



Central Hastings
Family Health Team

AGM Report 2021-2022

Gilmour Medical Clinic



Tri - Area Medical Centre



Marmora Medical
Centre



Strategic Planning Day

October 7, 2021



With the lifting of some Covid-19 restrictions, on October 7, 2021 the team members of the Central Hastings Family Health Team and the Central Hastings Family Health Organization were finally able to get together once again. The focus of the day was the development of our new Strategic Plan. This was a day full of robust discussion, and excellent input.

As a result of this team collaboration, we are pleased to roll out our new “Vision, Mission & Core Values”

Vision

To empower our patients, community and staff to enjoy healthier, happier and longer lives.

Mission

We provide patient-centred, timely access to high-quality health care using a responsive, collaborative, multidisciplinary approach that fosters wellness, disease prevention, health promotion and health education.

Core Values

We operate from the following core values:

- **Wellness:** We promote holistic health including physical, emotional and spiritual for patients and team members
- **Collaboration & Integration:** We share responsibility for health care with our team members and our patients and community
- **Respect:** Through our words and actions, we show respect to our team members and our patients
- **Innovation:** We work creatively to achieve continuous quality improvement
- **Accountability:** We are accountable for all our resources and efforts
- **Integrity:** We practice integrity in all our dealings with our team, patients, and community.
- **Confidentiality and privacy:** We ensure the confidentiality of patients’ health information
- **Equity:** We improve vulnerable patients’ access to our programs and services



A Message from Administration



After a second year of the challenges the Covid-19 pandemic we are so pleased to be able to see recent positive changes. Even though we understand administratively that there will be an ongoing impact we are looking forward with optimism. We have our focus on the potential that some of the changes we made will be beneficial on an ongoing basis to all of our patients and staff.

Thanks to the ingenuity of Physicians and staff members and as well, leaning on their understanding of what their patients require we have adjusted the way we work. Once again through the efforts of Dr. Adam Stewart, we have optimized our Information Technology during the last year. We aim to allow for different points of access to best suit the individual needs of patients. As with any new idea or process there is a learning curve and formats will evolve as we work out the kinks. Please take time to check out the final page for further details and ways to connect with us virtually.

We can't dismiss the challenges that our Team has faced over the last year. Similar to many organizations our team members have been impacted. We have faced unprecedented recruitment and retention issues. While we do support our staff in expanding their professional life when opportunities arise, we certainly are sad to see them go.

Given the high demand for professionals, recruitment has been challenging. We have been so fortunate that although sometimes lengthy, we have been successful with gaining Team Members with new insights and expertise to share. Please take a moment to review our highlighted programs within this issue to get a glimpse of this expertise.

As well we understand and do not take lightly the fact that our team members have faced daily personal challenges in order to continue to provide optimal care to our patients during this strenuous time. During our Strategic Planning session, we heard loud and clear the importance of ensuring that those who care for patients also have the support and care they need to address burn out and stress. To that end as part of that focus, collaboratively Wellness Days were instituted for the staff.

We continued our collaborative work with the Hastings Prince Edward Ontario Health Team (HPE OHT). In October 2021 we officially signed the Relationship Charter with the newly developed HPE OHT. We would like to acknowledge Dr. Adam Stewart for his integral role in establishing positive relationships and gathering momentum among our physicians, while promoting a presence on the Primary Care Council to ensure that Primary Care Practitioners had a voice in the development and integration of HPE OHT.

Our Board of Directors, sub-committees and the Community Advisory Committee continued to meet and work together via Zoom. Through this venue with the tireless support of Andrea Wiley, Administrative Assistant keeping us all on course and informed we were able to collaborate, share information and develop new policies. The ongoing leadership, support and volunteerism of the Board of Directors once again has kept us focused on our Strategic Priorities.

In closing, it has been an honor to be able to do our part in providing administrative support for our team members. Each and every one rises to the challenge on a daily basis in order to provide care to the patients of the C.H.F.H.T. We have an excellent team working together...having gone through the recent challenges....there is no doubt that our collective success will continue exponentially on your behalf as we turn this corner.

With warm regards,

Libby Clarke, Chair & Mary Stuart, Administrator



Lead Physician's Report

As Lead Physician and on behalf of the C.H.F.H.T., I would like to acknowledge and thank all of our staff for their exemplary performance in the midst of the on-going COVID-19 Pandemic. Our staff have remained diligent, adaptive and shown tremendous resilience in this rapidly evolving and challenging environment of COVID-19 pandemic. Through staff collaboration, there has been significant policy development and implementation to align our health care delivery with Ministry and Public Health standards. C.H.F.H.T. staff have remained diligent in their daily screening and tracking processes; staff were fitted for N95 masks and personal protective equipment (PPE) which were utilized appropriately to meet and exceed Ministry and Public Health guidelines, promoting the safety of our patients, staff and community.

During the 2021-2022 year, delivery of health care has remained as a hybrid model between in-person visits versus telephone and/or virtual visits when appropriate, according to the most updated recommendations by CPSO, Ministry and local Public Health Units. The outstanding efforts of our staff have been invaluable to our continued success as an organization, keeping in the forefront patient/staff safety and our goal of providing the highest quality of health care to our patients.

