

In Service

to Our
Community

2023-2024 Annual Report

Fiscal Reporting Period: April 1, 2023 to March 31, 2024
Progress Reporting Period: April 1, 2023 to August 31, 2024



PRINCE EDWARD
FAMILY HEALTH TEAM

Your partner for best health

www.princeedwardfht.com

613-476-0400

A Message

from the Board President and Executive Director

The health care landscape in Ontario continues to change at a rapid pace, but in the midst of all these changes, your Family Health Team continues to be a constant presence, resource, and care provider in the community. Service above self has always been important to us, and your Family Health Team embodies that each and every day.

Family Health Teams in Ontario were one of the very first models of primary care delivery in the province and have stood strong through the test of time, having risen to so many challenges in spite of chronic underfunding and resourcing. The great work that happens here and the exceptional care that is provided all happen in the midst of growing demands for service, increasing pressures on existing resources, and change. Primary care is the gateway to the health care system, and patients here in Prince Edward County and all throughout Ontario deserve a strong primary care system in order to be well and healthy. Your Family Health Team, independently and collaboratively with community partners, continues to tirelessly advocate for much-needed resourcing to enhance and expand care delivery close to home.

This past year has been an exciting one, where we've made progress that alone is a cause for celebration. Progress that will, in some form or fashion, enable County residents to have the best possible health throughout life. Some of our notable achievements include:

- Our new multi-year strategic plan that sets the course for at least the next two years.
- In February 2024, the Community Clinic was launched that began providing primary care to PEC residents without a family physician, opening many of the programs and services offered by the Family Health Team to unattached residents (without any additional funding!).
- The revitalization of our website, making it patient-caregiver friendly.
- Program realignment to enhance access to care by reducing wait times in a number of programs.

There is so much more that has happened this past year, and we hope that this annual report provides a glimpse into the operations of your Family Health Team.

Yours in primary health care,

Sarah Le Blanc, Board President
Barinder Gill, Executive Director





Your Health Care Team

A dedicated team of allied health and administrative professionals work together to deliver the very best primary care in Prince Edward County. These individuals help make sure that Prince Edward County residents have the best possible health throughout life.

Allied Health Professionals

- Kim Storms, RD
- Sarah Sandham, RD
- Stefanie Rashotte, RPN
- Lynn Hastings, RPN
- Shanon D'Attoma, RPN
- Christina Hoyer, RN
- Nicole Stoness, RPN
- Dawn Calnan-Kerr, RN
- Tammy Orr, RSSW
- Kim Leighton, RSSW
- Matt Harris, RP
- Allie Greer, RCC
- Janice Hall, Pharmacist
- Cathy Brose, RN
- Mary Jane McDowell, RSW (resigned)
- Karen Brooks, RN
- Kelly Kehoe, RSSW (resigned)
- Jennifer Howting, RN
- Nancy Lock, Physiotherapist
- Jackie Dillon, RPN - Clinical Support Lead
- Laura Bakker, SW (resigned)
- Mary Stever, RN
- Mary Dreifelds, RN
- Breanna Carr, NP
- Brad Gunn, NP
- Ali Meteer, NP
- David Manchester, NP
- Kim Doxtator, NP

Administration

- Kate Martin, Administrative Assistant
- Jackie Rea, Administrative Assistant
- Kathy Willis, Administrative Assistant
- Becky Weaver, Clinical Programs Assistant
- Kerry Ford, Community Support Planner
- Krystie Rosborough, EMR & Operations Specialist
- Adam Hambly, Physician Recruiter
- Cindy Jones, Manager Decision Support and Quality
- Monique Bourdages, Manager Human Resources
- Carla Vincent, Manager Finance
- Catherine Crawford, Bookkeeper
- Barinder Gill, Executive Director

2023-2024 Board of Directors

- Dr. Sarah Le Blanc - President
- Dr. Norma Charriere - Vice President
- Dr. Amber Hayward-Stewart - Secretary
- Bill Edmunds - Treasurer
- Dr. Steve Blanchard
- Dr. Tamara Adamek
- Nicole Harris
- Jane Wollenberg

Visiting Specialists

- Dr. Cheok, Psychiatrist
- Dr. Wattam, Internal Medicine
- Dr. Yee, Internal Medicine
- Dr. Burley, Psychiatrist (retired)

Programs and Services

- Coordinated Care
- Palliative Care
- Lung Health
- Mental Health
- Wound Care
- Higher Risk Foot Care
- Lower Limb Preservation
- Diabetes Education
- Clinical Nutrition
- Smoking Cessation
- Unattached Services
- Maternal Infant Child
- Pharmacy
- Cardiac Rehab

The governance-based Board at PEFHT has 3 areas of responsibility:

Strategic: Reviewing and/or supporting decisions about the use of resources, programs, and services.

