



July 23rd, 2018

ANNUAL REPORT 2017-18

Human Resources

The OCCHC is extremely well-positioned with dedicated and passionate staff – many of whom have been with the CHC since the first year of opening. Retention remained strong for 2017-18, with the following hires or changes in position:

1. Recruited Part Time (PT) and Full Time (FT) Physicians (the latter to start March 2019)
2. Recruited FT Nurse Practitioner Chronic Disease, and FT Nurse Practitioner Primary Care (to start September 2018)
3. Recruited RPN to fill a maternity leave in Primary Care
4. Recruited PT / Locum Nurse Practitioner for Temporary Contract
5. Moved a Community Outreach Worker to a seconded role with Oxford Health Link, and backfilled this position for an extended period of time
6. Filled a FT Social Worker role with an internal candidate
7. Recruited 2 FT Housing Stability Workers as a result of special external grants
8. Co-Located an Oxford County Client Services Worker to OCCHC to work alongside Housing Stability Team
9. Recruited contract Information Technology specialist to fill vacancy left by a change in back-office services offered by London Intercommunity Health Centre – restructured our agreement with LIHC accordingly
10. Added a Part Time Medical Receptionist

South West LHIN

1. Met M-SAA 2017-18 Clinical Performance Indicators despite being short-staffed in Primary Care
2. Successful submissions to the LHIN for (1) In-Year Reallocation of Physician dollars to operating lines for comprehensive update of computers, firewall, servers, and (2) One-Time Community Investment dollars to purchase new Accessible Van, and HR Consultant to update key policies and procedures
3. Met all other reporting and compliance deadlines

Operations / Programs / Services

1. **# Clients:** 1615 Rostered Clients, and a total of approximately 2400 individuals served through Primary Care, Allied Health Services, and Community Programs

2. **Name Change:** completed final steps to enact new name
3. **Capital Project:** diligently followed steps in new Capital Branch template – the first CHC in the province to do so, therefore sufficient learning on the part of both parties
 - a. Capital Branch has since overturned the Expansion Proposal as part of the overall project – we will continue our planning for the reconfiguration of the 2nd floor temporary space, which is approved.
4. **Oxford Health Link:** as Co-Lead Agency, we continued to anchor Health Link in Oxford with the Health Link operations team, and establish a Oxford-wide Steering Committee
 - a. Integrated Health Link team with Oxford Situation Table (administrative back-up, facilitation) given the correlations between the purposes of these teams
5. **Special Pilot Projects:** continued to steer the (1) Oxford Oral Health Access Initiative, and (2) Oxford County Homelessness Prevention Pilot, each funded by the United Way Oxford, and each with a FT or PT project manager
 - a. **Dental Clinic for Low Income Adults:** concrete plans are underway to establish a Dental Clinic at the OCCHC, to open in late 2018.
 - b. **Homelessness Prevention Pilot:** extremely successful Pilot Program, demonstrating the following:
 - i. Total # Housing Stability Worker client intakes: 79
 - ii. Number of Housing Loss Prevention intakes: 22
 - iii. Number of individuals either “rough sleeping” or accessing shelter placed in permanent housing: 14
 - iv. Number of individuals experiencing hidden homelessness placed in permanent housing: 11
 - v. Number of individuals known to be experiencing homelessness (rough sleeping; shelter access; couch surfing) at last contact: 39
6. **Leasehold:** renewed lease for another 5 years as part of our renewal steps contained in our current contract
7. **Board of Directors Recruitment:** successful in recruiting 4 new Board members with diverse skills and experience – we are now at full complement
8. **New Program Feasibility Studies Underway:** assessing viability of (1) *RAAM* – Rapid Access to Addiction Medications clinic, and (2) *Access to Team Based Care* – wraparound services for solo physicians – OCCHC is the next priority for LHIN funding.
9. **Transportation:** OCCHC, along with partner agencies borrowing our Van, provided 103 trips in 2017-18, carrying 467 passengers
 - a. Purchased a new, accessible Van at year-end, accommodating more passengers

