



Central Hastings
Family Health Team

AGM 2020-2021



**Tri - Area Medical
Centre**

Gilmour Medical Clinic



**Marmora Medical
Centre**



A Message from the Administration

Over the past year we have continued to work through unprecedented challenges and restrictions due to the Covid-19 pandemic. It has been said that one constant in health care is that it is always changing. This past year has taken that statement to a new level.

Our team took on this challenge and continued to provide excellent care to our patient population. Our team members are second to none in their resilience and dedication as you will read in further reports.

Over the past year it seemed each process was affected by a need to adjust and revise how it was accomplished. The Governance of the Central Hastings Family Health Team was no exception. Our Board of Directors have moved their meetings to a virtual format. They continue to provide organizational oversight and policy development necessary to address Covid-19 by meeting “face to face” via zoom.

Our sub-committees of Finance, Communication and Human Resource also moved to a virtual format to ensure effective continuity for each role. Both the Finance Committee and the Human Resource Committee were tasked with the challenge of addressing the potential impact of Covid-19 on our organization within their respective mandates.

Virtual communication was quite a priority for so many given other restrictions. The Communication Committee focused on our website in response to the move to an increase in online searches. They understood many of our patient population were seeking to obtain information on line. A new Covid-19 button was integrated into our website. This change allowed our patients to easily access the most current Covid-19 information. A special thanks to Andrea Wiley, Administrative Assistant for her initiative and research in this welcome addition.

Our Community Advisory Committee went virtual as well to continue meeting. The opportunity for round table discussion was increased. This allowed for the patient and community representatives to gain insight into how each of the organizations were adapting to serve their respective clients. It was also very valuable to hear how each of our patient representatives were stepping up to help others in the community. For example, some were initiating phone calls to neighbors and friends just to check in and supporting social distancing practices.

Last but certainly not least, the ongoing meetings of our Practitioner Committee allowed for the providers to be not only responsive but proactive. Due in no small part to the leadership of Dr. Adam Stewart, Lead Physician with the assistance of virtual meetings the fluidity of the situation was kept front and centre. They are a very dedicated group of professionals who have continued to put their best foot forward on behalf of our patients.

Looking forward we are hopeful that we have turned the corner on the pandemic. We have been in constant communication and collaboration with our Hastings Prince Edward Public Health Unit to keep up to date. We are now also providing Covid-19 immunization clinic.

Please continue to follow the advice of the Health Unit for social distancing and mask or face covering use.

Do your part. Get your shot. We are all in this together.



Mary Stuart
Administrator

Libby Clarke – Chair
Board of Directors



Lead Physician's Report

What a year it has been. Living through the global COVID19 pandemic is one thing, and it's another to provide front line health care throughout it!

Still our team has been up to the extraordinary task. And fortunately, there is optimism in sight! COVID19 case counts are declining. Hospitalizations are down. And immunization rates are up! So, fingers crossed to better months and years to come!

A silver lining is that the pandemic has abruptly revolutionized the ways in which we provide health care. Virtual care and telephone visits increase capacity and accessibility in many ways. So too do emails and secure portal messaging.

Central Hastings Family Health Team has always been a leader at the forefront of adopting and implementing digital health and technology. So, we were well posed to do so over the last year.

The last year has certainly also had challenges in terms of being short-staffed at times. Sadly, we have had valued team members accept new careers. But on the flip side of that, we have been fortunate to gain many new friendly faces who come with fresh perspectives, energy, and skills!

As in prior years, and despite the pandemic, Central Hastings Family Health Team has continued our standard of excellence. We provide some of the highest quality and most accessible care in the Province to its patients.

We excel in nearly every metric, and continue to beat both the provincial and regional averages

It must be acknowledged. This has been a difficult year. But we have persevered!

