



Central Hastings
Family Health Team

AGM Report 2022-2023



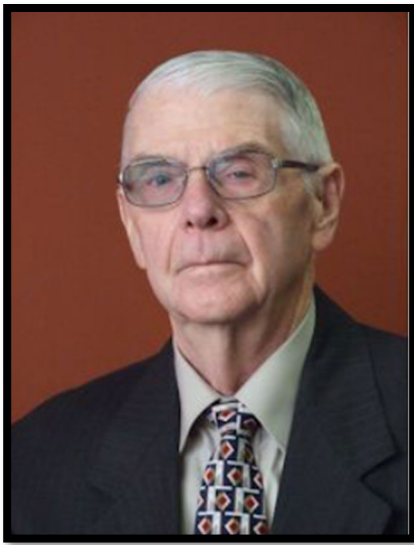
Marmora Medical Centre



Tri-Area Medical Centre



Gilmour Medical Clinic



Eric Sandford –Vice Chair



Libby Clarke—Chair



Ellen Wilson –Treasurer

Central Hastings Family Health Team



*Dr. Payman Charkhzarin –
Lead Physician*

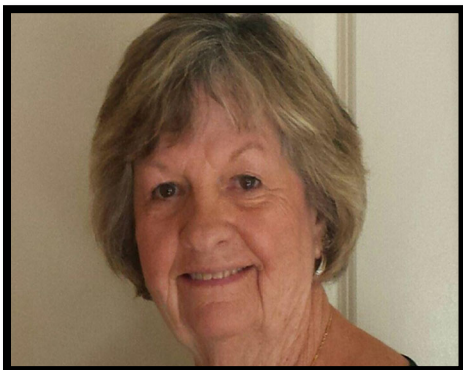
Board of Directors



Diane DeJong



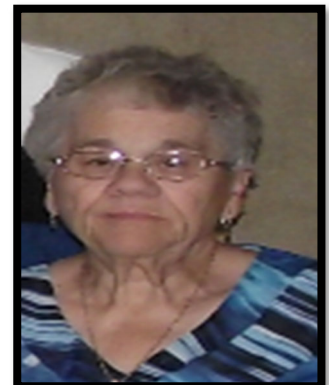
Richard Rotherham



Bernie Donaldson



Amy Beaton



Wanda Donaldson



Message from Administration

On behalf of Administration, we are pleased to present some of the highlights of this past year.

It is so exciting to have overcome some of the challenges of the past two years. To have the ability to enhance our engagement with our patients and our staff members is truly a pleasure.

A special thanks for those who have put together the content. Please take time to read and enjoy the collective efforts of our Team.

Lead Physician's Report

The truth of "*Teamwork makes the dream work*" becomes even more evident during the challenging circumstances such as the pandemic, which we have all endured over the past three years. As the Lead Physician of the C.H.F.H.T., I take immense pride and feel honored to be part of such a caring, cohesive and resilient team of true professionals. Together we have continued to deliver exceptional primary healthcare across the province in terms of accessibility, integration, quality and accountability despite facing the consequences of the pandemic in our daily lives, at work and at home. Our remarkable QIDS specialist, Catherine Isaacs, and our amazing Program Coordinator/System Navigator, Jenna Turner-Dennis, have painstakingly compiled all the data that unequivocally demonstrates this achievement. For myself, however, it is the overwhelming positive comments amidst our quarterly patient experience surveys that truly reflects how wonderfully we collaborate together as a team and continue to serve our patients and the respective communities effectively (i.e. delivering the Right care, at the Right time, and at the Right Place). Everyone at the C.H.F.H.T. plays a crucial role in what we do and how we do it, but our Administrator, Mary Stuart, has been instrumental in navigating our team during these difficult times and ensuring we remain as a robust and cohesive unit.

Despite on-going Physician recruitment difficulties and existing Nurse Practitioner vacancies, the C.H.F.H.T. achieved 98.6% of the 2022-2023 target enrollment and is continuing to enroll more patients at a steady rate. Recently, in collaboration with the C.H.F.H.O. (i.e. all the physicians at the C.H.F.H.T.) and partnering with the four municipalities (Centre Hastings, Madoc Township, Tudor & Cashel and Marmora & Lake), which we are mainly serving, a dedicated Physician Recruitment Committee was established to orchestrate all the resources and efforts in attracting more family doctors to the area. So far, this fantastic collaboration has resulted in securing one family physician (Dr. Geoff Sinton) for the Marmora clinic site and continuing negotiations with a few other interested and strong candidates among recent graduates from family medicine residency in Ontario.