I assumed the role of Lead Physician in late 2021. On behalf of the C.H.F.H.T., I would like to acknowledge the tremendous efforts of Dr. Adam Stewart who was initially serving as Lead Physician during the onset and a significant portion of the pandemic. Dr. Stewart provided an outstanding leadership and he was unwavering in his role, providing support in the dissemination of all necessary protocols and practices that allowed C.H.F.H.T. to remain robust in the face of unpredictability of this pandemic.

We are grateful for all of our Physicians', NPs' and Administrator's dedication. We acknowledge Dr. Janet Webb, who assumed the position of our COVID-19 Lead, and thank her for her robust knowledge, continued diligence and resilience, which have ensured that the staff and patients of C.H.F.H.T. were provided with up-to-date knowledge and a safe environment in which to provide and receive care. Thanks to Dr. Webb's endeavors, staff were provided with the latest Ministry of Health and Public Health guidelines, which were rapidly disseminated and adapted within the organization. Dr. Webb and Susan Blakely, NP, with the support of Administrator Mary Stuart, developed *C.H.F.H.T.'s COVID-19 Safety Plan*, which includes provisions for disseminating information, screening, reducing transmission, responding to exposures, and managing risk.

We were pleased to have the Footcare Program resume in 2021-2022 with the successful recruitment and certification of a FHT RN. Footcare visits are being offered at both clinic locations. The number of visits rendered, of course, impacted by COVID-19 restrictions and guidelines, but are anticipated to increase in the 2022-2023 year.

On-going pandemic restrictions and guidelines continued to impact the FHT's abilities to effectively schedule patient appointments both for acute episodic care and programing/chronic disease management. As per Ministry direction, there has been a more comprehensive focus on COVID-19 vaccine distribution and the organization and delivery of COVID-19 Vaccination clinics, which has required reallocation of staff, impacting the primary care and programing capacities.

In 2021-2022 we continued to plan ahead. In-house spirometry is also anticipated to resume in spring/summer of 2022. Two FHT nursing staff are enrolled for Spirometry training and will begin identifying and scheduling patients who are eligible for spirometry testing. Complimentary in-house training for staff is also being provided by community Respiratory Therapist (RT) partners. Our Program Coordinator/System Navigator (PCSN) Registered Nurse (RN) has also enrolled in the required courses to attain the Certified Respiratory Educator qualification. Following completion of the courses and a successful challenge exam, the PCSN RN will receive certification and can initiate additional patient education, health teaching and self-care management sessions for C.H.F.H.T. patients, in collaboration with the designated NP, under the umbrella of the Lung Health Program.

In 2022 with the expertise of Meaghan Allen, one of our new NP recruits, a new program for "Women's Health" was developed. The launch of Women's Health program will be delivered by Meaghan, who has an extensive background in women's health. The objective of this program is to deliver a standard approach to women's health promotion, prevention, and intervention to contribute to the overall well-being and health outcomes for female FHT patients. In addition to the launch of this new program, Meaghan is providing increased education and staff training to three additional FHT nursing staff members so that they are able to complete routine pelvic exams, including Pap, infectious disease and STI testing. This is aligned with our identified priorities for Preventative Cancer Screening.

As with every year, the C.H.F.H.T. and all of its employees, aim to transition into the 2022-2023 year with excitement, optimism and continued resilience to ensure that we consistently meet our vision to empower all of our patients, community and staff to enjoy healthier, happier, longer lives.

Regards,

Dr. Payman Charkhzarin
Lead Physician



Covid-19 Vaccination Clinics

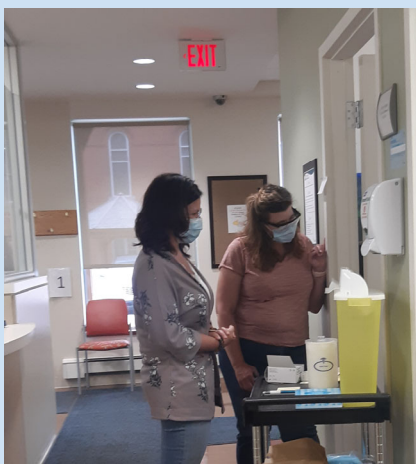
We would like to acknowledge our all of team members exemplary performance in the light of the on-going COVID-19 Pandemic. They have remained diligent, adaptive and shown resilience in a rapidly evolving and changing environment.

We placed significant focus and priority on the development and implementation of COVID-19 vaccination clinics at both clinic locations. Redistribution of staff and additional staff training facilitated the success of community demand based COVID-19 vaccine clinics, serving all eligible patient populations including pediatrics ages 5-11, youth ages 12-17 and adults age 18+. The clinics delivered all doses to eligible patients, including first and second doses in a primary series, as well as third and fourth booster doses

The C.H.F.H.T. would like to recognize the incredible efforts of Susan Blakely, NP, in the success of our COVID-19 clinics. Susan was instrumental, proactive and pivotal in the development, organization and implementation of the COVID-19 vaccination clinics. Susan's efforts, in collaboration with Melissa Davidson, Office Manager for the Madoc Clinic Physicians, have led to the delivery of approximately thirty-four COVID-19 Vaccination clinics at our Madoc location.

