



Peterborough  
FAMILY HEALTH TEAM

# Annual Report: 2017/2018



## A Message From Our Leaders

On behalf of the Peterborough Family Health Team Board of Directors and team members, we are pleased to present the 2017-18 Annual Report. This report reflects on a year of hard work and dedication from everyone working within our model of primary care. From providing acute patient care, to facilitating group programs, the Peterborough Family Health Team surrounds our patients with the primary care services they require and connects them with additional community resources.

Our team is committed to providing an exceptional quality of care to all patients. This past year we initiated a review process for all current programs and services as a means to identify areas of strength and bring to light potential improvement opportunities. A key component to improving the local primary care system is to understand what our patients truly need and want. This takes place in different ways, such as our Patient and Family Advisory Council; an imperative voice of experienced patients and caregivers who are veterans of our local healthcare system.

The collection of data also allows us to understand the needs of our patients in the Peterborough community. Through this data collection, we identify patterns as to why patients visit their primary care provider and create programs and services to support them while alleviating pressure and wait times in the family physicians' clinic.

Our community's biggest need is very evident to our leadership team; the recruitment of family physicians.

Over 80 percent of residents living within Peterborough County are under the care of one of our family physicians. We endeavor to become the medical home for all residents of the Peterborough County and continue our recruitment efforts through provincial and national advertisements, by attending recruitment events such as job fairs aimed at health care providers, and through network opportunities with the Queen's Family Medicine Residents. As most people know, Peterborough is a beautiful and unique community to live in and this is something we happily share with our potential physicians. Our slogan is: you can work anywhere, but you can *live here*.

The recruitment of new family physicians is one of the ways the Peterborough Family Health Team is taking to connect all residents with primary care, we continue to look at and pursue various options for our community.

We look forward to another great year of keeping our community healthy!

Sincerely,

Lori Richey  
*Executive Director*

Dr. Kaetlen Wilson  
*Medical Director*

Dr. Marta Wesolowski  
*Board Chair*

# Guiding Principles

## Mission

As a provincial healthcare leader and community partner, the Peterborough Family Health Team coordinates and empowers family practice-centred multidisciplinary teams to provide high quality, evidence-based, primary care to meet the needs of all residents of Peterborough County.

## Vision

A leader in the delivery of collaborative family medicine serving the residents of Peterborough County.



## Values

- **Relationships:** between primary care provider and patient is the foundation of what we do/primary care/patient centred care.
- **The Patient Experience:** is influenced by the sum of all interactions with primary care.
- **Inclusive, Community Focused:** collaborate and partner with others to leverage our collective strength to provide seamless care.
- **Strong Leadership:** focusing on effective, forward-thinking always keeping the patients in the centre of what we do.
- **Responsible Stewardship:** we are accountable for financial resources given to us and for the trust our residents place in us.

## Our Leaders

### Board of Directors:

- Dr. Marta Wesolowski, *Chair*
- Nathan Baker, *Vice-Chair*
- Matt Holmes, *Treasurer*
- Dr. Gary Berg
- Dr. Bob Neville
- Dr. William Shannon
- Dr. Karen-Lee Eldridge
- Dr. Joan Himann
- Todd Sargent
- Chantelle Hart (non-voting)

### Executive Team:

- Lori Richey  
Executive Director
- Dr. Kaetlen Wilson  
Medical Director
- Julie Brown  
Director—Allied Health  
Programs & Services

# Our Medical Community

A “Family Health Organization” is a clinic, or group of clinics, that your family physician and their team work within. The Peterborough Family Health Team works hard to ensure the

family physicians in these organizations have access to programs and service that will benefit their patients (that’s you). Each of these Family Health Organizations not only provide you with great care, but also have an **Extended Hours Service**. This service allows patients to see their healthcare provider or a team member outside of regular business hours. For more details, visit:

[www.peterboroughfht.com](http://www.peterboroughfht.com)



## **Chemong Family Health Organization:**

Chemong has two clinic facilities located in Lakefield and Bridgenorth. Currently, there are a total of 10 family physicians working at these locations.



## **Greater Peterborough Family Health Organization:**

Greater Peterborough has 12 facilities housing 25 family physicians throughout the City and County of Peterborough.



