



Central Hastings

Family Health Team

AGM REPORT 2018-2019



Tri-Area Medical Centre

Marmora Medical Centre



Gilmour Medical Clinic



Message From Administration

Over the past year everyone from your health care provider, their clerical support staff to administration and governance have been working towards the same goal – “To empower our patients to enjoy happier, happier and longer lives”.

In a year that has continued to demonstrate ongoing transitional change we strive to evaluate and evolve to offer you the most optimal care possible. It is a true honor to work with a group of professionals who pull together to put our collective best foot forward on your behalf.

We are pleased to showcase just a few of the initiatives that are offered within our Team.

Regards: Libby Clarke-Chair Board of Directors, Mary Stuart-Administrator

Governance

Libby Clarke-Chair, Joan Turner-Vice Chair, Ellen Wilson-Treasurer, Dr. Adam Stewart-Lead Physician, Dr. Sue Dullege, Dr. Laura Vance, Wanda Donaldson, Diane De Jong, Eric Sandford, Amy Beaton, Margriet Kitchen, Bernie Donaldson

Lead Physician's Report

Never doubt that a small group of thoughtful, committed people can change the world; indeed, it is the only thing that ever has."

- Margaret Mead



“It brings tremendous pride to report on some the key developments and successes of the Central Hastings Family Health Team (CHFHT) over the last year.

We continue to provide comprehensive health care to over 8000 patients. That number is slowly rising as some of the new physicians and nurse practitioners grow their practices.

With respect to quality of care, CHFHT upholds a standard of excellence as illustrated by the measures of Health Quality Ontario. For example, the percentage of our patients who are screened for colon and cervical cancers exceeds the Provincial average. Breast cancer screening rates parallel Provincial averages. We are amongst the leaders in the Province in statistics that relate to diabetes care. The percentage of our patients who need to visit the Emergency Room is 28% better than the Ontario average, and 40% better than our LHIN average.

These metrics are all the more impressive when one considers that the patients for whom we care are far more elderly and far more impoverished than the majority of the Province.

CHFHT thrives in the realms of innovation and embraces digital health technology. Last year, we began offering patients the option of booking appointments online via a patient portal. The portal also offers secure messaging back and forth with the clinic, even directly with one's physician or nurse practitioner. Over the last year, we have been raising awareness of these services and the number of patients who are registered on the portal is growing.

Our patients enjoy some of the highest accessibility to care in the province. The clinicians provide a wide range of choices for booking appointments and receiving care: Same Day Booking, Next Day Booking, Pre-booking Appointments that are routine or less urgent, After-Hours Clinics every night of the week, communicating via email, or communicating via the aforementioned online portal. We further suspect the option of Virtual Video visits will begin to blossom.

Thus, while the Auditor General has reported that "57% of Ontarians wait two or more days to see their family physicians", and that "52% of Ontarians found it difficult to obtain medical care in the evening, weekends, or holidays," that is certainly not the case with CHFHT. With our multitude of possibilities, essentially every one of our patients can be offered the option of receiving care the very same day on which they call, or whatever option best suits their needs.

Not only is the care at CHFHT highly accessible, it is also comprehensive and robust. Our established programs continue support our patients' high areas of need, including programs for: Diabetes, Lung Health (which includes Smoking Cessation) High Blood Pressure, Mental Health, Healthy Eating, and Foot Care. We are excited to announce that we have started a formal program for Chronic Pain, which includes support in reducing opioid medications and also focuses on non-medication ways of managing chronic pain.

The last few months have included busy but exciting times with respect to the evolution of our health care system. CHFHT is piloting a project that embeds a Home Care Coordinator who becomes an integrated part of our Team. By having this person working within our very own office and readily accessible, the goal is to improve the efficiency and effectiveness of the Home Care services that are delivered to our patients. On a broader scale, CHFHT has been keenly engaged with the Province's newly announced Ontario Health Teams. We are actively listening and determining where the CHFHT best fits into local proposals. We will surely be a valued partner when the time comes.

