

2016/2017 Annual Report

- *Relationships • The Patient Experience • Inclusive, Community Focus •*
- *Strong Leadership • Responsible Stewardship •*

A message from our leaders

On behalf of the Peterborough Family Health Team, we are pleased to present our Annual Report for 2016-17. This report reflects our initiatives, successes and collaborations that are furthering the work toward a sustainable and streamlined primary healthcare system for patients living in Peterborough County.

There have been many changes throughout the last fiscal year, from the structure of our Board of Directors to the programs and services we offer. Consistently, we listen to the healthcare needs of our community and ensure what we deliver coincides with the healthcare needs of our patients. One big change we would like to highlight is our move from 150 King Street to 185 King Street in Peterborough; what looks like a small step is one large step in terms of access to care. Our new facility provides an opportunity to deliver programs and services in a centralized location, with two fully equipped exam rooms and a program room capable of accommodating 30 patients.

One of the main priorities for this coming year is to recruit more family doctors to Peterborough County. In 2016 we worked diligently to create our Managed Entry Business Case that highlights how underserved Peterborough truly is. The business case was approved by the Ministry of Health and Long-Term Care, who recognized how crucial it is for PFHT to recruit new family doctors to our community. Now with the approval from the ministry, we will work with our City and Townships to advise interested family doctors of the wide range of practice and lifestyle opportunities in Peterborough.

PFHT continues to collaborate with family doctors and local health and social service organizations to create an inclusive system that puts the patient at the centre-of-care. By surrounding the patient with all the medical services and professionals they require, they will experience a holistic primary healthcare experience in our community. Additionally, the Patient and Family Advisory Council will bring the patient's voice to the table, giving healthcare providers an opportunity to collaborate with patients.

As always, our work would not be possible without the dedication of our Allied Health Professionals. Our Mental Health Clinicians, Nurse Practitioners, Pharmacists, Physician Assistant, Registered Dietitians, Registered Nurses and Registered Practical Nurses work diligently to provide patients with the quality of care and access to care they depend on.

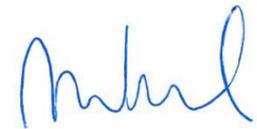
With these professionals working in collaboration with Peterborough family doctors, the residents of our county can trust that we are all pulling in the same direction to meet their primary healthcare needs. Overall, it has been an exciting year and we look forward to providing our community with the best primary healthcare possible for the years to come.



Lori Richey
Executive Director



Dr. K. Wilson
Medical Director



Dr. M. Wesolowski
Board Chair

Mission:

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

Vision:

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



Values:

We value what is truly important to our people. These are not values that change from time-to-time, situation-to-situation or person-to-person but rather they are the underpinning of the Family Health Team's organizational culture and approach to the design and delivery of primary care in our community.

Guiding Principles

Relationships



Focusing on building strong relationships in everything we do

Patient Experience



Believing the patients experience is influenced by the sum of all primary care interactions

Inclusive, Community Focus



Leveraging collective strength to provide seamless care

Strong Leadership



Effective, forward thinking leadership

Responsible Stewardship



We are responsible and accountable for our resources and for the trust residents place in us

The PFHT's Board of Directors consist of family doctors from each Family Health Organization (FHO), community members and a foundation representative, each of whom have extensive knowledge in many different areas such as health, law and finance and contribute their expertise to help move decisions forward and establish programs and services delivered by the organization to the patients.

In September 2016, PFHT held its first ever skills based, mixed governance board meeting, expanding this leadership group from a family doctor only board to a family doctor and community member board, which in return enhanced the skills and knowledge our board holds.

Who is the Board of Directors?

Dr. Marta Wesolowski (Chair)
Family Doctor
The Peterborough Clinic FHO

Dr. Brian Lindsay
Family Doctor
Peterborough Community FHO

Matt Holmes
Accountant
B.D.O

Dr. Tom Richard
Family Doctor
The Medical Centre FHO

Dr. Joan Himann
Family Doctor
Partners in Pregnancy Clinic

Jill Worden (non-voting)
Mental Health Clinician
PFHT Employee Council

Dr. Gary Berg
Family Doctor
Greater Peterborough FHO

Todd Sargent
Board Chair
Health Services Foundation

TBD*
Patient Representative
PFAC

Dr. William Shannon
Family Doctor
Chemong FHO

Nathan Baker
Lawyer
Barrister and Associates

**PFHT is soon to incorporate a representative from the Patient and Family Advisory Council as a voting member on our Board of Directors*

FHT Community

Chemong FHO

This FHO has two locations: Lakefield and Bridgenorth. There are 10 family doctors practicing in this FHO.