10. Volunteers: There are a total of 34 active volunteers (excluding Board members) who provided a total of 1,466 hours. 539.5 hours of the total were contributed by students as part of the School Within A College program (SWAC)

11. Episode of Care Clinic (EoC) (Physiotherapy): in collaboration with the Ministry of Health, we lowered the annual targets to a more achievable threshold

12. Community Programs: programs offered to the larger community in 2017-18 were clustered around the following themes or target groups:

- a. Children and youth
- b. Outreach Services
- c. Nutrition and Cooking
- d. Chronic Disease Management
- e. Mental Wellness
- f. Express Yourself

Additionally, “*Your Neighbor’s Closet*”, our clothing exchange program, branched out to Tillsonburg

Total Number of groups / presentations / workshops / events: 51

Total Number of Sessions offered: 796

Total Number of Attendees: 4,230

Financial Stability

1. **2017-18 Financials** – audit is complete; significant surplus at year-end
2. **Diversifying OCCHC Funding Sources:** a total of approximately \$594,000 new funding (one-time or renewable) was achieved in 2017-18 with our thanks to the following stakeholders:
 - a. Toyota Motor Manufacturing Company – dental clinic
 - b. Other private donations to Dental Clinic
 - c. United Way Oxford Year 2 Homelessness Project
 - d. United Way Oxford Year 2 Oral Health Project
 - e. Homelessness Partnering Strategy – Federal
 - f. Trillium Grant – Bridges Out of Poverty
 - g. Oxford Health Link

Community Development, Collaboration, & Engagement

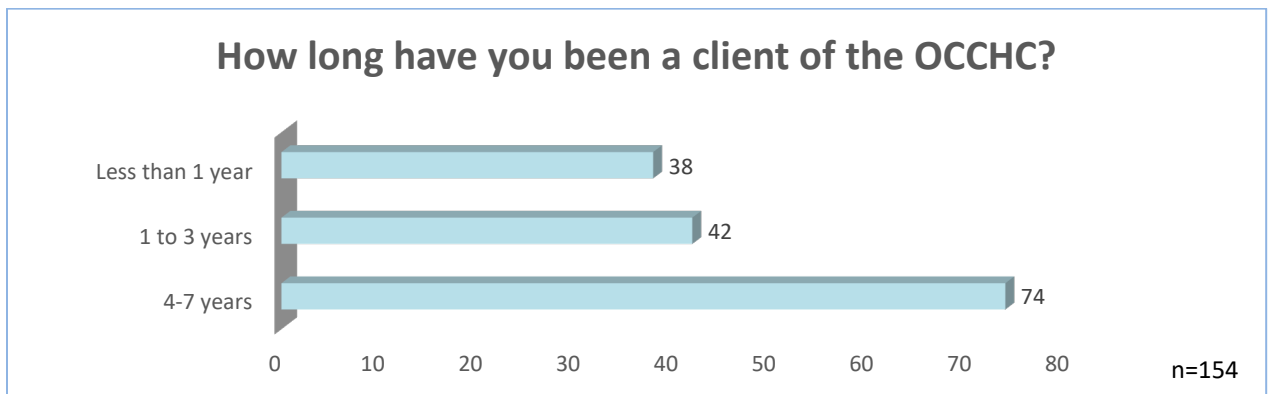
OCCHC is represented in the community in the following ways, in order to influence ongoing Community Development and capacity as part of our Mission:

1. Future Oxford Partnership – a community Board dedicated to overseeing / implementing the Future Oxford Sustainability Plan, with 70+ actions supporting the areas of Community Oxford, Economy Oxford, and Environment Oxford
2. Co-Lead Agency – Oxford Health Link, Steering Committee & Working Committee