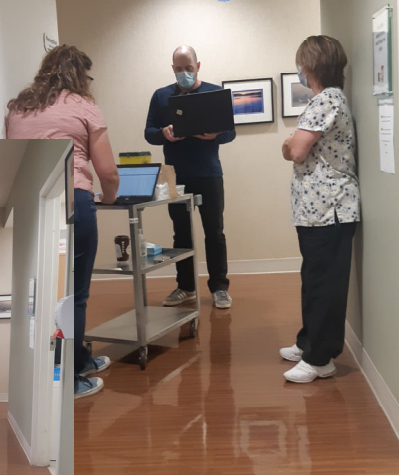
An estimated 1,500 patients received at least one dose of their COVID-19 vaccine at either a Madoc or Marmora C.H.F.H.T. COVID-19 vaccination clinic. Combined efforts have resulted in an approximate total of 3,600+ COVID-19 vaccines being administered between our Madoc and Marmora COVID-19 Vaccination Clinics.

As a result of C.H.F.H.T. offering COVID-19 vaccinations at its clinic sites, people in the community who lacked access to transportation were able to be vaccinated. As well, patients were saved the cost of travelling to a vaccination clinic in Belleville, Peterborough, Tweed, or Bancroft. Many parents remarked that they were happy C.H.F.H.T. offered COVID-19 vaccinations because they would much rather bring their children to a familiar, trusted, comfortable space than to somewhere they didn't know.

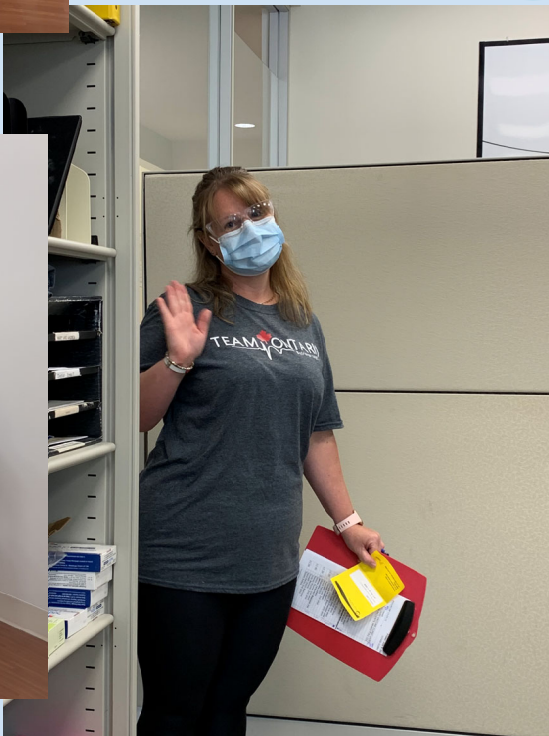




Encouragment for the little ones!



"We got this!"

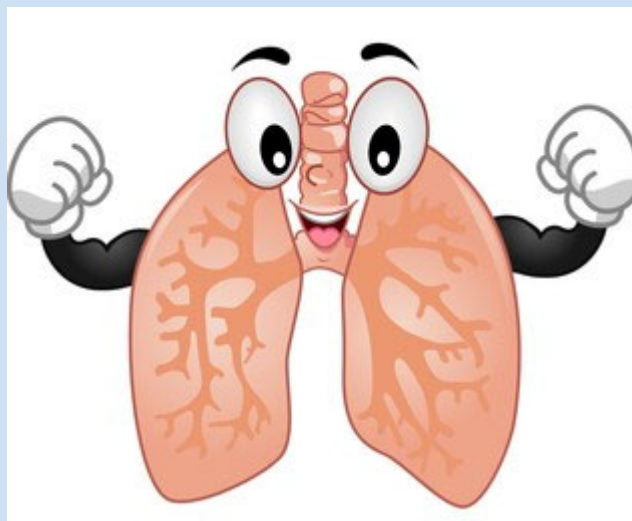


SHOWCASE

Lung Health - Spirometry

During the COVID-19 pandemic, C.H.F.H.T. unfortunately had to temporarily pause offering on-site Spirometry testing to our patients as part of the C.H.F.H.T. Lung Health program. In late 2021/early 2022 C.H.F.H.T. identified that it was safe to begin the process of resuming on-site spirometry testing and our staff eagerly moved ahead with task of restarting on-site spirometry.

C.H.F.H.T.'s two Registered Nurses, Jenna and Courtney, are currently receiving education and training in the area of spirometry, both through completion of an online course (RespTrec) and in-person training. C.H.F.H.T. also partnered with Gateway Community Health Centre's Respiratory Therapist, who provided on-site, practical training for our RN's to further advance their training. Full resumption of the spirometry program is expected in 2022/2023.