The Peterborough Clinic FHO

This FHO is located in the City of Peterborough. There are 18 family doctors practicing at this location along with other specialized health service providers.



Medical Centre FHO

This FHO is located in the City of Peterborough. There are 19 family doctors practicing at this location, along with specialist healthcare services.



Peterborough Community FHO

This FHO is located in the City of Peterborough. There are 17 family doctors practicing in three sites, which include the Turnbull & Medical Arts building along with Times Square. This FHO also includes our Partners in Pregnancy Clinic which is located at the Turnbull building.



Greater Peterborough FHO

This FHO has many locations throughout Peterborough County. There are 25 family doctors practicing in clinics located in Apsley, Buckhorn, Curve Lake, Millbrook, Norwood and City of Peterborough.



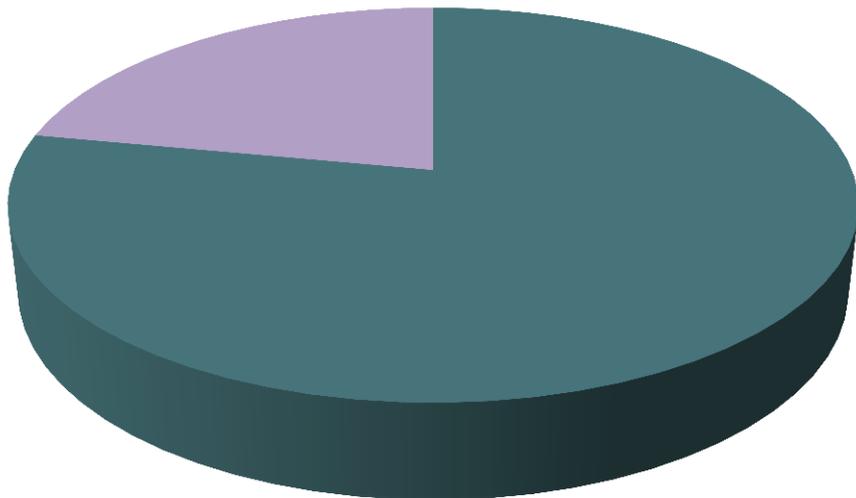
In May 2016 the Peterborough Family Health Team moved from 150 King Street to 185 King Street in Peterborough.

What may seem like a small step across the street is really a large step in terms of expanding access to patients to our programs and services!



Staffing Budget

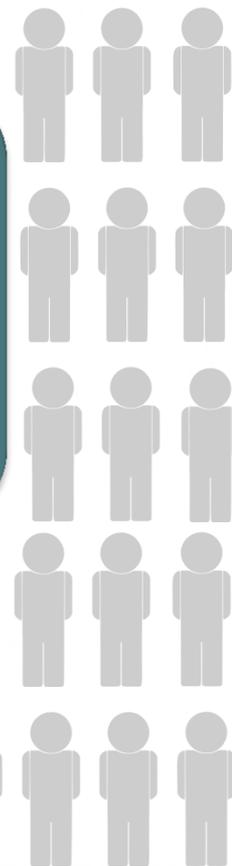
- Clinical Staff
- Administration



Staffing Budget = 84%

Our clinical staff include:

- Mental Health Clinicians = 20
- Nurse Practitioners = 22
- Pharmacists = 10
- Physician Assistant = 1
- Registered Dietitians = 7
- Registered Nurses = 12
- Registered Practical Nurses = 2



