



*Central Hastings*  
**Family Health Team**

AGM 2019 – 2020



Marmora Medical Centre



Tri – Area Medical Centre



Gilmour Medical Clinic

## **A MESSAGE FROM THE ADMINISTRATION**

In looking back over the past year, we continue to be impressed and excited about the efforts and the dedication to our patients displayed by our team members. We are very fortunate to have professionals with such a high level of expertise to work together.

Their actions facilitate our organization's ability to move forward consistent with our Strategic Direction. We are pleased to highlight some of those efforts impacting our Strategic Priorities of both "Effective Governance" and "Organizational Effectiveness".

### **Effective Governance:**

With the introduction of the Ontario Health Team model, it has been imperative that the Board of Directors keep abreast of this initiative. To keep informed several Directors attended an Ontario Health Team education session. The Board has been in full support of being represented during the ongoing consultations with other health care organizations. We have been at the planning tables to work together to determine the direction of primary care. A special thanks to Dr. Adam Stewart for his valuable input and engagement in this process.

### **Organizational Effectiveness:**

We are limited in both our human resources and physical space. One of our objectives is to optimize the use of space to support integration of services, collaboration and patient access. In addition, increasing access of programs to our patients is certainly a challenge with limited resources.

We are so fortunate to have forward thinking health care providers to help address those issues and also focus on providing a program that meets a high need. There are certain health care programs that can be presented to patients in a group format which has a potential of increasing the number of patients the provider can reach at one time. Both Amanda Friel-Brown, Nurse Practitioner and Samantha Penlington, Registered Dietitian developed group programs which were a resounding success. They are both showcased within this report. Thank you to both of you for your efforts and outside the box thinking.

With space to accommodate the groups being an issue within our clinic, we are exceptionally grateful to the Municipality of Marmora and Lake for their collaboration in use of their space.

Also within organizational effectiveness we note the challenge of the abundance of information flowing at all times. We are striving to improve the effectiveness of internal communications. We are aiming to reduce overload, increase timeliness of pertinent information and effectively inform those who need the information. We have optimized technology to develop internal portals which will allow Team Members to access their required information at their convenience.

Moving to the end of this fiscal year, with the onset of Covid-19, it is so important to recognize the responsiveness of the C.H.F.H.T. staff, the Physicians and their staff. The planning that took place to address the measures to be taken for the safety of the patients and staff was an impressive collaborative effort. A special thanks to Dr. Stewart and Dr. Holowaty for their clinical leadership. Administratively, we are so appreciative of those who adjusted their work processes, work locations and interactions with patients while keeping the best interest of all at the forefront. We are mindful that each person also had their own personal challenges during this unprecedented time. Yet they were able to collectively and gracefully rise together to address the highest priority patient needs.

Thank you to each of you. You are each such dedicated professionals. While we are appreciative, we are not surprised by the collective response of this Team who show time and time again their tireless dedication for the patients.

Mary Stuart, Administrator

Libby Clarke, Chair– Board of Directors

## **Lead Physician's Report**

Another year has gone by and it is again a pleasure to provide you with the Lead Physician's Report for the Central Hastings Family Health Team.

While COVID-19 is certainly important and at the front of everyone's minds these days, it does not define our entire year.

Central Hastings Family Health Team has continued our standard of excellence, providing some of the highest quality and most accessible care in the Province to its patients. We excel in nearly every metric, beating both the provincial and regional averages. In the coming weeks and months, we plan to start spreading our glowing positivity with statistics and survey results via social media posts.

The COVID-19 pandemic has certainly disrupted everyone's lives. Our team has been agile and nimble in responding to ever-evolving guidelines. We have remained open, caring for our patients. A silver lining may be found in the fact that the pandemic has accelerated the uptake of virtual care by at least two to three years. Both patients and health care providers are realizing the potential for telephone, email, and portal messaging to meet our patients' needs, where appropriate. This potential is exciting.