On a final yet most important note, it must be emphasized that none of these achievements would be possible without the exemplary team of people that comprise the Central Hastings Family Health Team. They are the heart and soul of this organization. Each and every person is movingly dedicated to the betterment of our local community's health and wellness. A special culture of friendship and family has allowed us to endure several challenges throughout the last year. With every obstacle overcome, our team becomes increasingly proficient and resilient. This is truly one of the best teams to which one could belong, and in turn, our patients are amongst the best cared.

Sincerely,

Dr. Adam Stewart
Lead Physician

In Memory of Most Distinguished and Honourable Board of Director
Linda Bracken

“ Mary Stuart, Administrator along with two members of our Board of Directors, Ellen Wilson, Treasurer and Eric Sandford, Director recognized on behalf of the Board someone who demonstrated both passion and dedication to the progress of health care for our patients...Linda Bracken.

Linda served on the Board of Directors of the Central Hastings Family Health Team in that manner with a positive and progressive focus since her first day on the Board. She continuously demonstrated leadership and promoted collaboration. With an understanding of the needs of the population of Marmora and Lake and openness to addressing the collective needs of all our patients her leadership resulted in effective decision making. Throughout her term her inquisitive nature and sense of fairness enabled significant growth within the team. This development of the team has positively impacted our entire catchment area.”

“It has been our honor to have Linda in the role of governance”



The Central Hastings Family Health Team

Is proud to present this certificate
To

Linda Bracken

In recognition of the many years of service
On the Board of Directors.
For the passion and perseverance to achieve the goal
Of a Community Family Health Team.

It is our sincere belief that your valued contribution over the years has
strengthened our Health Care Community and our Team.
The commitment, the strength and the dedication to the development of the
Central Hastings Family Health Team has been honorable.

The Family Health Team thanks you sincerely for your hard work,
responsibility and conviction with how you have contributed to the future of our
communities.

Libby Clarke

Chair



Total Registered Patients: 949
Total Appointments Booked Online: 245
Total Patient Initiated Conversations: 828
Total Provider Initiated Conversations: 329



A secure web-based/mobile messaging system that allows you to communicate directly with your primary healthcare provider while protecting the confidentiality of your sensitive healthcare information.

- Private and secure messaging
- Convenient access to your healthcare provider
- Track ongoing communications
- Get notified of new messages

Book and manage your appointments securely and conveniently online without the hassle of calling the office.

- View availabilities and book them instantly online
- View your upcoming appointments

Building Healthier Communities:

Our 2019 Nutrition Program Initiatives

Introducing Canada's (New!) Food Guide

Did you know that the Canadian government updated the Food Guide earlier this year? It aims to make healthy eating more straightforward and simple! Find it online on Health Canada's website.



Group Classes

Healthy Eating - We have already started running our healthy eating classes, and they have been a hit so far! These classes are 1.5 hours long and cover practical strategies to lose weight, prevent overeating, protect your heart health, and make label reading less confusing!

If you would like to join a Healthy Eating class, please ask Tabatha at the front desk to be put on the list for future classes.

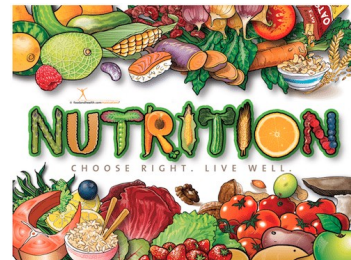


Future Directions of Group Classes

Diabetes Management – A presentation on healthy eating to help best manage diabetes is in the works. We already have plans to present it to the residents at Caressant Care and plan on offering it in our own facilities to our patients!

Cooking Classes – Our hope is to find a local space to offer cooking classes to our patients. The class would focus on teaching people how to prepare lower cost healthy food items, like whole grains, vegetables, and beans/legumes more flavourful.