So in closing, I will restate the same words I have written the last two years, because I will never grow tired of saying this:

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



FAREWELL... WITH APPRECIATION

As of March 31, 2021 Dr. Holowaty closed her general family practice. As a member of the Central Hastings Family Health Organization, she spent the previous 10 years in Marmora providing exemplary care to her patients. The Central Hastings Family Health Team was exceptionally fortunate to have collaborated with her during that time.

Dr. Holowaty demonstrated leadership for the Central Hastings Family Health Team members located at our Marmora site as well in her role of Site Lead Physician. She took the time to show staff they were appreciated and supported our staff members in their quest to advance their professional development.

We appreciate that she shared her compassion and expertise in providing medical care in ground breaking ways for Marmora. She had a GP-focused practice in addiction medicine and ran a Rapid Access Addiction Medicine Clinic. She was also dedicated to providing end of life care and chronic pain management to her patients.

During this time, she continued to advance herself professionally by her involvement in the Advisory Board for Mentoring, Education and Clinical Tools for Addiction: Primary Care – Hospital Integration and as the Co-Chair of the Ontario College of Family Physicians mentoring program in Addictions. In addition, she completed her Masters Degree in Palliative Care from the University of Maryland.

It is with great appreciation for all of her efforts and dedication that we say thank you to her for the difference she made and farewell.



Adapting to Change While Staying Kind

One of the major challenges of the pandemic was **adapting to change**. Great flexibility and ingenuity was required in order for staff to provide high-quality health care that allowed patients to remain safe from CoViD-19, yet feel supported by kindness and compassion.

At the onset of the pandemic, Central Hastings Family Health Team's physicians, nurse practitioners, social workers and dietitian moved the bulk of their appointments to virtual formats, such as telemedicine or phone calls. Where in-person appointments were required, some of these took place in such unusual environments as the CHFHT parking lot, in order to allow for physical distancing.

Along with this new approach to appointments came the need for staff to adjust to an entirely different model of working, such as vigilantly screening patients over the phone or upon arrival at the clinic, intensively cleaning the various patient environments and dealing with a much higher volume of internal communications among team members arising from the many virtual patient interactions. As well, due to the global demand for personal protective equipment and cleaning supplies, team members had to address the day-to-day need to acquire, monitor, and responsibly use these scarce products, given their vital role in keeping the clinic operational and ensuring patient safety.

"Considering the numerous complexities related to the pandemic together with staffing challenges, ongoing changes to the school system and the consequences for employees with children, the efforts of the CHFHT team to provide excellent, safe, compassionate patient care should be viewed as nothing short of exceptional."

~Matt Tomasini BScN, RN
Program Coordinator/System Navigator



Financial Statements

Central Hastings Family Health Team						
Statement of Operations and Changes in Fund Balance						
For The Year Ended March 31, 2021						
			Family Health Team Program 2021	Other 2021	Total 2021	Total 2020
			\$	\$	\$	\$
Revenue						
	Ministry of Health Grants		1,362,963	-	1,362,963	1,368,205
	Temporary wage subsidy		20,625	-	20,625	-
	Donations and fundraising		-	1,549	1,549	896
	Canada summer job grant		-	-	-	3,182
	Interest earned		31	-	31	13
Total Revenue			1,383,619	1,549	1,385,168	1,372,296
Expenditure						
	Salaries & benefits		1,125,343	-	1,125,343	1,114,339
	Operating overhead		227,351	-	227,351	237,771
	Physician consulting		16,400	-	16,400	16,400
	One-time funding		14,525	-	14,525	2,895
	Fundraising		-	1,360	1,360	1,692
	Equipment and supplies		-	57	57	1,941
Total Expenditure			1,383,619	1,417	1,385,036	1,375,038
Excess (Deficiency) of Revenue over expenditure for the year			-	132	132	(2,742)
Fund Balance, beginning of year			-	22,685	22,685	25,427
Fund Balance, end of year			-	22,817	22,817	22,685

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, 2021 with a qualified auditors' report dated June 15, 2021.

Health Myself/ Pomelo Health

Current patients enrolled: 2219

New patients enrolled:

398



Home About Services Contact Support Login

Take pride in delivering better care.
Take pleasure in the time you save doing it.