## **Peterborough Clinic Family Health Organization:**

Peterborough Clinic is located near our regional hospital. This clinic has 21 family physicians, along with other specialists.



## **Peterborough Community Family Health Organization:**

Peterborough Community has three locations located within the City of Peterborough. In total, there are 16 family physicians working within this organization.



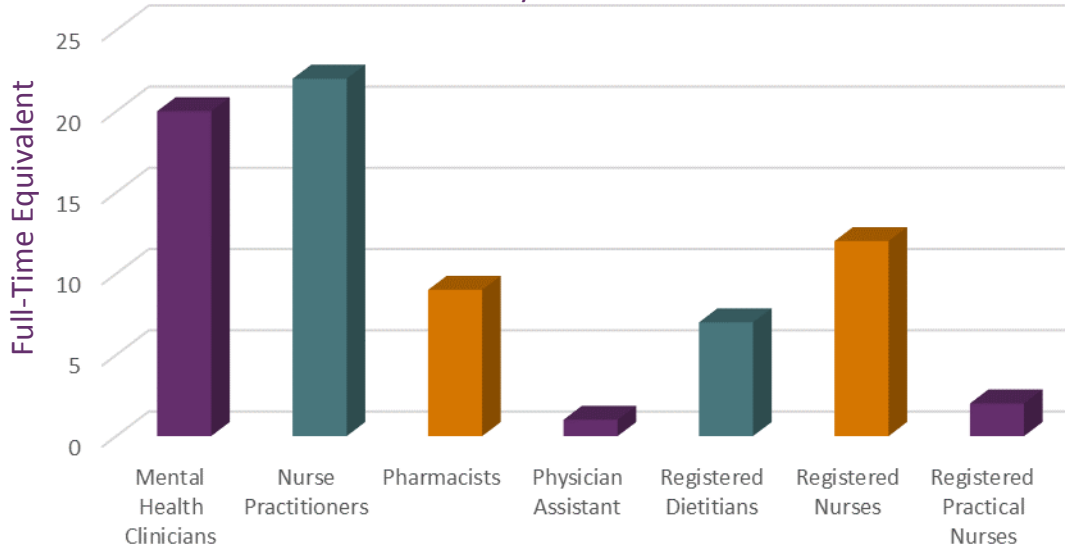
## **The Medical Centre Family Health Organization:**

The Medical Centre is also located near our regional hospital. This clinic encompasses 19 family physicians, along with other specialists. This organization is also an affiliated site of the Ontario Breast Screening Program and is home to the Queen’s Medical Residency program.

# Human Resources

The Peterborough Family Health Team receives an annual budget of \$10.3 million. Within that overall budget, **85%** goes directly to staffing, which include our allied health professionals and administrative staff.

**Our Allied Health Professionals**  
by the number



The administrative staff help to support clinicians by coordinating the one-on-one appointments with patients. Our Program Office plays an important role by organizing all referrals to our programs and services.

The administration staff also help in areas such as technology, finance, HR, communications, data collection and much more allowing clinicians to focus on what is important – the patient.



# Programs & Services

The Peterborough Family Health Team continues to offer its patients a variety of programs and service to help them achieve their optimal level of health.

To ensure our programs and services are operating at full capacity and offering our patients what they truly need, we took the time to review what is currently offered to patients and engaged with our family physicians, allied health

professionals, the Patient and Family Advisory Council, and through patient feedback surveys to hear their thoughts. By doing so, we continue to learn best models, find efficiencies, and provide effective supports to the patients in our family health team.

These great programs and services continue to close the gaps in care that our community once faced. We will carry on with the great work, and keep our focus on providing the highest quality of primary care to the residents of this community.

## Nutrition Workshops

Our nutrition workshops aim to increase patient knowledge on the subject that is presented to them. Through better understanding, patients can take control of their chronic disease!