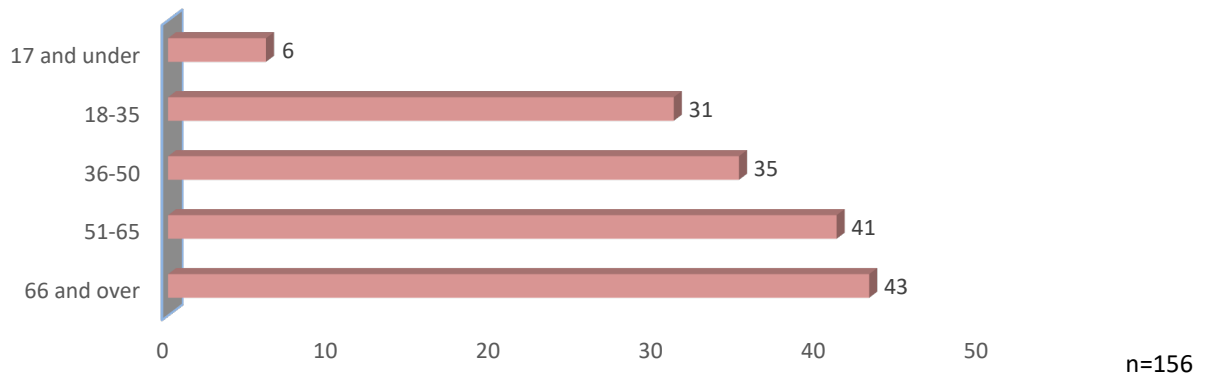
3. Co-Lead Agency (with OECYC and Public Health) to develop an Oxford Child and Youth System Planning Table – recently branded as ACTIVATEOxford
4. Lead Agency – Suicide Prevention Team
5. Lead Agency – Ingersoll Resource Network
6. Member – Zero Poverty Oxford Committee
7. Member – Oxford Opioid & Drug Strategy Steering Committee
8. Member – Oxford Drug Awareness Committee
9. Member – Situation Table Steering Committee & Working Committee
10. Member – Suicide Prevention Oxford Leadership Collaborative
11. Member – Oxford Mental Health and Addictions Network
12. Member – Area Provider Table (LHIN funded Agencies)
13. Member – Oxford Local Immigration Partnership (LIP)
14. Member – Oxford Addictions Treatment Strategy Steering Committee
15. Member – Health Link Leadership Collaborative, South West LHIN
16. Member – Quality Advisory Committee, South West LHIN (ended in late 2017)
17. Member – Human Services Justice Coordinating Committee
18. Member – LHIN Subregion Integration Table – Primary Care Reform
19. Member – LHIN Health System Renewal Advisory Committee
20. Member – Primary Care Alliance Oxford (subgroup of Subregion Table)
21. Member – CATER – Community Action Traumatic Event Response
22. Member – Tillsonburg Resource Network
23. Member – Rainbow Coalition
24. Member – Oxford Hospice Palliative Care Collaborative

Client Experience

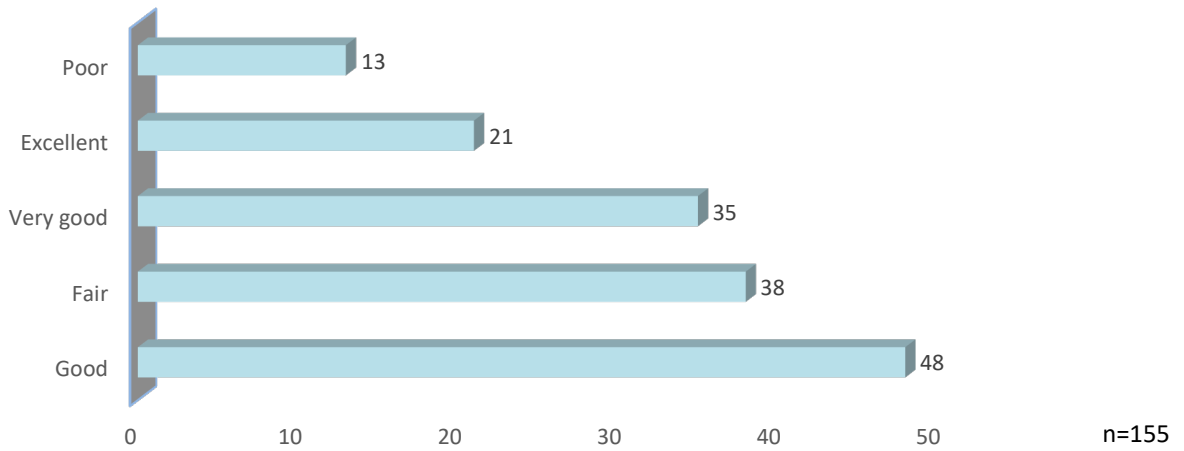
Highlights of the 2017-18 Client Experience Survey include the following results (160 surveys):



