

# North Huron Family Health Team

## Annual Report

2014 - 2015





## The North Huron Family Health Team (NHFHT)

**Executive Director:** Barbara Major-McEwan

**Business Manager:** Fran Moore

**Executive Assistant:** Krista Marston

**Receptionist:** Michelle Saari

**Receptionist:** Emily Moore

**Quality Manager:** Lindsay McGee

**Social Worker:** Catherine Peckitt

**Nurse Practitioner:** Barbara Sproul

**Nurse Practitioner:** Amanda Brown

**Nurse Practitioner:** Robyn Nocilla

**Pharmacist:** James Brown

**Registered Dietitian:** Natalie Klaver

**Registered Nurse:** Tammy Carter

**Registered Nurse:** Karen Cook

**Registered Nurse:** Cairn Pittock

**Registered Nurse:** Marlene Fitch



**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*
- *Spirometry*
- *Lung Health (COPD & Asthma)*
- *Smoking Cessation*
- *Medication Review*
- *Travel Vaccine Assessments*
- *Diabetes and Prediabetes*
- *Geriatric Nurse Navigator*
- *Cognitive Assessments*
- *Memory Clinic*
- *Acute & Episodic Care*
- *Seasonal Influenza Clinic*

# The Board Chair's Message:



## **Strides Forward in the Past Year**

Health Links is an initiative funded by the Ministry of Health to help communities provide coordinated, efficient and effective care for patients with complex needs. This is important because 5% of patients account for 2/3 of health care costs. The Ministry has identified this project as a way to “Transform Ontario’s Health Care System”. North Huron has been involved in developing and refining this project into a design that can be effectively used.

AFHTO, the Association of Family Health Teams of Ontario, has been a wonderful resource for education, templates and guidance for the board. We have utilized many of the tools they have made available.

## **Last Year's Short Term Goals Have Been Accomplished**

We wanted to garner from the community a deeper interest and understanding of the North Huron Family Health Team (NHFHT). The Board presented booths at an education session sponsored by Maitland River Elementary School, and at the Wingham and District Hospital's Open House. The Board also made a presentation to the North Huron Council, which translated into a fantastic newspaper article in the Blyth Citizen highlighting the NHFHT.

We set out to become more educated as a board. We were one of the first FHTs in the province to invite AFHTO-funded facilitators to our community for a governance education session. One of our board members travelled to Toronto for a session during an AFHTO conference, and a number of our board members participated in a 3-part online webinar on excellence in governance. Lecture notes were shared with those of us who couldn't attend. In addition, we've dedicated 10 minutes of every board meeting to educate ourselves on board excellence. We continue to communicate closely with the North Perth FHT, to ensure resources are maximized. Our boards' executives now have joint meetings twice a year. We'll continue building on this initiative.

We've reviewed and updated all of our policies and our by-laws, which sounds simple but requires significant time and effort. Thank you to those who expertly prepared those documents for efficient board discussion and approval.

The Quality Committee, despite the dedication the Accuro electronic medical record (EMR) required, was able to look at the FHTs strengths and weaknesses this year. We've taken their evaluations seriously and continue to look at this on an ongoing basis.

Not only have we managed to stay within budget this year, we received significantly more freedom within our budget lines, something that the Ministry of Health only gifted 50% of Ontario's FHTs with this year. I'd say we deserve an extra pat on the back for this.

We've done well. Thanks to all board members and staff for your energy, confidence, and creativity.

## **This Year's Short Term Goals and How we Plan to Achieve Them**

Data to Decisions (“D2D”) is a tool used to access and compare performance measurements with other FHTs. It uses data to advance quality of care for Ontarians by demonstrating the value of patient-centred, relationship-based comprehensive primary care.

Continued

## **Board Chair's Message:** (continued)

All FHTs have the opportunity to plug in their own data, and once it's in the system, can compare themselves to other FHTs. It's an excellent way to determine a FHT's strengths and weaknesses. Thanks to the EMR and our Quality Committee, North Huron will be taking advantage of this valuable tool very soon.