In closing, I will state the precisely the same words as I wrote last year because they are just as precisely important and true:

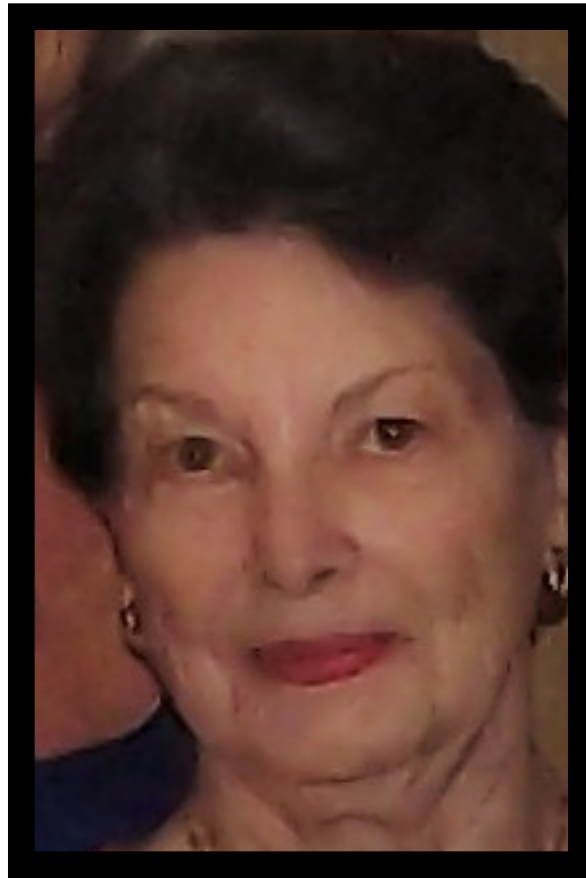
*It must be emphasized that none of these achievements would be possible without the exemplary team of people that comprise the Central Hastings Family Health Team. They are the heart and soul of this organization. Each and every person is movingly dedicated to the betterment of our local community's health and wellness. A special culture of friendship and family has allowed us to endure several challenges throughout the last year. With every obstacle overcome, our team becomes increasingly proficient and resilient. This is truly one of the best teams to which one could belong, and in turn, our patients are amongst the best cared.*

Sincerely,

Dr. Adam Stewart

Lead Physician





**A message from Libby Clarke: Board of Directors, Chair**

Joan Turner is retiring from the Board of Directors of the Central Hastings Family Health Team. During my tenure as the Chair of the Board I have had the opportunity and privilege to work alongside Joan in her role as Vice Chair as well as in her position as Chair of the Human Resources Committee. It has been my pleasure to work with Joan and she will be sorely missed.

Joan has been on the Board of Directors since the inception of the Family Health Team in 2007. She became Vice Chair in 2012 and has worked tirelessly for the betterment of all four municipalities especially with her representation on the Board as a resident of the Township of Madoc. She was always supportive of all the Board initiatives and was willing to do whatever was needed.

On behalf of the Board of Directors I wish Joan a happy, healthy and safe retirement and to thank her for all she has done through Governance to help make the Board of Directors a positive and progressive team of members.

Central Hastings Family Health  
Team Strategic Directions 2018-2021

**Vision**

To empower all of our patients to enjoy healthier, happier and longer lives.

**Mission**

The Mission of the Central Hastings Family Health Team is:

To provide timely and consistent access to high quality primary health care services.

To use a collaborative, multidisciplinary team approach to deliver patient-centered comprehensive care.

To foster wellness, disease prevention, health promotion and education.

To be receptive and responsive to community input in the planning, provision and evaluation of services.

To promote collaboration with outside community services and health care agencies

**1. Effective Governance**

**Goal**

CHFHT's governance and management provide effective leadership in support of achieving the mission.

**Objectives**

- Maintain a well-functioning community /provider mixed Board of Directors.
- Align with, contribute to and benefit from AFHTO's current strategic plan.