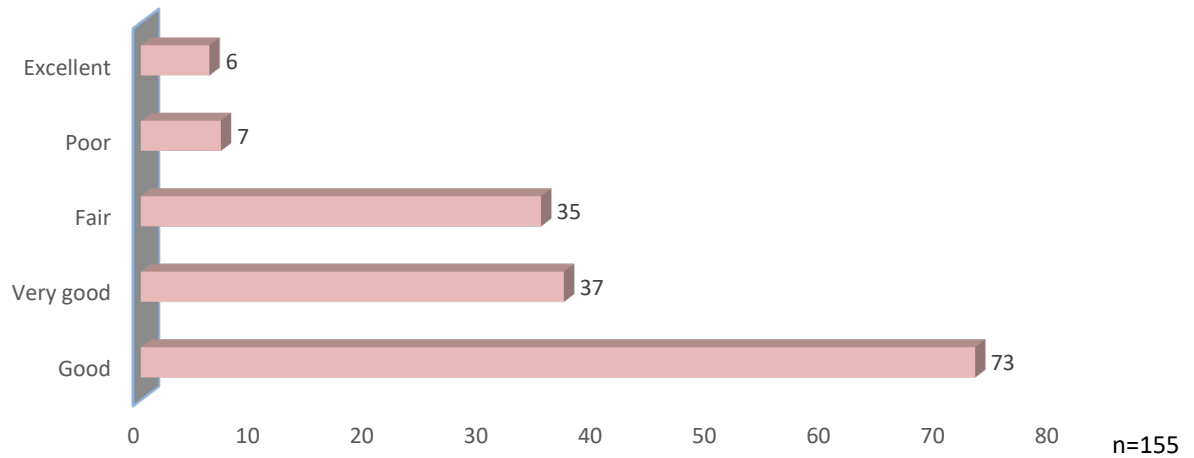
How old are you?



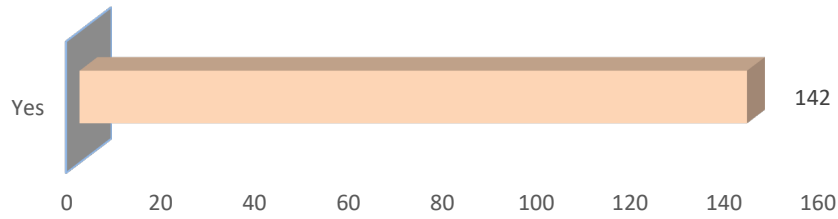
How is your mental health?



How is your overall health?

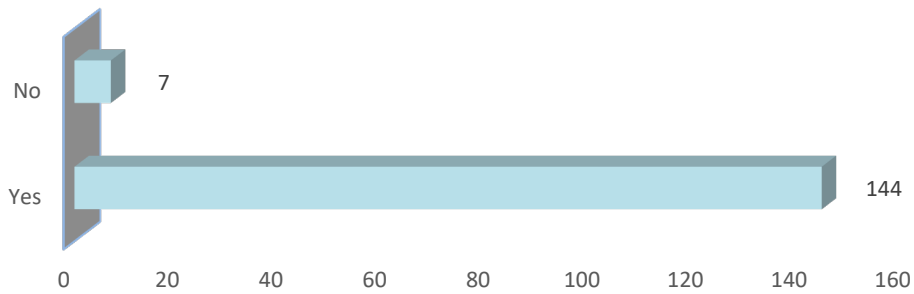


Have our health centre services improved your health?