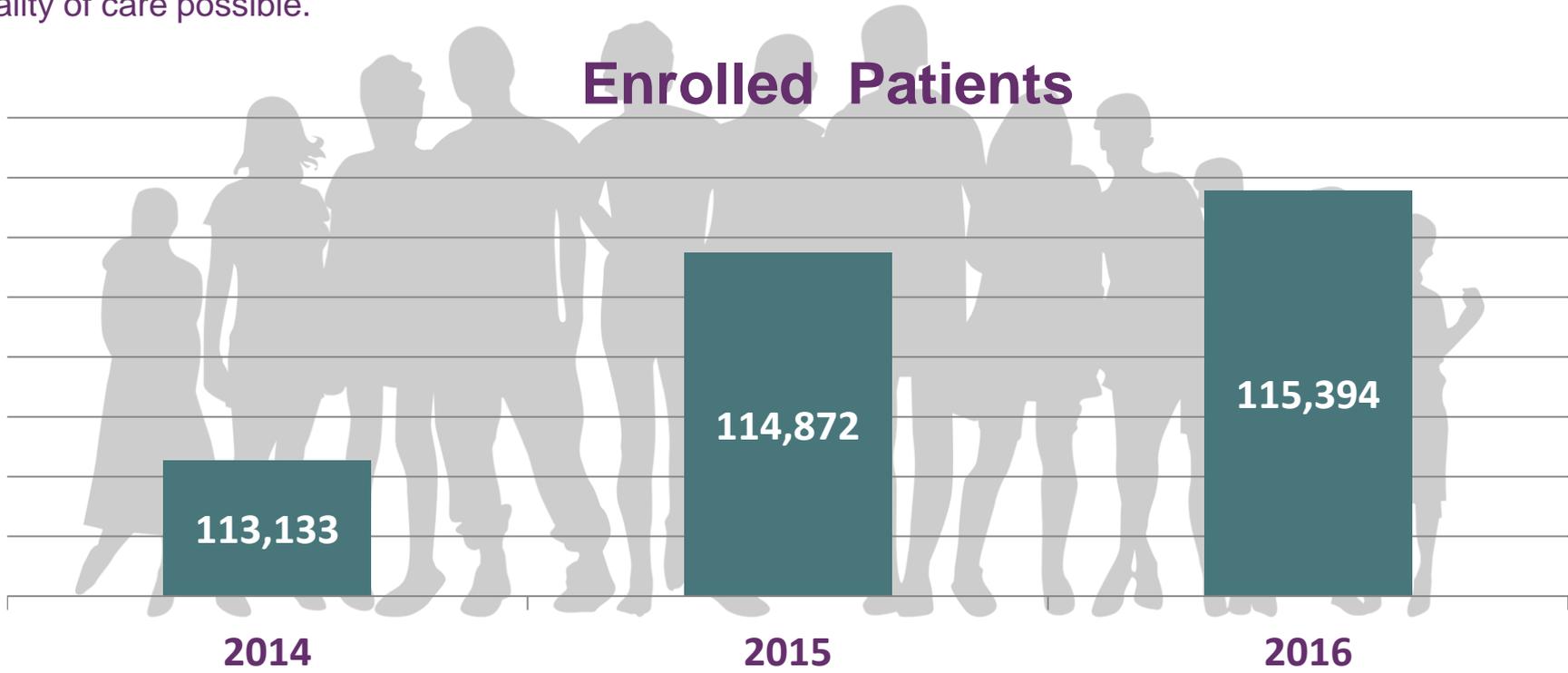
The administrative staff help by supporting clinicians by coordinating the one-on-one appointments with patients. Our Program Facilitator plays an important role by organizing all referrals to our programs and services.

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.

Who are PFHT patients? Residents of Peterborough who are enrolled with a collaborating family doctor are considered to be our patients.

It is our goal to continue recruiting family doctors to the Peterborough County to ensure each and every resident becomes enrolled with a family doctor. By meeting this goal our community will receive the best quality of care possible.

Enrolled Patients



Programs/Services Update

Program/Service Name	Actual # of Patients	# of Encounters
Anticoagulation	1,308	16,233
Congestive Heart Failure Workshop	65	65
Craving Change™	61	195
Diabetes Prevention Workshop	97	97
FHT to Quit Smoking Cessation	122	622
Heart Health Workshop	86	86
Mindfulness	576	3,304
Mindfulness Based Cognitive Therapy (MBCT)	56	423
Clinical Support Services (Welcome Home)	2,057	3,380

Mental Health

Mindfulness



The Mindfulness program teaches patients how to implement mindfulness meditation in everyday life, allowing them to ground themselves in the present moment, disengage from worries about the future and regrets of the past.