By increasing the number of our primary care providers at the C.H.F.H.T. we aim to provide better access to primary healthcare to more patients (attached or non-attached) in our rural region. With no doubt, the level of community engagement and continuous support from our municipalities and city councils have been a key factor in our successful story at the C.H.F.H.T. to empower our patients, community and staff to enjoy healthier, happier and longer lives. Here, I also would like to extend my sincere gratitude to all the community members who volunteered their precious time and expertise in acting as our dedicated board members, in governing and guiding the evolution of the C.H.F.H.T. to one of the leaders among the primary healthcare teams in the region.

Through yet another collaborative outreach initiative with the Municipality of Marmora and Lake, the Marmora clinic site offers phlebotomy services to the whole community. At the Madoc clinic site, five days of phlebotomy services are also offered by Life Labs through a collaborative partnership initiated by the physicians. As a result, our enrolled and non-enrolled patients, and the residents of Centre Hastings, Madoc Township, Tudor & Cashel and Marmora & Lake municipalities have timely access to a phlebotomist close to home, removing barriers to receiving care for patients who do not have access to transportation.

Thanks to the expertise and passion of Dr. Adam Stewart in EMR and digital health technologies, the C.H.F.H.T. has been at the forefront of digital health. In all our clinics practitioners are using sophisticated Telus custom forms, Encounter Assistants and toolbars, many of which were designed by Dr. Stewart. The C.H.F.H.T. practitioners were also early adopters of e-consult technology. As well, the C.H.F.H.T. has implemented the secure Ocean E-Portal, so that patients can email their primary care practitioners confidentially. Over 100 of these secure messages are sent monthly. Ocean Online Booking is also available for blood work and for some practitioners at the Madoc clinic. C.H.F.H.T. practitioners also make about 100 Ocean E-Referrals per month. We are currently finalizing the process of transitioning to the ASP cloud base platform for our EMR system in Madoc and Marmora.

We once again acknowledge Dr. Janet Webb, who steadfastly continued in 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 the 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 had continuity in the provision of the latest Ministry of Health and Public Health guidelines, which were rapidly disseminated and adapted within the organization.

The C.H.F.H.T. continues to have representation at the OHT HPE table, both at the physician and administrative levels. Administrator Mary Stuart was a member of HPE OHT's Governance Action team until it met it's initial goals in summer of 2022. She currently is a member within the Constellation structure and the Primary Care Action Team. As well, Dr. Emily Callery has assumed the role of C.H.F.H.T.'s representative on the OHT's Stewardship Council and Collaborative Counselling Committee, its Digital Health Committee, its Primary Care Council and within the Constellation structure. Our QIDS specialist, Catherine Isaacs, is leading the development of the OHT's quality measures for the Collaborative QIP's cancer screening indicators. She also serves as C.H.F.H.T.'s representative on the OHT's Quality Action Team. The C.H.F.H.T. continues to have representatives at HPE OHT meetings to determine the suitability of various programs and to work together to further the development and implementation of appropriately identified projects.

Newly adopted strategic plan at the C.H.F.H.T. recognizes provider and staff health and wellness as being an important organizational objective. As well, the Ministry of Health "Quadruple Aim" quality framework emphasizes that positive provider and staff experience is vital to the optimal functioning of the health care system. C.H.F.H.T.'s new Wellness Day Policy came into effect on April 1st, 2022. The new policy provides each full-time employee with two paid Wellness Days which they can elect to take proactively to maintain personal wellness or if they are feeling overwhelmed with stress. C.H.F.H.T.'s Social Committee was also formalized in 2022 to promote provider and staff wellbeing. The Social Committee develops and promotes activities involving providers and staff, encouraging an inclusive culture which supports the engagement and well-being of our team members.

In closing, I would like to quote my dear colleague Dr. Stewart:

"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 for."

Sincerely,

Dr. Payman Charkhzarin, Lead Physician

Mental Health & Wellness — A Priority for C.H.F.H.T.