## Diabetes Prevention Patient Encounters:

96

## Heart Health Patient Encounters:

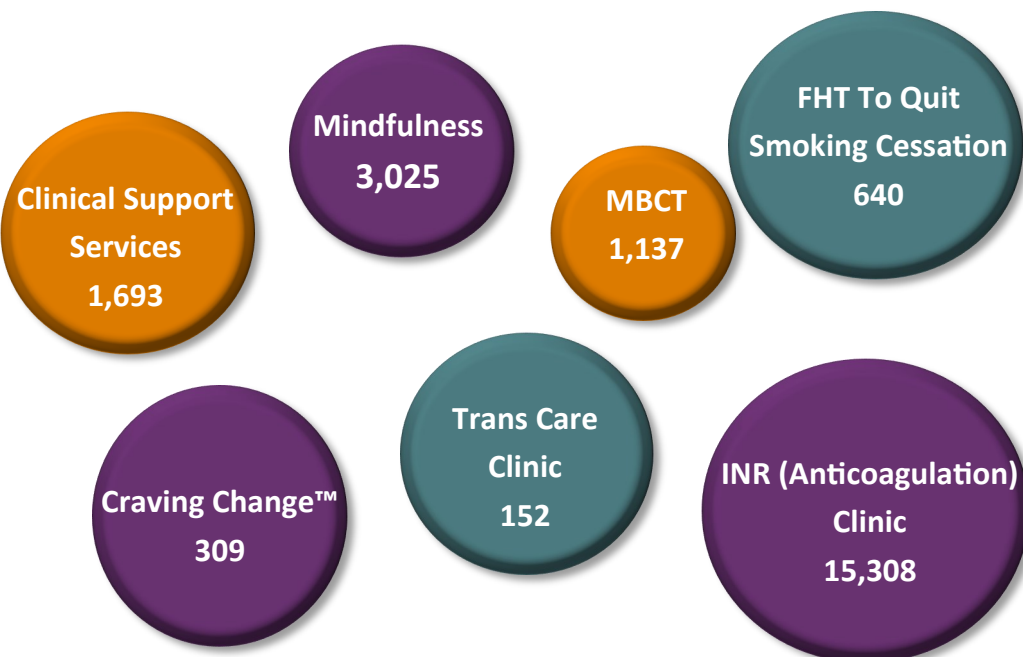
92

## Congestive Heart Failure (CHF) Patient Encounters:

49



## Patient visits / encounters to our programs and services in 2017/18



# Programs & Services

**Mindfulness:** helping patients with stress, anxiety, depression, and other health concerns worsened by stress. Of all participants:

- 89% decreased their level of anxiety <sup>1</sup>
- 88% are more mindful <sup>3</sup>
- 99% expressed satisfaction with the program

**Mindfulness Based Cognitive Therapy (MBCT):** similar to Mindfulness and especially for those experiencing or at risk of relapse for depression & long-term anxiety. Of all participants:

- 87% decreased their anxiety level <sup>1</sup>
- 88% decreased their level of depression <sup>2</sup>
- 81% are more mindful <sup>3</sup>
- 99% expressed satisfaction with the program

**Craving Change™:** teaching patients about the relationship you can have with food and uncovering that there is more to food than just nutrients. Of all participants:

- 84% are more mindful of their eating habits and behaviours <sup>4</sup>
- 98% expressed satisfaction with the program

**FHT to Quit Smoking Cessation:** helping patients quit smoking through an individualized and safe plan. This plan may include: coaching, problem solving, and learning new strategies for quitting and staying quit. Of all participants:

- 93% were abstinent for 3 months
- 79% were abstinent for 6 months

## Did you know...

In January, 2018, we started a new process for referrals to our programs and services?

This new process has your primary care provider recommending a program or service to you - the patient - and it is up to the you to initiate the process once you feel your are ready.

This is a great way to become empowered in your health care.

Information on our programs and services can be found on our website at [www.peterboroughfht.com](http://www.peterboroughfht.com)

Talk to your clinicians if you are interested in any of our Family Health Team services!

