

# ANNUAL REPORT 2021 | 2022



A HEALTHY AND THRIVING PETERBOROUGH  
AND SURROUNDING COMMUNITY.

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# A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

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I would like to say “what a difference a year makes” but it seems a bit like the movie “Groundhog Day” where each day is repeated. But like in the movie our clinicians and staff team have used the “continuous loop” to gain more and more knowledge on managing throughout the pandemic and then applying it to do greater good for those in our community.

We have not allowed ourselves to grow complacent and it has been an honour to watch family physicians and PFHT staff continue to provide excellent care while managing the stress that is so prevalent in our lives.

I would like to personally thank Dr. Alex Atfield, Dr. Luke Bowley, and Shannon Hinton (employee representative) for joining the Board since our last AGM. Time is precious and we appreciate your willingness to give some of yours to PFHT governance.

Ontario Health has released the annual “MyPractice: Primary Care Family Health Team Report” for 2021. The report compares Family Health Teams across regions (we are Central East) and across Ontario.

Across every screening category Peterborough primary care scores higher than the regional and provincial averages.

One of the most important indicators which measures non-urgent visits (triage level 4 and 5) to the emergency department shows clearly that despite many challenges Peterborough provides excellent access to primary care – Peterborough in 2021 had 52 visits per 1000 residents. The Central East regional average was 73 per 1000. Peterborough was almost one third less visits, a very significant difference.

Our MyPractice report is clear evidence that in Peterborough primary care service delivery remained available even as Peterborough physicians and PFHT staff supported vaccination and assessment clinics.

In the face of an on-going pandemic and the violent destruction wrought from a violent storm you were “bent but unbowed”.

Duff



Bent But Unbowed by  
Bette Devine

# BOARD OF DIRECTORS

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## **DR. BOB NEVILLE**

*Interim Chair*

**Family Doctor**

**The Medical Centre FHO**

## **MATT HOLMES**

*Treasurer*

**Accountant**

**Holmes CPAs and Tax Advisors**

## **DR. JAMES WEBSTER**

**Family Doctor**

**Greater Peterborough FHO**

## **DR. ALEX ATFIELD**

**Family Doctor**

**The Peterborough Clinic FHO**

## **DR. LUKE BOWLEY**

**Family Doctor**

**Peterborough Community FHO**

## **DR. MICHELLE FRASER**

**Family Doctor**

**Partners in Pregnancy Clinic (PIPC)**

## **DR. BILL SHANNON**

**Family Doctor**

**Chemong FHO**

## **JANE MCDONALD**

**Patient and Family Advisory Council**

## **DUFF SPRAGUE**

*(non-voting)*

**Chief Executive Officer**

**Peterborough Family Health Team**

## **MIKE VANDENBROEK**

*(non-voting)*

**Director of Clinical Services**

**Peterborough Family Health Team**

## **SHANNON HINTON**

*(non-voting)*

**Pharmacist**

**Employee Council Representative**

**Peterborough Family Health Team**

## **SHERRI RUNNALLS**

*(recorder, non-voting)*

**Executive Assistant**

**Peterborough Family Health Team**

# SUPPORTING PUBLIC HEALTH WITH COVID-19 VACCINE ROLLOUT

The year 2020 has been dubbed "the year of the pandemic," whereas 2021 was "the year of the COVID-19 vaccine." Many people felt hopeful; for some, it was the first time in over a year. From the outside looking in, the Primary Care Evening Vaccination Clinics at the Healthy Planet Arena seemed like a well-oiled machine. When you arrive, you check in, then you are ushered to several checkpoints, you will receive your vaccine and pick up your proof of vaccination on your way out. But it's a different story for those who work at the vaccine clinic; it's tireless work for everyone involved, and it takes place outside of their regular working hours.

The Ministry of Health directed Public Health in early January 2021 to get primary care involved with vaccines. Various committees were formed around this period to help orchestrate the rollout and prioritizing of each demographic. It was at this stage that primary care physicians' knowledge base was significantly stressed, as they were able to provide a unique perspective and information to the table, such as their understanding of sickness patterns and community transmission based on their experience with patients in their offices.

The introduction of the AstraZeneca COVID Vaccine Pilot in April of 2021 was one of the numerous success stories from this combined effort. Six teams from across the province were permitted to test the vaccine, with Peterborough being one of them. They were able to take this initiative from a mere talk to the start of vaccination administration in just one week. After that, they were given a two-week deadline to complete the pilot, with a total of 4,500 vaccine doses. Despite being the last trial site to debut, Peterborough was the top-performing site.

Vaccines were available to anyone aged 18 and up by June, with extra doses on hand for those who wanted them. Peterborough Public Health had been working nonstop for six months and, like many others, was exhausted. It was then that primary care was called upon once more to assist in the administration of immunizations.