▼

Quality Improvement Plan Highlights

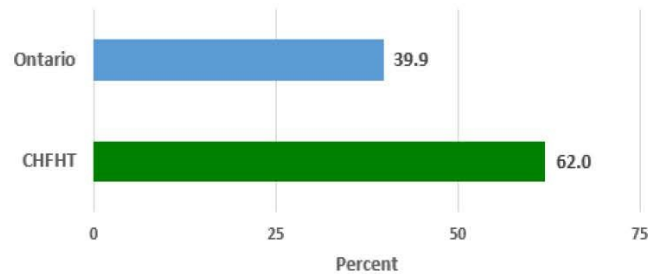


Central Hastings
Family Health Team

Central Hastings Family Health Team's 2020-2021 performance on its quality indicators was outstanding, in spite of the pandemic.

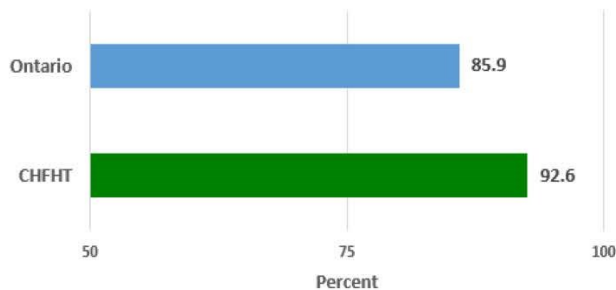
Same or next day appointments

62.0% of patients surveyed felt that they could obtain a same or next day appointment. A further 31.6% of patients reported that they could obtain an appointment within 2-3 days. In all, 93.6% of patients felt that they could see a primary care provider within 3 days. CHFHT's same/next day access performance far exceeds the 39.9% same/next day access reported for Ontario and the 37.3% same/next day access reported for south east Ontario ('Measuring Up 2018').



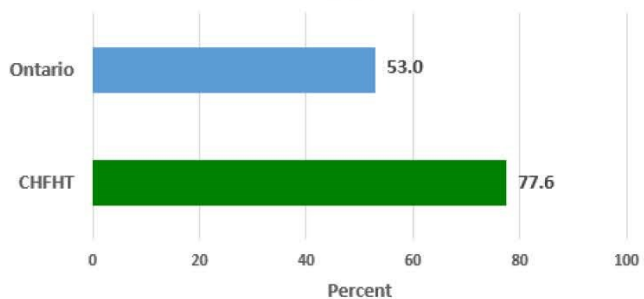
Decisions about care

CHFHT's performance of 92.6% far exceeds the 85.9% average reported for Ontario in the Health Care Experience Survey ('Measuring Up 2016').



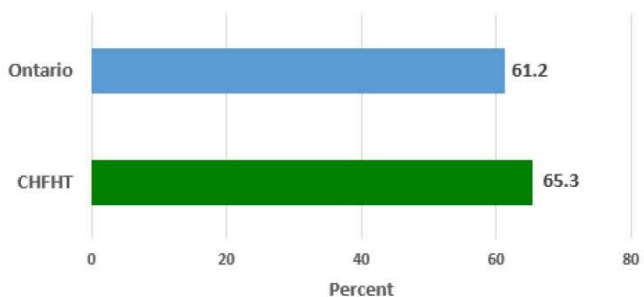
Cervical cancer screening

CHFHT's cervical cancer screening rate of 77.6% is far higher than the Ontario rate of 53.0% and the south east Ontario rate of 60.3% (September 2020 data from Ontario Health's Primary Care Practice Report).