PROGRAMS



Women's Health

In 2021-2022, C.H.F.H.T. Practitioner Committee members worked diligently to develop our new Women's Health Program, which officially launched in April 2022 and is led by our Nurse Practitioner (NP) Meaghan Allen.

Meaghan completed her undergrad at Trent University, then went on to pursue the Primary Care Nurse Practitioner certificate at Queens University, and a Master of Science in Nursing at the University of Ottawa. Meaghan is a certified trainer for the SOGCs IUC preceptorship program, and through her interactions with learners, has been awarded the Residence Experience Enhancement award in 2020 and The Regional Education Award 2021 from the Queens University Department of Family Medicine.

Meaghan has extensive experience as an NP with background in Women's Health, Sexual Assault and Domestic Violence care. The goal of the Women's Health Program is to provide female adolescent and adult Central Hastings Family Health Team patients with treatment and intervention-based therapy aimed at improving their health outcomes. The program aims to support the patient in identifying and treating a variety of women's health conditions such as menopause and vulva issues, menorrhagia/dysmenorrhea, dyspareunia and unplanned pregnancy. The following services are also accessible through the program: contraception (including IUD and Nexplanon insertion and removal), endometrial sampling, and pessaries.

Meaghan is a passionate advocate for Women's Health and is looking forward to seeing the positive impact the Women's Health Program has on our community.



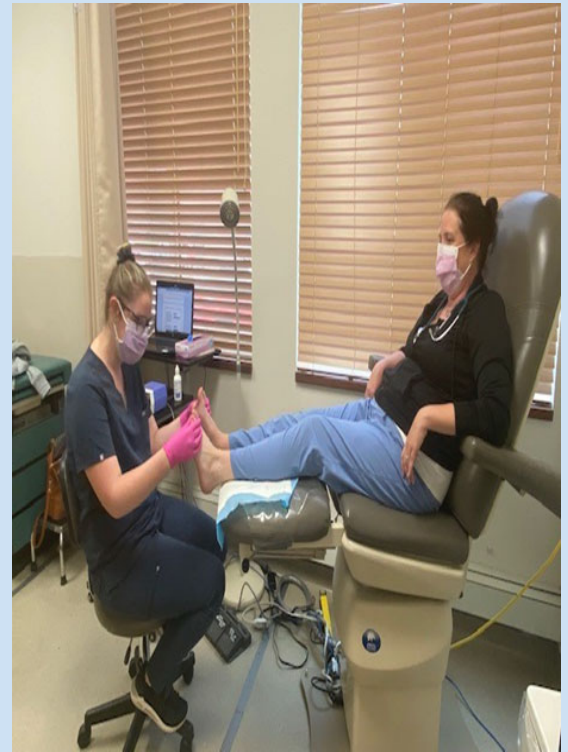
Another Program Highlight

Foot Care

Hi everyone! My name is Courtney and I am a Registered Nurse. I have been working as a nurse since 2018 and started at Central Hasting Family Health Team (C.H.F.H.T.) in the beginning of 2021. I feel so lucky to be a part of this amazing community!

One of my favorite things about nursing is the ability to work in so many different areas and continually expand my knowledge base and skillset. Foot care was always an area of nursing in which I was interested in learning more about. When I started at C.H.F.H.T. I was given the opportunity and support to pursue additional education and training for foot care, and I have been fortunate that I am able to incorporate this into my practice.

I obtained my education and training through Foot Canada Training which included both theory and in-person clinical training. I finished my training in June of 2021 and since have been working towards getting the foot care program back up and running to its full capacity. I have learned so much already and look forward to being able to continue expanding my knowledge and skills in foot care here at C.H.F.H.T.



Tri-Area Medical Centre

Physicians:	Dr. Adam Stewart, Dr. Janet Webb, Dr. Laura Vance, Dr. Sue Dullege
Nurse Practitioners:	Susan Blakely, Brianna Meneely, Meaghan Allen
Allied Health Professionals:	Emily Thorne–Dietitian, Julia Coleman– RSW,MSW, Hailey Halverson-RPN , Jeannie Allen– RPN
Clinical Lab Technician:	Tara McCann
FHO Administrator:	Cathy Coe
Medical Clinical Assistant:	Michele Dodds
Scanner/ Receptionist:	Kim Yarrow
Receptionists:	Melissa Davidson–Executive Office Assistant/Lead Receptionist, Paula Lahey, Chantelle Zehr, Emma McCann, Abby McQuigge
IHP Medical Receptionist:	Melissa Livingstone
Program Coordinator/ System Navigator:	Jenna Turner– Dennis RN
Quality Improvement Decision Support Specialist:	Catherine Isaacs
Administrator:	Mary Stuart
Administrative Assistant:	Andrea Wiley

