

Chatham-Kent
Community Health Centres

Centres de santé communautaire
de Chatham-Kent

Cultivating our CHC Footprint in an Ever-Changing Healthcare Landscape



2018-2019 Annual Report

A Message from the Board President



Michael Denys

It has been another great year of governance renewal and strengthening for the Board of Directors of the Chatham-Kent Community Health Centres in upholding our mission:

"Together with our clients and community, we provide access to a broad range of services that promote health and improve wellbeing"

Our four board committees and the full Board of Directors have achieved collective fiduciary, strategic and generative modes of governance and leadership within the CKCHC.

This year solidified our actions of year two (2) of our three-year strategic plan for 2017-2020 inspired by our refreshed mission, vision and values which emphasized our four strategic directions and our commitments to:

- 1) Clients: Improving access to our priority populations
- 2) Excellence: Enhancing the effectiveness of our services and embedding culturally appropriate care to our service delivery models
- 3) Partnerships: Cultivating partnerships to provide integrated and seamless care to the community; and
- 4) Organizational vitality: Strengthening our capacity to serve.

In the spirit of partnerships, the organization has been diligently working with many community agencies to build upon future community partnerships in order to become a comprehensive health and wellbeing hub for our priority populations.

The Board believes that Directors deserve robust orientation and ongoing education in order to carry out their duties with diligence and integrity in this complex and ever-changing health care system.

2018-2019 Directors

Michael Denys	Stanley Ing	Ron Middel	Joey Vandermeer
Steven Brown	Molly Nahdee	Robert Helyar	Arlene Dodge (ex-officio)
Meg Connelly	Lorne Loulas	Suzy Webster	Alan Jacobs (ex-officio)

A Message from the Board President (Cont'd)

In September, at the mid-way point of our 3 year strategic plan, the board participated in a retreat. In these sessions, the board focused on familiarization with Health System and Context; reviewed governance fundamentals and key responsibilities; reflected on the maturation of the organization and generatively discussed the new political landscape and the critical role of primary care, team-based care and the CHC mandate. The board worked through case studies for capital planning and a community hub strategy for the Chatham site and consideration for new approaches to advocacy.

CKCHC's philosophy of governance remains health systems orientated focusing on directions outlined in the Ministry's Patients' First report, Erie St. Clair Local Health Integration Network Integrated Health Services Plan, Health Links, the evolving Indigenous Health Strategy and the health system transformation agenda.

We will see what the next chapter brings under the new emerging Ontario Health Team model and the subsequent governance implications. Remaining grounded on client care delivery, and co-designing this with our clients and families will continue along with the success of the organization.

As one can see this has been another outstanding year. I'm delighted to end my tenure on the Board of Directors with our full board complement under its esteemed leadership and governance oversight which will continue to strengthen the organization for many years to come.

2018-2019 Board Learning Sessions and Workshops:

- Board Liaison Orientation and Training
- Association of Ontario Health Centres
- Health Care System 101 Orientation
Role of Governance in Accreditation and Related Accreditation Standards
- 3 Directors Attended the Alliance for Healthier Communities Annual Conference
- Community Accounting Planning
Submission CAPS and Financial Budgeting
- Security Processes
- Executive Director Compensation
- Inclusive Governance Course (4 modules)
- Generative Governance
- Indigenous Cultural Structural Model
- Board Quality in Health Care
- Wallaceburg CKCHC Site Portfolio

A Message from the Executive Director



Sherri Saunders

This year marks our ninth year of service to our community. Since our first client was seen in June of 2010, we have continuously cultivated our CHC footprint by delivering exceptional primary care services and by enhancing our programs and community supports to the vulnerable populations while being anchored by our mission and mandate.

This annual report highlights only a sampling of the diversity of the programs and services offered by the organization and the resulting meaningful and positive impact on our clients. Our *Model of Health and Wellbeing* places the individual at the centre of all that we do, and empowers people to actively participate towards their personalized goals, enhanced quality of life and their overall wellbeing.

In alignment with this year's theme for our AGM, "Cultivating our CHC Footprint in an Ever-Changing Healthcare Landscape", the interprofessional team remained committed to achieving our vision, *the best possible health and wellbeing for those we serve*, with continued focus on breaking down barriers, meeting client's where they are at, and delivering high quality primary health and wellness care. In alignment with both the Ministry and the mandate of the Erie St. Clair LHIN, with primary care as the foundation of the health care system, CKCHC employs an equity lens, addresses the social determinants of health, supports health promotion activities and remains successful in increasing access to team-based care for our priority populations.

