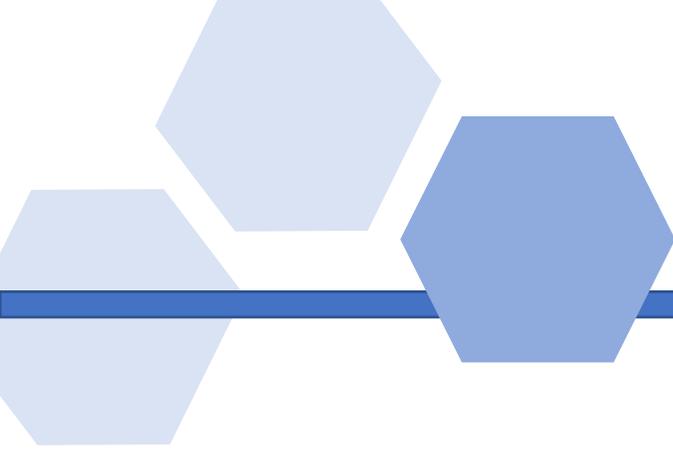


ANNUAL REPORT

2018 / 2019





Message From our leaders.

Your health. Your plan. Your team

On behalf of the Owen Sound 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 educated us how to face challenges head-on and to always find the solution to close a gap in care for our patients.”

The past year educated us how to face challenges head-on and to always find the solution to close a gap in care for our patients.

For years we have worked to recruit new family physicians to Owen Sound. In the past year, our new unattached patient program (UPP) clinics have proven successful for our new physicians and their patients, especially for those who have been without primary care for long periods of time..

The search for a family physician continues to grow as people understand the importance of being connected to a family health team and build a trusting relationship with their healthcare provider. We continue to try and recruit physicians to Owen Sound and team up with Grey Bruce Health Services in this endeavor.

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 are able to better their lives. The review process brought recommendations forward that were then incorporated into the many programs and services.

With Ontario's changing healthcare landscape, we are pleased 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 Owen Sound. That patients can navigate more efficiently, and we look forward to further integration and efficiencies within our local healthcare system.

Last year also wraps up the 2016-2019 Strategic Plan; a plan to guide the organization and support our patients. 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 and most importantly, our patients.

Sincerely,
Dr. Lizette Van Zyl, Board Chair
Paul Hoban, Executive Director



Patient Care Is our #1 Priority

12,241
Total Patients
Served



Our *patients* feel good about their *experience*

"This is the first time I have seen a NP and it was an excellent experience. My NP was very kind, informative, and successful in treating my health concern. It is vitally important to have this service when I am unable to see my primary care provider." ~SD/ND Clinic Patient

"Our dietitian relates well with children she is able to ask sensitive questions that a child can easily understand and does not make parent or child feel defensive." ~ Patient of the FHT

3,398

Unique Patients Served by Nurse Practitioners in Same Day / Next Day Clinics



1,631

Unique Patients Served in Diabetic Classes (GLB)

"He is always supportive, informative and great at suggestions. He never judges and make me feel like I can succeed!"
~ Smoking Cessation Patient

7,920

Patients were seen by Diabetic Registered Nurses in Clinics

276

Patients were seen by our 3 Smoking Cessation Counselors

Our Staff

Care about their Work



29

Staff Members
Including
Executive



Our *values* will be reflected in our team *everyday*

I'm am thankful for the amazing staff I work with that have become my family. I'm thankful that we all are trusting, caring and genuinely would give our shirts off our back for one another if we needed to. It makes it so easy to come to work with not a care in the world and if anyone one of us needs help we are there to take care of each other. It's so refreshing and has been for almost 2 years. I can't even express how lucky I am. ~ FHT RPN

"Not only are the classes good for my *body* and *mind* but also for my *soul*. You are helping me to enjoy being social with others again."

~AE, Forever Fit participant

I like the team approach to health through the OSFHT. The staff was encouraging, informative and positive. I like the practical approach.

~ Heart Healthy Eating Participant

87%

Patients surveyed were "always" satisfied with their visit that day

76%

Patients surveyed felt the amount of time spent with them was enough

90.6%

Patients surveyed felt they were involved in the decision about their care and treatment

74%

Patients Surveyed were given opportunity to ask questions about treatments.

Community Focused & Aware



34,000+

FHT Patients have access to our Programs



Our *Team* meets the needs of *our Community*

"Tell me and I forget. Teach me and I remember. Involve me and I learn."

-Benjamin Franklin

"Very positive, life enriching experience today. Thank you."

-Workshop Attendee

"The impact of the whole program (Healthy Lifestyle) over the 12 months and especially the first months with weekly meetings has been awesome!"

~Program Participant

"A healthy community is one in which groups from all parts of the community work together to prevent disease and make healthy living options accessible. We are working with our community to promote healthy living and bring the greatest health benefits to the greatest number of people."*

Health Fairs were held by staff in the community **7**

Patients have given consent to receive email **2350**

Participants of "forever fit" rated that their health & wellness has improved **100%**

"Forever Fit" program has increased in the last year **300%**

Regularly Scheduled Programs (Weekly, Monthly & Quarterly) **21**



Our Goals

Responsible & Sustainable

4
Goals

- To serve our patients and their families
- To meet the needs of our community
- To increase our programs and services
- To be the best employer

Our *values* will be reflected in our team *everyday*

Patients have same day or next day appointments

99%

38%

Patients surveyed would have gone to the ER if same day advanced access had not been available

"Giving our staff time to volunteer in the community is important to us!"



Owen Sound residents do not have a family Doctor

538

82%

Of patients with diabetes, aged 40 or over, with two or more visits within the past 12 months

Patients were rostered with a Physician after a visit to the Unattached Patient Program (UPP)

93%

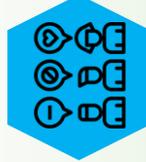
MISSION:
 Your health, your plan, your team

VISION: An effective, integrated and cohesive team that leads the way in primary care to enable our patients to manage their healthcare needs

VALUES:
 Respect, Accountability, Community, Teamwork

FOCUS ON

Providing a center of excellence & healthy workplace for patients and staff.



Our patients feel good about their experience

Being responsible with our resources and funding in delivering our work.



Our community needs are met responsibly & sustainably.

Building close relationships with our community partners.



Our integration & leadership in our community is essential.

Prioritizing, planning & delivering services needed for our community & region.



Our values will be reflected in our team everyday

As a unified team, we will strive to live our values, effectively, every day.



Our team meets the needs of our community.



Ask patients for guidance and evaluation on improving our programs



Teach our patients about their health and taking care of themselves



Involve every patient in their individual health care plans



Our team will take part in improving our processes, communication and work culture



We will build on the strength and skills of our people



We will encourage life long learning in our team



We will continue to transform, adopt, learn, improve and innovate our programs



We will build a healthy respectful workplace



We will strive to increase knowledge of our work in the community



We will improve workflow, communication and standardize our work



We will improve on sharing knowledge & information with our partners, staff & patients



We will improve leadership engagement for high needs patients in our health community



We will develop processes for patients who need direction and support



Develop a quality improvement program that advances care in our community



We will strive to keep our programs up to date and innovative



Engage patients and improve care for chronic conditions



Have same day and next day appointments available for our patients every day

Financial

Responsibility & Sustainability



\$3.5
Million
Budget



We are *responsible* with our resources and funding in *delivering* our work

Financial Summary Report April 1, 2018 to March 31, 2019

