



Peterborough  
FAMILY HEALTH TEAM

# 2018/19 Annual Report

Providing care to patients of Peterborough City and County.

# A message from our leaders

On behalf of Peterborough Family Health Team, we are pleased to present our 2018/2019 Annual Report that reflects on a year of hard work and successful initiatives. The past year taught us how to conquer challenges and to always find the solution to close a gap in care for our community members.

For years we have laboured to recruit new family physicians to Peterborough City and County. In the past year, our new unattached patient clinics and local wait list for a local family doctor have proved successful for our community, especially for those who have been without access to care for quite some time, some as many as 10 years. The Peterborough Virtual Care Clinic and PFHT Clinic have met the health care needs of people by providing them with comprehensive primary care. The local wait list for a local family doctor continues to grow as people understand the importance of being connected to a medical home and build a trusting relationship with their health care provider.

In addition to the new Sleepless in Peterborough program, we have taken the time to review our current programs, services, and workshops with a critical eye to ensure our patients continue to receive the health benefits and be able to better their lives. The review process brought recommendations forward that were then incorporated into the many programs and services.

# A message from our leaders

With Ontario's changing health care landscape, we are proud to say that our work aligns with the impending new structure and Ontario Health Teams. The existing partnerships formed with community partners is creating a sustainable system in Peterborough that patients can navigate more efficiently and we look forward to further integration and efficiencies within our local health care system.

This past year also wraps-up the 2016-2019 Strategic Plan; a plan to guide the organization and support the community. With the change in government and the creation of the new Strategic Plan, we are very excited to see what the future holds for our Family Health Team.

Sincerely,

Lori Richey, *Executive Director* | Dr. Kaetlen Wilson, *Medical Director*

# Our Mission

As a provincial health care 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.

# Our Vision

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

# Our 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 Focus:** 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 Governance

## 2018/19 Board of Directors

- Dr. Marta Wesolowski, *Chair*
- Nathan Baker, *Vice-Chair*
- Matt Holmes, *Treasurer*
- Dr. James Webster
- Dr. Bob Neville
- Dr. Karen-Lee Eldridge
- Dr. Joan Himann
- Dr. Bill Shannon
- Pamela Rudolph
- Todd Sargent
- Chantelle Hart (*non-voting*)

## Sub-Committee of the Board

**Employee Council:** Facilitating communication between employees and management, and making recommendations to PFHT Board of Directors concerning subjects of organization wide importance.

**Finance Committee:** Providing guidance and leadership to the Senior Team regarding financial issues and ensuring that all statutory compliance standards are upheld.

**Operations Committee:** Providing an effective forum to support the overall operations of the organization.

**Quality Committee:** Supporting a strong primary health service delivery model based on continuous quality improvement and ensuring the delivery of quality health care programs and services.

# Medical Community



**Chemong FHO**

- 10 physicians
- Locations: Bridgenorth and Lakefield



**Greater Peterborough**

- 27 physicians
- Locations: Apsley, Buckhorn, Curve Lake, Millbrook, Norwood, City of Peterborough



**Peterborough Clinic**

- 21 physicians
- Location: City of Peterborough



**Peterborough Community**

- 17 physicians
- Location: City of Peterborough



**The Medical Centre**

- 19 physicians
- Location: City of Peterborough



**Partners in Pregnancy Clinic (PIPC)**

- 11 physicians
- Location: City of Peterborough

**Peterborough Family Health Team**

# Human Resources

Peterborough Family Health Team receives an annual budget of \$10.9 million. Of that amount, 85% goes directly to staffing. The majority of the staffing budget is clinical, therefore, the funds goes directly into providing front-line patient care. The Full-Time Equivalent (FTE) table displays that amount of allied health professionals working in our team to provide support to our many patients.



Clinical Positions (FTE)

Position	FTE
Mental Health Clinician	16.20
Nurse Practitioner	20.40
Registered Dietitian	5.49
Pharmacist	3.59
Physician Assistant	1.00
Registered Nurse (13.71 FTE flow-through)	20.58
Registered Practical Nurse (0.54 FTE flow-through)	1.74
TOTAL	69.00



# Patient Population

Our patient population consists of those who are connected with a partnering family doctor. These patients have access to same-day care, extended hours service, one-on-one support with allied health professionals, and many programs, services, and workshops offered by the Family Health Team.



**In 2016:**  
115,394

**In 2018:**  
114,216

**In 2015:**  
115,872

**In 2017:**  
114,023

This past year, PFHT launched a new local wait list for those seeking a local family doctor. People living in Peterborough City and County without a family doctor, or whose doctor is outside of the county, can add their name to a local wait list to be connected with a new family doctor joining our community. This wait list is assisting in the recruitment of family doctors too. These patients have access to PFHT programs and services.