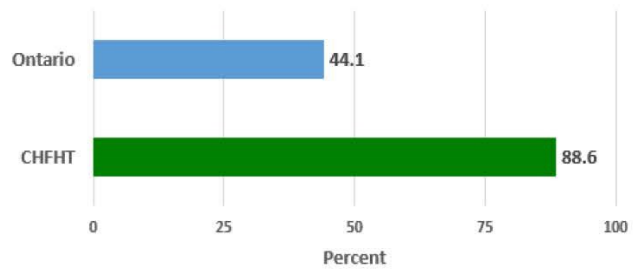
Colon cancer screening

CHFHT's colon cancer screening rate of 65.3% is higher than the Ontario rate of 61.2% and the south east Ontario rate of 60.5% (September 2020 data from Ontario Health's Primary Care Practice Report).



Diabetics who have had two HbA1c* tests in the past year

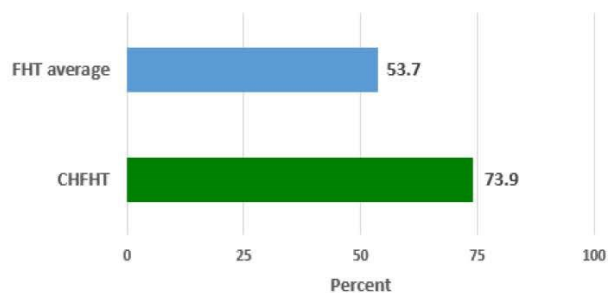
CHFHT's performance of 88.6% greatly exceeds the Ontario rate of 44.1% and the south east Ontario rate of 52.5% (September 2020 data from Ontario Health's Primary Care Practice Report). Nevertheless, there was a decline from 2019-2020 which was likely due to patients finding it more difficult to attend CHFHT's clinics or Life Labs for phlebotomy during the pandemic.



* a test that measures average plasma glucose concentration

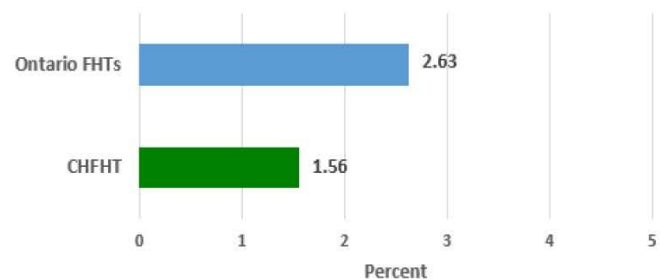
Pneumonia immunization

At CHFHT, 73.9% of patients aged 65 and over were immunized with Pneumovax. In contrast, the average Pneumovax immunization rate for other Family Health Teams using this indicator was 53.7%, with a range of 39.3% to 73.5%. In spite of pandemic restrictions, CHFHT has an immunization rate that exceeds that reported by the highest performing Ontario FHT.



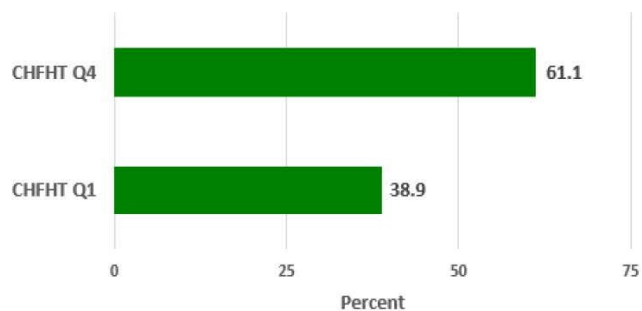
Emergency Department Visits

Only 1.56% of CHFHT patients' visits to the Emergency Department were for conditions that should have been treated by their Primary Care Practitioners, compared with an average of 2.63% for family health teams in Ontario (Health Analytics Branch Data Portal, March 2020). This is because our physicians provide CHFHT's patients with five after-hours clinics per week.



Early Identification of Palliative Patients Project

Patients with severe life-limiting illnesses benefit greatly from early referral to appropriate services. CHFHT used an EMR toolbar to help Primary Care Practitioners identify patients who are potentially palliative so that they can be referred to services. As of March 31st, this process had been completed for 61.1% of patients identified by the toolbar, a 57% increase from the start of the year.