Marmora Medical Centre

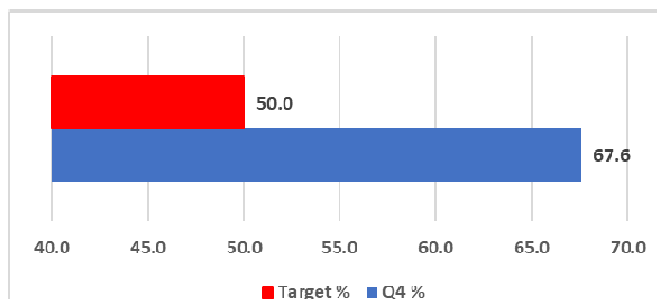
Physicians:	Dr. Emily Callery, Dr. Payman Charkhzarin– Lead Physician
Nurse Practitioners:	Meaghan Allen, Brianna Meneely
Allied Health Professionals:	Julia Coleman- RSW, MSW, Courtney Saulnier– RN Emily Thorne– Dietitian , Amanda Allen– RPN
Phlebotomist:	Barbara Kerr
Receptionists:	Tanya Vigna-Office Manager, Amanda Hegadorn
IHP Medical Receptionist:	Stephanie Reid

QUALITY IMPROVEMENT HIGHLIGHTS 2021-2022

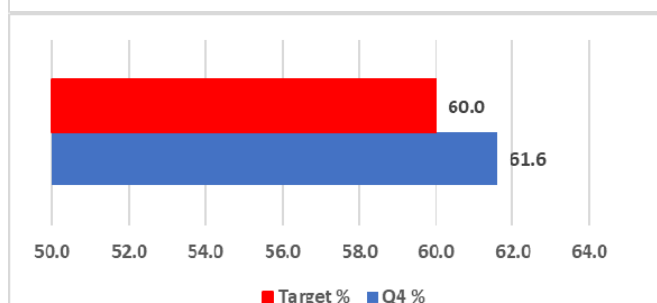
The QI focus this past year was on:

- Ensuring that the blood pressures of hypertensive patients were documented in the EMR
- Achieving target blood pressures for hypertensive and diabetic patients
- Establishing a baseline for COPD QI efforts in 2022-2023

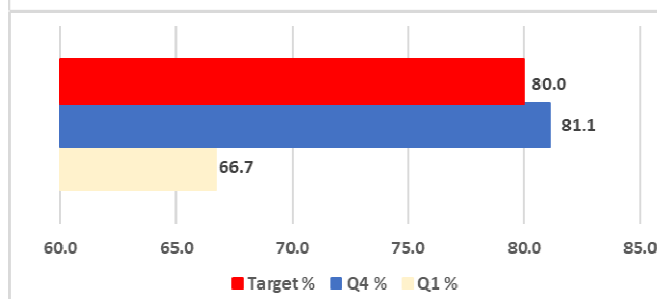
Diabetic patients with BP to target



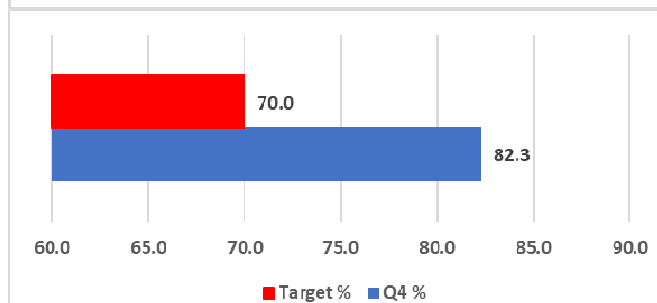
Non-diabetic hypertensive patients with BP to target



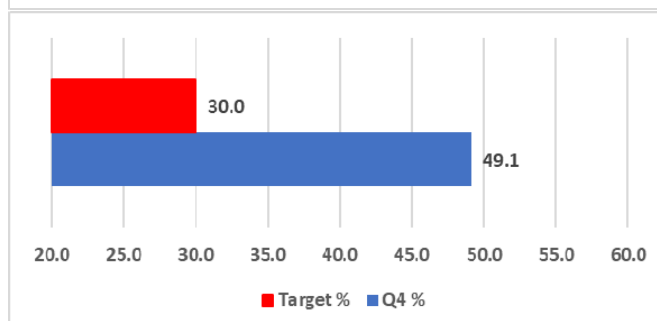
Hypertensive patients with BP documented in the past year



COPD patients with their diagnosis confirmed by spirometry



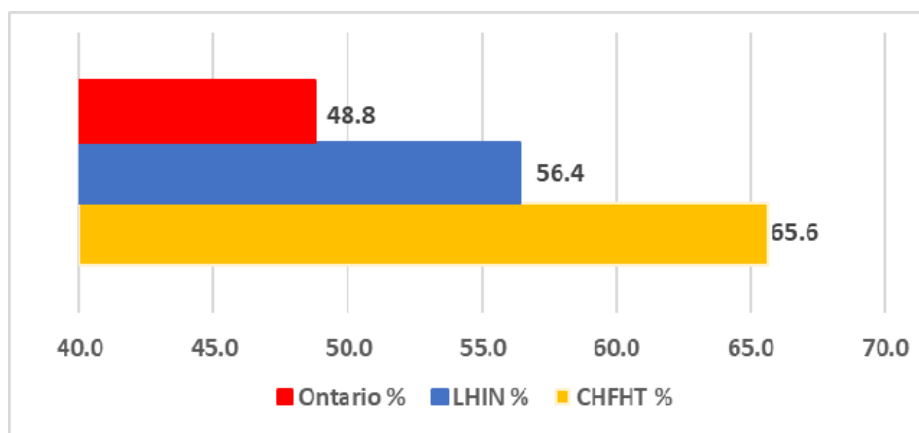
COPD patients with their severity level documented



