

Annual Report

2012 - 2013



North Huron
Family Health Team



MISSION, VISION, VALUES:

Mission

To provide high quality comprehensive primary care service in a timely manner to the residents of North Huron

The North Huron Family Health Team's **vision** is to create a healthy rural community for North Huron

Values

As an organization,

We value and are committed to delivering patient-centered health care

We are committed to ensuring quality care for all patients

We will strive to provide patients with timely access to care

Our Team At the North Huron Family Health Team is as follows:

Executive Director: Barbara Major-McEwan

Business Manager: Fran Moore

Executive Assistant: Krista Marston

Receptionist: Michelle Saari

Quality Manager: Lindsay McGee

Social Worker: Catherine Peckitt

Nurse Practitioner: Alison Clark

Pharmacist: James Brown

Registered Dietitian: Danielle Gullo

Registered Nurse: Tammy Carter

Registered Nurse: Karen Cook

Registered Nurse: Cairn Pittock

Registered Nurse: Marlene Fitch

The North Huron Family Health Team works in conjunction with the following doctors and their staff:

Dr. Shaun Marshall – Wingham & District Health Centre

Dr. Bonnie Marshall – Wingham & District Health Centre

Dr. Greg Antoniadis – Wingham & District Health Centre

Dr. Mark Moores – Wingham & District Health Centre

Dr. James Shuffield – Wingham & District Health Centre

Dr. Stephen Vander Klippe – Wingham & District Health Centre

Dr. Marie Gear – Teeswater Medical Clinic

Dr. Mike Shubat – Lucknow Medical Clinic

Board Chair Message

This has been a year of change for the North Huron Family Health Team (NHFHT). We've had quite a bit of staff turnover, particularly with our Executive Director (ED) position. The board sincerely thanks Mary Atkinson and Fran Moore for bringing their expertise and commitment to the interim ED position during our periods of transition. Both brought valuable perspectives on how this FHT can be most effectively managed.

On June 3rd we welcomed Barbara Major-McEwan to our Executive Director position. We are confident that her skill set, passion, and sense of fun will move us forward in a very positive way.

In October we welcomed Michelle Saari to our receptionist position. We are delighted to have Fran Moore in our Business Manager position once more. We thank Cheryl Laffin for covering the position on an interim basis, and we wish her well in her future endeavors.

Two excellent team members have moved on to new opportunities. We wish Robyn Hewson, RN (EC) and Nicole Williamson all the best.

Strides Forward

The team looks forward to collaborating a little more closely with the North Perth Family Health Team. The North Perth FHT has been selected as a region leader for the new provincial initiative, Health Links, and healthcare organizations in Huron and Perth Counties will work together to improve care in this new quality care initiative. This is good news for us since we already have an excellent partnership with North Perth.

Short Term Goals for the NHFHT

- 1) Excellent communication and collaboration among staff, prioritizing optimal patient care and employee satisfaction.
- 2) Excellent communication with the Wingham & District Hospital Board and with North Perth's FHT Board for the purpose of developing optimal governance strategies for all 3 organizations.
- 3) Clarity and understanding of the standards and expectations of each employee by the NHFHT. Ensure all standards are met.
- 4) Maximized use of our new electronic medical records system, prioritizing proper but effective accessibility by all practitioners to the most current updates on patient files.

Vision and Long Term Goals for the NHFHT

- 1) Be a strong and positive presence, a force of healing for our patients and our community
- 2) Inspire all FHT affiliates to participate actively in its evolution
- 3) Maximize resources and spend our money very wisely
- 4) Practice excellent risk management; have the foresight to resolve potential issues before they become true issues
- 5) Be a leader among FHTs in Ontario in the realms where our strength is most apparent.

Warm Regards,
Angela Hanlon, ND



Interim Executive Director Message

The 2012/2013 year has been an important one for the North Huron Family Health Team. Most notably, we have expanded our Geriatric Program and began a new Oncology Navigation Program near the end of the year. Have a look at our program highlights in this report to find out more about these and other programs that we offer to our patients.

This year also saw a strong focus on our quality program. We continued to work on ways to improve the delivery of care to patients with healthcare partners such as the South West Community Care Access Centre (SW CCAC) and the Listowel Wingham Hospitals Alliance (LWHA). In addition, we joined the new Huron Perth Health Links, which is a provincial project that brings together health care partners across Huron and Perth counties to create coordinated health care processes for our patients. This is a new initiative that we will be working on with our partners over the 2013/2014 year.