# Access to Care: Daily Acute & Episodic

Treatment and/or consultation regarding a variety of health concerns/illnesses  
Services offered in 2018/19

## Mental Health Clinicians: 7,338 patient encounters

Reasons for encounter:

- Anxiety
- Relationship Issues/Separation/Divorce
- Depression
- Trauma
- Grief

## Nurse Practitioners: 39,298 patient encounters

Reasons for encounter:

- Acute & Episodic Illness
- Urinary/Reproductive system (Genitourinary)
- Mental Health
- Well Baby/Child
- Cancer Screening

## Pharmacists: 646 patient encounters

Reasons for encounter:

- Chronic Pain/Pain Assessment
- Diabetes Management
- Medication Reconciliation
- Assessments for Osteoporosis (BMD Assessment)

## Registered Dietitians: 3,471 patient encounters

Reasons for encounter:

- Type 2 Diabetes
- Obesity with additional disease (comorbidity)
- Healthy Lifestyle
- High Cholesterol (Dyslipidemia)
- Type 2 Diabetes – New Onset

# Access to Care: Unattached Patient Clinics

Peterborough Family Health Team created two clinics for residents without a local family doctor. The Peterborough Virtual Care Clinic, located on King Street in Peterborough, provides comprehensive primary care from a family doctor over a secure telemedicine network. The PFHT Clinic, located in Lakefield, also provides comprehensive primary care from a nurse practitioner.

Patients who receive care are added to the [local wait list](#) to be placed with a new, permanent, family doctor.



Peterborough Virtual Care Clinic,  
RPN and physician.

**2,615**  
People on  
Wait List

**101**  
People Placed  
with a Primary  
Care Provider



PFHT Clinic Nurse Practitioner,  
Lorie Dunford.

# Programs, Services, & Workshops

## Mindfulness

279  
patient served

1,963  
patient  
encounters

- 53.8% decrease in anxiety symptoms
- 23.7% increase in mindfulness
- 97.7% satisfaction rate

## Mindfulness Based Cognitive Therapy (MBCT)

195  
patient served

1,489  
patient  
encounters

- 53.1% decrease in anxiety symptoms
- 54.0% decrease in depression symptoms
- 32.7% increase in mindfulness
- 97.1% satisfaction rate

## Sleepless in Peterborough

106  
patient served

427  
patient  
encounters

- 36.1% decrease in anxiety symptoms
- 46.1% decrease in depression symptoms
- 44.0% decrease in insomnia severity
- 93.5% satisfaction rate

## Mental Health Programs

**Mindfulness:** Helping patients with stress, anxiety, depression, and other health concerns worsened by stress

**Mindfulness Based Cognitive Therapy:** Similar to Mindfulness and especially for those experiencing or at risk of relapse for depression & long-term anxiety

**Sleepless in Peterborough:** Teaches strategies and explores how thoughts and behaviours interact to interrupt sleep

# Programs, Services, & Workshops

## FHT to Quit

320  
patient served

1,199  
patient encounters

- 36.6% participants had a 3-month abstinence
- 41.2% of participants had a 6-month abstinence
- 30.6% had a 12-month abstinence

## INR (Anticoagulation) Clinic

1,054  
patient served

14,740  
patient encounters

- 80% of the time, patients were in therapeutic range

## Family Health Team Services

**FHT to Quit Smoking Cessation:** Helping patients quit smoking through an individualized and safe plan

**INR (Anticoagulation) Clinic:** Point-of-care (POC) INR monitoring and warfarin dosing management

# Programs, Services, & Workshops

## Clinical Support Services

190  
patient served

793  
patient encounters

Providing patients the following:

- AECOPD patients recently discharged from PRHC
- Navigation for COPD patients
- Patient health equity
- Connecting new born babies with health care providers
- And much more

## Trans Care Clinic

62  
patient served

267  
patient encounters

Providing patients the following:

- Counselling support
- Medication treatment initiation
- Hormone monitoring
- Surgery Consultations
- And much more!

## Family Health Team Services

**Clinical Support Services:** Bridging care gaps, addressing health equity and providing clinical support where needed

**Trans Care Clinic:** A nurse practitioner led clinic providing individualized services to each and every patient

# Programs, Services, & Workshops

## Craving Change™

87

276

patient served patient encounters

- 74.0% are more mindful of eating habits and behaviours
- 93.0% expressed satisfaction

## Diabetes Prevention

122

122

patient served patient encounters

- 98.0% increased confidence
- 98.0% increased understanding
- 98.0% expressed satisfaction

## CHF Workshop

22

22

patient served patient encounters

- 94.0% increased confidence
- 100.0% increased understanding
- 100.0% satisfaction rate

## Heart Health

99

99

patient served patient encounters

- 97.0% increased confidence
- 99.0% increased understanding
- 94.0% expressed satisfaction

