

Belleville & Quinte West Community Health Centre

Annual Report 2017 – 2018



Vision

Together achieving health and wellness

Mission

To partner with clients, staff and community
in providing quality care

Values

Client Self Determination



Compassion

Respect

Equity

Integrity

2017-21 Strategic Directions

Engage

BQWCHC will work with our clients, community members, and staff to strengthen the organization and the work we do

Influence

BQWCHC will work on social issues that impact the health of our clients and communities

Integrate

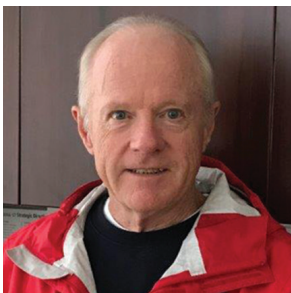
BQWCHC will work with others to ensure people get the care they need, on time, and in ways that make sense

Innovate

BQWCHC will explore different ways of doing things better

President's Report

This has been an active year for the Board of Directors of the Community Health Centre.



Some experienced Board members retired, or took leaves of absence from the Board and new people joined the Board requiring orientation and mentoring. This was a challenge for the Board, especially since there were many serious decisions facing it; however we feel we were successful in meeting our goals over the year.

Last year we welcomed a new Executive Director, Sheila Braidek. Sheila's first day started by going to an urgent meeting with a local politician and her pace has not really slowed down since then. We have enjoyed working with Sheila and her experience and knowledge of the CHC system has been truly beneficial. The Board looks forward to working with her for years to come.

The Board has spent considerable time discussing how to connect with the community it serves. We want to engage with the community in an effort to determine the true needs of its citizens. A Community Advisory Committee reports to the Board and is always looking for involvement and feedback from people who have an interest in the work of the CHC.

For a number of years we have been trying to build a new CHC site in Quinte West. This past year has been a roller coaster ride in trying to get final approvals for the build. The Board is pleased with the progress that has been made and looks forward to putting the shovel in the ground before the end of 2018, with a new building completed in 2019. The Board would like to express its sincere appreciation to all those involved in making this happen.

I am retiring from the Board and would like to take this opportunity to thank all past and present Board members and staff of the CHC for making this such a rewarding experience. I have truly enjoyed my time on the Board and would encourage anyone looking for a positive Board experience to apply for Board membership. I leave knowing this Board will continue to represent the community well and will ensure a high level of health care for the people it serves.


Alan Mathany
President

Executive Director's Report

We've done a lot and it feels like we are doing the right things – engaging with our clients and community...



Each year when I get ready to prepare our annual report, part of what I do is review my monthly reports to the Board of Directors and the minutes from our Management Team and Staff meetings. Wow. No wonder we're happy and tired! We've done a lot and it feels like we are doing the right things – engaging with our clients and community, delivering high quality programs and services, working with our partners, keeping equity on the radar.

It is hard to capture in a few words all that a community health centre is and does. It is a place where people come when they are sick, when they want to learn, when they want to make a personal change, when they are scared, when they are outraged and want society to change, when they want to work with their neighbours to make our communities healthier. What it does is build connections, treat illness, promote health, nurture possibility and help change things for the better. How we do these things on a day-to-day basis is reflected throughout this report.

To do our work, we rely on our knowledgeable and hardworking staff and volunteers. Thank you! As is typical in any organization, we have seen some staff come – Welcome! – and some go. Priya Abeysirigunawardena, Meagan Feeney, Joanne Fitzgibbon, Maggie Flynn, Leslee Holland, Jessica Lyon, M. Anne McDermid, Margaret O'Neill, Sharon Roberts, Erika Thorn and Mary Woodman all left BQWCHC this year. We thank them for their service and wish them all the best.

The coming year promises more challenges and more opportunities. We will be – yes finally – starting construction on our new facility in Trenton, partnering to bring Addictions and Mental Health Services on site, helping expand opioid management programs in the area, and launching our part of the Home For Good housing program. Oh yes, and all the other stuff too!

Thank you to our clients and community for your ongoing support. Thank you as well to the Southeast Local Health Integration Network for funding and support and to our partner organization for your support.