It has been a very rewarding experience to work alongside such a terrific team, including the Lucknow, Teeswater and Wingham clinics. In particular, I would like to thank Mary Atkinson as well as the staff of the North Huron Family Health Team for their support and dedication over the last year. I wish the team continued success in 2013/2014!

Sincerely,
Fran Moore
Interim Executive Director



Executive Director Message

It gives me great pleasure to be writing this report, my first one for the North Huron FHT. I feel very privileged to be a new member of this team. I am excited to bring my skills and lengthy experience to a progressive team. I am passionate about using my skills in the team environment to support the best possible patient outcomes.

I would like to thank Mary Atkinson and Fran Moore for their expertise and stewardship during the Executive Director's transition period. I look forward to working with both as our team continues on the next leg of its journey. In particular, we will be working on the Huron Perth Health Link Project as it ramps up over the coming months.

I am very impressed with the team and their work of the past year, as I read through the Annual Operating Plan Submission. In the upcoming year, I will be working with the Board, Physicians and Staff as well as our many health care partners and others to move our team steadily towards our vision: "To Create a Healthy Rural Community".

My first priority will be getting acquainted with everyone associated with the North Huron Family Health Team, as well as: What's working really well and where do we have opportunities to improve? As our Board Chair, Angela Hanlon, has noted in her report, communication is a huge priority. I would absolutely agree. As such, I will be asking how I can facilitate better communication for all, in collaboration with our Board Chair, Directors, and Physicians.

My goals for the next 3 years will be grounded in quality principles and team work. I believe quality is a way of working. I believe that when quality is the central focus of all we do as individuals, as a team, as an organization and in how we collaborate with our partners, we will create a healthy rural community. My strength is in guiding teams to success through the use of proven and sustainable structures and processes.

My goals are: to advance good governance practice, to embed quality in all that we do, and to enable our health care providers and staff to be flexible and patient-focused in the programs and services we offer.

My three year Vision: An "Awesome" team recognized as a rural leader in primary health care delivery in Ontario, as defined by, excellent patient satisfaction and access; nimble programs providing for patient needs; great integration partner and collaborator; all team roles filled with skilled individuals; and on target financials with demonstrated value.

The outcome: "A Healthy Rural Community"

I look forward to making a difference in the care delivered here to patients and their families.

**Very best regards,
Barbara Major-McEwan RD CMA MHSc CHE**

Medical Director Message

Well another year has gone by and there have been quite a few changes in the Family Health Team. Barbara Major-McEwan our newly appointed Executive Director started with our team at the beginning of June. I would like to thank Fran Moore for her excellent job as interim Executive Director. She did a fantastic job. During the year, Robyn Hewson, one of our wonderful Nurse Practitioners, has decided to take a job elsewhere. She will be missed greatly. A search has been started now for a new Nurse Practitioner.

There are a few studies on several programs that have been initiated and hopefully these will add to improve patient care. As usual the Family Health Team has offered a tremendous amount of services to our patients and us. We look forward to continuing a working relationship in the future with the Hospital Physicians and other Care Providers.

Respectfully,

Dr. Greg Antoniadis



Quality Improvement Summary

The NHFHT is committed to improving the quality of the services we provide as well as making the experience for every patient as positive as possible. This year, the Ministry of Health and Long Term Care mandated under the Excellent Care for All Act that primary care organizations create and submit a Quality Improvement Plan (QIP) that outlines the goals and objectives of the Family Health Team for the next fiscal year. We are pleased to share with you a portion of the document which we submitted to the MOHLTC and the goals that we have laid out.

In keeping with our mission “to provide high quality, comprehensive primary care services in a timely manner to the residents of North Huron” the NHFHT is committed to improving the quality of the services we provide. We believe that having a solid infrastructure that is inclusive of resources, educated team members, and sound data is key to the success of any quality improvement initiative. Therefore, our 2013/14 QIP is focused on creating this infrastructure and setting a solid foundation for future quality improvement initiatives. Over the course of the 2013/14 fiscal year, we will be focusing on collecting baseline data in the priority areas of Access, Integration and Patient Centeredness as well as setting up a system for continuous monitoring that will support long term quality improvement success.