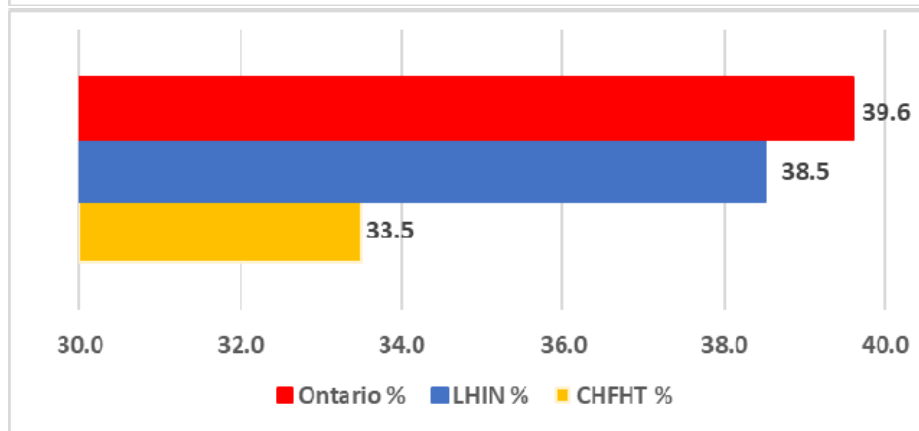
THE DIFFERENCE A QUALITY PROGRAM MAKES

During the pandemic, the performance for some indicators dropped across the province. In the case of cancer screening indicators, this was due (in part) to testing delays at Life Labs while CoViD-19 tests were processed. In the case of “Percentage of the eligible population up-to-date for cervical cancer screening”, pandemic restrictions also meant that there were fewer in-person appointments where Pap tests could be conducted. The indicator “Percentage of Diabetic patients who had two or more HbA1C test in the past year” had declined steeply as well, because people were reluctant to visit labs for testing. In teams that have quality programs, like CHFHT, these indicators are tracked and proactive efforts are made to recall patients and improve screening rates. This has meant a much faster recovery for CHFHT’s screening rates compared with the former LHIN region and the province. Data are from our EMR (as of Q2 September 2021) and the Primary Care Practice Report (September 2021).

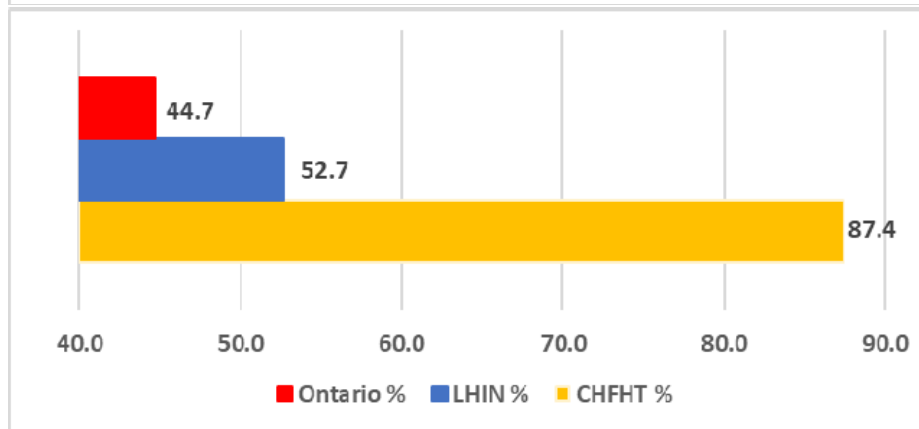
% People up to date for cervical cancer screening (36 months)

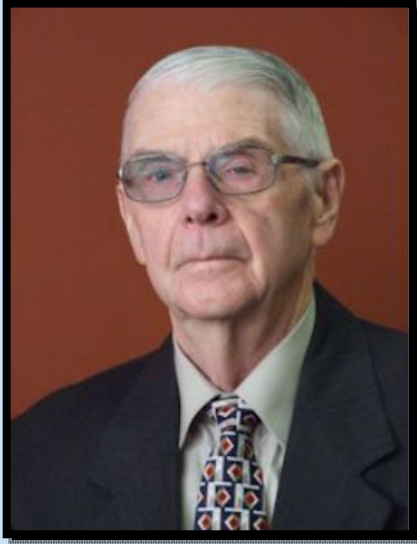


% People **overdue** for colon cancer screening



% People with diabetes who had two or more HbA1C tests in the past year





Eric Sandford



Libby Clarke



Ellen Wilson

The Executive Members of the Board of Directors
on behalf of everyone, would like to extend:

*Best wishes to team members
who have taken a new path.*

*With special thanks for the
years of dedicated care they
provided to our patients.*