Ontario's health system transformation agenda under our new governmental priorities emphasizes the need for more timely access to primary care and seamless linkages between primary care and other services.

Together in team fashion, we are making this happen!

The Alliance for Healthier Communities has developed an evidence-informed Model of Health and Wellbeing to guide delivery of primary health care. The model defines health as: "a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity."



A Message from the Executive Director (Cont'd)

As evidenced in our program delivery expansion efforts, the Chatham-Kent Community Health Centres are united to embrace change and equitable services in supporting the client's needs with higher social purpose. Collectively we remain committed to making a difference in the lives of our clients, families and the community.

We know that our clients and families deserve our undivided attention, support and partnership in their care. Client stories and testimonials are a source of validation, inspiration, and at times, examination into what we need to do differently or simply better, they keep us grounded.

Thank you to all our clients, volunteers, families and community members for helping us deliver better care to our community.

With heartfelt appreciation, it is easy to recognize the incredible talents of the interprofessional team, each contributing their best. Our work is challenging but so rewarding. The staff are committed to providing person-centred care that is respectful, inclusive, innovative and compassionate. For this, I am truly grateful to each member of our team for their unique contributions, outstanding professionalism and unwavering dedication. Keep up this amazing effort team!

Thank you to the Board of Directors for their leadership, support and encouragement in addition to their unwavering commitment to our clients and community. We are excited as we look ahead to a year of continued partnerships in influencing positive clinical and health system outcomes within Chatham-Kent and the journey towards a locally-based Ontario Health Team. I look forward to the year ahead as we engage clients and communities as active partners to further advance our care delivery ensuring services are responsive to their needs.

2018-2019 Highlights

5,625 individuals were served for primary care

33,496 visits occurred with the interprofessional team

506 new clients were seen for primary care

92% of clients feel comfortable and welcomed at the CKCHC



A Year in Review



The highly anticipated onsite phlebotomy service began in January 2019. CKCHC clients can now have their blood work completed onsite at any of the three CHC locations. Pictured left is Registered Practical Nurse

Alley with the CHC's first phlebotomy client!

Another successful Merry Mingle!

Thank you to all volunteers and staff who helped to prepare and



serve a FREE delicious Christmas meal to individuals residing in the communities we serve.



Darla, Telemedicine Registered Nurse, conducted 28 Telederm appointments and scheduled specialty

appointments for a total of 180 clients. Telemedicine uses video cameras, StoreForward software and monitors to connect clients to specialists who are not located near them, reducing the need to travel to receive care. Clients can see, hear and talk to a doctor or other health care professional.

Congratulations to Lindsay, Physiotherapist (centred) for bringing her A-pparel game and winning her second consecutive festive sweater competition!



A total of 44 blood pressure clinics were offered at five outreach locations. Age Well Registered Nurse Amanda is pictured left.

The inaugural Staff Appreciation Day hosted by CKCHC's PEER (Promoting Employee Engagement and Recognition) Committee occurred on Friday, April 19th!



Congratulations to team purple also known as "Purplelicious" for taking home the coveted CKCHC PEER trophy.



The Mindfulness-Based Stress Reduction program was successfully introduced this year at the Chatham site.

This 6 week program offers formal and informal mindful meditation practices to help combat stress, pain, illness and suffering.

Indigenous Health

2018-2019 Highlights

Expansion of the team to include permanent hires for a Social Worker, Registered Dietitian and a contract hire for an Registered Nurse. We have been fortunate to have an increase in hours to our permanent physician and Clinical and Client Services Manager roles.

With a focus on Indigenous client care and outcomes, we are enhancing the journey of clients through the practice of trauma-informed care and programs, such as Health Links Indigenous navigation, counselling, and access to traditional foods and healing practices. The growing positive response to our visiting healers is evident from having the largest number of participants at one of the last teachings during this fiscal year.

Specific initiatives emerge from needs, gaps, and recommendations made by our clients, community partners, and Directors, such as the spread of the successful FRIENDS program, expanded healer visits, Ojibwe language classes, and building capacity regarding cultural awareness.

FRIENDS for Life and My FRIENDS Youth Skills for Life: A 10-week school program that teaches resiliency to grades 4 and 6.

90%

of the youth rated the program as very good or excellent.



22 youth participated

90%

of the youth rated the leaders of the program as very good or excellent.



New things the students learned:

- inner self talk
- coping step plan
- relaxation techniques
- think before you act
- problem solving skills



Things liked:
leaders, learning new things, games, trivia, stress balls and group work.

