

North Huron Family Health Team

Annual Report

2013 - 2014



Mission:

*To Provide High Quality Comprehensive Primary Care Service in a Timely Manner
To The Residents of North Huron*

Vision:

To Create a Healthy Rural Community for North Huron





North Huron Family Health Team

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

Receptionist: Christina Grein

Quality Manager: Lindsay McGee

Social Worker: Catherine Peckitt

Social Worker: Josée McMahon

Social Worker: Ingrid Holland

Nurse Practitioner: Barbara Sproul

Nurse Practitioner: Alison Clark

Nurse Practitioner: Robyn Hewson

Pharmacist: James Brown

Registered Dietitian: Danielle Gullo

Registered Nurse: Tammy Carter

Registered Nurse: Karen Cook

Registered Nurse: Cairn Pittock

Registered Nurse: Marlene Fitch

Registered Nurse: Barbara Battle

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

North Huron Family Health Team's Programs and Services:



- *Social Work Services*
- *Oncology Nurse Navigator*
- *Well Woman Clinic*
- *Dietitian Services*
- *Craving Change*
- *Chronic Obstructive Pulmonary Disorder (COPD)*
- *Travel Vaccine Assessments*
- *Medication Review*
- *Lung Health*
- *Smoking Cessation*
- *Diabetes and Prediabetes*
- *Geriatric Nurse Navigator*
- *Memory Clinic*
- *Acute & Episodic Care*
- *Seasonal Influenza Clinic*



North Huron
Family Health Team

Board Chair Message:

Strides Forward :

Our Executive Director Barbara Major-McEwan has been pivotal in moving our FHT forward this year. She has developed excellent relationships with the staff and FHT affiliates. Our affiliates and FHT have worked well together with the affiliates providing great feedback.

This year, we launched the Memory Clinic. It offers a memory assessment and medication review. Our wide selection of community education and support programs continue to run. We are pleased with the participation in these programs. However, we would like to increase the community members' involvement in these programs.

The North Huron FHT successfully completed a 1 ½ day strategic planning session with the North Perth FHT, along with key community members. This session strengthened the relationship between the North Huron and North Perth FHTs. We hope this will translate into a more efficient use of resources so that both FHTs and their respective communities can make larger strides forward.

We would like to wish both Ashley Carter and Gayle Von Pentz success as they shift their focus to furthering their careers. The time and effort they volunteered to the Board of Directors is greatly appreciated. We would also like to acknowledge the dedication and commitment of Rob Hutchinson who is completing 6 years on the Board. His passion and contributions have strengthened our governance role. It is with great pleasure that I welcome 3 new directors to our board – Cherie Dolmage, Ruth Haines and Roxanne Cerson-Wright. They each bring a wealth of experience.

Update on Last Year's Short Term Goals:

Over the past year we focused on: 1: enhancing communication and collaboration amongst 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; 3: clarity and understanding of the standards and expectations of each NHFHT employee to ensure all standards are met; and 4: completion of EMR transition feasibility from Purkinje.

Board Chair Message (Continued):

This Year's Short Term Goals and How We Plan to Achieve Them:

- 1) We plan to review and update our Governance policies. We will use resources and toolkits available from the Association of Family Health Teams of Ontario (AFHTO). In addition, the board is in a position to compare its governance policies to those used by other boards of directors.
- 2) We have a good sense of this team's strengths. It is tempting to put energy and resources into strengthening what is already strong. Our goal is to have a solid understanding of the qualities of the NHFHT that are deficient or weak, and then use our energy and resources to strengthen those qualities.
- 3) We plan to garner a deeper interest and understanding of the NHFHT from the community. We will draw upon the creativity and skills of both team and board members to develop a stronger voice and a clearly communicated message.
- 4) Part of our Quality Committee's mandate is to ensure the programs we offer are the most appropriate ones for this particular community's needs. We plan to strengthen public awareness of the programs we offer. Community outreach is, in my opinion, a quality that needs strengthening.
- 5) To produce better governance, we plan to continue with the development of our Board skills. Again, we plan to use the resources provided by AFHTO.
- 6) We intend to maximize the effectiveness of how we use of our new electronic medical records system to help us provide even better care.
- 7) This year the Wingham & District Hospital purchased the school property adjacent to this property. Though the NHFHT did not participate in the purchase, we will be re-locating when construction on the new facility is complete. We are working closely with the hospital to ensure we acquire the space and layout needed to best fit the team's needs.

Our Long Term Goals:

- 1) To be a strong and positive presence, a force of healing for our patients and our community.
- 2) To evolve the FHT so it best suits our evolving community.
- 3) To maximize resources and spend our money very wisely.
- 4) To further develop our risk management procedures.
- 5) To be a leader among Ontario FHTs where our strengths are most apparent.
- 6) To align every goal with the NHFHT Mission, Vision, and Values

Warm Regards,

Dr. Angela Hanlon, ND
Chair, Board of Directors, North Huron Family Health Team



Executive Director Message:

My first year as the Executive Director of the North Huron Family Health Team has passed quickly! Our team continues to do an “awesome job” providing programs and services for our 11,000 patients. We have worked hard to further our linkages with other organizations to improve administration, add programs or enhance the services available.

Communication was identified as a huge priority. Over the past year we have consistently held staff meetings, created a communication link back to the staff from the Board and aimed to increase our ability to communicate between the many part-time staff and the three locations where we provide service – Lucknow, Teeswater and Wingham. We will continue to improve our communication strategy.