<sup>1</sup> Measured by the GAD-7 questionnaire

<sup>2</sup> Measured by the PHQ-9 questionnaire

<sup>3</sup> Measured by the MAAS questionnaire

<sup>4</sup> Measured by the MEQ questionnaire

# Programs & Services

## Wellness Day for Women



Providing three life-saving cancer screenings to patients. In November of 2017, we had 110 women participate in the health event and of those:

110

PAPs were completed

87%

of participants attended their scheduled mammography

45%

of colon screening kits distributed were returned



**Clinical Support Services:** providing a number of services to patients such as navigation, arranging follow-up care after hospital discharge, assisting patients who frequent the emergency department. An example of their work is:

- Clinical Support Services provided over 100 linkages/referrals to community supports and services

**Trans Care Clinic:** proving individualized services for transgender people based on their needs and wants. In the past year:

- 44 clinics were held with 152 patients encounters
- 92% of clients rated their overall experience as excellent/very good
- 100% of clients felt our space was very inclusive.

## Nutrition Workshops

### Diabetes Prevention Workshop

Helping patients manage their risk of diabetes. Of all participants:

97%

Increased confidence

100%

Increased understanding

99%

Expressed satisfaction

### Heart Health Workshop

Helping patients manage their heart health. Of all participants:

97%

Increased confidence

100%

Increased understanding

95%

Expressed satisfaction

### Congestive Heart Failure Workshop

Helping patients manage their congestive heart failure. Of all participants:

100%

Increased confidence

100%

Increased understanding

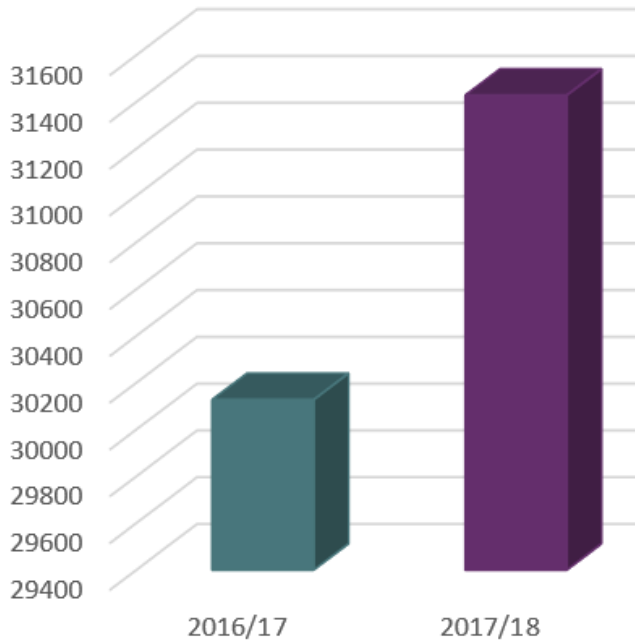
100%

Expressed satisfaction

# Access to Care

In the last year, our allied health professionals provided **88,572** acute and episodic patient visits.

What does this mean? Acute and episodic care is short term treatment for an injury or episode of illness, with a goal to restore the patient back to better health!



## Extended Hours Service

This service provides patients with the opportunity to see their family physician, nurse practitioner, or the team members in that clinic/organization when the patient requires care.

In 2017/18 we provided 31,428 Extended Hours Service visits to patients. That is 1,301 more visits than the previous year!

## On the search for more family physicians...

Recruitment of family physicians has been, and continues to be, a priority for the Peterborough Family Health Team. Throughout the last year, we have advertised provincially and nationally to promote Peterborough as a great place to both work and live.