We saw a
27% increase
in
mindfulness
as a result of
our program!

We saw a
51%
decrease in
anxiety
symptoms in
patients who
attended this
program.

Another mental health program offered is Mindfulness Based Cognitive Therapy (MBCT). This program is similar to the Mindfulness program however, it combines the meditative practices and attitudes with cognitive therapy.

CRAVING CHANGE™

PFHT's Craving Change™ program helps patients to focus on why they eat the way they do. It is designed to help participants identify and change problematic eating behaviours.



Overall, 88% of
Participants
expressed satisfaction
with the program



Our data shows that **73%** of those who participated in the Craving Change™ program were **more mindful of their eating habits** after the program was complete!

Heart Health

Promoting healthy lifestyle changes to support heart health.

Last year we had 86 patients referred to the Heart Health program with a 100% success rate!



Diabetes Prevention

Promoting healthy lifestyle changes that support healthy blood sugar control.

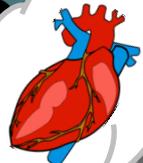
Last year we had 97 patients referred to the Diabetes Prevention program with a 100% success rate!



Congestive Heart Failure (CHF)

Promoting healthy lifestyle changes that support CHF.

Last year we had 65 patients referred to this program with a 100% success rate!



FHT to Quit

This service provides patients with smoking cessation education, supportive counselling, relapse prevention, pharmacotherapy and free nicotine replacement therapy.

Abstinence rate for patients:

3
months:
77%

6
months:
66%

12
months:
65%

Clinical Support Services (CSS)

CSS helps to navigate and link patients who have been discharged from the hospital to the services they require, which may include an appointment with their family doctor. This team looks to fill in care gaps and will continue to support processes and programs to help our patients and streamline the care received.

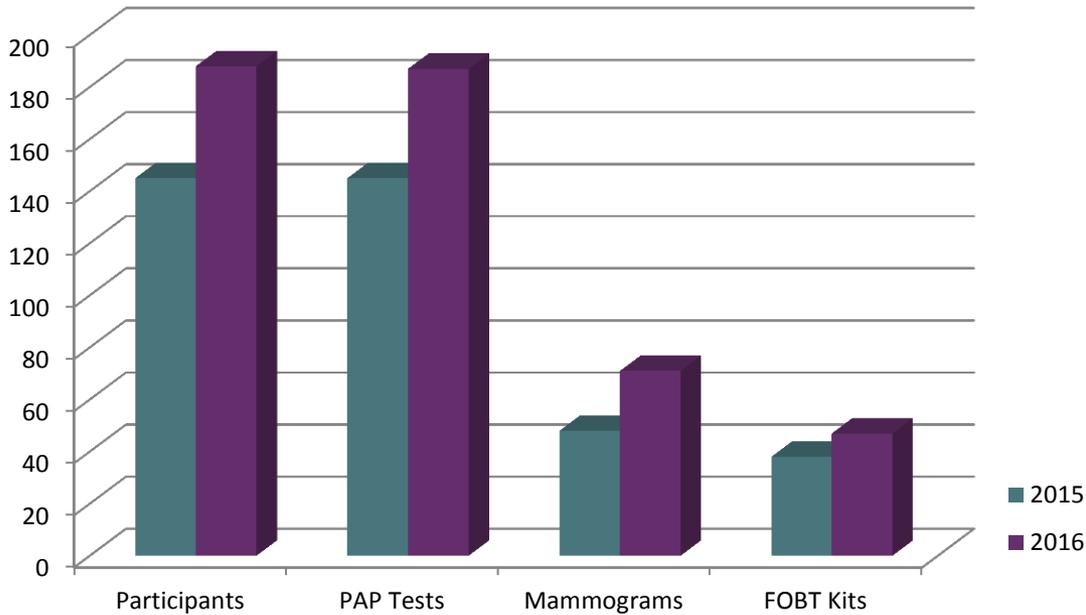
Recently, CSS have been attaching newborn babies and their primary parent to family doctors through a collaboration with the doctors working with us.



