

ANNUAL REPORT 2018-19

Human Resources

1. Recruited Dr. Kevin Dueck on a PT basis – 2 days per week Primary Care, 1 day per week serving as Consulting Physician, Rapid Access Addiction Medicine (RAAM) Clinic.
2. Recruited Full Time Nurse Practitioner for the RAAM Clinic
3. Recruited Nurse Practitioner Chronic Disease to fill a one year Maternity Leave beginning February 2019, and FT Nurse Practitioner Primary Care to fill another Maternity Leave April 2019
4. *Housing Stability Team*: successful in obtaining 3 year funding for a Housing Stability Worker, *Youth* (Ministry of Children, Community and Social Services). Extended the contract for existing 2 FT Housing Stability Workers through successful applications to the United Way Oxford, and the Federal Reaching Home program
5. *Community Outreach*: promoted a Community Outreach Worker (System Navigator) to a permanent FT position (she was covering a Maternity Leave). Recruited FT Community Outreach Worker for contract position to fill this vacancy.
6. Recruited a PT Data Management Coordinator (DMC) with sound CHC experience to fill this role as we geared up to conclude our Back Office Agreement with the London CHC

South West LHIN & Accountability Agreement (M-SAA)

1. Met M-SAA 2018-19 Clinical Performance Indicators despite being short-staffed, with the exception of the target related to “Access to Primary Care”, which is attributable to vacancies in Primary Care
2. Successful submissions to the LHIN for (1) In-Year Reallocation of Physician dollars to operating lines – purchased clinical care equipment & supplies

Financial Stability

1. **2018-19 Financials** – the final 2018-19 Audited Financial Statement was presented in June 2019 to the Board of Directors, and approved.

Year 3 Strategic Goals & Community Development / Engagement - Highlights

1. **Capital Project**: All other data requirements were submitted to the Capital Branch in February 2019, and we are currently awaiting approvals to proceed to next steps of retrofitting and finishing our 2nd Floor Space.
2. **Oxford Health Link/ Coordinated Care Planning**: the OCCHC is now Lead Agency for Oxford Health Link. We continue to anchor Health Link in Oxford with the Health Link Steering & Working Committees.

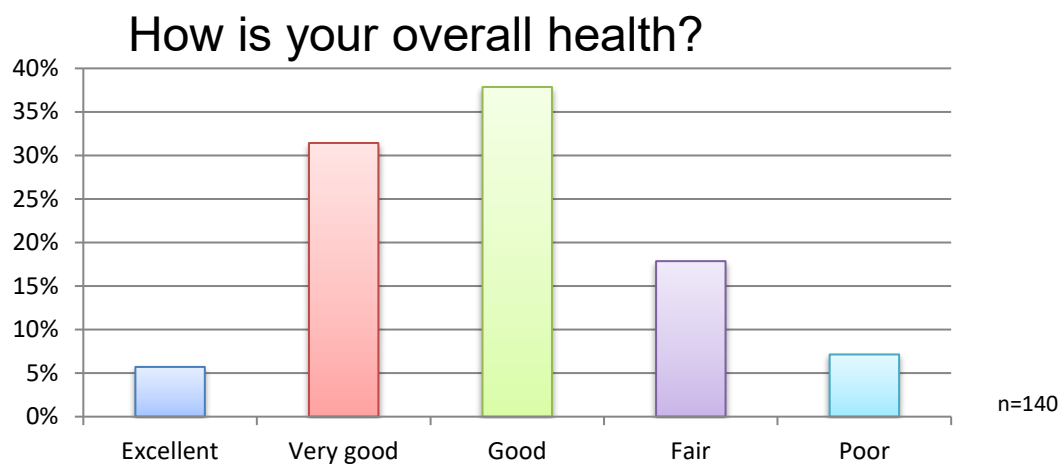
- a. 2019-20 Funding was received. We expect this to be the final year of project funding, therefore sustainability planning is our top priority.
- 3. Dental Clinic:** A Construction Project Management Company was hired (Trigon Construction). Renovations are proceeding. Discussions continue with Shulich School of Medicine & Dentistry. Anticipated opening in October 2019.
 - a. Successful in obtaining a Trillium Ontario Grant for \$69,000 for Dental equipment.
- 4. Housing Stability Team:** As noted in Human Resources, we secured continued funding for Housing Stability Workers through United Way Oxford and Federal Reaching Home, as well as Housing Stability Worker Youth.
 - a. The real challenge over 2019-20 will be to anchor these positions as permanently funded for the benefit of Oxford County – success of housing stability / wraparound has been repeatedly demonstrated.
- 5. Rapid Access to Addiction Medicine (RAAM) Clinic:** successful proposal in obtaining permanent base funding from the SW LHIN to operate a RAAM for Oxford County. Approximately \$250,000 per year. Adding a Physician (one day per week); FT Nurse Practitioner; and .5 Reception, plus annual supplies. Also exploring opening Hep-C services in conjunction with the RAAM. Investigation is underway.
- 6. Access to Team Based Care Proposal:** submitted a proposal to SW LHIN for additional funding for team members (e.g. Dietician, Social Worker, Community Outreach) that would provide wraparound services to solo physicians or those physicians in a limited practice. With the advent of Ontario Health Teams, we are hoping that this proposal becomes a reality given the emphasis on community care. Decisions are pending.
- 7. Bridges Out of Poverty / Getting Ahead / Circles:** actively participated as a steering member and lead agency in implementing a second “Bridges Out of Poverty” session in Tillsonburg. Contributed to organizing the next level of training “Getting Ahead”, a 15 week program for those wishing to change their lives. Finally, we are strongly supporting the next step “Circles”, intended to provide ongoing support to graduates of Getting Ahead.
- 8. Addictions & Mental Health Walk-In:** contributed to redevelopment of the Oxord Walk-In Model, which now combines Addiciton & Mental Health counselling as a “one-stop-shop”.
- 9. New Back Office Arrangements:** secured SW LHIN staff to undertake back office functions. The transition between London CHC and SW LHIN has taken place.
- 10. Electronic Medical Record:** The transition schedule for changing from Nightingale on Demand to PS Suite has changed several times. However, we are now underway, with a go-live date in November 2019.
- 11. Ontario Health Team / Health System Transformation:** we engaged in a lead role to join together with colleagues across the County to complete a Self-Assessment as an early