During the past three years, there has been significant focus and commitment on identifying and improving Mental Health and wellness. In February of 2023, the Ministry allocated a one-time funding to teams, with the goal of implementing additional Mental Health and Addictions supports and resources. The C.H.F.H.T. is pleased to report that our staff members were able to successfully identify and execute a number of supports which positively impacted both C.H.F.H.T.'s patients and members of our communities.

As part of this initiative, the C.H.F.H.T. was able to successfully partner with Registered Psychotherapist Ruth Reyno, to develop and implement multi-session Mental Health and Wellness workshops within the community. Ruth is a well-known, respected and trusted therapist who is passionate and committed to improving the mental health of our community residents. Ruth is a recently retired Registered Psychotherapist who worked for 9 years at the Central Hastings Family Health Team and subsequently in a private practice. She has taught at the secondary, college and university level and was member of a consulting partnership providing training to First Nations.



Ruth was able to deliver important and relevant information regarding topics such as “Your Brain and How It Works”, “Stress and Other Mental Health Problems”, and “Tips To Keep You Mentally Healthy and Happy”. As noted above, registration for these three workshops was open to all C.H.F.H.T patients, as well as to residents of our surrounding communities. Posters were circulated at our clinic locations, online social media outlets, electronically through the local television network and hung in stores and organizations throughout our communities. All materials, supplies and refreshments were supplied at no cost to participants. The feedback received from these sessions was extremely positive, with additional sessions being requested.

Session feedback:

“This was a phenomenal presentation: very motivational and eye opening”

“It was very interesting. I learned a lot about things”

“I enjoyed the presentation very much. The course was very interesting, learning lots I didn't know”

“Enjoyed the sessions tremendously”

“Excellent, very happy I was here”



Maintain your Mental Health
A short Course in Improving your Mental Health

This is **FREE** Workshop open to all C.H.F.H.T. patients!
Spots will open to general public pending availability.

Thursday's - March 9th, March 23rd & March 30th
6:00-8:00 pm @ Central Hastings Arts Centre
(Located at the Skatepark in Madoc)

Topics include:
Your Brain and How it Works
Stress & other Mental Health Problems
Tips to keep you Mentally Healthy & Happy

Registration is required!

Contact one of our Clinic locations to register today!
Tri Area Medical Centre – Madoc - 613-473-4134
Marmora Medical Centre – Marmora - 613-472-2552

Materials and Refreshments will be provided ☺

Ontario

The C.H.F.H.T. was thrilled to be able to partner with Ruth in this initiative, we thank her for her expertise and passion and look forward to future potential collaborations.



PAP-A-LOOZA

Improving Access to Cervical Cancer Screening

To improve patients' access to cervical cancer screening, C.H.F.H.T.'s nursing staff have been trained to complete Pap exams. In response to patient demand, the C.H.F.H.T. is now offering evening Pap clinics at both Madoc and Marmora locations once per quarter.

Clinics are currently staffed by two nurses, who are able to accommodate up to eight patient appointments each. These special clinics will help improve access to approximately 128 patients per year who need evening appointments to access vital cervical cancer screening and additional required tests.





The Benefit of On Site Lab Collections

In a 'send out work flow' the patient visits their practitioner who based on an initial examination, writes a Lab Requisition for the patient to have a diagnostic lab test done at another site. This creates several challenges including the patient not following through with the lab test.

Noncompliance by the patient can be due to many factors such as availability of transportation, parking costs and in some cases not being able to travel due to ill health.

On site lab collections help practitioners establish an even more personal and calculated relationship with their patients that can lead to more targeted preventative care.

At the Marmora site we have several patients who find it necessary to attend the clinic via their scooters as they have no transportation. These patients value their connection to the clinic and are relieved that they can have their blood drawn here.

Of great importance is the special bond of trust that develops between patient, practitioner, receptionists and lab staff and the seamless care that on site services provide.

BARBARA KERR R.N. (retired)

PHLEBOTOMIST, MARMORA MEDICAL CENTRE

The C.H.F.H.T. is appreciative of the on-going collaboration with Dr. Payman Charkhzarin, Dr. Emily Callery and the Municipality of Marmora & Lake to provide this valuable service.