Dr. Sandra Khan, a family physician with The Medical Centre FHO, was the driving force behind Peterborough Public Health's Primary Care Evening Vaccination Clinics. She said that while trying to respond to a public health emergency, having a strong pre-existing partnership between primary care and public health is critical.

# PRIMARY CARE COVID-19 VACCINE CLINICS: THE NUMBERS

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40+

primary care vaccine  
clinics

17,500+

vaccine doses given

4,500+

hours worked by  
interprofessional health  
care providers\*

*\*this does not include hours worked by  
primary care providers and specialists*



*The Primary Care Evening Vaccination Clinics would not have been a success without the contributions of everyone involved, including doctors, nurse practitioners, physician assistants, pharmacists, nurses, Peterborough Family Health Team administration, GPHSF, Your Family Health Team Foundation equipment donations, and community volunteers.*

*- Dr. Sandra Khan, Family Physician with The Medical Centre FHO*



# COMMUNITY COLLABORATIONS

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## BARRIERS TO PRIMARY HEALTH CARE

An Ontario Health Team working group was formed and a project manager was hired to prepare a business case for a primary care model that includes salaried primary care physicians, nurse practitioners and other health care providers. This primary care model would prioritize care for those who are most marginalized in our community.

## TALK NOW MENTAL HEALTH AND ADDICTIONS CLINIC

We continue to support this initiative with two days of in-kind access to mental health clinician support. TALK NOW provides more timely access to mental health services to people of all ages in our community while they may be on a waitlist for care.

## PETERBOROUGH PUBLIC HEALTH

Through the pandemic, Peterborough Family Health Team and Peterborough Public Health worked closely to inform healthcare providers, educate the public, and implement the vaccination rollout of the Pfizer, Moderna, and AstraZeneca COVID-19 vaccine.

# COMMUNITY COLLABORATIONS (CONT.)

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## RISK DRIVEN SITUATION TABLE

The group incorporates police, mental health, child and adult services, social services, and primary care. These professions identify high-risk community members who have an “Acutely Elevated Risk” and work together to find the best way to support and intervene

## ONTARIO SHORES – COGNITIVE BEHAVIOURAL THERAPY

Cognitive Behavioural Therapy helps individuals short-term to become aware of their thinking patterns and how to use this knowledge to better handle stressful situations.

## PATIENT AND FAMILY ADVISORY COUNCIL

This council brings the patient perspective to the forefront of the Family Health Team’s work. During COVID-19, the council helped to create an online pandemic resource, providing information that the public wanted to see during this unprecedented time.



# MINDFULNESS PROGRAMS

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## 3 PROGRAMS

- Mindfulness Program
- Mindfulness Sampler: Tools for Daily Living (Pilot Program)
- Mindfulness-Based Cognitive Therapy (MBCT) Program

## 12 MULTI-WEEK SESSIONS

## 152 PARTICIPANTS

## 88% SATISFACTION

How did we help?



*I am more focused in the present, more observant of myself and surroundings. I am using mindfulness to be less reactive, less automatic and more curious and therefore accepting of what is showing up in the moment.*

# SLEEPLESS IN PETERBOROUGH

8 WORKSHOPS

4 MULTI-WEEK SESSIONS

128 PARTICIPANTS

91% SATISFACTION

“

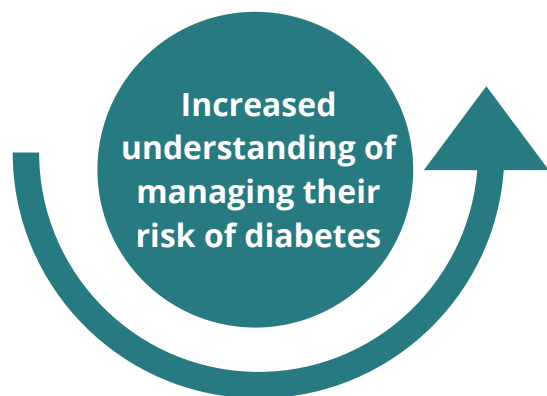
*The program helped me to transition from a very unhealthy and deteriorating pattern of sleep to one that meets my needs and is sustainable. I unlearned many common misconceptions about sleep that were contributing to my stress around bedtime and I was able to form new habits by changing the way I look at sleep. I'm able to fall asleep effortlessly.*

## How did we help?



# DIABETES PREVENTION

**8 WORKSHOPS**  
**69 PARTICIPANTS**  
**93% SATISFACTION**



*The whole workshop was excellent. Information on reading the labels and also seeing how to try manage prediabetes with diet was very helpful.*

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# HEART HEALTH

**8 WORKSHOPS**  
**65 PARTICIPANTS**  
**100% SATISFACTION**



*The material was presented in a very easy to follow manner. It helped to make an overwhelming topic much more digestible. I left feeling like I had the ability to make changes in my lifestyle to benefit my health!*

# MINDFUL EATING

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**8 WORKSHOPS**  
**7 MULTI-WEEK SESSIONS**  
**95 PARTICIPANTS**  
**97% SATISFACTION**

How did we help?



