



Peterborough  
FAMILY HEALTH TEAM

# Annual Report 2019 | 2020



# A Message from Our Leaders



On behalf of Peterborough Family Health Team we are pleased to present our 2019/2020 Annual Report. This report is reflective of a year of hard work and successful initiatives. This past year focused on change and looking to the future, not only for the Peterborough Family Health Team (PFHT) but for our community.

After 5 years of dedication and leadership to PFHT, both Lori Richey, Executive Director and Dr. Kaetlen Wilson, Medical Director stepped away from their roles. We extend our gratitude and recognition for the many contributions they made to PFHT and our wider community. The PFHT Board is in the midst of an executive search process for the new Executive Director and is reviewing the role of Medical Director.

The development of a new Strategic Plan kicked off in June 2019, with much consultation with PFHT employees, the five Family Health Organizations, community partners and patients. The four year plan will guide the organization into the future and continue to support all residents of the community.

PFHT, with 22 community partners, was selected as one of the first 24 Ontario Health Teams. Preliminary meetings have focused on the structure of the Peterborough Health Team. Working groups and team leads have now been established. We look forward to further integration and efficiencies within our local health care system. With the changing health care landscape in Ontario, we are proud to say that our work, and 2020-2024 Strategic Plan, aligns with the Ontario Health Teams.

The Peterborough Virtual Care Clinic and PFHT Clinic continue to meet the health care needs of people without a primary care provider. The wait list for a local family doctor continues to grow as people understand the importance of being connected to a medical home. PFHT, in collaboration with the CE LHIN Sub-Region Planning Table successfully lobbied to receive base funding to support these two clinics and the unattached patients of our community.

PFHT continues to review current programs, services and workshops with a critical eye to ensure our patients continue to receive care that improves their health and quality of life. The review process ensures we are offering high quality programs and participating in continuous quality improvement. New programs, such as the Mindfulness Based Chronic Pain Management™ program, which was rolled out this past year, also follow the stringent review process.

As the 2019/2020 year drew to a close, PFHT met the challenges of a global pandemic. PFHT's administrative team continues to work diligently to ensure PFHT employees and patients in our community are supported through these unprecedented times. While 2020-2021 will globally continue to bring much uncertainty, for PFHT it will also be a time of renewal with a new leadership team and strategic plan.

Sincerely,

Julie Brown  
Interim Executive Director



Nathan Baker  
Chair, PFHT Board

# Our 2019-2020 Leadership Team

## Senior Leadership

Lori Richey  
Executive Director

Dr. Kaetlen Wilson  
Medical Director

Julie Brown  
Director of Programs and Services

## Board of Directors

Nathan Baker, *Chair*  
Dr. Bob Neville, *Vice Chair*  
Matt Holmes, *Treasurer*  
Dr. Karen-Lee Eldridge  
Dr. Michelle Fraser  
Dr. Chia-Wen Hsu  
Dr. William Shannon  
Dr. James Webster  
Jane McDonald  
Chantelle Hart (non-voting)

## Ontario Health Team Announcement

PFHT is one of 22 partner organizations to form the Peterborough Health Team. PFHT has been working with and many of these organizations years, both formally and informally to provide quality patient care.

**The two areas of focus for year one are Frail Elderly and Mental Health and Addictions.**

### Peterborough OHT partners include:

- Canadian Mental Health Association, Haliburton, Kawartha, Pine Ridge (CMHA HKPR)
- Care Partners
- CBI Home Health
- Closing the Gap Healthcare
- Community Care Peterborough
- Curve Lake First Nation
- Four Counties Addiction Services Team (FourCAST)
- Hospice Peterborough
- Kawartha Therapy Services
- Kawartha Participation Projects (KPP)
- Nightingale Nursing Reg. Ltd.
- Patient & Family Advisory Committee representatives
- Peterborough 360 Degree Nurse Practitioner-Led Clinic
- Peterborough Family Health Team (PFHT)
- Peterborough Housing Corporation (PHC)
- Peterborough Paramedics (EMS)



- Peterborough Primary Care Focus Group
- Peterborough Regional Health Centre (PRHC)
- Riverview Manor (LTC)
- Rubidge Retirement Residence
- SE Health
- Victorian Order of Nurses (VON) Canada – Ontario Branch (Peterborough Site)

Although Peterborough Public Health is not a member of the Peterborough OHT, they are a key community health partner of the Peterborough Family Health Team.