**2. Continuous Quality Improvement**

**Goal**

All patients receive the high quality accessible health care they need from a collaborative multi-disciplinary team.

**Objectives**

- Improve patient access
- Provide programs that meet highest patient need.
- Ensure collaborative team-based care across the organization

**3. Collaboration, Outreach and Partnerships**

**Goal**

CHFHT's collaborative approach and community partnerships increase services available to our patients.

**Objectives**

- Increase services available to patients through partnerships with relevant community resources

**4. Organizational Effectiveness**

**Goal**

CHFHT's structure and systems support an effective, professional team delivering high quality primary care.

**Objectives**

- Optimize the use of technology to improve efficiency
- Optimize the use of space to support integration of services, collaboration and patient access
- Improve the effectiveness of internal communications
- Support staff development, learning and innovation to meet the responsibilities of respective roles.



**Health Myself Portal Current Statistics**

**Total Registered Patients: 1821**

**Total Appointments Booked Online: 758**

**Total Patient Initiated Conversation: 2979**

**Total Provider Initiated Conversations: 1201**



Health Myself Patient Portal

## **Mindfulness for Chronic Pain**

*In accordance with the Ministry of Health's addiction and mental health priorities, CHFHT launched a Chronic Pain pilot program in 2019-2020 which is run by CHFHT Nurse Practitioner Amanda Friel-Brown. Patients who have chronic non-cancer pain and who are on high doses of opioids are referred to the program for evaluation of chronic pain and possible opioid rotation or taper, when clinically indicated. The goals of the program are to optimize pain control, quality of life and individual function. The program includes an intake visit, follow up visits and a 12-session Chronic Pain/Mindfulness course. CHFHT patients seen within the pilot program had a significant reduction in the amount of morphine equivalents, with some being tapered off opioids altogether. Brief pain index scores remained stable or improved in this process. Due to the resounding success of the pilot, the Chronic Pain Program has been adopted as a core FHT program for 2020-2021.*

*The Chronic Pain/Mindfulness course, which is part of the Chronic Pain Program, is also open to CHFHT patients and community members. It is held one day per week over a 12-week period. It was initially established by Dr. Jackie Gardner-Nix through the NeuroNova Centre. NP Amanda Friel-Brown has completed various course levels in order to obtain certification, allowing her to facilitate the course. Participants are guided through the principles of mindfulness meditation, the importance of living in the moment and how these relate to suffering less pain. Topics discussed include mind-body connection, nutrition, physical activity and meditation. Each session is designed to promote engagement and discussion, helping patients communicate and formulate strategies to mitigate the intensity of pain suffering, both emotional and physical. Of the 16 patients who started the course, 87.5% attended the sessions consistently and 75% completed the patient experience survey. 100% of the respondents would recommend the course to others. Some patients were even interested in attending ongoing group meetings to reinforce what they had learned.*

**Mindfulness for Chronic Pain - 12 week program**

**Program Benefits:**

- Ease chronic pain conditions
- Reduce symptoms of stress/burnout
- Improve life balance
- Provide emotional relief

**Thursdays: Sept 19/19 - Dec 5/19 @ 1 - 4 pm**

For more info contact:

Central Hastings Family Health Team  
Marmora: 613-472-6131  
Madoc: 613-432-4134  
<https://chfht.ca/>

Central Hastings Family Health Team  
Ontario

## **Mindfulness for Chronic Pain Participants Comments**

- *That I am able to make time for myself and not feel guilty about it*
- *That meditation isn't silly and really helps to make it through your day*
- *Much calmer and more conscious of what people say and do*
- *I am even more mindful. Mindfulness is an amazing tool*
- *I can control stress better. I am sleeping longer and better*
- *Amanda is an incredible resource and amazing instructor*
- *It is another tool to help me*
- *Doing meditation does help with my pain and mood (more positive)*
- *Meditation gets more effective with practice.*
- *I look forward to meditating daily*