Our Team Members— March 31, 2023

Tri-Area Medical Centre

Physicians:	Dr. Sue Dullege, Dr. Adam Stewart, Dr. Laura Vance, Dr. Janet Webb
Nurse Practitioners:	Susan Blakely, Brianna Meneely
Allied Health Professionals:	Samantha Cluett- MSW RSW, Emily Thorne- Dietitian, Hailey Halvorson- 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, Chantelle Zehr, Abby McQuigge, Natalie Preston
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:	Susan Alexander

Marmora Medical Centre

Physicians:	Dr. Emily Callery, Dr. Payman Charkhzarin- Lead Physician
Nurse Practitioners:	Brianna Meneely, Jennifer Massimo
Allied Health Professionals:	Samantha Cluett- MSW RSW, Emily Thorne- Dietitian, Amanda Allen- RPN
Phlebotomist:	Barbara Kerr
Receptionists:	Tanya Vigna- Office Manager, Amanda Hegadorn
IHP Medical Receptionist:	Nikki Maloney

Gilmour Medical Centre (Tuesday afternoons)

Nurse Practitioner:	Susan Blakely
IHP Medical Receptionist:	Melissa Livingstone

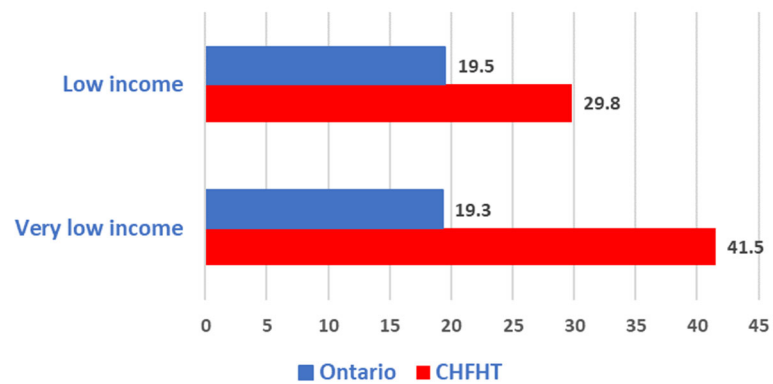
Financial Statement

Central Hastings Family Health Team						
Statement of Operations and Changes in Fund Balance - For the Year Ended March 31, 2023						
			Family Health Team Program 2023	Other 2023	Total 2023	Total 2022
			\$	\$	\$	\$
Revenue						
	Ministry of Health grants		1,321,948	-	1,321,948	1,375,085
	Interest earned		1,199	-	1,199	86
				-		
Total Revenue			1,323,147	-	1,323,147	1,375,171
Expenditure						
	Salaries & benefits		1,029,662	-	1,029,662	1,101,540
	Operating overhead		245,880	-	245,880	247,824
	Physician consulting		16,400	-	16,400	16,400
	One-time funding		31,205	-	31,205	9,407
	Administration and recognition		-	50	50	1,460
Total Expenditure			1,323,147	50	1,323,197	1,376,631
Excess (Deficiency) of Revenue over expenditure for the year			-	(50)	(50)	(1,460)
Fund Balance - beginning of year			-	21,357	21,357	22,817
Fund Balance - end of year			-	21,307	21,307	21,357

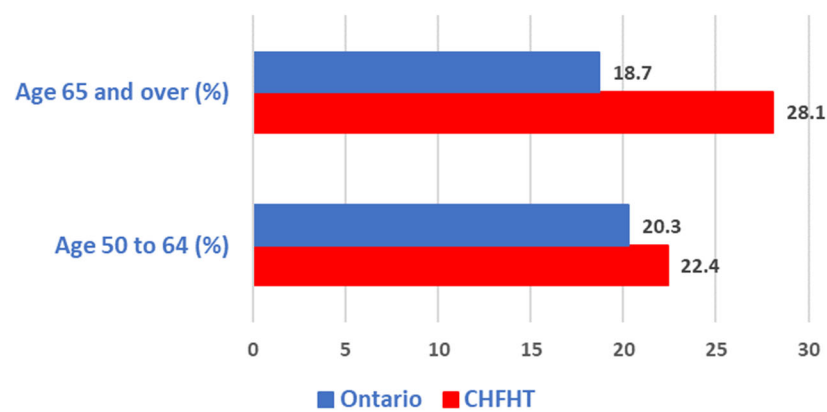
The above financial information has been audited by our external auditors' Baker Tilly KDN LLP and approved by the Board of Directors. The above financial information has been extracted from the audited financial statements March 31, 2023 with a qualified auditors' report dated June 13, 2023.