Generative: Supporting the development of new ideas and initiatives in line with PEFHT mission, vision, and values.

Fiduciary: Legal responsibilities of the Board in guiding the FHT.

Our Doctors & their Teams



Dr. Le Blanc, Dr. Burrows, & Dr. Marleau

Kastin Brant
Sierra Head
Brett Forrester

Dr. Scrivens & Dr. Lee

Ashley Scanlon
Grace Cairns
Heather Leavitt
Debbie Finnegan

Dr. Burke & Dr. Blackbyrne

Dana Foster
April Shier

Dr. Coyne joining Fall 2024

Dr. Chhatwal & Dr. Szymanska

Kate Davies
Jennifer Miller

Dr. Walman, Dr. Liauchonak & Dr. Branton

Jamie Roblin
Stephany Smith
Janet Doyle

Dr. Baldwin, Dr. Blanchard, Dr. Nancekievill, & Dr. Dineen

Donna Allison
Nicole Caley
Lisa Vanhecke
Tanya Williams
Teresa Stasiw

Dr. Hayward-Stewart & Dr. Charriere

Shelly Pitre
Cathy Vidito
Lori Farrington

Visiting Specialists

Dr. Yee, Internal Medicine Dr. Wattam, Internal Medicine, Dr. Cheok, Psychiatrist
Dr. Burley, Psychiatrist (retired)

Locums

Dr. Rice, Dr. Haigh, Dr. Zalnieriunas, Dr. Hancock, Dr. Christie, Dr. Bowes, Dr. Maini, Dr. Beruar
Dr. French, Dr. Holton, Dr. Adamek, Dr. Austin, Dr. Mwamwenda, Dr. Portt, Dr. S. Arul, Dr. L. Arul