We are consistently seeking feedback on our nutrition program and how we can best serve our patients and community. If there is a group class or resource you believe would be helpful, please provide us with your suggestions. If there is enough interest, we'd be happy to oblige!



Highlighting Community Programs

The main message we are hearing this year from many of our patients is that fruits and vegetables aren't very accessible due to cost. We have and will continue to work with and promote community programs that make fresh produce more affordable for residents in our area.

Good Food Box - Delivered during the third week of the month, it helps families stretch their food dollar, reduce their food costs, and meet the nutritional needs of themselves and family members.

Good Food Market – This is a mini fruit and vegetable market in which food is sold at whole-sale cost. It operates out of Madoc and Marmora once a month.

Samantha Penlington– Registered Dietitian

"Cervical screening is an important part of women's health. The "Pap clinics" provided afternoon and evening appointments to allow for greater access. We endeavored to create a comfortable and safe space for women to come and complete this necessary screening. The clinics were very successful and the opportunity to train two of our wonderful nurses developed, allowing for greater access on an ongoing basis." – Amanda Friel-Brown NP

Thank you to Stephanie Reid for all her hard work toward this program.



CHFHT has gained a reputation for its innovative cancer screening initiatives; for instance, its "90% cure rate if caught early" fluorescent FOBT kit sticker was just featured in AFHTO's QIDSS program anniversary publication. This past fiscal year, CHFHT's Practitioners' Committee decided to focus on improving the team's cervical cancer screening rate. CHFHT's cervical cancer screening project included participation in the Federation of Medical Women of Canada's Pap Awareness Week. As a Pap Awareness Week initiative, Nurse Practitioner Amanda Friel-Brown held afternoon and evening "Pap Party" clinics at the Marmora site on October 15th and at the Madoc site on October 23rd, screening 20 patients per clinic. Additional all-day Pap clinics were held in Marmora on January 8th and in Madoc on Jan 15th.



The special Pap Party clinics were designed to provide patients with a pleasant, welcoming experience which included coffee and refreshments. Each patient was also given a Pap test pamphlet from Cancer Care Ontario. Patient feedback about the clinics was unanimously positive. The evening clinics allowed patients who worked out of town to be screened more easily. There were also word-of-mouth referrals; for example, a patient who booked her screening during the second series of clinics remarked that she was happy to sign up because her mother had told her about her own stress-free experience at one of the earlier clinics.

Between October 2018 and December 2018, the Pap screening initiative resulted in a 12% increase in the percentage of patients up-to-date for cervical cancer screening.



As part of its cervical cancer screening project, CHFHT also sponsored its two RPNs, Hailey Halvorsen and Taylor Smith, to attend Lakeridge Health's Pap Test Competency Workshop in November 2018. The workshop included training on the Ontario Cervical Screening Program Guidelines, HPV testing and Pap test technique. To achieve full certification, the RPNs also had to complete twenty Pap tests each under the supervision of Nurse Practitioner Amanda Friel-Brown. The certification of CHFHT's RPNs in conducting Pap tests has markedly improved CHFHT's capacity to screen its patients for cervical cancer.

Our Team Members– March 31, 2019

Tri-Area Medical Centre

Physicians:	Dr. Adam Stewart–Lead Physician, Dr. Janet Webb, Dr. Laura Vance, Dr. Sue Dullege
Nurse Practitioners:	Susan Blakely, Pauline Douglas, Amanda Friel–Brown
Allied Health Professionals:	Hailey Halvorsen–RPN, Laura Wattie–RSW, MSW Samantha Penlington–Dietician, Ruth Reyno– M.Ed,CCPA Becky Boisclair–RN/Foot and Wound Care
Rural Hastings Health Links:	Matt Tomasini–RN/System Navigator
Clinical Lab Technician:	Tara McCann
Office Manager/	
FHO Administrator:	Kristi Reid
Medical Clinical Assistant:	Michele Dodds
Scanner/ Receptionist:	Kim Yarrow
Receptionists:	Melissa Davidson–Executive Office Assistant/Lead Receptionist, Paula Lahey, Chantelle Zehr, Mallory Goebel
IHP Medical Receptionist:	Tabatha Polmateer
Program Coordinator/	
System Navigator:	Catherine Fergusson-RN
Decision Support Specialist:	Catherine Issacs
Administrator:	Mary Stuart
Administrative Assistant:	Andrea Wiley