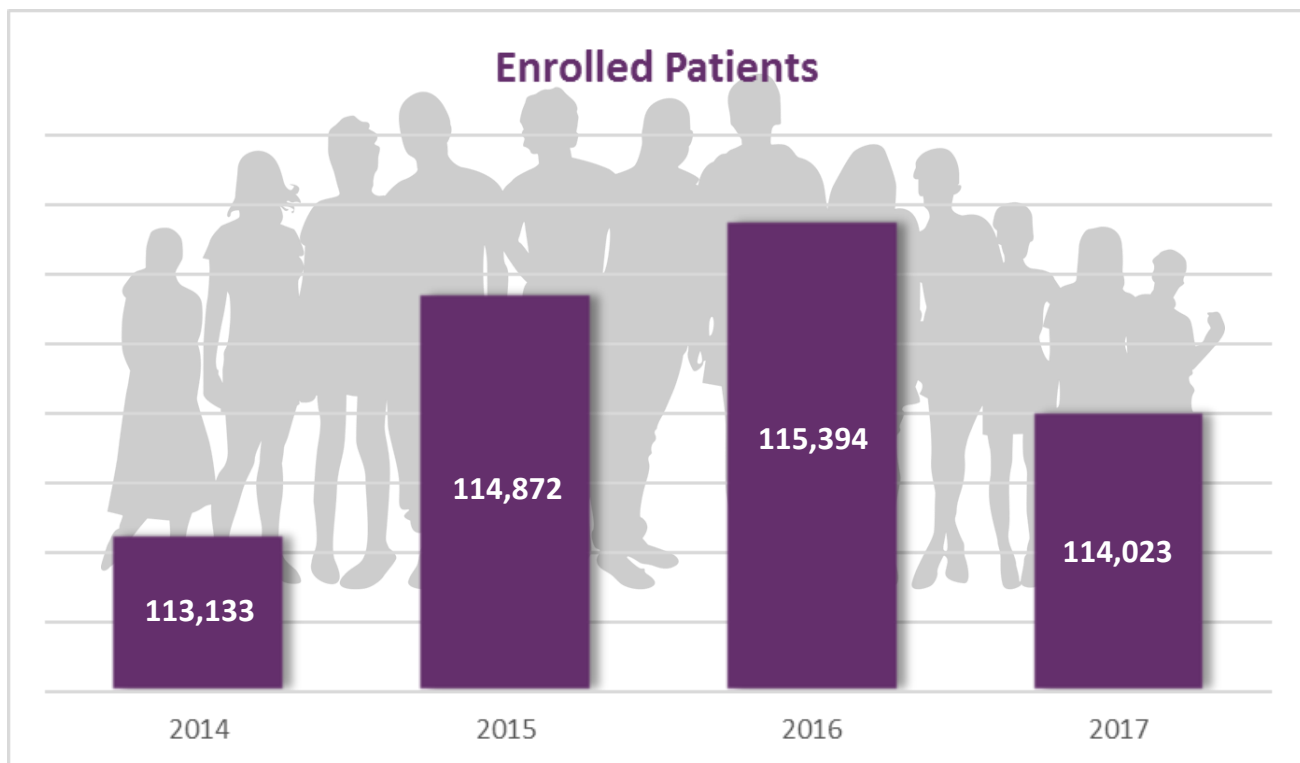
This coming year, the Peterborough Family Health Team will form a Recruitment Committee. Those who are interested in helping us attract new family physicians to our wonderful community are encouraged to reach out by emailing:

**[MDrecruitment@peterboroughfht.com](mailto:MDrecruitment@peterboroughfht.com)**



# Our Patients

Patients of the Peterborough Family Health Team are those under the care of our collaborating family physicians. This past year, four family physicians retired, we were able to find two new family physicians to take over two of the practices. We continue our search to accommodate those patients who no longer have a family physician or still waiting and live in Peterborough County.



## Patient & Family Advisory Council

The Patient and Family Advisory Council conducted their inaugural meeting in October, 2017. This group of experienced and knowledgeable patients and caregivers have been working with Peterborough Family Health Team since, assisting in the review of the new referral process, providing feedback on patient communication, and much more. Each and every member bring an abundance of value to our organization and we are so very thankful to them.



In the next year, one of these insightful council members will join the Peterborough Family Health Team Board of Directors. By doing so, the patients' voice will be carried further to the leadership group of our organization and back to the council.

## Patients Voice

"Craving Change™ put all the pieces together for me, not just in regards to my eating habits, but in other areas of my life as well. It may sound a little "over the top" but I almost have a feeling of empowerment." - Craving Change™ Program Participant

"I do not say this lightly - this has been life changing for me. I still have so much work, but the progress I have felt is overwhelming. I am so much calmer. I don't react as strongly or as negatively."

– Mindfulness Program Participant

"I was most impressed with the program. Thanks to all of you for your support!! I am now 8 months smoke free and very proud of myself!" – FHT to Quit Program Participant

"I am (and continue to try to be) more present in my everyday life. I am able to enjoy more things and moments like being fully involved in a conversation or activity and I get much more out of those things. I can let things go a bit more easily." —MBCT Program Participant

# Collaborations

**Q: Why do we collaborate with community & provincial organizations?**

**A: For our patients.**

We better understand the services provided in our community that are available to patients when we collaborate with other local organizations. This is also a great opportunity to enhance services that Peterborough Family Health Team may already offer.