Patient Demographics

15,981

patients rostered to PEFHT physicians

1,353

patients not rostered, but receiving care through PEFHT programs

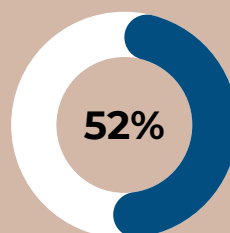
3,176

rostered patients receiving care through PEFHT programs

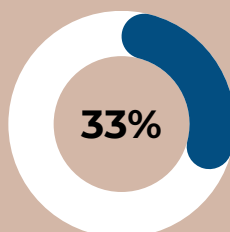
20,586

patient encounters with PEFHT allied health professionals

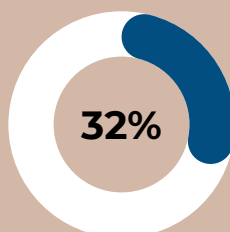
Age-Related Statistics



Patients age 50+ years



Age 65+ years compared to 19% for Ontario

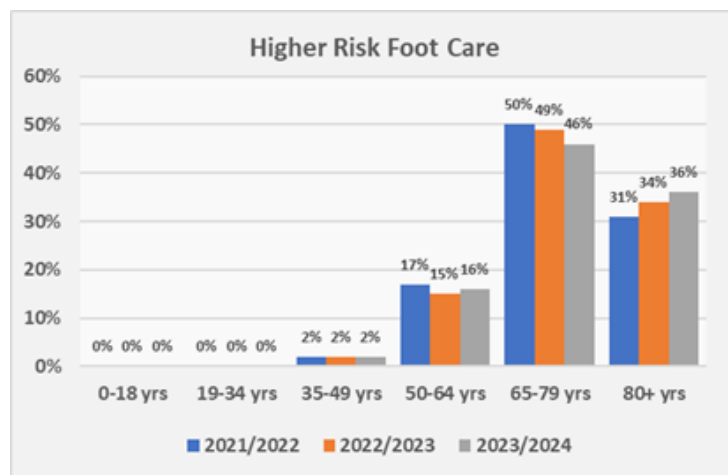
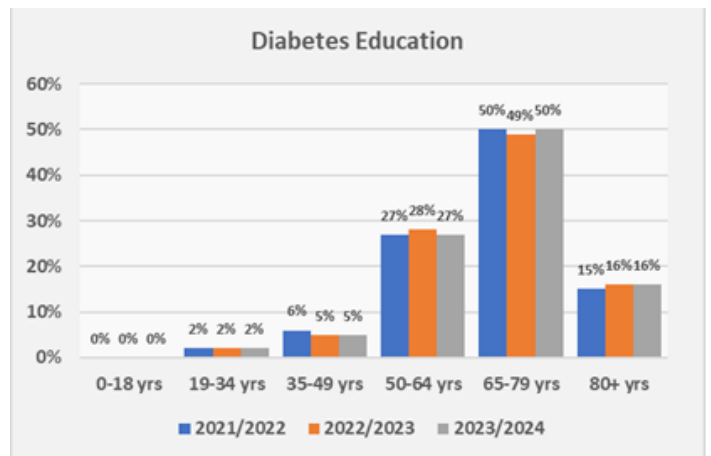
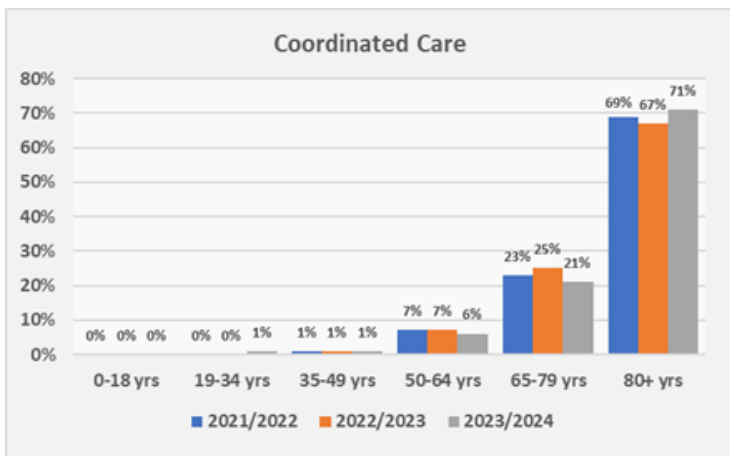
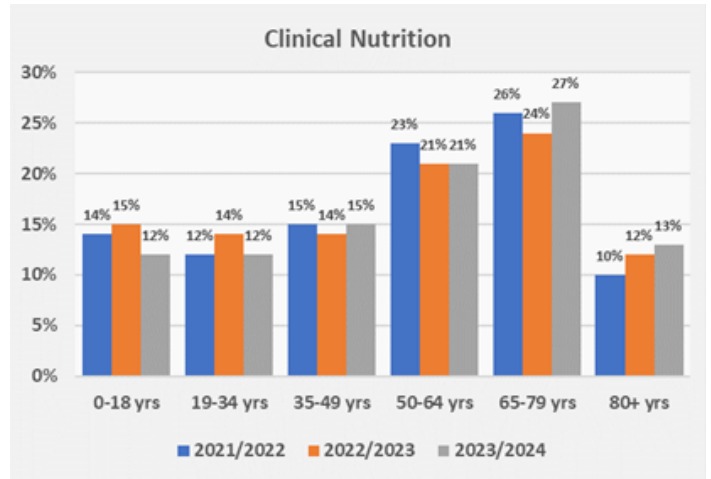
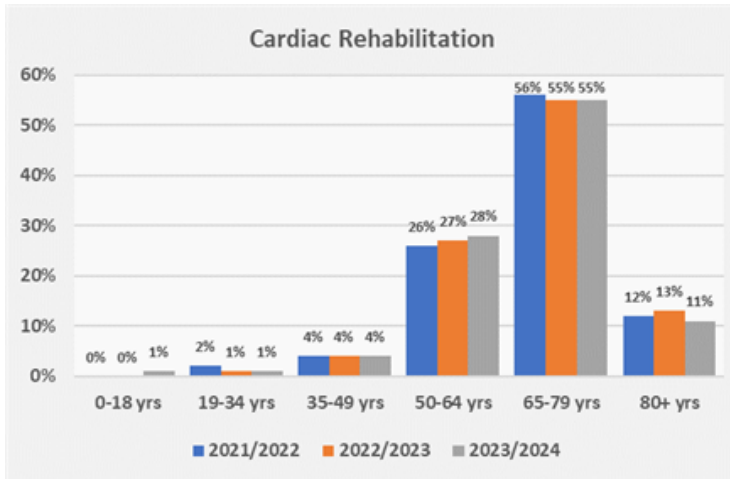