Marmora Medical Centre

Physicians:	Dr. Melissa Holowaty, Dr. Emily Callary, Dr. Payman Charkhzarin
Nurse Practitioners:	Susan Blakely, Pauline Douglas, Amanda Friel–Brown
Allied Health Professionals:	Becky Boisclair–RN/ Foot & Wound Care, Carol-Lee Heyman-RN Taylor Smith–RPN, Ruth Reyno–M.Ed CCPA, Samantha Penlington-Dietician
Medical Office Assistant:	Rachel Macon
Phlebotomist:	Barbara Kerr
Receptionist:	Tanya Vigna, Nikki Maloney
IHP Medical Receptionist:	Stephanie Reid

Gilmour Medical Centre– Tuesday Afternoons

Nurse Practitioner:	Susan Blakely
IHP Medical Receptionist:	Tabatha Polmateer

Welcome to the Central Hasting Family Health Team
South East Local Health Integration Network
Home and Community Care Coordinator
Amy Smith RN



Amy Smith RN: SELHIN



In collaboration with the South East Local Health Integration Network (LHIN) we are pleased to have Amy Smith, RN integrated into our Madoc site. Amy is a Home and Community Care Coordinator located at our site promoting the ability to directly collaborate with our Physicians and Nurse Practitioners. This initiative is in place to increase how well your Physician / Nurse Practitioner and your Care Coordinator work together to provide quality patient care. By streamlining internal processes the overarching goal is to increase patient satisfaction with their access to the Home and Community Care services, provide more timely service and simplified communication.

Amy Smith RN:

"I have truly found that being at the Madoc site has allowed me to more effectively plan care for the patients and families I work with. Having access to the physician and team means we can quickly touch base, review options and present a comprehensive action plan to our patient. All around, very positive!"

Financial Statements

Central Hastings Family Health Team						
Statement of Operations and Changes in Fund Balance						
For The Year Ended March 31, 2019						
			Family Health Team Program	Other 2019	Total 2019	Total 2018
			\$	\$	\$	\$
Revenue						
	Provincial Grants		1,316,068	-	1,316,068	1,289,614
	Donations and fundraising		-	5,896	5,896	946
	Canada Summer job Grant		-	3,309	3,309	2,693
	Miscellaneous		-	-	-	3,246
	COPD: one time funding initiative		-	17,287	17,287	-
Total Revenue			1,316,068	26,492	1,342,560	1,296,499
Expenditure						
	Salaries & Benefits		1,055,144	3,313	1,058,457	1,031,432
	Operating Overhead		237,230	-	237,230	234,699
	Physician Consulting		16,400	-	16,400	16,400
	One-time Funding		7,294	17,287	24,581	9,776
	Fundraising		-	1,982	1,982	1,987
	Equipment and supplies		-	6,556	6,556	781
Total Expenditure			1,316,068	29,138	1,345,206	1,295,075
Excess (Deficiency) of Revenue over expenditure for the year			-	(2,646)	(2,646)	1,424
Fund Balance, beginning of year			-	28,073	28,073	26,649
Fund Balance, end of year			-	25,427	25,427	28,073

The above financial information has been audited by our external auditors' Baker Tilly KDN LLP and has been approved by the Board of Directors. The above financial information has been extracted from the audited financial statements as at March 31, 2019 with a qualified auditors' report dated June 05, 2019

Central Hastings Family Health Team
Strategic Directions 2018 - 2021
Vision

To empower all of our patients to enjoy healthier, happier and longer lives.

Mission

The Mission of the Central Hastings Family Health Team is:

To provide timely and consistent access to high quality primary health care services.