For example, our Trans Care Clinic works closely with CMHAs Gender Journeys. While our organization provides great medical services, Gender Journeys helps connect our patients with further supports.

With **Peterborough Regional Health Centre** we: have collectively worked together on a smoking cessation strategy for Peterborough, collaborated on mental health services, assist in securing care for newborns, and much more!

With **Peterborough Public Health** we: work together during peak influenza times to ensure our community stays healthy, collaborate and find solutions on the opioid crisis, implemented the 2017 Women's Wellness Day, and assist in the creation of a community wide smoking cessation program.

With **Canadian Mental Health Association—Haliburton, Kawartha, Pine Ridge** we: continue our partnership with the Gender Journey's program to further support our transgender clients and have joined the LGBTQ Health Sub-group to lead a sustained, inclusive culture.

With **seniors in our community** we: continue to support Age Friendly Peterborough's action plan where is aligns with our strategic plan and have joined their Basic Needs Working Group. We are also part of the Seniors Supportive Housing Steering Committee; a place to provide seniors support outside of the hospital.

With the **Peterborough County** we have: continued to attend job fairs, post advertisements, and tour potential new family physicians throughout our community.

With the **Centre East Local Health Integration Network**: our Executive Director is part of the sub-region planning table, which incorporates representatives from all areas of health and social services who look at Peterborough through a community lens to determine our residents' needs.

With **Hospice Peterborough** we: continue to be a contributing partner for the Palliative Care Community Team. Additionally, we assist with any communication from Hospice Peterborough to clinicians and our community through our website, social networks, and clinician e-newsletter.

With the **Youth Sports Concussion Awareness Program** we: have worked with our Foundation to educate local coaches and health care providers on concussions and provided them with useful tools such as concussion clipboards.



# Collaborations

**Other organizations we collaborate with include:**

- Kinark
- Five Counties
- YMCA
- Nourish Peterborough
- Paediatric Trans Care
- Age Friendly Peterborough
- 360 Degree NP-led Clinic
- PARN
- Risk Driven Situation Table
- Early Years
- New Canadians Centre
- Cancer Care Ontario
- Trent University
- Fleming College
- Ontario Telemedicine Network
- Diabetes Education Centre

- Kinark
- Five Counties
- YMCA
- Nourish  
Peterborough
- Paediatric Trans  
Care
- Age Friendly  
Peterborough
- 360 Degree NP-led  
Clinic
- PARN
- Risk Driven  
Situation Table
- Early Years
- New Canadians  
Centre
- Cancer Care  
Ontario
- Trent University
- Fleming College
- Ontario  
Telemedicine  
Network
- Diabetes  
Education Centre

# FHT Future Initiatives

## Community Engagement

In the next fiscal year, the Peterborough Family Health Team will be out in the Peterborough community to engage with our patients at different events and through online platforms. The importance of the engagement is to help us stay current with our patients, and better understand their needs for primary care in Peterborough.

Keep an eye out! You may see us at future events and other locations in our great community.

## Future Programs & Services

As mentioned throughout our report, we are always looking for gaps in care that our patients face. Over the next few years the Peterborough Family Health Team is working to create a Walk-In Counselling service. We have connected with other Family Health Teams offering this service, and will continue to research best practices, and build partnerships with community partners who are interested.



## Social Media

Our Facebook and Twitter pages are an excellent way to stay up-to-date with the work of your family health team. Our Facebook page also hosts Facebook Live events; this is a great opportunity for you to partake in a quick lunchtime Mindfulness session.

**Facebook:** @PtboFHT



**Twitter:** @PtboFHT

## Strengthening our relationship with our two First Nations Reserves

The City and County of Peterborough have the highest indigenous population in the Central East Local Health Integration Network: 5.2%. We currently provide primary health care services to those living in and off the reserves and will continue to work with them to ensure the healthcare needs of these communities are met.

Additionally, many of our team members have had the opportunity to complete the Indigenous Cultural Safety training, which we hope to rollout to other team members in the next year.