**Best of Luck
on Future Endeavors**



Leah Jobb, RPN

2020 - 2021

Amanda Friel-Brown, NP

2016 - 2021

Emma McCann, Receptionist

2019 - 2021

Tabatha Polmateer, IHP Medical Receptionist

2007 - 2021

Matt Tomasini, Program Coordinator/System Navigator

2019 - 2021

Laura Wattie, Social Worker

2014 - 2021



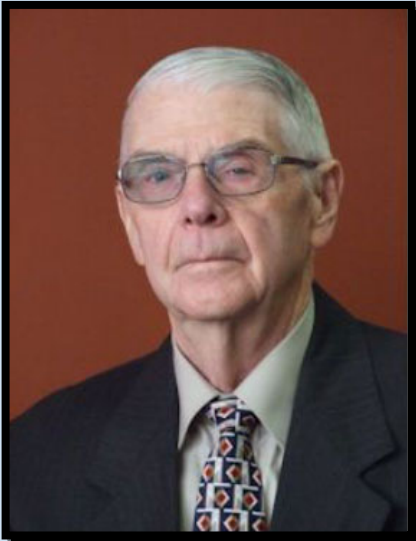
C.H.F.H.T Board of Directors



Libby Clarke- Chair
Board Member for 11 years



Dr. Payman Charkhzarin- Lead Physician
Board Member for 2 years



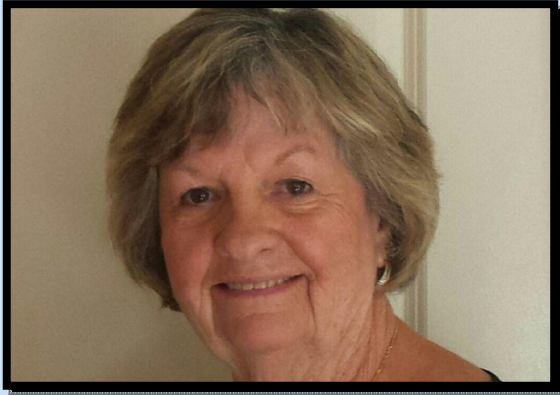
Eric Sandford- Vice Chair
Board Member for 7 years



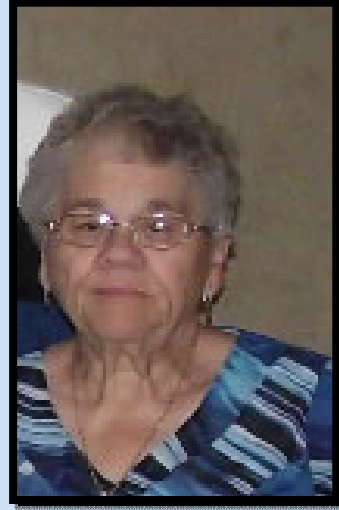
Ellen Wilson– Treasurer
Board Member for 6 years



Diane DeJong- Director
Board Member for 5 years



Bernie Donaldson- Director
Board Member for 3 years

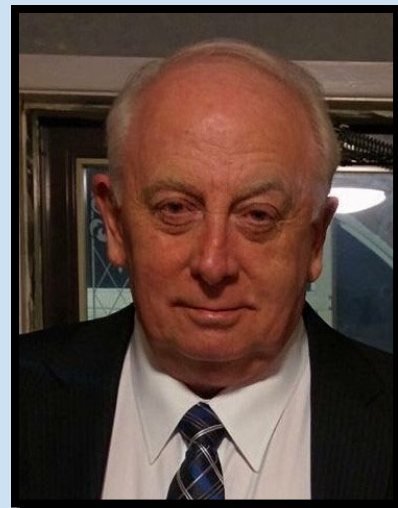


Wanda Donaldson– Director
Board Member for 15 years

**Thank you to our Board Members for their leadership
and collective 53 years of volunteerism!**



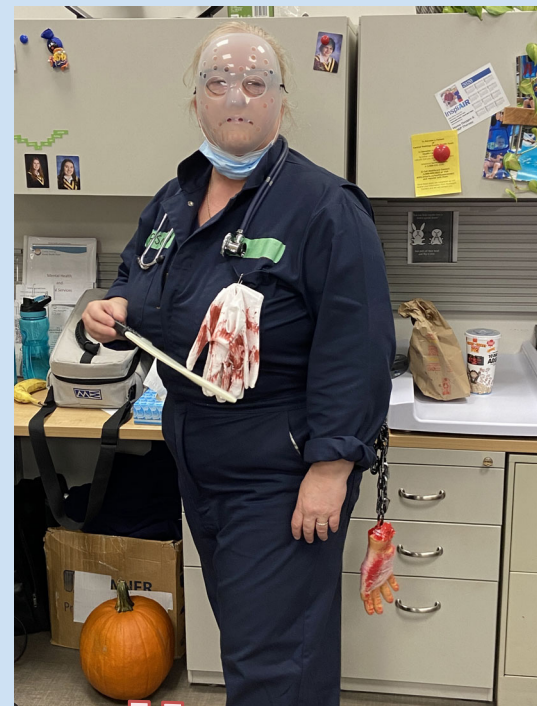
Amy Beaton- Director
Board Member for 3 years