# Our New Strategic Framework: 2020-2024

## Our Vision

A healthy and thriving  
Peterborough and  
surrounding community

## Our Values

Respect  
Integrity  
Compassion  
Trust  
Teamwork  
Innovation

## Our Mission

Together with our residents  
and partners, our team  
delivers facilitates inclusive  
primary care services to  
heal, empower, and support  
those we care for.

## Our Strategic Priorities



Team Well-Being



High-quality Patient Care



Integrated Care Delivery



Effective Connections and  
Communication



Operational Excellence

# Our Medical Community

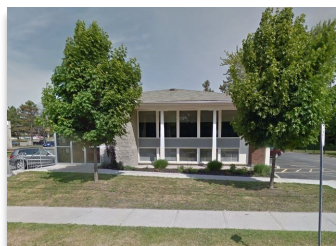
Peterborough Family Health Team works with five Family Health Organizations and the Partners in Pregnancy Clinic to ensure the patients of primary care providers have access to beneficial programs and services. Each of these six partner physician practices not only provide you with great care, but also have an **Extended Hours Service**. For more details, visit: [www.peterboroughfht.com](http://www.peterboroughfht.com)



## **Chemong Family Health Organization**

11 physicians

Locations: Bridgenorth and Lakefield



## **Greater Peterborough Family Health Organization**

26 physicians

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



## **The Peterborough Clinic Family Health Organization**

22 physicians

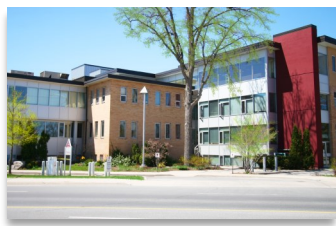
Location: City of Peterborough



## **Peterborough Community Family Health Organization**

19 physicians

Location City of Peterborough



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

20 physicians, and home to the Queen's Medical Residency program

Location: City of Peterborough



## **Partners in Pregnancy Clinic (PIPC)**

11 family physicians, and a team of lactation consultants, social workers, nurses, dietitian and physician assistant

Location: City of Peterborough

# Mental Health and Nutrition Programs

The Peterborough Family Health Team offers programs and services to close the gaps in care in our community. We are proud of this work and here is some of what our patients have to say.

488

## Patients supported through Mental Health Programs

I learned techniques and strategies for coping/managing anxiety, building mindfulness, awareness and gratitude.

- Mindfulness Program Participant

It gave me a lot of insight into connections between emotions and thoughts and very useful tools to try to cope.

- MBCT Program Participant

3,304

## Patient visits

It's helped me accept my pain ... it isn't all I am.

- MBCPM™ Program Participant

I have learned so much about sleep (or lack thereof) and have been able to implement the teachings to improve my sleep.

- Sleepless in Peterborough Program Participant

367

## Nutrition Program/Workshop Participants

As an insulin dependent diabetic (8 years) I have learned more in this session than any previous diabetic educational sessions.

- Diabetes Prevention Workshop Participant

586

## Patient visits

The facilitators were excellent and used lots of relatable examples.

- Craving Change™ Program Participant

The presenters were very informative and explained the materials clearly.

- Heart Health Workshop Participant

Craving Change™ has made me think about why I'm eating rather than just eating and regretting it.

- Craving Change™ Program Participant

# Clinical Support Services (CSS)

**340** Patients received support with challenges involving social determinants of health and/or health system navigation

**285** Linkages/referrals to community resources/services

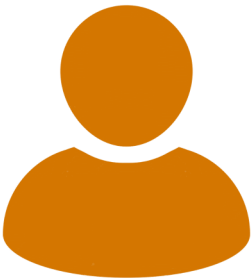
## FHT to Quit Smoking Cessation

**320** Patients received Smoking Cessation Counselling/NRT

The pharmacist and behavioural coaches have been a wonderful source of encouragement, support and accountability. They are always punctual, and welcoming.

