

Quality Healthcare At the North Perth Family Health Team

Submitted by Lindsay McGee RN, Quality Manager

The 2015/16 year was a busy one at the North Perth Family Health Team. Over the course of the year, approximately 30,000 appointments were attended by patients where they were either seen by a physician, or another allied health professional. We also hosted a number of residents, medical students and other allied health students, supporting them on their journey towards a professional career in health care.

Our Quality Improvement priorities over the 2016/17 year are focused on improving the access to primary care services for our patients when they need it. We are also aiming to increase the rates cancer screening and more specifically cervical cancer screening and colorectal screening within the patients that we support. We encourage you to ask your physician or health professional the next time you have a visit if you are due for screening. Our other priority area for the 2016/17 year is to strengthen partnerships we have with other area health care providers to enable us to better provide seamless care across the various healthcare sectors in an effort to reduce and prevent unnecessary hospital visits and admissions. We encourage you to visit our website at www.npfht.ca where you can access our Quality Improvement Plan in its' entirety.

We are also excited to announce that we are now on Social Media, and can be followed on Twitter at:



We look forward to keeping the community better informed of our programs and services using Social Media!

North Perth Family Health Team Programs

NEW! Healthy Strides—Fall Prevention Program

—Lori Nicholls, RPN

Oncology Nurse Navigation

—Sarah Givens RN

Diabetes Prevention Program

—Heather Mann RD

Nutrition Services

—Heather Mann RD

Break Through/Osteoporosis Program

—Heather Mann RD, Lindsay Wagg (VON)

Kick Butt Smoking Cessation Program

—Joanne Fox ,Pharmacist

Anticoagulation (ACC) Program

—Joanne Fox ,Pharmacist

Lung Health and Asthma Programs

—Joanne Fox, Pharmacist, Martha Leonard NP

Breast Feeding Clinic

—Ruth Anne Biehn, RN, Lactation Consultant

Breast Feeding Buddies

—Ruth Anne Biehn, RN, Lactation Consultant

Well Women Program

— Ruth Anne Biehn, RN, Lactation Consultant

Health Yourself Drop the Pressure Program

—Heather Mann RD, Ruth Anne Biehn, RN

Choices for Change (Youth Addictions Counselling)

— Brittany Dewing

15 Month Well Baby Visits

— Christine Jamieson, RPN

Pain Program

— Laurie Erb, Mental Health Counsellor

Mental Health Counselling (for adults/couples)

— Laurie Erb, Mental Health Counsellor

Children and Adolescent Counselling

— Gabrielle Bisson, Social Worker

Triage Program

— Colleen Young, RN, Patti Rozendal, RN

Our MISSION ... is to improve the health and well being of the citizens of North Perth. Working as a highly effective team, we deliver integrated, person-centered health services, information and care.



Fisher Family Primary Care Centre
185 Inkerman Street, East
Listowel, ON
N4W 2N1

Annual Report—2015-2016

HURON PERTH HEALTH LINKS — Momentum Continues!

The past year has been one of tremendous growth in providers from our health care sectors working collaboratively with community and social services providers to better support our complex patients across Huron Perth with coordinated care planning. The Huron Perth Health Link is not an "entity" but rather a philosophy in providing wrap-around care based on the patient's goals through a coordinated care plan and thus, the focus over the past year has been on supporting leaders, managers and providers from organizations representing all sectors in supporting patients with coordinated care planning. Partnering with "Instincts At Work", leaders, managers and providers from across Huron Perth sector organizations engaged in an intensive neuroscience-based coaching program in order to spread and sustain care planning across the two counties. As of the end of May 2016, 126 people across Huron Perth have worked with their team of providers and are now supported by a coordinated care plan.

~ Read about two patients' experiences with care planning and the impact it has had in their life. ~

Coordinated Care Plans— The Patients' Perspectives

Edna "liked that there was representation from all the pieces of my care there (at the care conference) and they told all their information"; "all said helpful things"
Edna said she would be comfortable and would participate in another conference if one was planned.