## CERTIFICATE *of* PARTICIPATION

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*~* **C.H.F.H.T Mindfulness for Chronic Pain Group** *~*

September 19, 2019 to December 05, 2019



*Central Hastings*  
**Family Health Team**

# Quality Improvement Plan Highlights

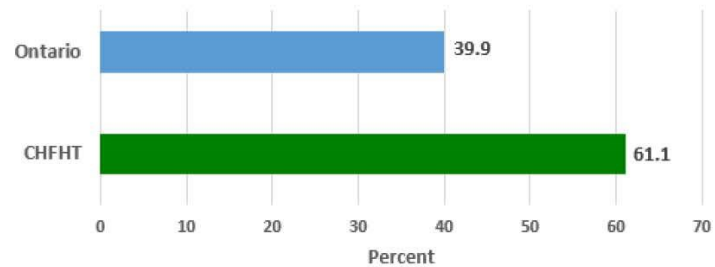


Central Hastings  
Family Health Team

Central Hastings Family Health Team submits a Quality Improvement Plan to Ontario Health each year. The team's 2019-2020 performance on its quality indicators was outstanding.

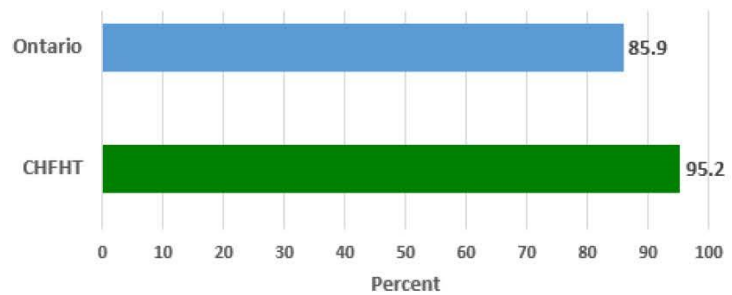
## Same or next day appointments

61.1% of the CHFHT patients who were surveyed felt that they could make an appointment the same or next day when they were sick. This is far higher than the Ontario average of 39.9%.



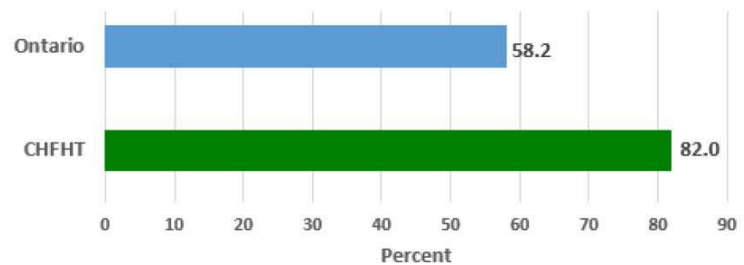
## Decisions about care

95.2% of the CHFHT patients who were surveyed felt that they could take part in decisions about their care. This was higher than the Ontario average of 85.9%.



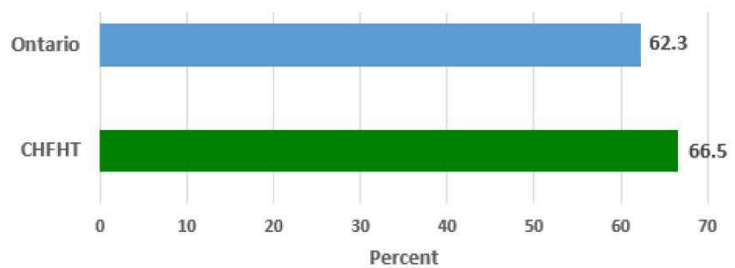
## Cervical cancer screening

82% of eligible CHFHT patients are up to date for cervical cancer screening, which is far higher than the Ontario average of 58.2%.