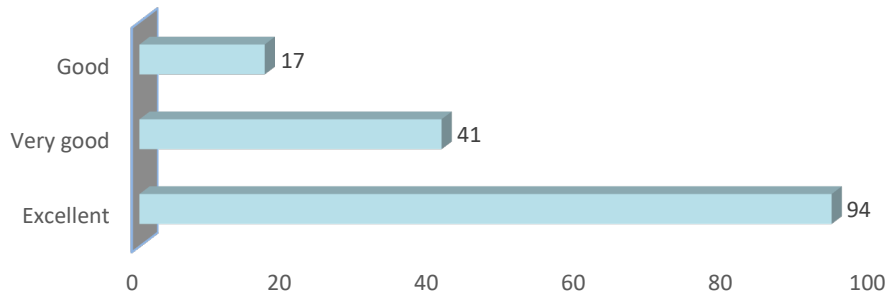
n=145
*some values suppressed ≤ 5

Is the health centre accessible?



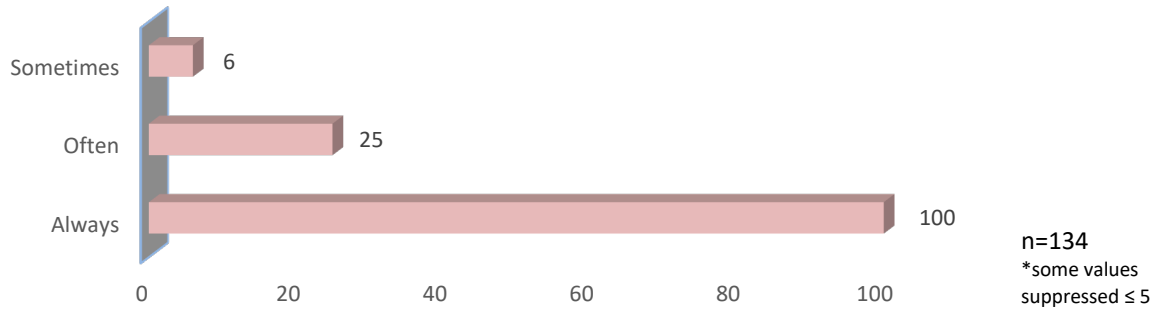
n=151

How is your overall experience with our reception staff?

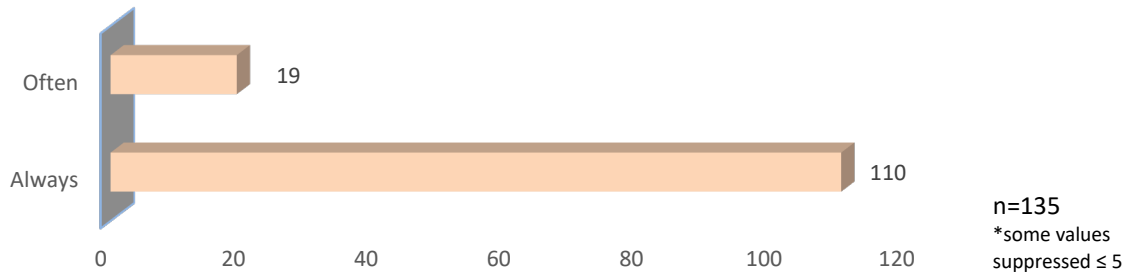


n=155
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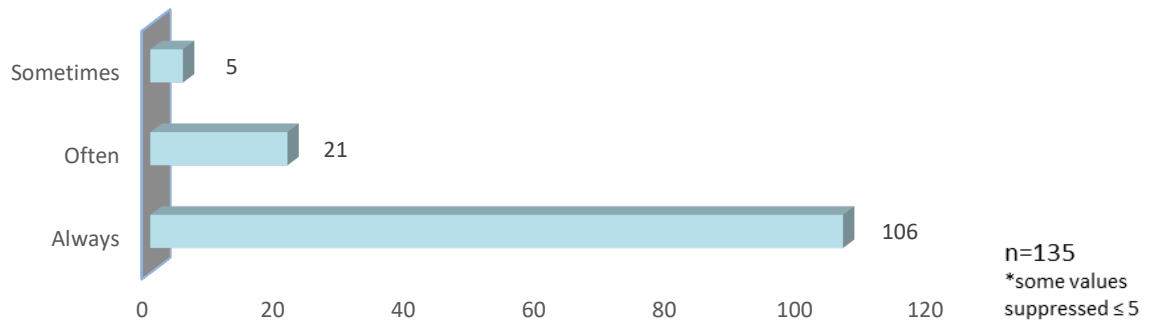
Does your doctor or nurse practitioner involve you in decisions about your care and treatment?



