Health Centre to better support physicians in navigating complex care.</li> <li>Help members navigate the digital future by tracking changes in health IT and working to support you in identifying what's useful, what's burdensome, and what's coming next.</li> </ul> |
| <ul style="list-style-type: none"> <li>You're highly impacted by physician workforce and capacity issues, and need continued support with coverage, and career support.</li> <li>Better clinic infrastructure and primary care practice models are needed to strengthen the primary care workforce and support sustainable team-based care.</li> </ul>   | <p><b>Working to expand primary care capacity:</b></p> <ul style="list-style-type: none"> <li>Enhance and expand physician recruitment efforts, strengthening our approach to local and regional recruitment with an eye on long-term system capacity.</li> <li>Facilitate the development of primary care infrastructure and practice model innovation, through a focus on new, collaborative practice spaces and team-based models.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Long wait times for specialist care and diagnostic services are one of the biggest challenges you face in practice – in fact, you named this as the top system issue the Division should focus on.</li> </ul>   | <p><b>Elevating physician voice to improve service access:</b></p> <ul style="list-style-type: none"> <li>Support members in an environment where access to specialty care and diagnostics is challenging, from improved referral pathways with specialists, to tools and strategies for caring for patients while they wait.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Burnout, moral injury, and work-life fit remain top concerns.</li> <li>You value connection, community, and the Division's physician-centered approach.</li> <li>More clarity when it comes to getting involved and understanding what we offer, especially as our work has grown, would help you engage with the Division.</li> </ul>  | <p><b>Enhancing physician well-being and connection:</b></p> <ul style="list-style-type: none"> <li>Reduce burnout and moral injury, and improve work-life fit through our Physician Health and Wellness offerings, the Wellbeing Index, and other tailored supports.</li> <li>Strengthen meaningful member engagement with VDFP offerings through an emphasis on effective onboarding including clarity on supports, and expanding communication channels.</li> </ul>  |
| <ul style="list-style-type: none"> <li>You value the Division's role in supporting family medicine. In addition to maintaining what's working well, you want to see the VDFP continue to grow its impact.</li> </ul>   | <p><b>Reinforcing the Division's Foundation for member-driven impact:</b></p> <ul style="list-style-type: none"> <li>Strengthen growth and accountability as a non-profit organization, from deepening our commitment to Indigenous Cultural Competency, to improving how we use data, to engaging local leaders and community partners on advancing shared priorities.</li> </ul>  |