A handwritten signature in black ink, which appears to be 'Sheila Braidek'. The signature is fluid and stylized, with a large loop at the beginning and a long, sweeping underline.

Sheila Braidek
Executive Director

Primary Health Care

At BQWCHC our comprehensive model of primary health care means that people have access to a primary care provider who is working in partnership with other professions, like social work and pharmacy, to address your health concerns. Each member of the team brings their unique skills and experience to working with you.

PRIMARY CARE

At BQWCHC we have 5267 clients getting care from our **primary care providers** – physicians and nurse practitioners. Of these 32% had 3 or more complex health issues.

Quality care is important to us.

We monitor our cancer screening and influenza vaccination rates. Our performance continues to be well above the provincial average.

90% of clients say they are involved in decisions about care & treatment.

92% of clients say their provider spends enough time with them.

Timely access to care is also

important. We have been working hard in the past few years to improve same/next day access for our existing clinical clients, and our clients have noticed.

Clients reported their ability to access same day/next day to a **primary care provider increased from 47% to 65% in the past year!**

1575
people seen
for primary
care

POST-HOSPITAL FOLLOW-UP

We are now able to monitor when our clients have been to the Emergency Department or discharged from hospital. Our dedicated nurses call these clients to connect with them and arrange a follow-up appointment with us if necessary. This reaching out helps reduce the number of people who have to go back to the hospital.





162
new primary
care patients

43225
total visits
to the CHC

SOCIO-DEMOGRAPHIC DATA REFRESH

We have been updating the socio-demographic data about our clients. This data – about your age, income, education, ethnicity, gender identity and sexual orientation – helps us plan and evaluate our programs and services. And it helps the broader health system understand generally who we are working with and the role of community health centres. It is voluntary to provide this information and please ask if you have any questions. Thanks very much to the Reception team for leading this important project!

SOCIAL WORK



Our **social work team** provides short term counselling for our primary care clients and others. They also play an important role in our group programs for our clients and the community at large. In the past year they helped make programs like Managing Powerful Emotions and People Skills available in the Belleville and Quinte West area.

PHARMACY



Our community **pharmacist** does not dispense medications but she does work closely with providers and clients to ensure effective use of medications. The pharmacist can help in reducing opioid or marijuana use or ensuring people are taking their medications safely. Medication reconciliation –

making sure clients are taking the right medications in the right way – is important to client safety and health outcomes.

80% of our Health Links eligible clients have had a medication reconciliation.

WOUND AND FOOT CARE



The **High Risk Wound and Foot Care program** served 116 people.

Effectively managing these types of wounds and foot issues helps improve health and reduce further complications.

NUTRITIONAL COUNSELLING



Our dietitian had 444 one-to-one **nutritional counselling** appointments with individuals with chronic disease, eating disorders, or other nutritional concerns.

DISEASE PREVENTION AND MANAGEMENT



Chronic Disease Prevention and Management nursing brings special knowledge and skill to working with people with or at risk of chronic diseases. The CDPM Nurse works in partnership with the client and other BQWCHC staff to reduce the impact of the chronic disease and improve overall health.

During 2017/18 the nurse worked with **532** people during **1170** individual and **33** group visits.

806
group
sessions



BRIGHT IDEAS



BQWCHC was pleased to be able to participate in IDEAS this year. IDEAS (Improving & Driving Excellence Across Sectors) is a comprehensive, evidence based quality improvement training program for Ontario's health professionals. IDEAS is a partnership of the Ministry of Health and Long Term Care, Health Quality Ontario, Institute for Clinical Evaluative Services, University of Toronto and McMaster University.

Our IDEAS project was to develop a new way of supporting our clients with chronic pain. Our pharmacist, social worker, health promoter and physician worked together to design and test a workshop on managing non-cancer pain. Clients who participated reported slight improvements in managing their pain and a small decrease in anxiety and depression. We will be looking at ways to build on this project in the coming year.



Community & Health Promotion

Physical activity is part of healthy living. Activities such as Indoor Walking, Urban Poling and Seated Exercise help get people moving and are open to anyone in our community.