The objectives of the NHFHT QIP will include, not only setting up a system for data monitoring, but also establishing baseline data for the following indicators:

- Percent of patient/clients able to see a doctor or nurse practitioner on the same day or the next day when needed
- Time to Third next available appointment for all physician’s practices
- Percent of patients/clients who see their primary care provider within 7 days after discharge from hospital for selected conditions (frail seniors and adults with congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD))

Through the use of a Patient Experience survey, we will also look for perceptions from our patients/clients by asking them the following questions:

- The last time you were sick, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their office?
- How often are you involved, to the extent that you want to be, in the decisions related to your care?
- When you see your doctor or nurse practitioner, how often do they or someone else in the office encourage you to ask questions?
- When you see your doctor or nurse practitioner, how often do they or someone else in the office spend enough time with you?

We look forward to sharing with you the results and outcomes of our Quality Improvement Plan in next year’s report!

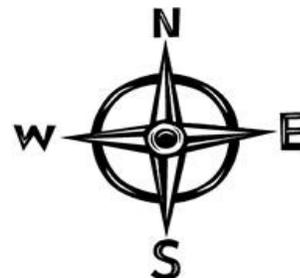
Lindsay McGee
Quality Manager



North Huron Family Health Team Program Updates

Oncology Nurse Navigation Program

Undergoing investigations, treatments, palliative support or even survivorship for cancer is extremely difficult emotionally and physically for both patients and their families. Keeping track of appointments, tests and medications can also be very overwhelming. The Oncology Nurse Navigation program, led by a Registered Nurse, provides patients with navigation support throughout their cancer journey. She is a local single point of contact that patients and their families can call for any reason, and someone who will assist them with the sometimes difficult task of navigating the healthcare system. She provides them with a familiar face and voice that is there to assist them when they are unsure where to turn and who at the same time can also provide support.



Geriatric Program

This program, led by a Registered Nurse with extensive geriatric experience, supports seniors currently residing in four retirement homes in our surrounding community. Described as “the smiling face of the doctor’s office” she works as an extension of the primary care physicians and makes visits to each retirement home on a biweekly basis allowing for patients to be assessed in the comfort of their own home.

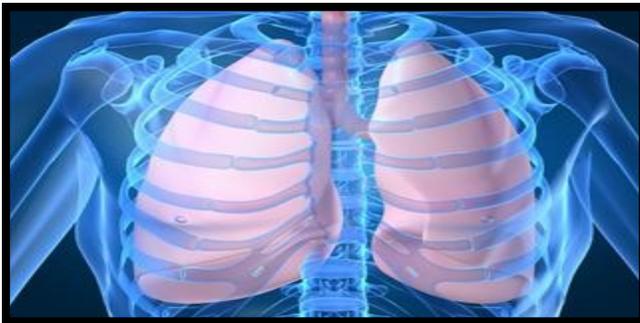
She collaborates and communicates with patients, their families and care providers to assist patients in achieving their health care goals and can also refer patients and family members to other organizations and professionals who may be of assistance.



North Huron Family Health Team Program Updates

Smoking Cessation

Through 2012/2013, our partnership with the STOP (Smoking Treatment for Ontario Patients) with Family Health Teams Smoking Cessation Program, a division of the Centre for Addictions and Mental Health, was continued. With this program, smoking cessation counseling is provided to any patient interested in quitting, by either a Pharmacist or Nurse Practitioner. Through the support of the STOP program, patients are eligible to receive free smoking cessation resources such as nicotine gum, patches, inhalers or lozenges to assist them to achieve their goal of quitting. Through 2012/2013, support was provided to 84 patients, of which 38 have quit, some (24) are still working at quitting, some (12) have decreased how much tobacco they consume, and some (10) have decided now is not the right time to quit.



COPD

In this program supported by a Nurse Practitioner and Pharmacist, patients with suspected COPD or at risk for COPD, receive Spirometry testing to determine their status. Those with confirmed COPD are then given education on the disease and provided with the support and tools to self manage this chronic condition. Patients are taught proper inhaler technique, when and how frequently to use their inhalers depending on how they feel. They are also given an action plan outlining how to manage their disease to prevent avoidable visits to the Emergency Department and also to prevent hospital admissions.





North Huron
Family Health Team

285 Catherine Street

P.O. Box 208

Wingham, Ontario

N0G 2W0

Phone: (519) 357-3930

Fax: (519) 357-3928

www.nhfht.ca