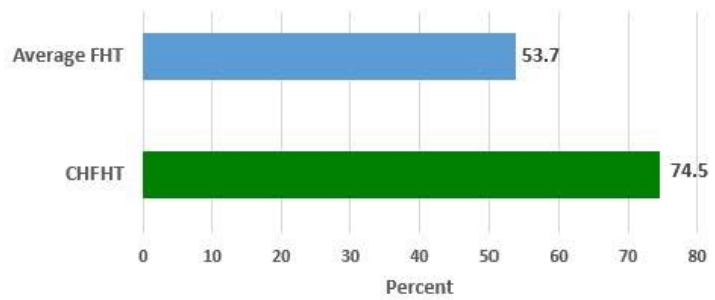
## Colon cancer screening

66.5% of eligible CHFHT patients are up to date for colon cancer screening, which exceeds the Ontario average of 62.3%.



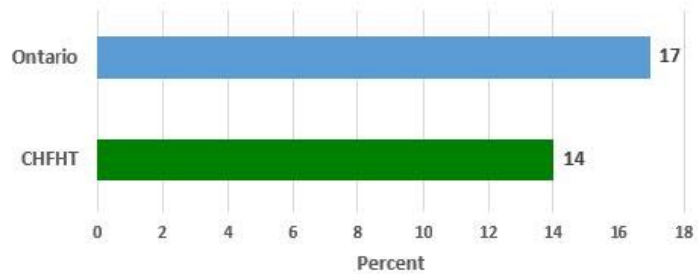
### Pneumonia immunization

**74.5%** of CHFHT's patients aged 65 or over have been immunized for pneumonia, far higher than the average of **53.7% for other Ontario** family health teams.



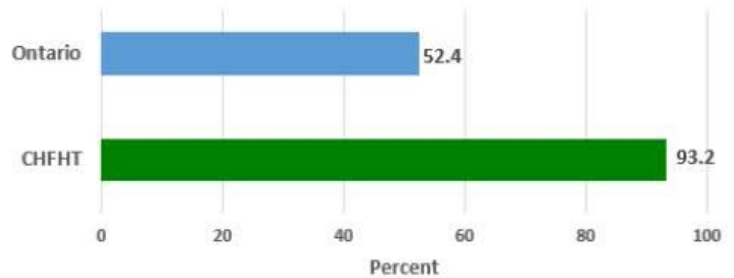
### Readmissions within 30 days

**Only 14%** of CHFHT's patients who were discharged from hospital were readmitted within 30 days, which is lower than the **Ontario average of 17%**. A low readmission rate is indicative of excellent post-discharge care.



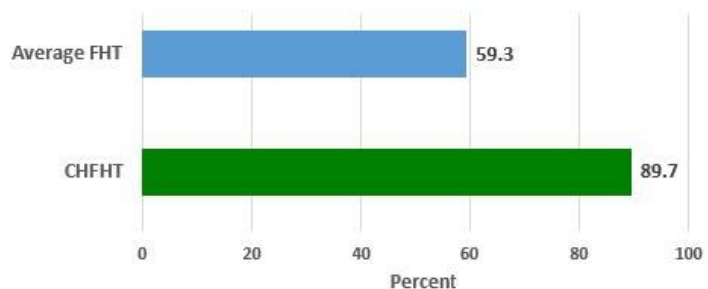
### Diabetes patients with two HbA1c tests in the past year

**93.2%** of patients with diabetes at CHFHT had two HbA1c tests in the past year, far higher than the Ontario average of **52.4%**. **HbA1c tests measure average** plasma glucose concentration. CHFHT's high rate of HbA1c testing allows for excellent diabetes management.



### Diabetes patients with a foot exam in the past year

**89.7%** of patients with diabetes at CHFHT had a foot exam in the past year, far higher than the average of **59.3%** for other Ontario family health teams.