- FHT to Quit Participant

## INR Clinic (Anticoagulation)



**870**  
Patients served



**12,700**  
Patient visits

# Partners in Pregnancy Clinic (PIPC)



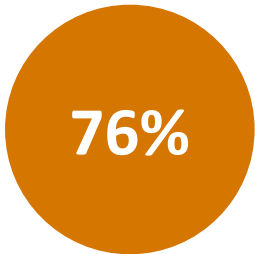
1,320

Patients served



9,018

Patient visits



breastfeeding rate (mixed and exclusive) at 6 weeks postpartum.



## Primary Care for Unattached Patients: Virtual Care Clinic and PFHT Clinic



2,400

Patients served



6,843

Patient visits



referrals to lab services



referrals for diagnostic imaging/  
ultrasound services



referrals to specialists

# Collaborative Care Psychiatry

In 2018 PFHT introduced a Collaborative Care psychiatric model, with a local psychiatrist providing on-site care to the five FHOs and provide formal and informal education to the clinicians.

**617**

**Referrals to  
Service**

**498**

**Patients  
Served**

**799**

**Patient  
Visits**

I really appreciate this service/care being provided at my physicians office location. It made coming less intimidating and was very convenient. Wait time was very good - fast.

- Collaborative Care Patient

It is a great comfort to both the GP and patient to have timely access to psychiatry. It is great as well to have a bit of face time with the consultant to go over some specific treatment plans or more general questions.

- Primary Care Physician

## Trans Care

Our Trans Care Clinic opened in 2016 with a two-fold mandate:

1. Provide temporary care for transgender patients
2. Increase capacity for patients to receive trans care with their primary care provider.

PFHT has worked with all 5 FHOs and the 360 Nurse Practitioner Clinic to repatriate PFHT trans care patients back to a medical home. Through a strong relationship with the 360 Nurse Practitioner Clinic, it was agreed that they would assume care for 13 patients who did not have a primary care provider in our area, but were receiving trans care through our PFHT Trans Care Clinic.

PFHT will continue to support our providers with Trans Care training through Rainbow Health Ontario.

We continue our partnership with the Gender Journey's program CMHA HKPR, to further support our transgender patients.

## Access to Care

In the last year, our team of mental health clinicians, pharmacists, nurse practitioners, physician assistant, registered dietitians, registered nurses, and registered practical nurses provided 184,174 acute and episodic patient visits.

**184,147**

Acute and  
episodic care  
visits

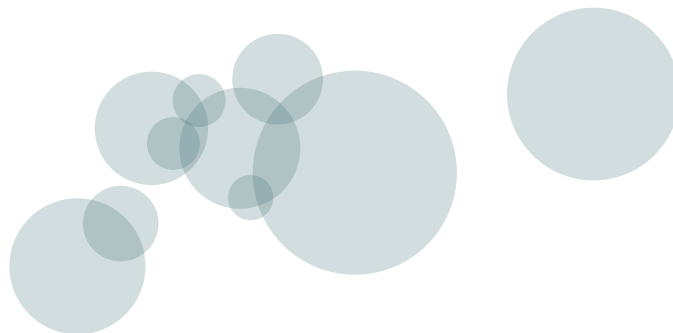


What does this mean? Acute and episodic care is short term treatment for an injury or episode of illness, with a goal to restore the patient back to better health!

## Funding Received to Support Unattached Patient Clinics

Unattached patients are those individuals who do not have access to a family doctor or nurse practitioner. PFHT, with the support of the Central East LHIN sub-region planning table, successfully lobbied to secure permanent funding for the Virtual Care Clinic located at 185 King St, and the NP-led PFHT Clinic, located at the Morton Community Health Centre in Lakefield. This funding will ensure all residents of Peterborough City or County, who do not have a primary care provider, will receive comprehensive primary health care.

