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eknplc.ca

Our Neighbourhood



30,000+ total population in the local communities we serve



Top non-official languages:

Italian, Spanish, Portuguese, Urdu, Punjabi, Tagalog, Vietnamese



1.2-1.5 times higher rate of diabetes in our local communities compared to all of Toronto

Our Clinic



82% of patients are happy with their overall EKNPLC experience



86% of patients have confidence in the privacy of their health data



230% increase in new patients per quarter versus prior years

Our Services



267 home visits made (2022-2023)



16 group programs & workshops with **287** registrants over the last 2 yrs



25% of our services are currently offered virtually

STRATEGIC PRIORITIES

Responsiveness to Community Needs

Anticipate and respond to the changing social determinants of health of those living in Humber Summit and Keele and Eglinton neighbourhoods.

01

Advancement of the Nurse Practitioner-Led Model

Advocate for the clinic's model of care and advance its impact on residents in our communities.

02

Increased Professional Capacity

Build on our stature as health care professionals within the community.

03

Enhanced Internal Structures

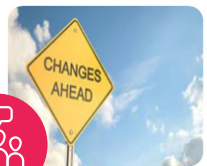
Enhance our internal capabilities ensuring current and future employees and volunteers are better able to support EKNPLC and the work we do.

04

OPERATIONAL PLAN

Programatic & Service Solutions

- Improve client engagement and feedback.
- Engage with sector partners to identify needs and opportunities.
- Provide targeted programs and outreach, e.g., home visiting, STOP, flu clinics, diabetes management, group workshops.



Strategic Partnerships & Communication

- Increase or maintain EKNPLC presence at planning tables, community events, committees, etc.
- Develop effective storytelling and communication pathways, e.g., social media, mailing lists, stakeholder engagement.



Quality of Services

- Promote a culture of evaluating and improving the quality, safety and efficiency of our services.
- Maintain a high standard of care that meets and exceeds health care sector standards.



Recruitment, Retention & Best Practices

- Implement crisis-response strategies and sustainable operational policies.
- Advance best practices for staff performance while attracting and retaining highly qualified staff.