65% of patients
were seen
within 7 days
after being
discharged
from hospital!

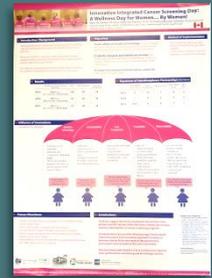
Wellness Day for Women by Women

Providing three life saving cancer screenings to patients who are due or over due for these important procedures.



Did you know...

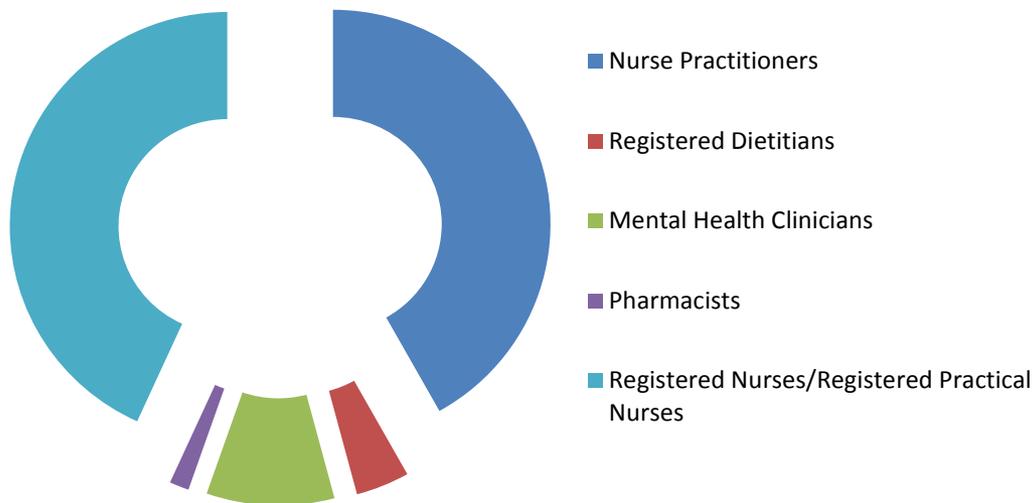
Wellness Day for Women by Women was recognized by the World Health Organization International Agency for Research on Cancer (IARC) in 2016. Our poster presentation was on display for the world to see!



In 2016/17 (fiscal year), PFHT's
Allied Health Professionals provided

98,959
patient visits!

Who did patients see?



Our Family Health Team provides access to care through **20 locations** within the City & County of Peterborough.