Beverley said "the experience (the care conference), it felt good but things are just starting to take off from it now." "Just talking about things help. The more you talk about things, you know, the more you understand and that really helps"

Providers including physicians, nurses, allied health professionals and care coordinators consistently tell us that the care conference process significantly improves communication among care providers and subsequently improves the way the patient is supported in achieving their care goals.

The Huron Perth Health Link is collecting measures from the care planning process in order to learn about the impact of coordinated care planning. Early results are showing that hospital utilization has decreased following a care conference.

The Huron Perth Health Micro Site continues to serve as a central location for providers to access care planning documents and for community members to access information about health, community and social services.

Be sure to visit the Micro Site here:

<http://www.southwesthealthline.ca/libraryContent.aspx?id=21470>

We look forward to another year of sustaining coordinated care planning across Huron Perth.



Ministry of
Health and Long-Term Care



Message from the **Executive Director**

With the winter behind us and spring well into its cycle of renewal, it is important to reflect on our accomplishments as well as the challenges that are part of the everyday landscape. As I finish the seventh year as the Executive Director, I feel privileged to be part of a successful, innovative and energetic organization and to that end, I want to acknowledge the dedication that the staff of North Perth Family Health Team and Family Health Network have shown to the patients and our community. The personnel at the front lines are a key reason for our successes.

The Ministry of Health and Long Term Care (MOHLTC) is now proposing a system redesign labeled Patients First. The proposal, in a very high level, discusses the need for greater integration and collaboration across the continuum of care with a particular focus on primary care and home and community sector. It will require a greater focus on building and strengthening partnerships and in this regard, our Family Health Team is clearly ahead of the pack.

The title of the proposal, Patients First emphasizes that the system redesign work will be about the redesign of how we deliver care with the patient as our partner. As you are aware, North Perth Family Health Team is the lead agency for Huron Perth Health Link as a philosophical approach to delivering healthcare with the patient at the center of their care – with the patient as a partner. This work is all about strengthening our partnerships across our system of care to support those patients with complex needs. Within this context, I want to highlight the collaborative work that we continue to advance with our hospital partner, LWHA and our family health team partner, North Huron Family Health Team. For example, we are now aligning our annual Quality Improvement Plan to support patients with Chronic Obstructive Lung Disease to receive truly integrated care...and this is just the beginning!

As we know, change is the new constant. However, change is not easy as it disrupts our processes and our daily routines. Change brings in a level of uncertainty but within the uncertainty are opportunities to improve how we accomplish top quality healthcare delivery to our patients. The physicians, staff and family health team are working together to constantly improve how we deliver care to our patients and we encourage you to let us know how we are doing.

In closing, I want to acknowledge the support and commitment from the Board of Directors, the physicians, and all staff. I look forward to another exciting and fulfilling year with North Perth Family Health Team.

Respectfully Submitted,
Mary Atkinson RN, B.Sc., MBA, CHE

Message from the **Board Chair**

As Chair of the NPFHT over the last year, it has been gratifying to see our Board and Staff successfully putting "Patients First".

Our most recent Quality Improvement Plan is testament to this: with the goals of improved patient access, an improved patient experience, and the shift from episodic emergency room care to the more desired comprehensive primary care, the organization is moving to enable our patients to easily and effectively enter, and then navigate, their health care system.

Significantly, we have shifted our focus from patients who are 'rostered', to patients who most urgently need service. Syrian refugees, the transient but high needs local population, and those who are sickest are high priorities for our "population based" family health team. To achieve this, we continue to lead the integration of service providers, not only in Listowel, but throughout the Huron Perth region, with our leadership of the Huron Perth Health Link – seen as one of the Province's most successful Health Links. The connections for all of this start with our NPFHT Board: the one place in town that brings all of the significant health care players, including the community, together.

It's no surprise then that the Provincial Health Ministry has reformed our accountability agreement, giving our Board an increased financial and strategic independence – an acknowledgment of our "good governance." As a Board, we owe a debt of gratitude for the skilled leadership of Mary Atkinson, our Executive Director, who takes it from there and "makes it happen!"

