



ANNUAL REPORT 2018-2019

Barrie Community Health Centre

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BOARD CHAIR AND EXECUTIVE DIRECTOR'S REPORT

Over the last year, BCHC continued its growth in programs and services given emerging community needs and enhanced stakeholder engagement. Highlights are as follows:

- Enhanced the range and types of programs offered at the BCHC including the addition of My Best Weight Program (Obesity Management), Introductory Mindfulness and Emotional Regulation and Bereavement Support Groups.
- Expanded outreach programs to the David Busby Street Centre and Salvation Army.
- Extended diabetes program delivery into underserviced long-term care homes including the use of telemedicine.
- Enhanced the Clinician's utilization of the Provincial Electronic Health Record - Connecting Ontario that has vastly improved clinician decision-making capabilities and coordination of care.
- Continued partnership with CHIGAMIK CHC to enhance primary health care services to the Francophone population in the Barrie area.
- Enhanced the linkage with on-site NSM LHIN Care Coordinator to assist in coordinated care planning and transitions of care.
- Agreed the 2019-2022 Multi Sector Accountability Agreement with the NSM LHIN.
- In collaboration with the Outcome and Quality Assurance Committee, the Board supported the development and endorsement of the BCHC's 2019-2020 Quality Improvement Plan for submission to Health Quality Ontario.
- Expanded the Youth Hub to include partnership with the City of Barrie, Youth Haven and, CMHA to enhance service delivery at the downtown library, Allandale Recreation Centre and local high schools.
- Experienced a tremendous growth in the Physiotherapy Program with both individual visits and group programming including the new G:LAD Program for Osteoarthritis, Fitness for Health Program in partnership with the City of Barrie, Supervised Walking Program, Chronic Back Pain Program, and Chronic Pain Self-Management Program.



FINANCIAL SUMMARY

SOURCES OF REVENUE

North Simcoe Muskoka LHIN (CHC and Diabetes Program)	\$5,681,866
Ministry of Health and Long- Term Care-Transfer Payment Agency Midwifery Program (OMP) Funding	\$8,377,157

EXPENSES BY TYPE

Salaries and Benefits	\$4,526,205
Occupancy Costs	\$ 590,122
Direct Service and Supplies	\$ 537,940
Midwifery Program	\$7,311,288
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	\$12,965,555

\$14,059,023

*This is a condensed financial report. The Statement of Financial Position and the Statement of Operations have been extracted from the audited financial statements for the year ending March 31, 2019 as reported by BCHC auditors BDO Canada LLP, Chartered Professional Accountants, Licensed Public Accounts. Complete audited financial statements are made available upon request.



*Compassion * Collaboration * People-Centredness
*Quality and Excellence * Equity*



RISK MANAGEMENT REPORT

Risk Management Committee of the Board met on the following dates: April 23, 2018, June 4, 2018, October 29, 2018, and January 28, 2019

The Risk Management Committee has responsibility to ensure that the human resource, finance, facility and information resources and systems support the achievement of the Centre's strategy objectives, maintains the Centre's overall activities, identifies, and manages risks to avoid or minimize loss. The Committee key activities during fiscal 2018/19 included:

- Ensured alignment of performance and accountability through a review and analysis of the BCHC and MSA A Performance Dashboards indicators and metrics
- Updated the organization's Personnel Policies to ensure compliance with the *Making Ontario Open For Business Act 2018*
- Monitored organizational opportunities and implications related to the *The People's Health Care Act 2019*
- Reviewed and approved the updated Comprehensive Emergency Management Plan
- Commenced preparation for Accreditation including updating and developing relevant policies and procedures



OUTCOME AND QUALITY ASSURANCE COMMITTEE REPORT

Meetings were held on May 28, 2018, November 28, 2018 and February 25, 2019

Outcome and Quality Assurance Committee's primary role is to evaluate how well the BCHC has "accomplished the BCHC's strategic objectives and priorities". The committee reviews performance measures as they relate to the strategy objectives, audits compliance standards for accreditation, contributes to the Board annual workplan and reviews recommendations of the Program Development and Evaluation Committee. Fiscal 2018/19 activities included:

- Reviewed and approved the BCHC's 2019-2020 annual Quality Improvement Plan (QIP) submission to the NSM LHIN and Health Quality Ontario supporting the following key objectives to improve:
 - Patient satisfaction regarding same day/next day access to care
 - The percent of non-palliative care patients with newly dispensed opioid medication and work to decrease the number of new opioid prescriptions dispensed
 - The number of documented palliative care assessments in the EMR for those patients identified at risk of dying or in need of palliative care
- Reviewed results of the 2018 Patient Satisfaction Survey
- Evaluated the LHIN Multi-sector Accountability Agreement (MSAA) Performance Dashboard, BCHC Executive Dashboard and QIP quarterly progress report relative to past and current performance
- Reviewed the recommendations of the Program Development and Evaluation Committee related to new pilot programs including Group Lifestyle Balance and the GLAD Program for Osteoarthritis