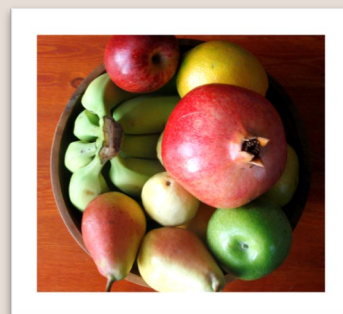
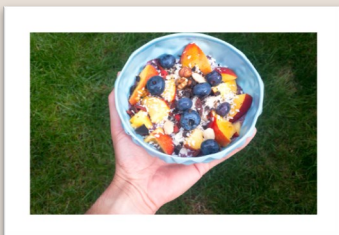


Emily Thorne- Dietitian

Hi everyone! I'm Emily Thorne, a newly graduated Registered Dietitian . I joined the Central Hastings Family Health Team at the beginning of 2021 and am absolutely thrilled to have begun my career as an Registered Dietitian in my hometown community.

Although we are still facing challenges related to the Covid-19 pandemic, I am continuing to offer one-on-one nutrition consultations, both in-person and virtually. The group nutrition classes ('Manage Your Blood Sugars Better' and 'Healthy You') offered through Central Hastings Family Health Team will continue to operate virtually at this time, however, I look forward to seeing groups in person as soon as pandemic restrictions allow.

My plans for the near future include launching a new multi-week group class, which will focus on the concept of Mindful Eating. These group sessions will be geared towards those who wish to ditch diet culture, free themselves of food rules, and manage intense food cravings. Participants will learn the tools to foster a positive relationship with food, listen and respond to natural hunger and fullness cues, improve overall self-care, and manage triggers for emotional eating.



I look forward to creating positive professional relationships within the community, while continuing to offer nutrition education and support to individuals wishing to adopt diet and lifestyle changes



Welcome to the team

Emily

Our Team Members— March 31, 2021

Tri-Area Medical Centre

Physicians:	Dr. Adam Stewart—Lead Physician, Dr. Janet Webb, Dr. Laura Vance, Dr. Sue Dullege, Dr. Kathie Allen Whyte
Nurse Practitioners:	Susan Blakely
Allied Health Professionals:	Laura Wattie—RSW, MSW , Emily Thorne—Dietician, Julia Coleman— RSW,MSW, Hailey Halverson-RPN
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 Isaacs
Administrator:	Mary Stuart
Administrative Assistant:	Andrea Wiley

Marmora Medical Centre

Physicians:	Dr. Melissa Holowaty, Dr. Emily Callery, Dr. Payman Charkhzarin
Nurse Practitioners:	Amanda Friel—Brown, Brianna Meneely
Allied Health Professionals:	Julia Coleman- RSW, MSW, Courtney Saulnier— RN Emily Thorne— Dietician
Medical Office Assistant:	Rachel Macon
Phlebotomist:	Barbara Kerr
Receptionists:	Tanya Vigna, Nikki Maloney
IHP Medical Receptionist:	Stephanie Reid

*Best wishes to team members who have taken a
new path.*

*With special thanks for the years of dedicated care
they provided to our patients.*