Patient characteristics: C.H.F.H.T. compared with Ontario

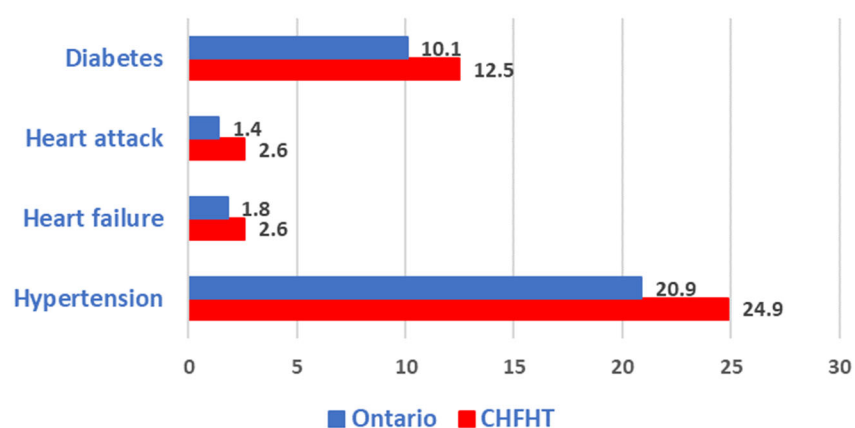
Percentage of patients who are impoverished



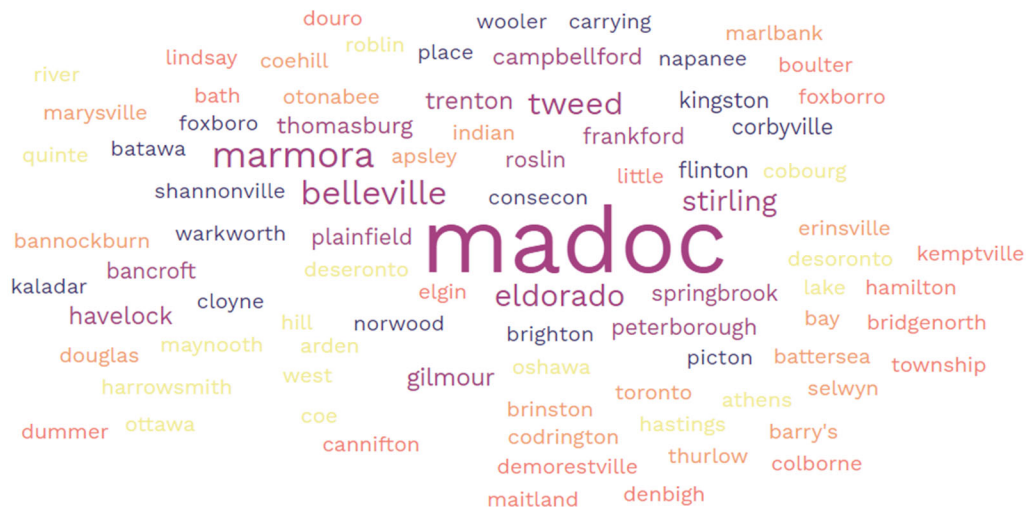
Percentage of patients in older age groups



Percentage of patients with chronic diseases



Our patients are poorer, older, and sicker



Patients rostered with our Marmora physicians live as far away as Ottawa and Kingston:



- Overall, C.H.F.H.T.'s patients are resident in 137 municipalities. The top ten places of residence for our patients are Madoc (2,760), Marmora (1,427), Belleville (527), Stirling (452), Tweed (415), Eldorado (374), Havelock (265), Trenton (176), Gilmour (117), and Campbellford (95).
- Patients often keep their C.H.F.H.T. family physicians when they move, because they are concerned that they will not be able to find a family physician in their new place of residence. They travel great distances to continue seeing their C.H.F.H.T. physicians.



Central Hastings
Family Health Team

INTERESTED IN VIRTUAL ACCESS? CHECK-OUT OUR VARIOUS PLATFORMS



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 ▾

Patient surveys and frequently asked questions available in hard copy at all clinics and by request.

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