Our team is grateful for the teamwork and partnerships that continually support health and improved wellbeing, while working toward closing gaps within Indigenous Health.

Health Promotion



Improving access to health care by implementing community outreach programs.

In partnership with Medavie EMS, CKCHC increased its outreach opportunities by providing a mobile flu clinic to the rural residents of Pain Court.

Pictured above left to right:

Rodney Hetherington (Medavie EMS), Sarah MacKenzie, RPN (CKCHC), Allison Knight, RPN (CKCHC), Laura MacDougald, Health Promotor (CKCHC), Matthew Gaudette (Medavie EMS)

"Health promotion enables people to increase control over their own health. It covers a wide range of social and environmental interventions that are designed to benefit and protect individual people's health and quality of life by addressing and preventing the root causes of ill health, not just focusing on treatment and cure"

~ WHO, 2016



Pictured above:

Laura MacDougald and Jenna Noorenberghe and two community members

In 2018-2019 the health promotion team worked with CKCHC staff and community partners to support clients and community members in achieving their wellness goals.



Driven by the needs of the community, and based on the social determinants of health, the CKCHC provided 81 programs.



Over 13,817 program participants were reached through innovative program design and implementation.



Collaboration and partnerships with community organizations provided 28 programs including 8 community flu clinics.



October 1st - December 31st 2018: CKCHC Health Promotion team participated in, or helped organize over 34 community events.

Client Advisory Committee Report



The Client Advisory Committee, composed of clients and caregivers, meet monthly to communicate the client perspective on CHC programs and services, and collaborate with staff to create an environment that is client-centered. This year, the committee has adopted a new strategy to help raise awareness about programs and services within the CKCHC and the community, by inviting a staff member or member of a community organization to come and present monthly at our Client Advisor Meeting.

The Client Advisors feel this has been of great value by allowing them to have increased awareness of what is available to our clients and be able to pass this information on to others who might benefit from the services offered.

The Client Advisory Committee has been so beneficial to our organization by allowing us to see things from the client's perspective and adapt our programs and services to meet the needs of our clients. We can hear first-hand what our clients feel we are doing well and areas that we need to continue to work to improve or adapt in order to better serve our client population.

~ Heather Carnahan, Director of Clinical and Client Services

Our Client Advisors are dedicated and give so much to our organization, often volunteering their time to run programs or at community events. One of our Client Advisors, Lisa, continues to facilitate our Community Cuts Program offering free professional haircuts once a month to our clients and members of the community.

Another one of our Client Advisors, Melissa, has volunteered her artistic skills to help brightened up our clinic walls with her art (featured below)

We appreciate all of the time and effort that our Client Advisors provide. As stated by one of our newest Client Advisors:

In healthcare, it takes us all to make a difference.

~Willis, Client Advisor



And we truly value the difference they are making within our organization.

Community Program Highlights

Cardiac Rehabilitation

This outpatient program is for persons with known cardiac disease such as a previous heart attack or heart surgery. It's a 6-month supervised exercise program with general risk factor education and counseling as needed in nutrition, stress management, medications and general information on heart attack and stroke.

127 Individuals participated in the gym program

163 Individuals attended healthier living classes

175 Intakes conducted with Cardiac Nurse

87 Initial appointments with Registered Dietitian

164 | Referrals in 2012

320 | Referrals in 2018



Zhiibii Circle

Zhiibii Circle is a weekly beginner's yoga session for Walpole Island community members. This program fosters a sense of community and provides opportunity for residents to increase their social connections therefore removing the barrier of social isolation and promoting community cohesiveness. This program is geared towards those with chronic pain and other conditions.

Breathe Well COPD

This program helps those living with Chronic Obstructive Pulmonary Disease build self-management skills and exercise tolerance. Participants learn about medication management, action planning, breathing techniques and much more. This program is in partnership with the Thamesview Family Health Team.