*The facilitators passion, real-life information and samples and overall introduction to mindful eating was great. It really helped me determine why I'm eating the way that I do and gave helpful suggestions for how to improve and really think about eating.*

## INR CLINIC

775

patients served

8,740

patient encounters

145

dosettes filled to  
assist with adherence

179

warfarin prescription  
refills authorized

## SMOKING CESSATION

192

patients served

921

patient encounters

### ABSTINENCE RATES:

29%

3 months

22%

6 months

23%

12 months

## DEPRESCRIBING SERVICE

23

patients served

219

patient encounters

- ✓ reduction in the total number of medications and/or dosage
- ✓ primary care provider satisfaction with the deprescribing process
- ✓ improved quality of life

# CLINICAL SUPPORT SERVICES

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357

PATIENTS SERVED

2,016

PATIENT ENCOUNTERS

Clinical Support Services made a community connection with **76%** of referrals they received. These connections supported patients with challenges involving social determinants of health.

## How did we help?

**528** interactions with community partners

**250** patients received support with basic needs

**128** patients received navigation to health/mental health/social supports

**558** community connections made

**98** patients received support with health education and self-management

**255** nourish food boxes provided through the Compassion Fund

# PARTNERS IN PREGNANCY CLINIC (PIPC)

1,386  
PATIENTS

10,484  
ENCOUNTERS

41 patients accessed  
our clothing  
cupboard

31 patients accessed  
our clothing  
cupboard

## BREASTFEEDING RATES (EXCLUSIVELY OR MIXED)

86% 1st PIPC baby visit

79% 6 week PIPC post-partum visit

## FOOTSTEPS TO PARENTING PROGRAM

3  
multi-week  
sessions

20  
participants served





# ACUTE & EPISODIC 1-ON-1 CARE

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63,075

PATIENT  
ENCOUNTERS

53%

SERVICES WERE  
PROVIDED VIRTUALLY

NURSE  
PRACTITIONERS

17,708

patients  
served

43,614

patient  
encounters

MENTAL HEALTH  
CLINICIANS / SOCIAL  
WORKERS

3,357

patients  
served

12,106

patient  
encounters

REGISTERED  
DIETITIANS

1,583

patients  
served

4,456

patient  
encounters

REGISTERED  
NURSES

1,442

patients  
served

2,899

patient  
encounters

# UNATTACHED PATIENT CLINICS

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## 2 LOCATIONS

- Peterborough Virtual Care Clinics (PVCC)
- Nurse Practitioner Clinic

**1,452 PATIENTS SERVED**

**4,773 PATIENT ENCOUNTERS**

How did we help?

**2000+** linkages/referrals made to a variety of health services/partners.

**939** referrals for lab services

**424** referrals to specialists

**374** referrals for diagnostic imaging / ultrasound services

**428** diverted potential visits to the local emergency department

# HEALTH HUMAN RESOURCES

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**\$11.2M ANNUAL BUDGET**

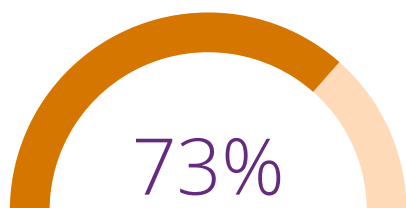
**84% GOES TO DIRECT STAFFING**

28.90 FTE Administrative Personnel

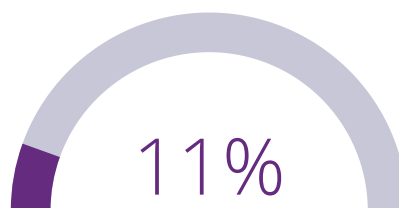
73.23 FTE Interprofessional Healthcare Providers

## FINANCIAL SUMMARY

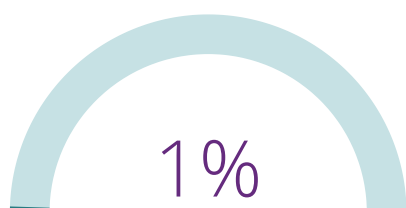
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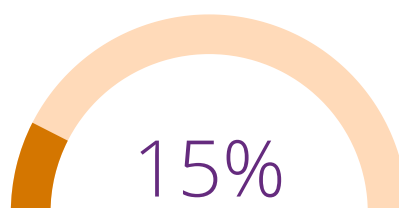
clinical resources



administrative resources



sessional resources



overhead costs