



North Huron
Family Health Team

Forging the Quality Path

Annual Report
2011-2012
Released June 2012

Board Chair Message

The North Huron Family Health Team (NHFHT) has done a lot of good work in the past 12 months. I'd like to take this opportunity to commend and thank those who were involved. Moving forward the Board of Directors has noted a number of strategic priorities for the coming year.

1. Quality

A quality improvement committee has been formed to monitor a comprehensive set of performance indicators for our chronic disease management programs. These indicators also track the health of the North Huron Family Health Team as an organization.

2. Resourcefulness and creativity in funding distribution

A major up and coming challenge is cuts in health care funding. Family Health Teams, especially rural ones, will have to be extra creative and resourceful to compensate for this tighter budget. Facility planning has been a topic of interest in recent months and you can expect changes in the spaces used by the North Huron Family Team in the future.

3. A finely tuned 5 year growth projection

It is my feeling that a robust and well-integrated rural health team requires that the community it serves be robust and well-integrated as well. Having a finely tuned 5 year growth projection that reflects and supports the particular needs of this area is very important, especially now that health care across the province is facing the implications of recent economy changes.

4. Drawing upon our community's strengths

One of the major strengths of the NHFHT is its willingness to partner with community organizations. Another major strength is its focus on prevention. The Take Action for a Healthy North Huron Committee have been working to gather community involvement in preventative health in North Huron. I'd like to see this kind of community involvement continue and be enhanced if possible. More community volunteers are needed, from a wide range of skill sets and viewpoints.

Warm Regards,
Angela Hanlon, ND
On behalf of the Board of Directors, NHFHT

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Medical Director Message

Well another year has gone by and much has happened as outlined by Donna's report. It has been a great pleasure working with the team. The recruitment of Dr. Vander Klippe to the team was a great success and we look forward to working with him over the years.

Many projects are underway and being planned to improve the health care we offer our patients. Having said all that I believe our greatest strength of our team continues to be the staff!!

I look forward to working with them over the next year.

Respectfully
Dr. Greg Antoniadis

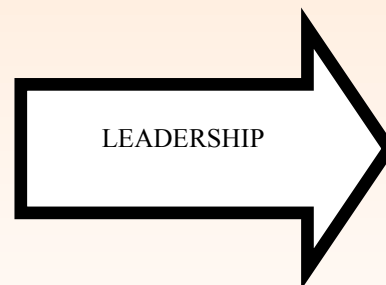
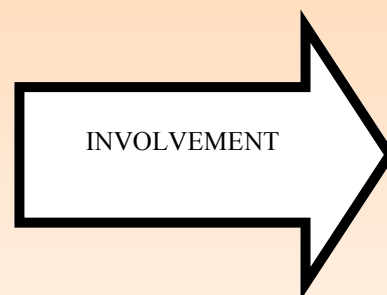
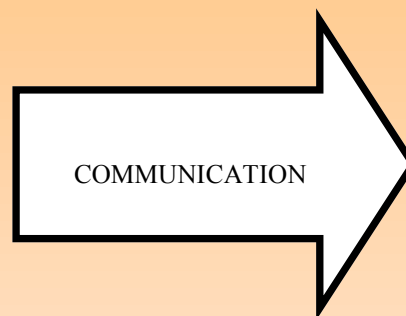
Executive Director Message

The North Huron Family Health Team (NHFHT) offers many program and services. Quality is defined as our adherence to a set of indicators that immediately help us locate areas of success and areas of improvement within each program and service. The quality of our programs and services rely on three key elements:

- Consistent communication with patients, healthcare practitioners and with the Ministry of Health and Long Term Care
- Involved and educated staff, partners and board members
- Shared leadership model

It has been a fun and rewarding year to work alongside the NHFHT staff, Physicians and the staff from the Lucknow, Teeswater and Wingham clinics. I would like to take this opportunity to thank everyone involved in providing and supporting patient care to our residents of North Huron. It is truly an honor to work with such a great team!

Sincerely
Donna Clark



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North Huron Family Health Team Program Updates



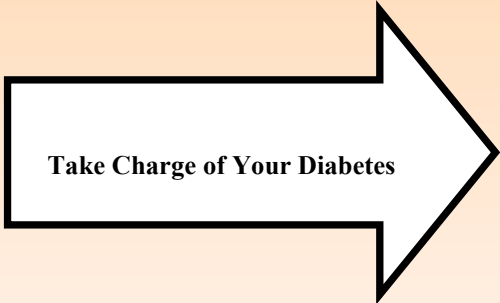
Smoking Cessation

Partnered with the STOP with Family Health Teams smoking cessation program with the Center for Addictions and Mental Health, smoking cessation counseling is provided to any patient interested in quitting by either a Pharmacist or Nurse Practitioner. Through the generous support of the STOP program, patients are eligible to receive free smoking cessation resources such as gum, patches, inhalers and lozenges to assist them to achieve their goal of quitting. To date the program has provided support to 40 patients. 20 of whom on still on their journey to quitting and 20 of whom have successfully quit!