***Pauline Douglas, Nurse Practitioner
2015 - 2020***

***Becky Boisclair, RN Footcare Nurse
2018 - 2020***

***Sam Penlington, Registered Dietitian
2018 - 2020***



C.H.F.H.T Board of Directors



Dr. Adam Stewart– Lead Physician



Libby Clarke– Chair



Central Hastings
Family Health Team



Eric Sandford– Vice Chair



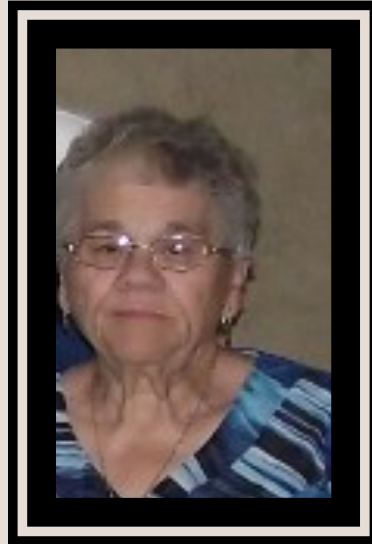
Ellen Wilson– Treasurer



Diane DeJong



Bernie Donaldson



Wanda Donaldson



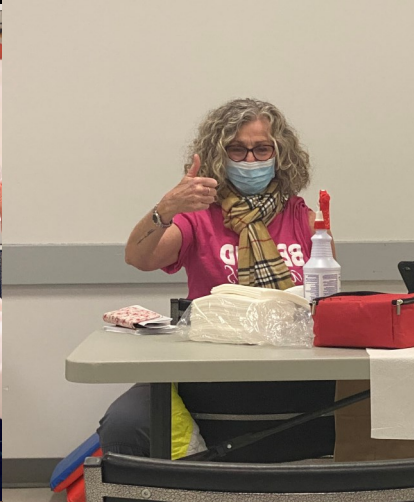
Dr. Payman Charkhzarin

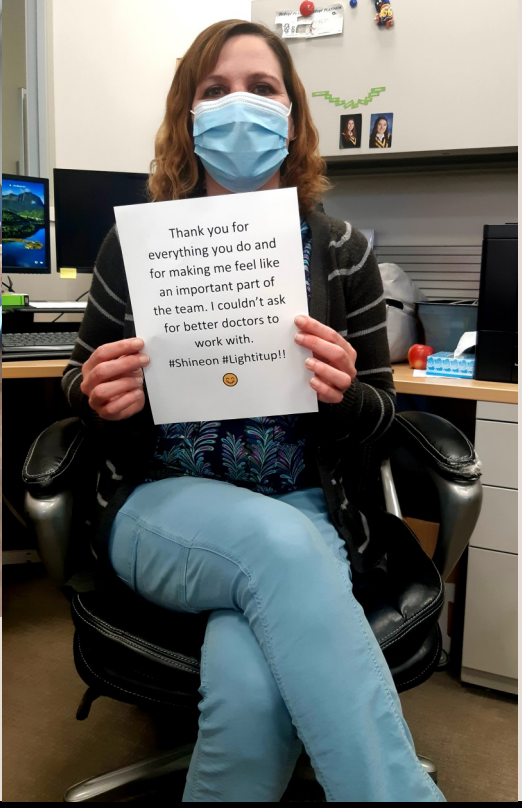


Amy Beaton



Richard Rotherham





Our Vision...

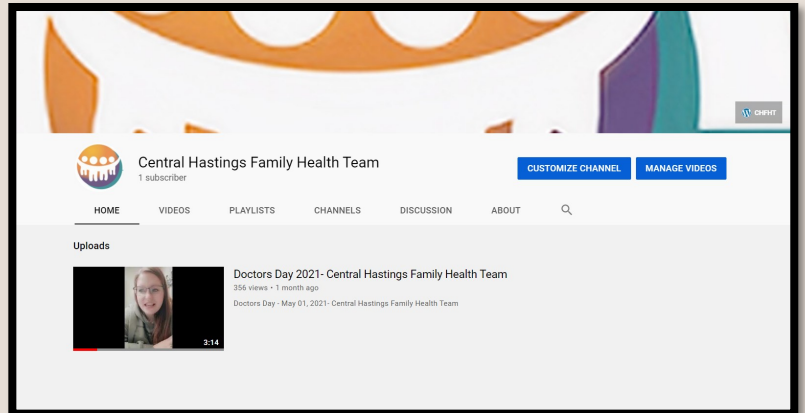
***To empower all of our patients to enjoy
healthier, happier and longer lives.***

Please visit us at [https://
chfht.ca/](https://chfht.ca/)

NEW COVID-19
information
button on our
webpage



COVID-19



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Family Health Team**

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