CHRONIC DISEASE MANAGEMENT

In addition to working with individuals and their primary care provider to manage chronic conditions, our team runs several workshops on **chronic disease management**. These are focused primarily on living with chronic pain, COPD, or diabetes. And we offer a support group for people living with chronic conditions.

NUTRITION



BQWCHC is a distribution depot for the Good Food Box and our dietitian does workshops with children (aged 9 - 12) and adults focused on cooking basics and learning about **nutrition**. Nothing smells better in the Health Centre than fresh made muffins! And nothing brings a group together like food.

In 2017/18 our dietitian participated in **132** group sessions involving **1944** attendances.

8074
attendances
in groups

2337
Good Food boxes
& Fruit Bags
distributed





ORAL HEALTH

Oral health is a key to overall health. BQWCHC Oral Health program is focused on people living on low incomes. Over 1600 people received services this year. This is only what we have the capacity to do and does not come close to meeting the demand for affordable oral health care.



THRIVE

Thrive is a regional program to support pregnant and parenting women with experience of opioid substance use. The program builds connections, skills and capacity among women to improve parent and child health.

Throughout the year Thrive was able to provide support to 77 individual women and their families with 1072 face to face visits.

TELEMEDICINE



BQWCHC manages the regional Ontario **Telemedicine Network** service. This year OTN had 959 individual appointments. By using technology to connect clients with providers and providers with colleagues, we improve access to health care.

Because of the telemedicine program 959 people did not have to take extra time off work or pay for transportation to get the care they needed.

The most frequent type of telemedicine visit was for mental health services.

QUINTE HEALTH LINK



QHL is a collaborative of organizations working to provide better coordinated care for people living with multiple complex health and social issues.

BQWCHC is the lead agency for Quinte Health Link. In 2017/18 QHL worked with 405 new clients to develop a Coordinated Care Plan.

Over the past 4 years QHL has been able to reduce the Emergency Department utilization by an average of 37% and hospital admissions by an average of 54% among its Health Link clients! Thanks to all the partner organizations contributing to Health Links – it is making a difference!



VOLUNTEERING AT BQWCHC



In addition to the Board of Directors and its committees, we now have 14 programs that involve **volunteers**, past clients/participants helping facilitate the programs. Thank you to all our volunteers!

2124
volunteer
hours



Community Development & Capacity Building

Our community is healthier when people help each other.

COMMUNITY GOVERNANCE



Community governance is one way that our community shapes BQWCHC and we help shape our community. The Board of Directors are volunteers who provide strategic leadership, oversee our finances and make sure we are in touch with our community.



HOUSING



Access to safe affordable **housing** is a foundation to good health. BQWCHC and the Quinte Health Link supported the Home For Good Initiative of Hastings County. This initiative will build a 40-unit supported housing development and provide rent supplements and support that tenants will need. This exciting project is a partnership among many local agencies and BQWCHC is pleased to be a partner!

PRIDE



For many years BQWCHC has participated in local **Pride** events. In 2017 we were proud to march in the parade. Access to health care is important for everyone. Access is in part about feeling welcome, listened to and not judged.

Celebrating the l/g/b/t/q community means celebrating health and equity!

Marsha Stephen Community Health Leadership Award

In 2017, the Board of Directors was honoured to present the Marsha Stephen Community Health Leadership Award to Terry Richmond.

The Marsha Stephen Community Health Leadership Award is about recognizing leaders that understand that health starts where we live, learn, work and play – in our community. They understand the importance of strong collaborative communities and work tirelessly to create strong partnerships and build capacity for better health for our communities and the people in them.

Terry Richmond, CEO at Cheshire Homes, is one such leader. Thank you and congratulations Terry!

Finance Committee Report 2017 - 2018

FINANCIAL STATEMENT SUMMARY

BQWCHC has a Treasurer, Wendy Osborne and Finance Committee of the Board. We have an annual audit completed by an external auditor, Welch LLP. Any surplus from the Southeast Local Health Integration Network or the Government of Ontario is repayable to the provincial government.

If you would like a copy of the complete audited financial statements, please contact us at info@bqwchc.com.

Welcome to Roger Snow, our new Director of Corporate Services and thanks to the corporate services team!