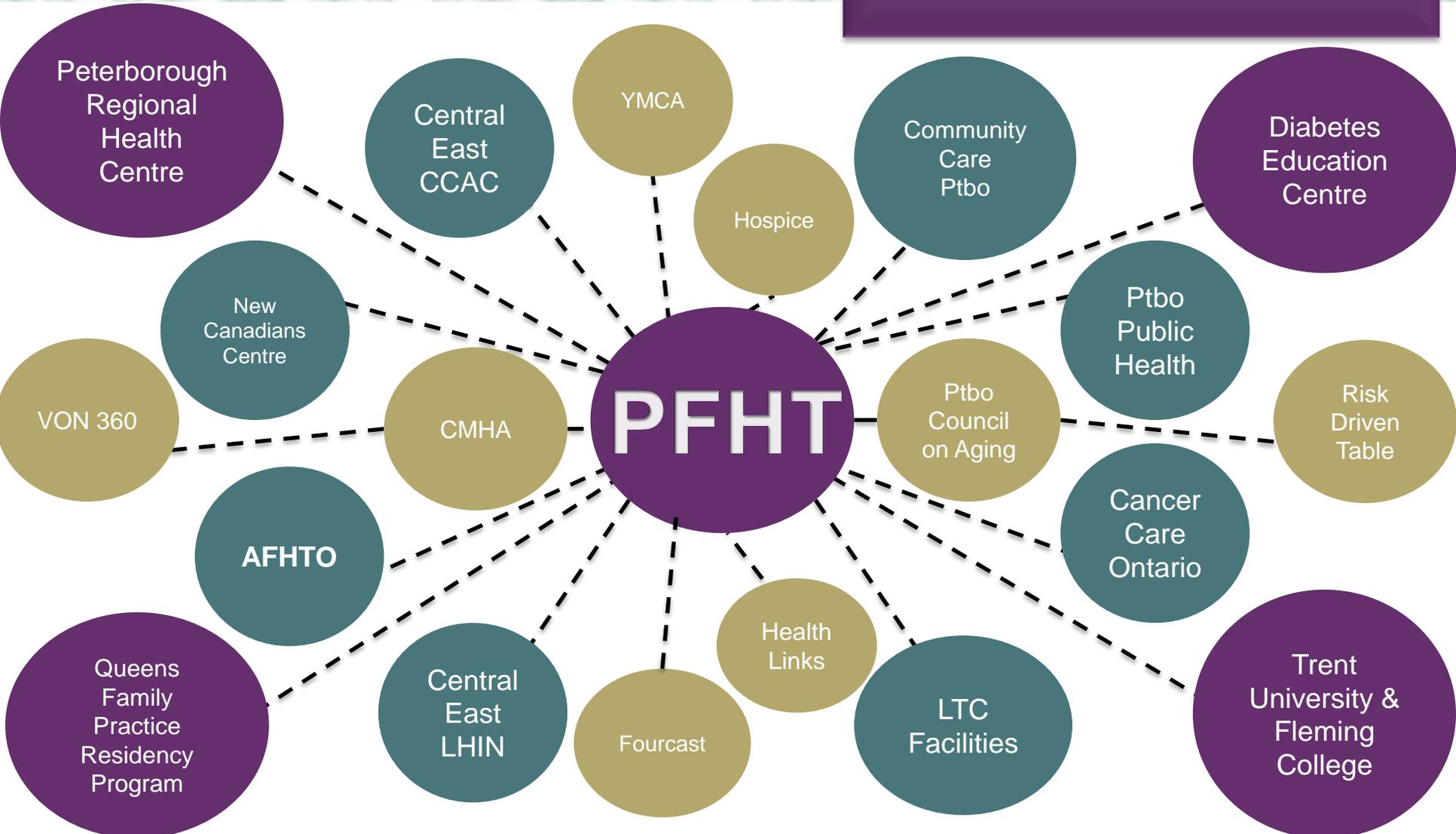
The FHOs offer an *Extended Hours Service* clinic.

In 2016/17 the amount of patients who went to the *Extended Hours Service* clinics was:

30,127



Collaborations



Collaborations



Advance Care Planning with PRHC: working together to have the doctors of Peterborough start the conversation with patients to ensure their wishes are met during end of life care.

Wellness Day for Women with Cancer Care Ontario, Peterborough Public Health, PRHC, Trent University, Fleming College: carrying out a fun and eventful day for women while they receive the life saving cancer screenings

Refugee Resettlement with New Canadians Centre: linking new refugees with Queen’s Medical Residents and resourcing a translation service to ensure health care needs are met without a language barrier.

Palliative Care Community Team with Hospice Peterborough: bringing the family doctors perspective to the planning table to ensure patients receive high quality end-of-life care.

Risk Driven Table: helping individuals living in the Peterborough county who are heading down a wrong path and require an intervention to help better themselves.

Youth Sports Concussion Program: linking teachers & local coaches with resources to quickly identify concussions in youth.

Partners in Pregnancy Clinic

Providing safe, patient-centred care based on respect and collaboration, building on patients confidence at each visit and supporting patients and the community.

Within the last year, PIPC:

- Added new members to their team which include two new doctors specially trained in obstetrics and three new nurses;
- Accepted 40-48 pregnant patients per month; and
- Decreased hospital visits by performing nonstress tests on women, assessing and treating newborn jaundice, miscarriage care planning and other procedures;



PIPC Collaborations:

- Kawartha Community Midwives
- Kawartha Food Share
- Breast Feeding Coalition
- School for Young Moms
- Early Years Ontario
- Peterborough Public Health
- Children's Aid Society
- Kinark



PIPC was nominated for a *Bright Lights Award* at the March 2016 Association of Family Health Teams conference!

Bright Lights recognizes individuals for their leadership and for the work being conducted to improve the values and services delivered by primary care teams in Ontario.