As a result of this program, participants noticed the following functional changes:

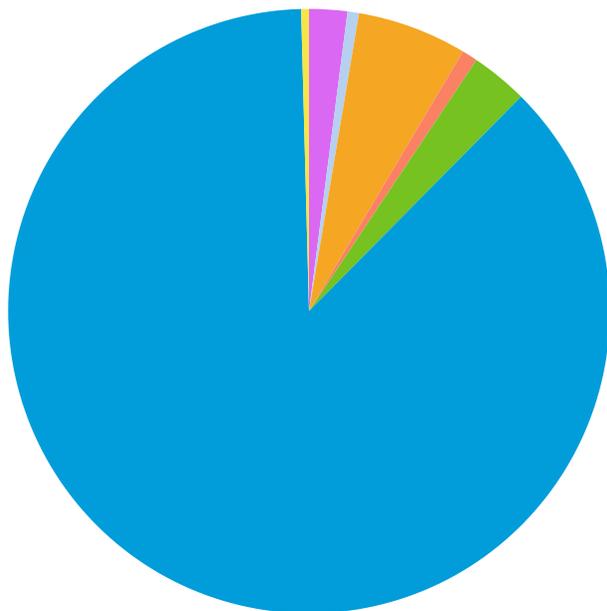
"Weight loss, better motor function, improved breathing, improved balance, walking better and further, increased upper body strength, more endurance during activities such as housework and climbing stairs"

31 Individuals completed the program



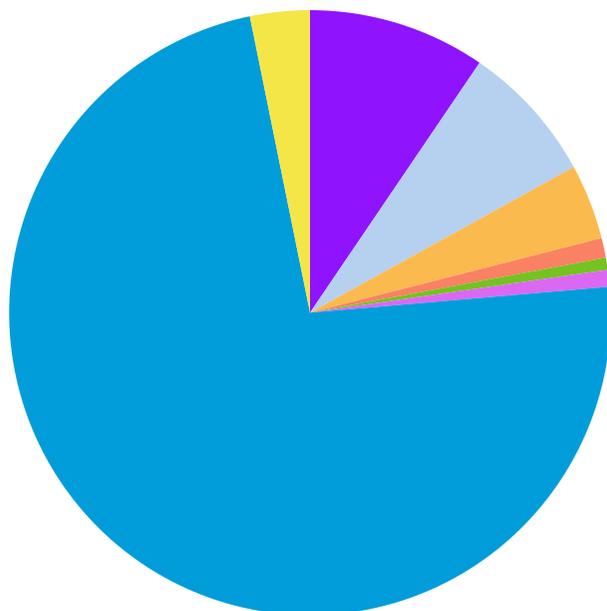
2018-2019 Financials

Revenues



- ESC LHIN/CHC Base Funding
\$8,219,930
- Paymaster Expense
(\$193,020)
- Recoveries
\$58,016
- ESC LHIN / MOHLTC One-time Funding
\$555,546
- Other Revenue
\$79,466
- Amortization of Deferred Contributions Related to Capital Assets
\$287,582
- Deferred Contributions Related to Funded Capital Asset
(\$39,487)

Expenditures



- Salaries and Benefits
\$6,561,032
- Staff Development and Travel
\$80,328
- Transfer Payment / Contracted Out Services
\$670,532
- General Operations
\$361,698
- Equipment and Software Licenses
\$94,595
- Medical and Program Supplies
\$57,771
- Building and Plant Expenses
\$854,479
- Amortization
\$287,582

For detailed audited statements please visit www.ckchc.ca

Human Resources Report

This year we continued to create our strategic imprints for 2018-2019. We had several key operational activities including:

Enhancement of employee engagement through the passion and talent of the PEER (Promoting Employee Engagement and Recognition) Committee. The committee continued to strengthen employee engagement with a half day staff appreciation event that was held on April 13, 2018.

Assurance of accountability through policy and reporting to support the centres upcoming accreditation

Introduction of a new performance management tool to help evaluate performance processes and assist in aligning employee goals with the centre's mission, vision, values and operational goals. 67% employee performance reviews were completed.

Thank you, Miigwech, Merci to the BEST volunteers EVER! We are so grateful for your help.

Melinda Lambert, Betty Milburn, Jennifer Crosby, Justine Chauvin, Kennedy Boersema, Willis Pollet, Neebin Keezhing-Dodge, Christina Williams, Lisa Williams, Faye Geddes, Jennifer Clark, Melissa Houweling, Randall Jordan, Marion Lucio, Ross Stennett

5 Year Employee Service Award

Tanya Baniak
Rebecca Bishop
Jody Emerson
Dr. Paterno Serezo
Amy Serran
Andrea Verburg

66 staff supported with education assistance

12 student placements with a total of 1,783 hours

467 volunteer hours

27,378 facebook job posting views and twitter messages

156 learning sessions taken including ASIST, NVCI, Safetalk and ICS training

17% of employees have been with the CKCHC since its first year of operation.

HOW TO REACH US!



150 Richmond Street
Chatham, ON



808 Dufferin Avenue
Wallaceburg, ON



785 Tecumseh Road
Walpole Island, ON



519-397-5455



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www.ckchc.ca



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