Statement of Revenue, Expenditure and Net Assets

(as excerpted from the audited Financial Statements)

	2017/18	2016/17
Current Assets		
Cash	\$ 2,281,015	\$ 1,393,715
Short-term investments	\$ 1,042,226	\$ 1,033,989
Accounts receivable	\$ 315,476	\$ 92,532
Government rebate recoverable	\$ 161,457	\$ 98,880
Prepaid expenses	\$ 84,678	\$ 36,614
	\$ 3,884,852	\$ 2,655,730
Tangible Capital Assets	\$ 1,195,776	\$ 1,007,256
Intangible Capital Assets	\$ 11,553	\$ 25,338
	\$ 5,092,181	\$ 3,688,324

Liabilities and Net Assets

Current Liabilities

Accounts payable and accrued liabilities	\$ 556,033	\$ 321,141
Government remittances payable	\$ 58,967	\$ 58,864
Deferred revenue	\$ 1,503,164	\$ 1,511,492
Subsidies repayable	\$ 1,766,688	\$ 764,233
	\$ 3,884,852	\$ 2,655,730

Deferred Contributions

related to capital assets	\$ 848,221	\$ 677,001
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Net Assets

Invested in tangible and intangible capital assets - internally restricted	\$ 359,108	\$ 355,593
Unrestricted	\$ -	\$ -
	\$ 359,108	\$ 355,593
	\$ 5,092,181	\$ 3,688,324

	2017/18	2016/17
Revenue	\$ 7,671,750	\$ 7,579,380
Expenditures	\$ 6,585,479	\$ 6,827,210
Excess/(Deficiency) of Revenue over Expenditure, before under noted item	\$ 1,086,271	\$ 752,170
Less: Subsidies repayable	\$ -1,071,859	\$ -764,233
Less: Loss on disposal of capital assets	\$ -\$10,897	\$ -18,281
	\$ 3,515	\$ -30,344
Net Assets, beginning of the year	\$ 355,593	\$ 385,937
Net Assets, end of year	\$ 359,108	\$ 355,593

Every One Matters.
Every Individual.
Every Family.
Every Community.

2017-2018 BOARD OF DIRECTORS

Alan Mathany, President	Kathy Baker Kathryn Brohman
Sandie Sidsworth, Vice-President	Dawne Brown Christine Chomyn
Brad Harrington, Secretary	Christine Durant Kim Egan
Wendy Osborne, Treasurer	Lorrie Heffernan James Huff

EMPLOYEES

Priya Abeysirigunawardena*	Chanse Holder	Luba Shepertycky
Jennifer Allan	Leslee Holland*	Anna Sherlock
Daina Ashton	Melissa Holowaty	Krista Smith
Kim Boyle	Holly Johnson	Roger Snow
Sheila Braidek	Natasha Kerr	Lois Stather
Susanne Chatten	Helen Lakhan	Jessica Stevenson
Amalie Churchill*	Christanne Lewis	Tania Strong
Jacqueline Dillon	Jessica Lyon*	Cheryl Swallow
Susan English	M. Anne McDermid	Heather Sylvester-Giroux
Meagan Feeney*	Julia Miles	Lorri Taylor
Joanne Fitzgibbon*	Veneda Murtha	Meghan Thain
Margaret Flynn*	Margaret O'Neill*	Natasha Theocharides
Vicki Forestell	Brittany Papke	Erika Thorn*
Pamela Garrison	Amy Parks	Dolores Turner
Athena Gaumond	Brandy Phillips	Carla Vander Voort
Jose Gomide	Stacey Powell	Daniel Vernet
Sarah Graham	Elaine Radway	Shannon Wall
Sara Graves	Valerie Robbins	Patty Wilson
Gretchen Grenke	Sharon Roberts*	Mary Woodman*
Katie Grieve	April Rowlandson	
Diana Hancock	Fran Schmidt	
	Bianca Sclipa Barrett	

*Indicates people who left BQWCHC during the year

51
BQWCHC
staff

Generously supported by:



www.bqwchc.com



Belleville and Quinte West
Community
Health Centre