



# Great Northern

Family Health Team

## 2015/2016 Annual Report

### Looking Back

It is hard to believe that July, 2016 will mark five years operational as the Great Northern Family Health Team. Our programs and services provide many educational opportunities and supports for our clients. Within our resource constraints, we focus on patient-centered care and continually adapt to meet the changes within primary care. Unfortunately, Dr. Vincent Dubois opened and closed his primary care practice with the team, but fortunately he remains in practice locally providing Emergency Room and anesthetic services at Temiskaming Hospital.

Looking back, a few main highlights from the year include:

1. **Collaboration.** Internally and externally we continue to collaborate with examples being implementation of the Ottawa Model for Smoking Cessation in Primary Care, our work both locally and regionally with the Stay On Your Feet initiative, and the success of the OTN telepsychiatry program.
2. **Accountability.** We remain financially accountable, having submitted financial reports showing a surplus for five years in a row.
3. **Innovation.** In collaboration with partners, we won a \$25, 000 Award from the University of Toronto from our Improving and Driving Excellence Across Sectors (IDEAS) Project. This funding will help us to spread and sustain the work we have been doing in “Falls Prevention – Assessment to Intervention”. We have 6 FHTs working together on falls prevention, with 14 more to participate from the NE LHIN in the coming year.

Our Values  
Excellence  
Collaboration  
Respect  
Accountability  
Innovation  
Improvement

### Looking Forward

#### **Growth capacity**

We anticipate and look forward to growth in 2016/2017 with residents Dr. Ryan Sayer and Dr. Ashlee Boldt joining our team. We also look forward to welcoming Dr. Stacy Desilets back to our team once we relocate to Shepherdson Road. We will be rostering patients and improving access with additional physician resources joining our team.

## Quality Improvement Plan

We have completed our fourth Quality Improvement Plan (QIP) and are now working on improving the functionality of our electronic medical record to assist with program planning and reporting. For more information on QIPs for all health care sectors, you can access Quality Improvement Plans at <https://qipnavigator.hqontario.ca/Resources/PostedQIPs.aspx>.

## Community Engagement

In addition to initiating a Quality Council, we had created a Community Advisory Council last year. We look forward to continually developing work plans and further establishing these Councils in the upcoming year.

## Strategic Plan – 2015/2020

We are in year two of our five year strategic plan and happy with our progress in 2015/16. The four important priorities of our plan are as follows:



### Priority 1: Patient Experience/Accessibility Survey

Between October 1 and 29, 2015, a total of 111 patients completed a patient experience survey. The questions contained in the survey represent priority performance indicators for primary care that are reported annually to Health Quality Ontario.

#### Patient Experience

**Patients' experience accessing the clinic and how they are received by reception staff is excellent.**

- 91% of respondents rated their overall experience with our reception staff as 'excellent / very good'.
- 87% of respondents rated their overall experience with accessing the clinic as 'excellent / very good'.

## **Patients feel they are involved as much as they want to be in decisions about their care and treatment.**

- 97% of respondents said they are ‘always / often’ involved in decisions related to their care and treatment. The Ontario (2014) benchmark is 83% so Great Northern Family Health Team is really performing extremely well on this indicator.

## **Access**

Health Quality Ontario and the Ministry of Health and Long-Term Care continue to focus on the ability of primary care to provide same day or next day access to care when needed.

## **From 2014 to 2015, Great Northern Family Health Team has improved in its ability to provide same day or next day access to care.**

- We have improved on this indicator! Survey results showed 17% of respondents said they were able to get a same day or next day appointment. This is an improvement for Great Northern Family Health Team from last year’s patient survey results i.e. in 2014 7% of patients that answered the survey said they had same day or next day access. The Ontario benchmark is 44%
- Where to from here? The Ontario benchmark is 44% and for the Northeast LHIN, it is 32%. We will continue to be challenged to improve our access.
- We anticipate improving access when we have additional physicians in the community, which will allow a broader group to cover ER and provide access to clinic office visits.

## **Patient Care**

### **Patients reported being extremely pleased with the quality of care they receive.**

- 96% feel their provider spends enough time with them.
- 92% reported they can ask questions about recommended treatment.

## **Priority 2: Building Relocation – Shepherdson Road**

We anticipate moving into our new clinic space by January 2017, located on Shepherdson Road. The land is currently being prepared and the architectural, mechanical, electrical, structural and civil drawings are complete.

## **Priority 3: EMR Standardization**

We have successfully transitioned to a new electronic medical record – Telus PS. We will be able to use this tool to help with innovative approaches to how we do our clinical work as well as performance measurement.

## **Priority 4: Team Approach – Internal & External**

We continue to work with many partners as evidenced within our 2016/2017 Operating Plan. To highlight a few examples:

- Internally, the team has established front office meetings, clinical lunch and learn meetings as well as continuing with the FHT team meetings and Full FHT team meetings.

- Internally, we introduced additional medical directives to help maximize the scope of practice for our interdisciplinary health care providers.
- Internally, we are able to identify issues and take a quality improvement approach to resolving.
- Externally, our team is involved as follows:
  - We have worked with Temiskaming Hospital, Temagami and Haileybury FHTs, and centre de santé on strategies, documented in QIP, to reduce triage level 4 and 5 visits to ER;
  - Co-chair of the Timiskaming Collaborative with the Canadian Medical Health Association;
  - Co-chair of the Health Link Partnership with the Temiskaming Hospital;
  - Chair of both the local and regional level Stay On Your Feet initiative; and
  - We have presented at a national conference in Calgary on our Falls Prevention initiative.



We provide primary health care services to our clients with a focus on:

Health Promotion

Health Education

Preventative Health Care

Primary Care

To learn more, visit our website at:

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

Call (705) 647-6100



## Financial Statements

The 2015/2016 Financial Statements are appended to the Annual Report.



## Team Members

Physicians	Interdisciplinary Health Care Providers	Administration Staff	Physician's Staff
Dr. Glenn Corneil, President/Physician Lead	Rhonda Ramsay, Nurse Practitioner	Shirley Watchorn, Executive Director	Fern Belanger-Poirier (Dr. Corbin)
Dr. Colleen Davies, Secretary/Treasurer	Renee Hamelin, Registered Nurse	Natasha Rivard, Office Assistant/Receptionist	Sue Bujold (Dr. Corneil)
Dr. Jean Corbin	Maureen Howard, Registered Social Worker	Lisa Graydon, Office Assistant/Receptionist	Betty Carmody (Dr. Davies')
Dr. Patrick Logan	Stephanie Bowdrey, Registered Dietitian	Dawn Olsen, Quality Improvement Decision Support Specialist	Lisa Graydon (Dr. Corneil, Dr. Corbin)
Dr. Donald Davies	Ashley Bain, Respiratory Therapist		Jo-Lee Logan (Dr. Logan)
	Joshua McKibbon (Interim Respiratory Therapist)		Sharon West (Dr. Davies')
	Chris Hill, Mental Health Worker		