The people of Listowel can be proud of their Health Team, who continue make patients central to the planning and execution of everything our organization does.

Respectfully submitted,
Dr. Rob Annis, MD
North Perth Family Health Team

Message from the **Medical Director**

The past year has been an interesting year for local health care. Physicians are working without a contract and there is dispute between the physicians of Ontario and the Ministry of Health. The Ministry has decreased numerous fees paid to physicians and all of us are affected. Fortunately the Ministry has announced that there will be money coming to the family health teams that will be used to increase compensation.

Locally we have been looking at ways to improve our access for our patients. This required us to look at our supply and demand where we discovered that our demand outstrips our supply. Currently four practices are doing little changes to see if they can improve the access within their practice. If those changes are successful it is hoped to then spread those changes to the other practices.

Our diabetes committee is getting back up to speed. With the change in our electronic medical record systems, we ended up behind in our data collection and are now updating our patient cohorts. Once that is done our data will be much easier to track in our new EMR and we can make better comparisons. Then hopefully we can continue the excellent work we were doing in the recent past.

The next year will involve changes in our geriatric program and moving ahead with improving access for our patients.

Respectfully submitted,
Dr Terry Suggitt MD, CCFP

What's new in ... **Health Professional Recruitment**

North Perth Health Care Recruitment witnessed continued growth and success in 2015. All initiatives centre upon building program sustainability and enhanced awareness of the outstanding practice and lifestyle that North Perth offers to candidates and their families. Personalized and first-hand experiences nurture that understanding of our exceptional medical facilities, friendly and progressive team and superior community amenities - and is a program goal.

In 2015, the Ministry of Health and Long Term Care changed the ability for medical graduates to join FHTs upon graduation. Communities listed as 'High Needs' by a Ministry formula retain the ability to recruit physicians to join their FHT – and North Perth has been

included in this category. Working within FHT's is a significant attraction for new graduates and we will heavily promote this to all candidates.

Recruitment events provide strategic means to foster new and enhance existing relationships with Family Medicine residents as they plan learning rotations and explore practice opportunities. Participation at area events increased from 2 to 4 events in 2015. Future participation in these and other events are evaluated annually. The recruitment website is an added tool to promote our opportunity. Website implementation was a focus in late 2015 with the launch planned in 2016.

Office locums, along with medical learner rotations, are excellent exposure to our practice, while providing needed care to our patients. Dr. Ted Osmun provided care during Dr. Hayward's Maternity Leave from Sept 2015 – Jan 2016. Dr. Derek Gateman, a recent Hamilton McMaster graduate, did an Office locum in Dec 2015 /Jan 2016 during his spouse's residency rotation and has returned for multiple locums since. We will continue to utilize locums to expose candidates to our excellent opportunity.

A thriving medical education program continued to be a strategic objective in 2015 as Dr. Terry Suggitt took over as the Medical Education Lead. North Perth FHT welcomed 13 Family Medicine Residents (9 in 2014) and 10 Medical students (6 in 2015) from Western, McMaster and Queens. One and two month rotations provide an excellent taste of practice and life in our community plus the added benefit of increased access to care for our patients. Very positive feedback regarding the quality of the learning experience, friendly and skilled staff and the welcoming and progressive community is the norm. These relationships continue to be fostered beyond their rotations and have promising potential for the future. Due to the sale of the prior property, relocation of the 2 recruitment apartments took considerable energy in May and Sept 2015. The 1- and 2 –bedroom apartments moved to 285 Elizabeth Street, only 2 blocks from the primary care centre and hospital. All rooms were regularly full during 2015 being used by our many medical learners and office and ER locums (visiting physicians). Fibre cable and internet service has generously been donated by Wightman Telecom at the new location.

We are grateful for and appreciate the significant and ongoing financial and community support of all program partners, as we build the recruitment program and promote health care sustainability in North Perth. It was a successful year – and we look forward to even more progress in 2016.

Respectfully submitted,
Kim Kowch, Health Care Professional Recruitment