***Nutrition Program***  
***Program Developed by:***  
***Samantha Penlington- BScN, BScFN, RD***

*The nutrition program at the Central Hastings Family Health Team introduced new group classes this year!*

*In January, our dietitian held the first Healthy Eating with the Mediterranean Diet group class at the Marmora Public Library. This new class combines nutrition teachings (theory) and development of new cooking skills (practical) to help participants understand **and** implement nutrition advice.*

*The first hour of the class is dedicated to preparing a meal as a group, which follows the nutritional guidance of the Mediterranean diet. Once it is finished cooking, the participants eat together while the dietitian teaches on topics such as: the Mediterranean diet, reading food labels, mindful eating, heart healthy eating, and structuring meals to encourage proper nutrition.*

*The recipes are budget-friendly, so the participants can recreate the healthy meals if income is a concern. They are made with lower cost foods from the Mediterranean Diet, such as whole grain or legumes, that they may not have had a chance to try yet. Getting to cook new items in the group class helps them get comfortable with foods that require more flavouring or prep work.*

*As the Covid-19 pandemic started, we were no longer able to offer in-person group classes. However, we wanted to continue to provide nutrition advice through group classes to our patients and members of the public. Samantha has decided to make the leap to online group classes.*

*She has run two virtual dietitian classes: a diabetes group class (Manage Your Blood Sugars Better) and a healthy eating class (Healthy You).*

*Although we are still trying to manage the challenges of running group classes virtually, we have had overwhelmingly positive preliminary feedback.*

*Our dietitian will continue to explore various online options to deliver timely access to nutrition education to our patients and the public as we mitigate the Covid-19 pandemic.*



## Our Team Members– March 31, 2020

### **Tri-Area Medical Centre**

Physicians:	Dr. Adam Stewart–Lead Physician, Dr. Janet Webb, Dr. Laura Vance, Dr. Sue Dullege
Nurse Practitioners:	Susan Blakely, Pauline Douglas, Amanda Friel–Brown
Allied Health Professionals:	Hailey Halvorsen–RPN, Laura Wattie–RSW, MSW Samantha Penlington–Dietician, Julia Coleman– RSW,MSW Becky Boisclair–RN/Foot and Wound Care
Clinical Lab Technician:	Tara McCann
FHO Administrator:	Cathy Coe
Medical Clinical Assistant:	Michele Dodds
Scanner/ Receptionist:	Kim Yarrow
Receptionists:	Melissa Davidson–Executive Office Assistant/Lead Receptionist, Paula Lahey, Chantelle Zehr, Emma McCann
IHP Medical Receptionist:	Tabatha Polmateer
Program Coordinator/ System Navigator:	Matt Tomasini-RN
Quality Improvement Decision Support Specialist:	Catherine Issacs
Administrator:	Mary Stuart
Administrative Assistant:	Andrea Wiley

### **Marmora Medical Centre**

Physicians:	Dr. Melissa Holowaty, Dr. Emily Callery, Dr. Payman Charkhzarin
Nurse Practitioners:	Susan Blakely, Pauline Douglas, Amanda Friel–Brown
Allied Health Professionals:	Becky Boisclair–RN/ Foot & Wound Care, Taylor Smith–RPN, Julia Coleman- RSW, MSW, Samantha Penlington- Dietician
Medical Office Assistant:	Rachel Macon
Phlebotomist:	Barbara Kerr
Receptionists:	Tanya Vigna, Nikki Maloney
IHP Medical Receptionist:	Stephanie Reid