The Quality Committee has continued to provide “great leadership”. Our highlights are in Lindsay McGee’s report. We are very proud of our accomplishments! Last year the MoHLTC approved a Quality Improvement Decision Support Specialist (QIDSS) for the 9 Huron Perth FHTs to help with our Quality Improvement Plans. In addition, our team is participating in the program called “Improving and Driving Ideas Across Sectors” (IDEAS), an Advanced Learning Program which involves the SWLHIN, SWCCAC and primary care. Our IDEAS project focuses on the Health Links Coordinated Care Plan.

Our team has struggled to fill the Nurse Practitioner (NP) vacancy – like many other FHTs in Ontario – due to a shortage of NPs and a low pay scale in relationship to other health sectors. In the interim, we have been able to use these dollars for Pharmacist, Social Worker and Nursing hours to provide patient care priorities in mental health and COPD. Dr. Greg Antoniadis has provided training of a local Western University NP student. We have been fortunate to have 2 NPs available to provide weekend NP Clinics. I would like to extend a big “Thank you” to the NPs, physicians and all the booking staff.

We continue to be energized to provide excellent primary care. We will create a healthy rural community by focusing on enhancing and developing our programs, by advancing inter-professional care practices, by enhancing our facility to support patient care, and through appropriate linkages with other health care providers.

In March, we successfully completed our first Joint Strategic Planning session with the North Perth FHT. This was a great opportunity to identify our current strengths and future opportunities for patient services. I have been honoured to work with the physicians, staff and volunteers and look forward to another great year. We are working hard to provide many services to our patients in North Huron.

***Respectfully submitted,
Barbara Major-McEwan***



**North Huron
Family Health Team**

Medical Director's Message:

The last year has been another busy one! We have had several staff changes, programs and services updated as well as new programs added.

One of the greatest challenges has been filling our full-time Nurse Practitioner position. With some creativity, we developed a very successful Weekend Nurse Practitioner Clinic. This clinic has been a "win" for all! Our Nurse Practitioners are able to provide a full range of Primary Care services, the patients are able to have appointment flexibility, the physicians are able to have some weekday appointments open up and our community benefits from this additional resource. Thanks to Ann Marie Webber NP and Robyn Hewson NP for your excellent care. This is a wonderful example of our staff's ability to work within the resources available.

The North Huron Family Health Team is fortunate to have a strong team that provides many services. Our strength continues to be the talent and dedication of each member. I look forward to our continued success!

Dr. Greg Antoniadis
Medical Director



Quality Improvement Summary:

The 2013/14 year was a busy year for the North Huron Family Health Team. We have been busy working towards the goals we laid out in our Quality Improvement Plan, planning for the implementation of a new electronic medical record and have become active partners in the Huron Perth Health Link, working diligently with our health system partners to strengthen our local health care system.

Our 2014/15 Quality Improvement Plan builds on the data collection infrastructure we focused on building in the 2013/14 year. By collecting baseline data and conducting patient experience surveys last year, we were able to use this information to identify opportunities for us to better serve our patients. As a result, our priority goal for the 2014/15 year is focused on improving access to care for patients. Our goal is to decrease wait times and improve access for patients to be seen by a healthcare provider on the same day or next day when they are sick. Along with this work, we will be implementing a new electronic medical record and moving to a new location! 2014/15 year is going to be a busy and exciting year for the North Huron Family Health Team!

Lindsay McGee
Quality Manager



Patient Surveys Results:

We are pleased to share with you the results of our Patient Experience surveys conducted in the 2013/14 year. Over 1000 surveys were completed. Thank you to everyone who participated and provided us with valuable information about how we could improve your patient experience!

88% of respondents reported that when they see their doctor or nurse practitioner, they are given an opportunity to ask questions about a recommended treatment.

88% of respondents reported that they are involved as much as they would like to be in the decisions about their care and treatment.

92% of respondents reported that enough time is spent with them when they see their doctor or nurse practitioner in the office.

46% of respondents reported that they are able to get an appointment in the office on the same day or next day when they were sick.

We hope that our work over the next year will not only sustain but also improve survey results next year, and more importantly, improve your patient experience!

Submitted by:

Lindsay McGee

Quality Manager



North Huron
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North Huron Family Health Team Program Updates:

Memory Clinic:

Do you have a loved one who:

Is forgetting to take their medications.

Is forgetting about appointments or social activities they usually attend.

Family or friends have expressed concern about their memory and safety.

If you answered yes, there is help!

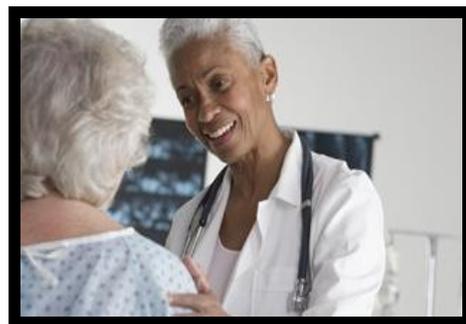
This new program was launched this past year and is carried out in partnership with the Alzheimer Society and Geriatric Resource Team of Community Care Access Centre (CCAC). The clinic offers a comprehensive memory assessment as well as medication review by a team consisting of registered nurses, a pharmacist and a social worker for patients who have new or developing memory concerns. The goal is to identify signs and symptoms of dementia or Alzheimers as early as possible in order to provide patients and their families with the supports they may need. If you have a loved one who you are concerned about, who you think may benefit from an assessment, call the North Huron Family Health Team or ask your family physician for more information.



Weekend Nurse Practitioner

Clinics:

In our endeavor to improve access to care for our patients, we are currently piloting weekend Nurse Practitioner clinics. We understand that it is sometimes difficult for patients to take time off of work to attend appointments and are excited to be able to provide a weekend option for patients to be seen by a Nurse Practitioner. Call your family physician's office to book a weekend appointment with our Nurse Practitioner!



**North Huron
Family Health Team**



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