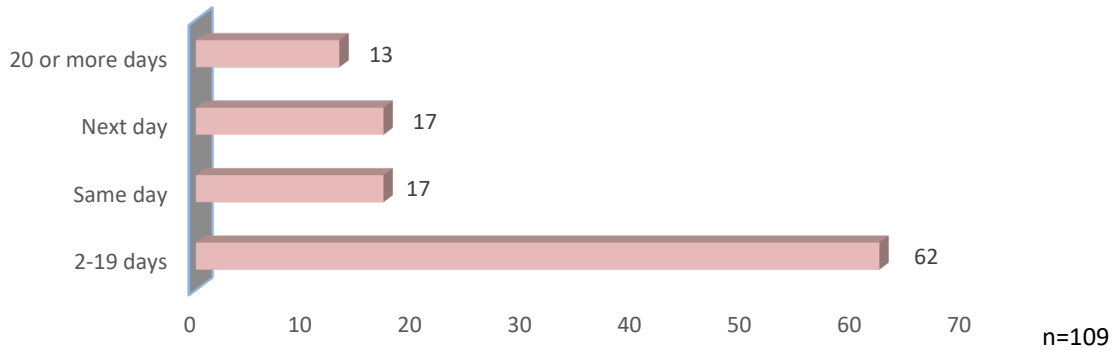
When you see your doctor or nurse practitioner, are you given the opportunity to ask questions about the recommended treatment?



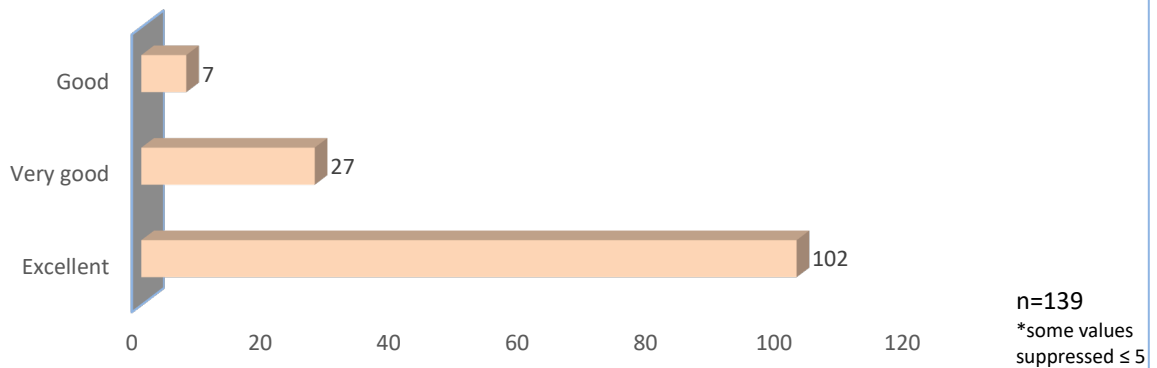
When you see the doctor or nurse practitioner, how often do they spend enough time with you?



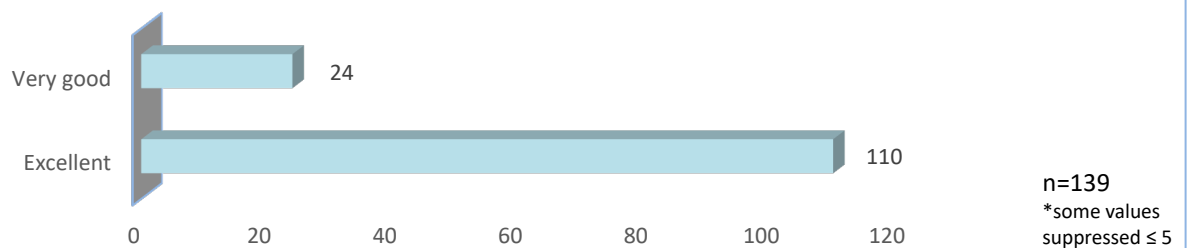
The last time you were sick, how quickly could you get an appointment?