To use a collaborative, multidisciplinary team approach to deliver patient-centered comprehensive care.

To foster wellness, disease prevention, health promotion and education.

To be receptive and responsive to community input in the planning, provision and evaluation of services.

To promote collaboration with outside community services and health care agencies

1. Effective Governance

Goal

CHFHT's governance and management provide effective leadership in support of achieving the mission.

Objectives

Maintain a well-functioning community /provider mixed Board of Directors.

Align with, contribute to and benefit from AFHTO's current strategic plan.

2. Continuous Quality Improvement

Goal

All patients receive the high quality accessible health care they need from a collaborative multi-disciplinary team.

Objectives

Improve patient access

Provide programs that meet highest patient need.

Ensure collaborative team-based care across the organization

3. Collaboration, Outreach and Partnerships

Goal

CHFHT's collaborative approach and community partnerships increase services available to our patients.

Objectives

Increase services available to patients through partnerships with relevant community resources

4. Organizational Effectiveness

Goal

CHFHT's structure and systems support an effective, professional team delivering high quality primary care.

Objectives

Optimize the use of technology to improve efficiency

Optimize the use of space to support integration of services, collaboration and patient access

Improve the effectiveness of internal communications

Support staff development, learning and innovation to meet the responsibilities of respective roles.

Annual General Meeting July 2018

Board of Directors



Left to Right: Dr. Laura Vance, Lloyd Blackburn, Wanda Donaldson, Joan Turner, Libby Clarke, Dr. Sue Dullege, Ellen Wilson, Eric Sandford, Linda Bracken, Diane DeJong, Margriet Kitchen



Executive Board of Directors: Joan Turner-Vice Chair, Libby Clarke-Chair, Dr. Sue Dullege-Lead Physician, Ellen Wilson-Treasurer

HAPPINESS IS



...working with
great people.

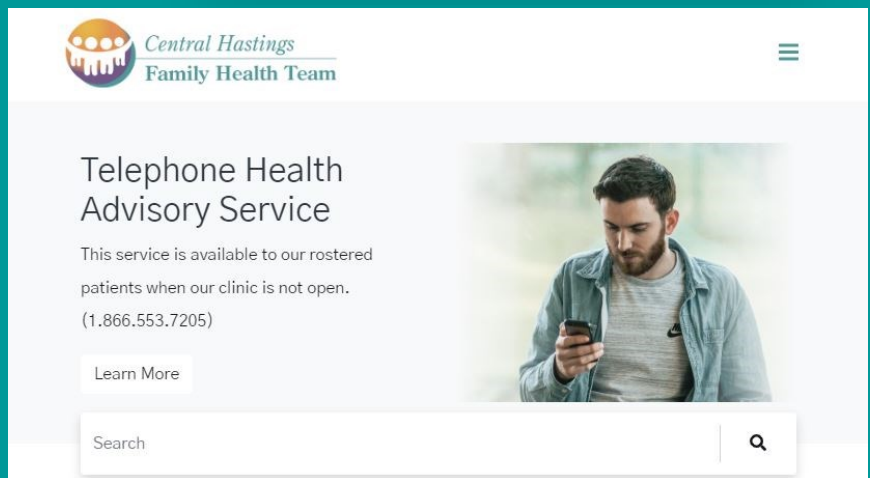


Our Vision...

To empower all of our patients to enjoy healthier, happier and longer lives



If you would like more information about "Health Myself" or to sign up for this free service, please contact your provider.



<https://chfht.ca/>

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52 St. Lawrence Street East
Madoc, ON K0K 2K0
Phone: 613-473-4134
Fax: 613-473-4740

Administrative Office
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Fax: 613-473-0692

Marmora Medical Centre
1 Madoc Street, Box #520
Marmora, ON K0K 2M0
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Fax: 613-472-6135

Gilmour Medical Clinic
371 Weslemkoon Lake Road
Gilmour, ON K0L 1W0
Phone: 613-474-0233