### **Gilmour Medical Clinic – Tuesday Afternoons**

Nurse Practitioner:	Susan Blakely
IHP Medical Receptionist:	Tabatha Polmateer

# Financial Statements

Central Hastings Family Health Team						
Statement of Operations and Changes in Fund Balance						
For The Year Ended March 31, 2020						
			Family Health Team Program	Other 2020	Total 2020	Total 2019
			\$	\$	\$	\$
<b>Revenue</b>						
	Provincial Grants		1,368,205	-	1,368,205	1,316,068
	Donations and fundraising		-	896	896	5,896
	Canada Summer job Grant		-	3,182	3,182	3,309
	COPD one time funding initiative		-	-	-	17,287
	Interest eared		13	-	13	-
<b>Total Revenue</b>			1,368,218	4,078	1,372,296	1,342,560
<b>Expenditure</b>						
	Salaries & Benefits		1,111,152	3,187	1,114,339	1,058,457
	Operating Overhead		237,771	-	237,771	237,230
	Physician Consulting		16,400	-	16,400	16,400
	One-time Funding		2,895	-	2,895	24581
	Fundraising		-	1,692	1,692	1,982
	Equipment and supplies		-	1,941	1,941	6,556
<b>Total Expenditure</b>			1,368,218	6,820	1,375,038	1,345,206
<b>Excess ( Deficiency) of Revenue over expenditure for the year</b>			-	(2,742)	(2,742)	(2,646)
<b>Fund Balance, beginning of year</b>			-	25,427	25,427	28,073
<b>Fund Balance, end of year</b>			-	22,685	22,685	25,427

The above financial information has been audited by our external auditors' Baker Tilly KDN LLP and has been approved by the Board of Directors. The above financial information has been extracted from the audited financial statements as at March 31, 2020 with a qualified auditors' report dated June 09, 2020.

**Annual General Meeting July 2019  
Board of Directors**



Left to Right: Amy Beaton, Dr. Adam Stewart, Bernie Donaldson, Libby Clarke, Joan Turner, Diane DeJong, Dr. Sue Dullege, Ellen Wilson, Eric Sandford, Wanda Donaldson,  
Missing: Dr. Laura Vance

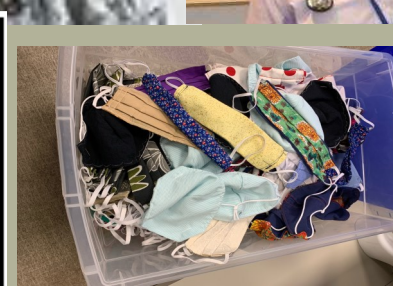
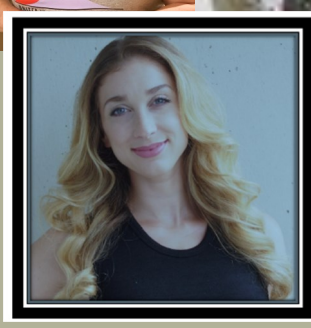
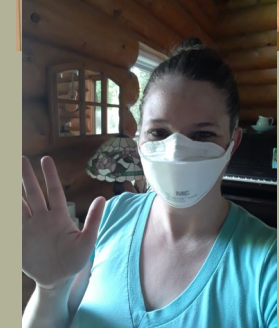
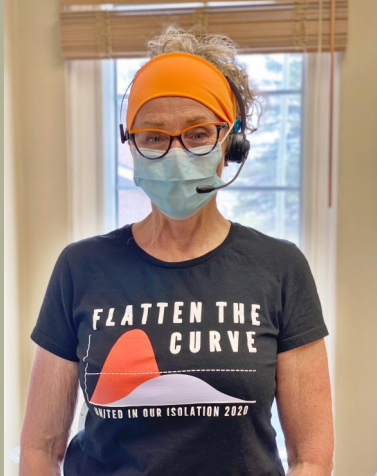


**Board of Directors- Executive**  
Dr. Adam Stewart - Lead Physician, Libby Clarke - Chair, Joan Turner - Vice Chair,  
Ellen Wilson - Treasurer