GOVERNANCE COMMITTEE REPORT

The Governance Committee of the Board met on the following dates: April 11, 2018, October 17, 2018, and January 16, 2018

The Governance Committee ensures the establishment and maintenance of good governance structures, systems and practices and recruits directors that bring the required set of knowledge, skills, experience and philosophy to meet Board requirements.

The Committee key activities during fiscal 2018/19 included:

- Reviewed and proposed revisions to the BCHC By-Laws
- Established Board education priorities based on the Board's most recent evaluation and skills matrix followed by scheduling workshops in relevant areas for learning and growth of the Board membership
- Planned and organized the 27th Annual General Meeting
- Analyzed the results of the Board Self-Evaluation and Board Evaluation and provided recommendations for changes to the Board
- Reviewed and revised relevant Governance Policies in preparation for the 2019 Accreditation
- Supported the on-going recruitment and mentoring new Board members to fill vacancies in the Centre member-user and Community member categories

SOME HIGHLIGHTS

- Our team of 52 staff including physicians, nurse practitioners, nurses, physiotherapists, social workers, dietitians, community



health workers, health promoters and diabetes educators along with support staff served over 5,000 active clients for over 28,000 visits to the Centre for individual and group programs.



Highlights...

- Group programs continued to be refined to meet the needs of the community with over 396 sessions and over 4,525 group program attendances. Participants engaged in initiatives such as the My Best Weight Program, Chronic Pain Self-Management series, Group Lifestyle Balance, Kitchen Conversations, Grocery Store tours, Café Connect, Time, Youth Health Connect/Youth Hub, Cooking for 1 or 2, Fitness for Health, the Supervised Walking Program, Art Therapy, Introductory Mindfulness, Bereavement Support and the Anxiety Support Groups.
- Over 25 volunteers provided approximately 1,400 volunteer hours in 2018/2019. Thank you to our dedicated volunteers!
- BCHC hosted 15 student placements for 1175 hours of clinic practice including dietetic interns, nurse practitioner and nursing students as well as medical residents and students.
- The Diabetes Management Centre had over 6,000 visits throughout the year including new patients and follow-up care.

Board of Directors

Robert Rymell, Chair

Lillian Wilkinson, Vice Chair

Beverly Pearl, Secretary

Gayle Rushton, Treasurer

Arlinda Demiri

Kristen Hummel

Ruby Redmond-Misner

Stephanie Sayer

Stephen Bertelsen

Vision/Mission

“A healthy and engaged community”

The BCHC encourages personal responsibility for one’s own health and that of the community through health promotion, illness prevention, chronic disease management and integrated primary health care services.



BCHC Programs and Services

Primary Health Care

- Team based health care including medical, nursing, social work, physiotherapy, dietitian services, care coordination, systems navigation, assistance and connecting with housing support, income supports, food security programs
- North Innisfil Health Services-Specialized Geriatric Primary Health Care
- Primary Care Asthma Program (PCAP)
- Reach Out and Read-Childhood literacy program
- Transition Independence Process for Youth

Diabetes Programs:

- Individual assessment and counselling for Type 1 and Type 11 Diabetes
- Weekly endocrinology clinic
- Pump program
- Group programs including Kitchen Conversations and Grocery Store Tours

Chronic Disease and Physical Activity Programs

- My Best Weight Program
- Fitness for Health (Heartwise Certified)
- Supervised Walking Program (Heartwise Certified)
- Chronic Pain and Chronic Disease Self-Management Programs
- G:LAD Program for Osteoarthritis

Health Promotion and Wellness Programs

- Youth Health Connect
- Simcoe New Mentality
- Café Connect
- Introductory Mindfulness and Emotional Regulation
- Bereavement Support Group
- Cooking for 1 or 2
- Group Lifestyle Balance
- Volunteer Services
- Café Connect
- CAMH STOP Smoking Program
- Art Therapy Program
- Anxiety Support Group-Adult and Youth

Midwifery Transfer Payment Agency

BCHC is the Transfer Payment Agency for:

Midwives Grey Bruce, Barrie Midwives, Caring Hands Midwives, Midwives Nottawasaga

Midland Midwives By The Bay