adopter to become an Ontario Health Team – Oxford. Decisions on the part of the Ministry of Health are expected to be made in late July 2019.

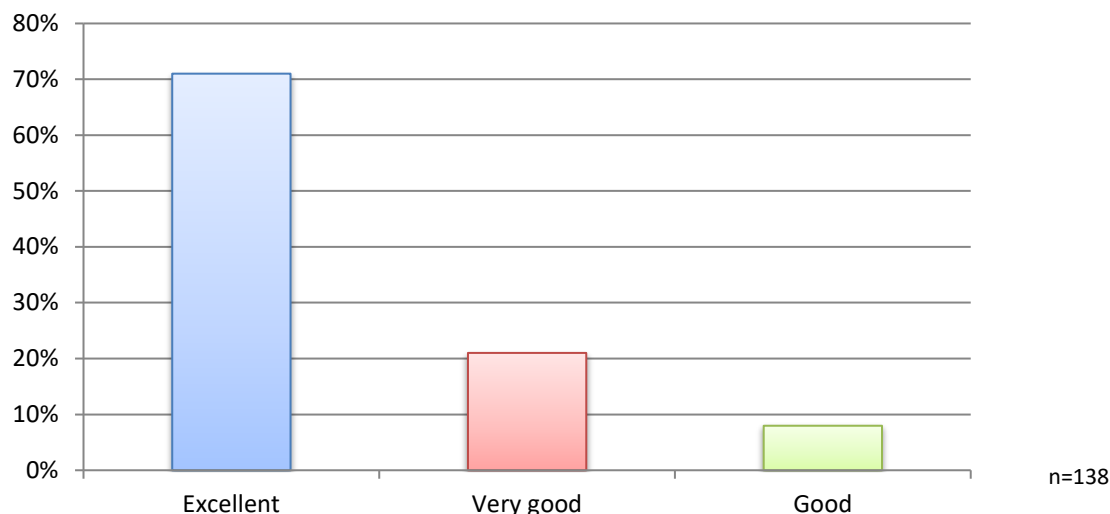
OCCHC staff continue to influence ongoing Community Development with representation on a broad range of Committees and Task Forces:

1. Chair – Health Link Steering Committee
2. Co-Chair – Oxford Drug and Alcohol Steering Committee
3. Lead Agency – Activate Oxford - Child and Youth System Planning Table
4. Lead Agency – Situation Table Steering Committee
5. Co-Lead Agency – Oxford Ontario Health Team (OHT)
6. Lead Agency - Primary Care Engagement Action Team – Ontario Health Team
7. Lead Agency – Oxford Housing Action Coalition
8. Member – Zero Poverty Oxford Steering Committee
9. Member – Oxford Mental Health and Addictions Network
10. Member – Oxford Local Immigration Partnership (LIP)
11. Member – Oxford Addictions Treatment Strategy Steering Committee
12. Member – Health Link Leadership Collaborative, South West LHIN
13. Member – Human Services Justice Coordinating Committee

Client Experience Results (142 Surveys Completed)



What is your overall experience with our reception staff?



How many people surveyed rated us as “very good/excellent”

<i>When you meet with your provider, how often are you involved (as much as you want to be) in decisions about your care and treatment?</i>	97%	n=112
<i>Does your provider explain things in a way that is easy to understand?</i>	96%	n=126
<i>Are you given the opportunity to ask questions about the recommended treatment?</i>	95%	n=108
<i>Does your provider spend enough time with you?</i>	94%	n=108
<i>Are you treated with dignity and respect?</i>	95%	n=124
<i>Does your provider use a language you can understand?</i>	97%	n=126
<i>Does your provider listen to your concerns?</i>	94%	n=125
<i>Is your provider sensitive to your needs and preferences?</i>	95%	n=125
<i>Are you given clear instructions about what you need to do after your visit?</i>	96%	n=126
<i>How was your overall experience speaking the health care provider about the reason for visit?</i>	94%	n=125
<i>Is the Health Centre accessible to all (available to everyone)?</i>	98%	n=136
<i>Have the Health Centre services improved your health and well-being?</i>	95%	n=133
<i>How would you rate your overall experience at the Health Centre today?</i>	95%	n=122

- *"The past year has been great and my family has been quite happy with the quality of service and how staff is so kind and caring. Thank you!"*
- *"Practical ideas to resolve my problems"*
- *"Place to be while having a bad day"*
- *"You do an overall good job. When I come here it is like seeing a friend."*
- *"You listen to my problems"*
- *"You address issues clearly and thoroughly"*

Respectfully Submitted.

A handwritten signature in black ink that reads "Ann Campbell". The signature is written in a cursive, flowing style.

Ann Campbell
Chair
Board of Directors, OCCHC

A handwritten signature in blue ink that reads "Randy Peltz". The signature is written in a cursive, flowing style.

Randy Peltz
Executive Director
OCCHC

End of Report.