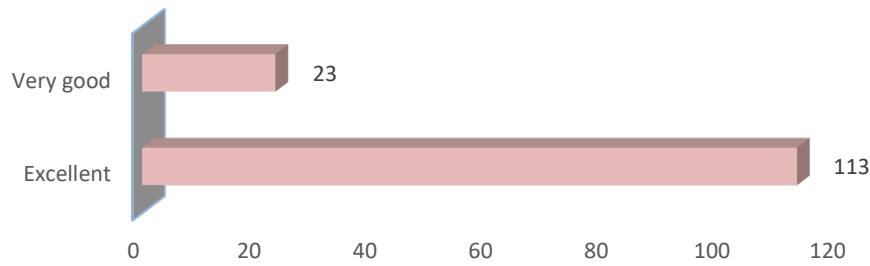
How would you rate your main health care provider in terms of listening to your concerns?



How would you rate your main health care provider on his/her ability to explain things in a way that you can understand?

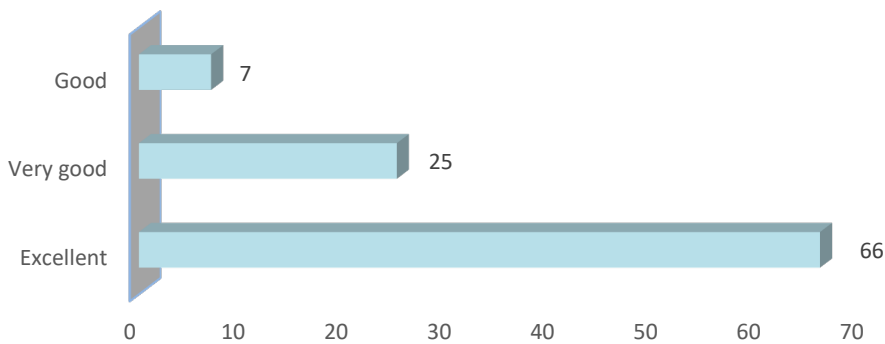


How would you rate your main health care provider on how he/she treats you with dignity and respect



n=140
*some values suppressed ≤ 5

How would you rate your overall experience at the health centre?



n=98

How do you find our staff?

“They listen well”. “I think everyone is doing their best”. “Friendly staff”

“Everybody is helpful and caring”. “Things are explained thoroughly”

“Friendliness and professionalism”. “Easy to talk to”

“Full spectrum of services for my needs”. “Showed concern for wellbeing”

“Sympathetic, advocator, caring”. “Most have really made me feel like I matter and that they care”

“down to earth, realistic, caring, sympathetic....I can't say enough”

“Everyone is friendly and are here to make you feel better”

How can we improve?

“The waiting room furniture is uncomfortable and actually aggravates my condition”

“Since I became a patient I have had 4 Doctors. Why?” “Telephone system; going through too many “press 1?”

“A monthly news letter featuring upcoming events/groups” “It's important to have stable doctors, with the turnover this is a huge concern”

“Additional evening hours/days”. “More same day appointments”

“Better advertising of groups being offered and hopefully more groups (self-esteem related)” “Difficult to make an appointment”

“More doctors”. “More evening appointments” “It would be nice to have a regular doctor that stays forever”

Have we made a difference?

“my life has been drastically improved” “These people, this clinic and all the things I do from it are a huge part of my life. Wouldn't trade them for the world”

“I'm always very happy here” “I would just like to say how grateful I am to be treated with dignity”

“I always feel very involved in my own health care and love coming here” “Thank you for all of your services”

“I feel they allow me to speak freely with no judgement” “They have saved my life and improved everything”

“I could not have done it without your perfect team. You are awesome!”

“I feel that I'm important and my concerns are taken seriously”

“they treat me like a real person”

Respectfully Submitted:



Ann Campbell, Board Chair
OCCHC



Randy Peltz, Executive Director
OCCHC