There's a term I've been hearing a lot lately, "Time to Third Next Available Appointment". It means essentially, that a project is underway to decrease the time patients wait to see their doctor, and can get in for urgent matters instead of going to the ER.

The FHT has done what it can to support the doctors in their efforts to decrease waiting time. I'd like to personally thank our doctors and the FHT for putting as much effort as you have into this important initiative.

### **The Board's Long Term Goals**

Our involvement with Health Links is an excellent example of North Huron's commitment to long term success. It also demonstrates a desire to help the larger Ontario health community as well as its local community.

The NHFHT has proven itself to be a leading FHT in Ontario. This translates into being a leader in the quality of care we provide to our community. I'm confident that the board and staff will continue using the most up to date tools and techniques to continuously enhance the quality of care we can provide.

I mentioned community outreach. There's a lot of work to be done here. We've noticed a significant degree of mis-information about the NHFHT in the community. We plan to fix that.

I can identify all our key long term goals with 3 simple terms: quality patient care, cost-efficiency and communication.

### **Evolution**

It's with pleasure that I introduce our new Chair, Penny Mulvey. Penny brings years of experience in health care, from her position as a Respiratory Technologist, to her research in Intensive Care, to her roles on Wingham's Palliative Care Board and the Belle Haven Senior Apartments Board. She also sits on the Board of Directors of the Wingham and District Hospital, and has been a real asset in bridging the gap between these two boards.

I've had a wonderful time serving you as Chair, and have obtained a wealth of experience that I'll be using in my new position on the Board of Directors of the Ontario Association of Naturopathic Doctors. Thanks for everything.



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



# Executive Director's Message:

Over the past year our team has diligently worked "To Provide High Quality Comprehensive Primary Care Service in a Timely Manner to the Residents of North Huron".

Our efforts have continued with the provision of programs and services to address prevention and assist individuals with their management of chronic diseases. These are directed towards our 11,000 patients, as well as those who live within our catchment area, that we can serve well.

We continued to work on linkages with other organizations to improve administration, add programs or enhance the services available. Over the past year significant work was accomplished on the Huron Perth Health Links along with our many health provider partners. Our team has worked with the Huron County Children's Services and the Huron County Health Unit for the Healthy Toddler Visit Working Group for the implementation of the Enhanced 18 month Well Baby Assessment in Primary Care. Many of our team members are working with Dr Linda Lee to enhance the Memory Clinic. Mental Health demand continues to be a challenge. Our team is doing what we can in terms of staffing during peak months as well as working with our partners in Mental Health in Huron Perth. The Huron County Healthy Kids Challenge received approval in the past year and preliminary work has begun under the leadership of the Huron County Health Unit.

Over the past year lots of time and effort was committed to the implementation of a new Electronic Medical Record. Our "Go Live" date was November 17, 2014, also the first snow storm of the season! A special 'Thank you' to our patients for their understanding. I would also like to acknowledge the effort, diligence and hard work of our staff and physicians during this transition. The Quality Committee is commended for their leadership of this large project.

Further to the Joint Planning session with North Perth FHT, the Board Chairs and Executive of both Family Health Teams identified common strategic priorities. The North Huron FHT Governance participated in a formal Board Orientation as well as committing time at each Board meeting for Governance education. We are privileged to have an insightful and thoughtful Board. I would like to acknowledge and provide a warm 'Thank you' to Angela Hanlon who has provided 6 years of excellent volunteer leadership.

Looking ahead our team continues to be energized to create a healthy rural community for North Huron. We have a very strong base to build upon, as we develop plans to occupy space within the former Wingham Public School. In this new space we will be co-located with other health care providers.

I continue to be honoured to work for our patients with the physicians, staff and volunteers and look forward to another great year.

**Barbara Major-McEwan RD, CPA, CMA, MHSc, CHE**  
**Executive Director NHFHT**



## Medical Director's Message:

This past year has been another busy one. We saw our office electronic medical record updated in November. There have been some staff changes, along with program and service updates.

Plans continue for the move to our new location in the former Wingham Public School. This will allow us the opportunity to work in a space along with other health care providers while having all the services of the hospital close at hand.