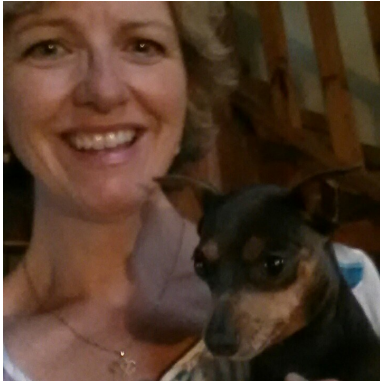




not all  
SuperHeroes  
Wear Capes



# Happy Retirement

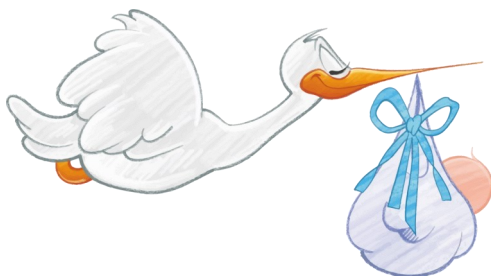


**Kristi Reid:**  
**FHO Administrator / Office Manager**

**Ruth Reyno– M.Ed,CCPA,  
Allied Health Professional**



**Dr. Laura Vance**  
**Physician / Board of Directors**  
**On Maternity Leave: Oct, 2020**



**Thank you Dr. Vance**  
**for your valuable**  
**contribution and expertise**  
**shared during your term**  
**as a Director.**

# WELCOME TO THE TEAM!



**Julia Coleman: RSW, MSW**  
**Allied Health Professional**



**Cathy Coe: FHO Administrator**

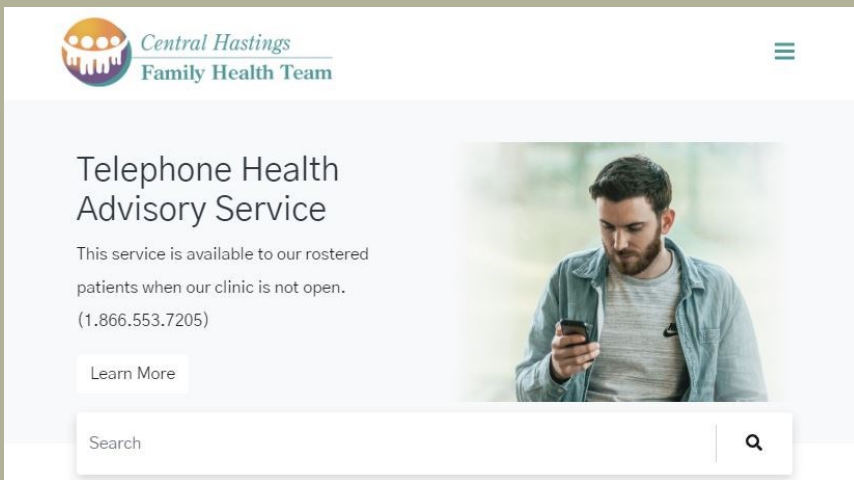


**Matt Tomasini-RN**  
**Program Coordinator/ System Navigator**

## Our Vision...

*To empower all of our patients to enjoy healthier, happier and longer lives*

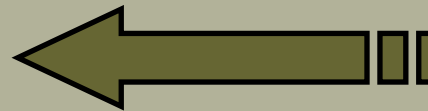
Please visit us at <https://chfht.ca/>



The screenshot shows the website header with the logo for Central Hastings Family Health Team. The main content area features the heading "Telephone Health Advisory Service" and a sub-heading "This service is available to our rostered patients when our clinic is not open." Below this is a phone number: (1.866.553.7205). There is a "Learn More" button and a search bar at the bottom.



If you would like more information about "Health Myself" or to sign up for this free service, please contact your provider.



**Tri-Area Medical Centre**  
52 St. Lawrence Street East  
Madoc, ON, K0K2K0  
Phone: 613-473-4134  
Fax: 613-473-4740

**Marmora Medical Centre**  
1 Madoc Street, Box #520  
Marmora, ON, K0K 2M0  
Phone: 613-472-6131  
Fax: 613-472-6135

**Gilmour Medical Clinic**  
371 Weslemkoon Lake Road  
Gilmour, ON, K0L 1W0  
Phone: 613-474-0233

**Administrative Office**  
Phone: 613-473-1167  
Fax: 613-473-0692