## Nutrition Program & Workshops

**Craving Change™:** Teaching patients about the relationship they can have with food and uncovering that there is more to food than just nutrients

**Diabetes Prevention:** Helping patients manage their risk of diabetes

**Congestive Heart Failure (CHF) Workshop:** Helping patients manage their congestive heart failure

**Heart Health:** Helping patients manage their heart health

For more information, visit our website at [www.peterboroughfht.com](http://www.peterboroughfht.com)

# Health Equity Efforts

Recently, Peterborough Family Health Team incorporated a health equity lens when working with patients of the Peterborough Virtual Care Clinic and the PFHT Clinic. With 304 patient screens completed between February and May 2019, we learned that:

- 32.9% of respondents have difficulty making ends meet at the end of the month.
- 18.9% of respondents have trouble paying for medication.
- 17.3% of respondents have eaten less than they felt they should because they can't afford food.
- 20.9% of respondents have difficulty attending medical appointments, meetings, work, or conducting daily living tasks due to a lack of transportation.
- 9.7% of respondents may not have stable housing in the next two months.
- 10.4% of respondents have issues with bug infestations, mold, inadequate heat or safety concerns in the place of residence.

With the assistance of a new nurse navigator, patients have been connected to community services that are able to support their individual needs.



# Partners in Pregnancy Clinic

Over the last 10 years, the Partners in Pregnancy Clinic (PIPC) has provided high level prenatal care in office and delivery at the hospital. PIPC has a team of family doctors, nurses, a physician assistant, mental health clinicians, a dietitian, and administration staff who are pioneers in the primary care obstetrics model.

## Services Provided

- 🌸 Vaccines
- 🌸 Phone call triage
- 🌸 Same day service for patients
- 🌸 Cervical screening
- 🌸 Nausea & Vomiting counselling
- 🌸 Counselling services
- 🌸 Lactation Consultation
- 🌸 Tongue Tie Clipping
- 🌸 Smoking cessation
- 🌸 Gestational Diabetes Management



*Some of the PIPC team members and PFHT Executive Director, Lori Richey, pose for a photo during the 10 year anniversary celebration.*

# Partners in Pregnancy Clinic

## Patients Served from 2016 – 2018

This total includes all patients seen for at least one prenatal visit. The removed patients may have been transferred to an obstetrician, midwife, or may have lost the pregnancy.



## Achievements over the Year

Krystal LeBreton, PFHT registered dietitian accepted the “Community Leader” award for her work with *Choose to be Smoke Free* program at PIPC. This award was presented by Peterborough Public Health for the Champions for a Tobacco-Wise Peterborough award ceremony.



The PIPC team won a “Travel Wise” award from Peterborough Shift Gears. The team chose a healthier means to get to and from work, such as walking, pedalling, or carpooling!



# Patient Engagement

## Out in the Community!

- Peterborough Wednesday Market  
June 6, 2018
- Seniors Showcase  
June 20, 2018
- Seniors Summit on Aging  
October 25, 2018
- YMCA Peterborough  
January 9, 2019
- “Mind Your Health” at Activity Haven  
February 8, 2019
- Goodlife Fitness Peterborough  
February 28, 2019

## Launch of the New PFHT Website!

In July of 2018, we launched our revamped website. This website is a means of reaching out to our community with information and updates about their local health care system.



## Social Media

On Facebook and Twitter we continue providing information and updates to Peterborough City and County residents. In the upcoming year, PFHT is going to be offering more through these media channels – stay tuned!

# Achievements Throughout the Year



Dr. Deborah Boyce, family physician with the Partners in Pregnancy Clinic, was elected as the President of the Canadian Medical Protective Association (CMPA)



Dr. Reinhard Friesen, family physician with the Greater Peterborough Family Health Organization, was awarded the Sovereign's Medical Volunteer Award for his hard work and dedication to the Peterborough Medical Brigade.



Dr. Vanita Lokanathan received a *Bright Lights* award from the Association of Family Health Teams of Ontario for her work on registered nurses working to full scope to improve access to health care patients receive.



Executive Director, Lori Richey, accepted the Peterborough-Kawartha Women's Leadership Award in October 2018.



# Future Initiatives

Peterborough Family Health Teams always looks for ways to improve the local primary health care system for Peterborough City and County residents. The organization is currently working on a mobile application for residents to download on their phones and have their medical information in the palm of their hand.

With the impending changes in our provincial health care system, Peterborough Family Health Team anticipates that primary care will play a leading role while collaborating with many community partners. The local providers will work together to create a system that patients can efficiently navigate to reach their end goal; a goal of what they believe to be the optimal health for themselves.

Additionally, the organizations will be opening the programs, services and workshops to self-referral in 2019. Stay up-to-date with information through our website and social media!