In the past year, we have had two individuals receive their Nurse Practitioner licenses. Congratulations to Barbara Sproul and Amanda Brown! They are providing our patients with individual health care appointments. Our weekend NP Clinic continues to work very well for our patients and providers! Dr Bonnie Marshall, along with James Brown, Tammy Carter, Marlene Fitch, Catherine Peckitt, Amanda Brown, Barb Sproul and Danielle Van Wyk are updating the team's Memory Clinic program.

The North Huron Family Health Team is well positioned with a strong team that provides many services. Our team is dedicated and committed to the very best patient care.

I look forward to another great year!

**Dr. Greg Antoniadis**  
**Medical Director**



## Quality Manager's Message:

The 2014/15 year was a year of exciting technological advancements for the North Huron Family Health Team. In November, we went live with the Accuro electronic medical record (EMR). Our new EMR has allowed us to connect to multiple lab interfaces across our region, meaning less paper faxed results and more results coming directly into the EMR. Prescriptions, referrals and faxing capabilities were also heightened in the new system, making our system very close to a paperless one. Our reporting and data mining abilities have increased. This will provide a solid infrastructure for future quality improvement initiatives. We continue to make the new EMR functional and user friendly for our staff and physicians. The Accuro EMR is an important accomplishment. It will support our clinicians to provide quality patient care to our patients, as well as, meet data reporting requirements.

We would like to acknowledge our staff, super users, and the Listowel Wingham Hospital Alliance (LWHA) Information Technology department; for their time and hard work. This commitment made the transition to the new EMR as seamless as possible for our patients.

Our 2015/16 year will focus on creating data reports that will help us learn more about our practices and assist us in meeting our Quality Improvement goals.

**Lindsay McGee**  
**Quality Manager**



# North Huron Family Health Team Program Updates:

## Spirometry

Spirometry refers to the measurements of air flow and volume of air leaving the lungs during a forced expiratory maneuver. Spirometry is required for the diagnosis of asthma and chronic obstructive pulmonary disease, and to measure the response to therapy. Indications to perform a Spirometry measurement include;

- To evaluate patients with symptoms of lung disease such as shortness of breath, cough, phlegm production, wheezing, frequent chest infections
- To assess patients at risk of lung disease, for example smokers over the age of 40 with one or more of the above symptoms
- Family history of lung disease
- To assess pre-operative risk
- To assess health status before beginning strenuous physical activity or high risk employment

Spirometry measurements need to be acceptable and repeatable. Each maneuver needs to be reviewed to determine if the results meet ATS/ERS acceptability criteria (American Thoracic Society / European Respiratory Society). The patient needs to perform a forced breath at maximum capacity to give the best results possible. Spirometry measurements are performed by trained professionals through the SPIROTrec (Spirometry training and education course) offered by the Lung Association.

The North Huron Family Health Team has the equipment and trained staff to perform quality Spirometry measurements and welcomes all referrals from all of our physicians.

## Nurse Practitioners

The North Huron Family Health Team has 3 Nurse Practitioners on our team. They are Robyn Nocilla, Amanda Brown, and Barbara Sproul. The Nurse Practitioner (NP) is a Registered Nurse with additional education to prepare her for advanced nursing practice in the provision of primary health care to individuals, families and communities.

Our Nurse Practitioners see patients for the following types of appointments: immunizations, well baby visits, prescription renewals, pre-op, prenatal less than 30 weeks, first prenatal, infections, follow up appointments, well woman exams and driver's license medicals.

They provide comprehensive health services encompassing health promotion, prevention of diseases and injuries, curative, rehabilitation, and support services.

Our Nurse Practitioners help to improve access to a broad range of primary health care services. A Nurse Practitioner and a Physician can see many of the same types of patients. The key is choosing the provider best suited to the individual patient's needs. Our Nurse Practitioners' can be booked by calling your doctor's office.

The Nurse Practitioner offers a number of services, which include: diagnose and treat, physical check-ups, diagnostic tests, prescriptions (excludes narcotics and benzodiazepines), counseling and education, treatments and procedures and referrals.





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**Family Health Team**

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