These clinics provide a medical home with the additional benefit of reducing emergency department visits.



## Strengthening our relationship with our two First Nations Communities

The City and County of Peterborough is home to two First Nations communities: Curve Lake and Hiawatha. PFHT has a mental health clinician, nurse practitioner, registered dietitian, and registered nurse providing service onsite to the residents of Curve Lake First Nations community. Residents of Hiawatha receive their primary care at other locations/clinics within our Greater Peterborough FHO, as well as at clinics for unattached. As part of our commitment to the Truth and Reconciliation Report, PFHT made Indigenous Cultural Competency Training mandatory for all PFHT employees as well as hosted two Blanket Ceremonies for all to attend. PFHT has compiled a list of local traditional resources to support those who may be interested in this form of care. PFHT is also partnering with OHT partners and a local First Nations organization to provide on-going local training.

# Our Collaborations



## Peterborough Mental Health and Addictions Systems Planning Table

This table focuses on identifying system gaps and barriers in the mental health and addictions sector at a local or regional level, reducing duplication in the system, and collectively seeking opportunities for funding to fill identified gaps.

This group has transitioned to a working group of the Peterborough OHT: a key priority is a walk in mental health clinic.

## Peterborough Athletics Concussion Awareness (PACA) Advisory Panel

This panel increases awareness and coordinates community response by providing local resources to better enable our medical, education, and recreation/local sporting associations in response to Rowan's Law.

This panel is comprised of many community partners.

## Risk Driven Situation Table

This table includes representatives from police, mental health, children and adult services, and social service agencies. Any of the organizations can identify a person who has an "Acutely Elevated Risk" and bring forward to the table to discuss best ways to support and intervene.

## Ontario Shores – Cognitive Behaviour Therapy (CBT)

PFHT was selected as a site to host three Ontario Shores clinicians who provide manualized Cognitive Behaviour Therapy (CBT).

CBT is designed to help an individual become aware of their thinking patterns so that they are better able to deal with stressful situations. Its basis is that much of how "we feel" is determined by what "we think." By correcting these disproportionate beliefs about themselves, their situation and the world, the individual's perception of events and emotional state improve.

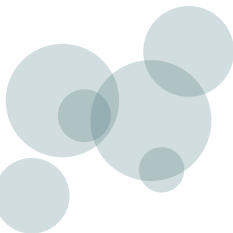
## The Patient and Family Advisory Council (PFAC)

This council provides feedback on current and future programs/services to help strengthen care pathways, and the local primary healthcare system. PFAC includes patients, family members, and caregivers in the planning and review of our program/service delivery. A PFAC member is a voting member on the Board of Directors and brings the patient voice to the governance table. PFHT was featured in The Change Foundation's case study [Patient and Family Engagement in Primary Care: Building effective patient and family advisory councils in three Ontario communities](#)

# 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 go directly into providing front-line patient care. The Full-Time Equivalent (FTE) table displays that amount of interprofessional healthcare providers working in our team to provide support to our many patients.

Position	FTE
Mental Health Clinician	17.69
Nurse Practitioner (0.61 FTE flow-through)	20.56
Registered Dietitian	4.63
Pharmacist	3.68
Physician Assistant	1.00
Registered Nurse (9.77 FTE flow-through)	15.67
Registered Practical Nurse (9.22 FTE flow-through)	11.70
Respiratory Therapist (0.56 FTE flow-through)	0.56
<b>TOTAL</b>	<b>75.49</b>



Our administrative staff help to support clinicians by coordinating one-on-one appointments with patients. Our administration team also support other areas such as technology, finance, HR, communications, data collection and much more, allowing clinicians to focus on what is important - the patient. Our Program Office plays an important role by organizing all referrals to our programs and services.

## 2019-2020 Financial Summary Report

1	Clinical Resources	74%
2	PFHT Admin Team	11%
3	Sessionals	1%
4	Overhead	14%