This Nurse Practitioner led program offers a comprehensive assessment for babies turning 18 months of age. The assessment includes screening for cognitive speech and language development milestones, immunization checks as well as education for parents. Referral to supportive programs and additional assessments may also be completed as required to promote early intervention for any needs the babies or parents may have.



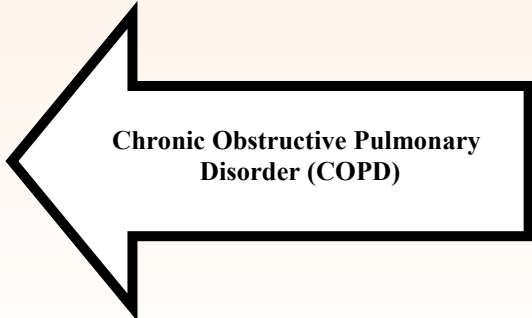
18 Month Well Baby Check-Ups



Take Charge of Your Diabetes

An interdisciplinary team including a Diabetes Nurse Educator, Dietitian and Pharmacist supported 200 prediabetes and diabetes patients over the 2011/12 year, assisting them to achieve their personal health goals and reach optimal levels of health. This includes blood glucose control, cholesterol levels and blood pressure, as well as ensuring they are receiving regular monitoring.

In this new program, supported by a Nurse Practitioner and Pharmacist, patients with COPD receive spirometry testing to confirm their diagnosis. Following this patients are educated on the disease, and provided with the support and tools to self manage this chronic condition. Patients are taught proper inhaler techniques when using puffers, taught when and how frequently to use their inhalers depending on how they feel, and given an action plan to help keep them as healthy as possible and prevent avoidable visits to the Emergency department and hospital admissions.



Chronic Obstructive Pulmonary Disorder (COPD)

Partnerships Project Update

Take Action for a Healthy North Huron (TAHNNH) is a community initiative led by the North Huron Family Health Team in partnership with the Huron County Health Unit and Township of North Huron Recreation Department. The TAHNNH Committee was formed in the spring of 2012 after family physicians at the North Huron Family Health Team identified concerns around childhood obesity.

2011-2012 was a busy year for the TAHNNH Committee as they promoted healthy living to the residents of North Huron. The culmination of the promotion resulted in two successful Community Forums where residents shared their concerns and ideas on how to improve the health and wellness of North Huron. The TAHNNH Committee will be releasing a full report, including recommendations, entitled "A Healthier North Huron. We All Have a Role." in the summer of 2012.

The Patient Experience Project

The communities of Wingham and Listowel were very fortunate to have received special one-time funding from the South West Local Health Integration Network (SW LHIN) for the Patient Experience Project. The purpose of the project was to conduct patient interviews and to map current patient workflow processes to identify areas for improvement and related solutions. There was a partnership among three local health organizations in each of the two communities: The Hospital, the Family Health Team and the South West Community Care Access Centre (SW CCAC). This project was an excellent opportunity to study the way in which the three health organizations in each community communicate for the purpose of providing seamless local care in health for patients.

As Business manager for North Huron and North Perth Family health Teams, I was seconded to be the Project Lead for the Patient Experience Project. Having come from an industry background where quality improvement was second only to safety, conducting this project was an excellent opportunity to talk to patients and to document how a patient moves through the local healthcare organizations in order to identify ways in which we can improve the patient journey.

Attached you will find the final project newsletter which highlights the importance of quality in healthcare, the project methodologies, and our findings.

Respectfully Submitted,

Fran Moore CGA, Hon. B. Comm.



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www.nhfht.ca

In order to provide timely, pertinent information to all of our stakeholders, the North Huron Family Health Team was pleased to launch a new and improved website in 2011.

Our new website allows our team to provide more information on:

- our programs and services
- A comprehensive guide to reputable health information available on the internet
- News and coming events related to the North Huron Family Health Team
- Contact information
- A calendar for community organizations to advertise their coming events

Members of the public are encouraged to visit the website often.



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