Richard Rotherham- Director
Board member for 1 year



Central Hastings
Family Health Team



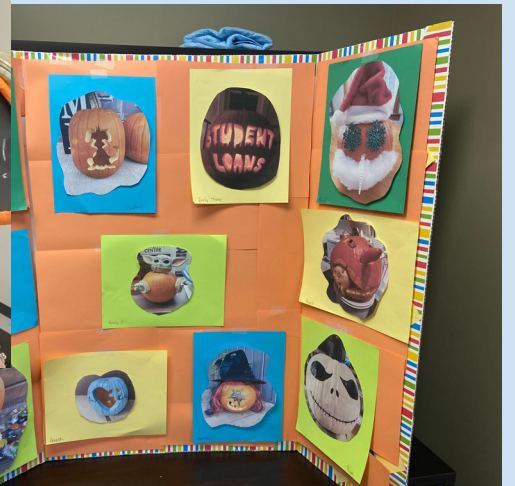
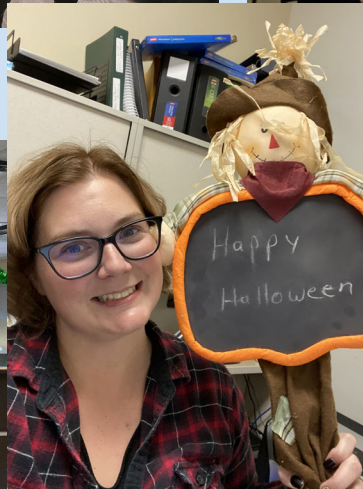
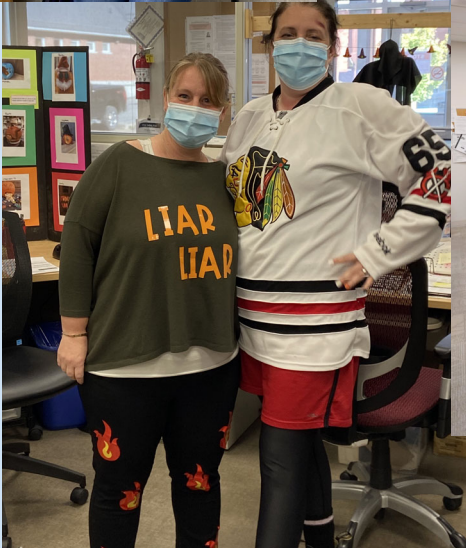
Fun with colleagues



Keeping skills current

"Promoting Empathy"





Financial Statements

Central Hastings Family Health Team						
Statement of Operations and Changes in Fund Balance						
For The Year Ended March 31, 2022						
			Family Health Team Program 2022	Other 2022	Total 2022	Total 2021
			\$	\$	\$	\$
Revenue						
	Ministry of Health grants		1,375,085	-	1,375,085	1,362,963
	Temporary wage subsidy		-	-	-	20,625
	Donations and fundraising		-	-	-	1,549
	Interest earned		86	-	86	31
				-		
Total Revenue			1,375,171	-	1,375,171	1,385,168
Expenditure						
	Salaries & benefits		1,101,540	-	1,101,540	1,125,343
	Operating overhead		247,824	-	247,824	227,351
	Physician consulting		16,400	-	16,400	16,400
	One-time funding		9,407	-	9,407	14,525
	Administration and recognition		-	1,460	1,460	1,360
	Equipment and supplies		-	-	-	57
Total Expenditure			1,375,171	1,460	1,376,631	1,385,036
Excess (Deficiency) of Revenue over expenditure for the year			-	(1,460)	(1,460)	132
Fund Balance, beginning of year			-	22,817	22,817	22,685
Fund Balance, end of year			-	21,357	21,357	22,817

The above financial information has been audited by our external auditors' Baker Tilly KDN LLP and approved by the Board of Directors. The above financial information has been extracted from the audited financial statements March 31, 2022 with a qualified auditors' report dated June 14, 2022.



Central Hastings Family Health Team



*Ways to keep in touch
virtually....check them out!*



Check out our CHFHT You Tube channel.



Please visit us at [https://
chfht.ca/](https://chfht.ca/)



Central Hastings
Family Health Team

COVID-19

About Us ▾

Online Requests ▾

Programs & Services ▾



Online Requests

Ocean eRequests uses advanced technology from CognisantMD for our patients to conveniently communicate with our medical clinic. Ocean eRequests are safe, secure, and PHIPA-Compliant. Only available to CHFHT rostered patients in Madoc and Marmora.

Madoc Requests ▾

Marmora Requests

Tri-Area Medical Centre
52 St. Lawrence Street East
Madoc, ON, K0K2K0
Phone: 613-473-4134
Fax: 613-473-4740

Administrative Office
Phone: 613-473-1167
Fax: 613-473-0692

Marmora Medical Centre
1 Madoc Street, Box #520
Marmora, ON, K0K 2M0
Phone: 613-472-6131
Fax: 613-472-6135

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

Ontario