Background:

There are many Family Health Teams in Ontario working under the Ministry of Health and Long-Term Care (MOHLTC). In 2015, the MOHLTC began to manage the placement of Ontario doctors who desired to work in the Family Health Team model.

Unfortunately, this had a negative impact on Peterborough as new family doctors were restricted from joining this model of care. With the support of the Central East Local Health Integration Network, we created and submitted a business case in Fall of 2016 to show the MOHLTC our dire need for family doctors.

We stayed positive and determined while waiting to hear back from the MOHLTC and we are happy to say that our request for funding was approved in Spring of 2017! This news will help us help our community with the addition of primary health care providers.

What Now?

PFHT is taking every effort to make Peterborough known as one of the best places to live and work for doctors. With job postings locally, provincially and national and additionally PFHT representatives attending physician job fairs, we continue to entice family doctors to move to our beautiful county. We are letting new doctors know...

You can practice anywhere

But you can *live* here

Families and patients are partners with their health care providers and are engaged in all aspects of their health care. We now are creating our Patient and Family Advisory Council to help bring the patients voice to the planning table!

How will our PFAC make a difference?

- By providing feedback and ideas for initiatives and programs that enhance the patient's experience.
- By being a force to strengthen high-quality, patient-centred care.
- By advancing patient engagement and patient-centred care principles and practices.

Did you know...

A member of the PFAC will join our Board of Directors to bring further insight to our organization!



Keeping patients informed is important to us. This year our social media sites engaged with our community through:

- A Twitter Takeover with one of our Registered Dietitians; and
- A Mindfulness Facebook Live event with a Mental Health Clinician.

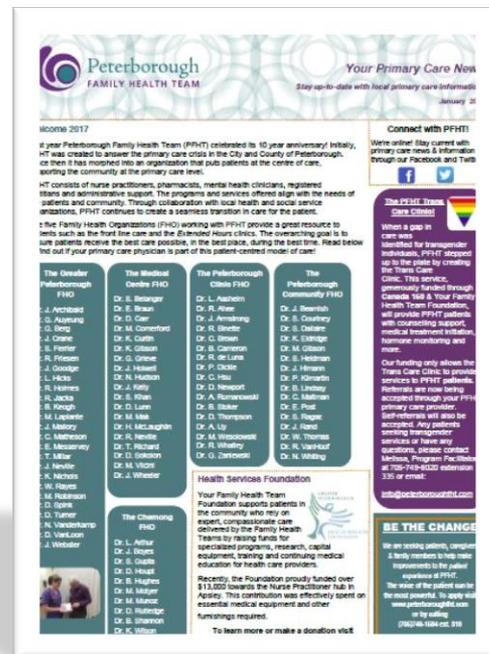
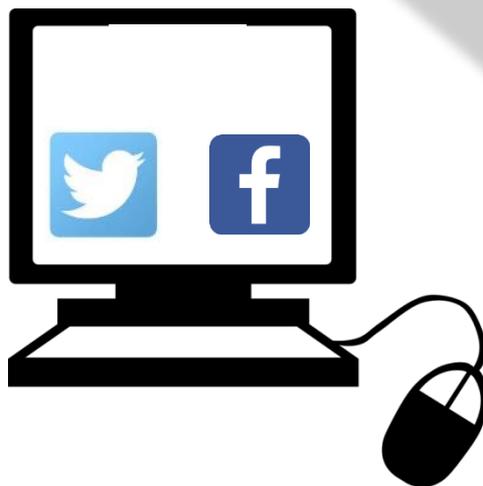
Connecting through social media gives residents the opportunity to receive quick and current primary care updates in their community.

Facebook:

Peterborough Family Health Team
(@primary.healthcare.9)

Twitter:

@PtboFHT



Our first ever newsletter was published January 2016! We will continue to published twice a year to keep you, the patient, up-to-date with new programs, initiatives, and updates about your primary healthcare system.

Looking Forward

We continuously look for areas of your local primary healthcare system that can be improved.

Here is a glimpse at just a few items we will be focusing on!

Opioid training for clinicians

Bringing the patient voice to our
Our table with PFAC

Development of RN & RPN scope



Expanding capacity in
Primary care for
Trans Care



Poverty training for clinicians

Physician recruitment

Cultural competency training