Age 30 - 60+ Years

In addition to an increasingly aging population, an increasing number of PEFHT patients are managing day-to-day life with a lower annual income compared to the province-wide average. Income levels across the sector and beyond are reported using 5 quintiles with the first being the poorest quintile and the fifth being the wealthiest.

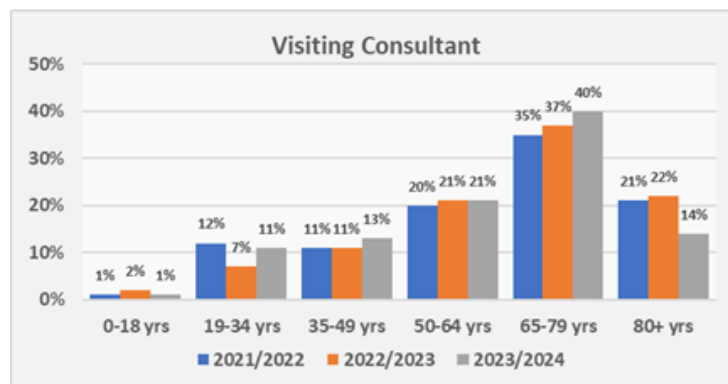
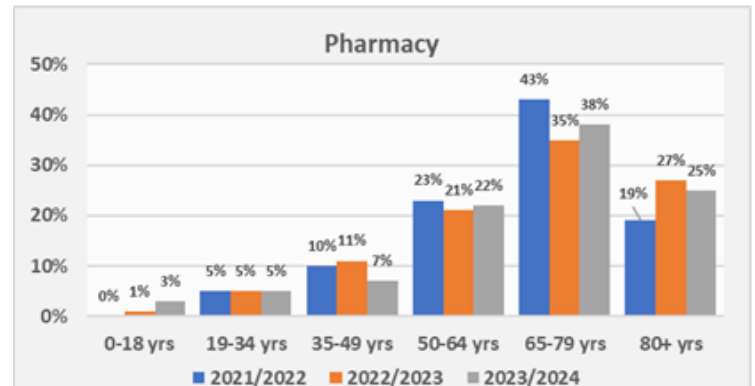
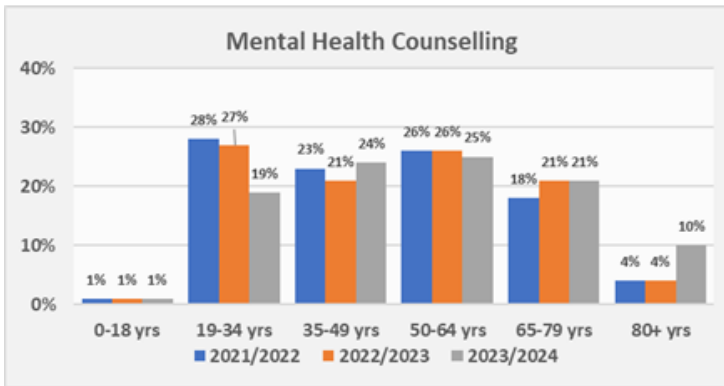
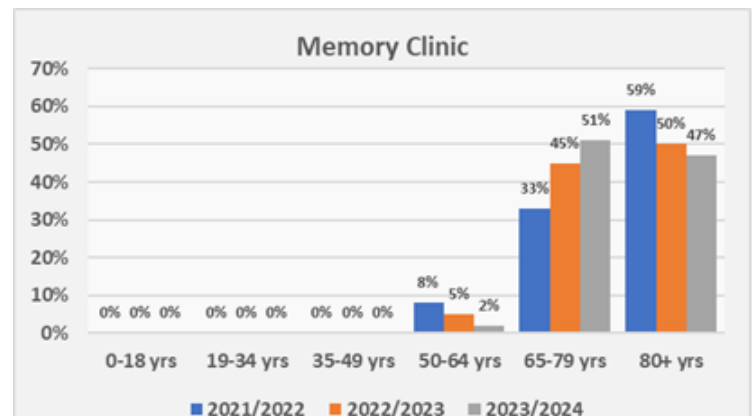
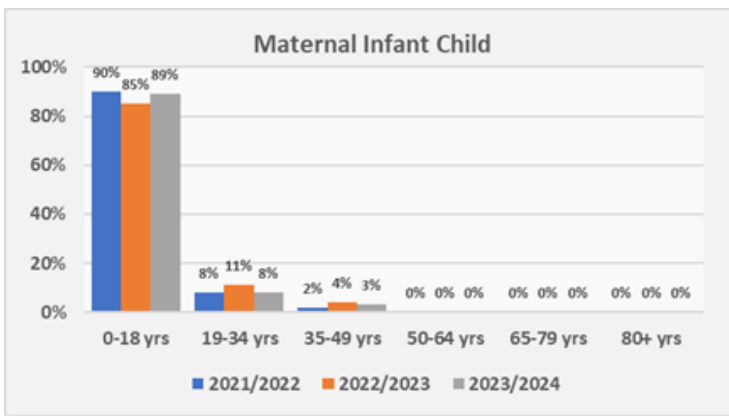
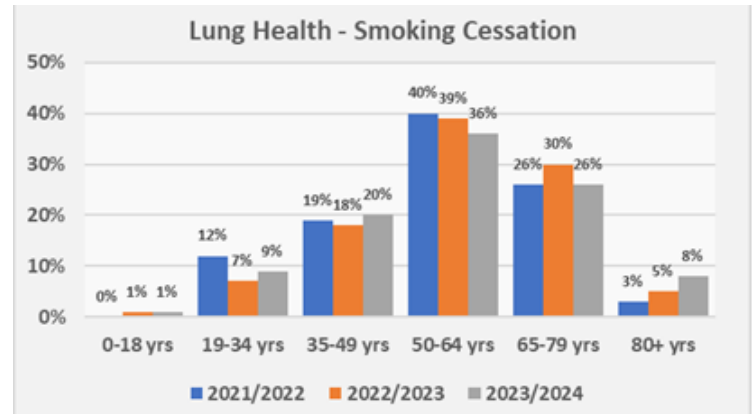
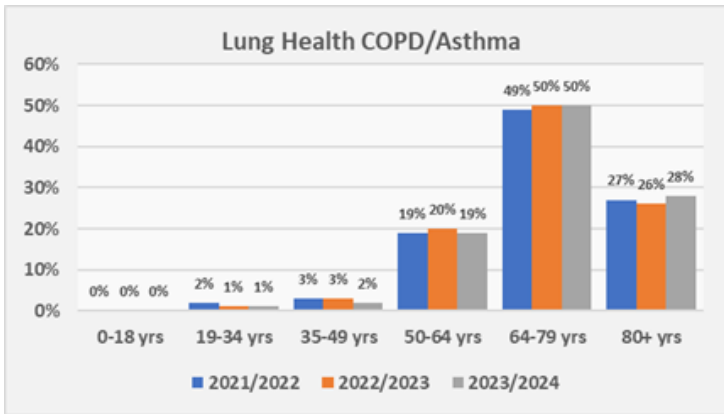
Demographics

by Program & Age



Demographics

by Program & Age



Managing Wait Times

The health care sector is well known for “doing more with less,” and while this can be frustrating, it can spur creativity and innovation. We are continuously striving to find ways in which we can expand our reach within the community with the scarce resources that exist within the primary health care sector.

The clinicians at your family health team are committed to connecting residents to care as quickly as possible.

Due in part to the team’s creative and innovative initiatives, several programs have experienced reduced wait times in comparison to the previous fiscal year (2022-2023):

PEFHT Program	2022-2023 Average Wait Times*	2023-2024 Average Wait Times*
Clinical Nutrition	44.9	34.5
Coordinated Care	15.5	10.4
Diabetes Education	36.0	27.2
Smoking Cessation	9.5	7.9
Wound Care	7.9	5.5

*Calendar days

While the team works hard to keep wait times as low as possible, there continues to be an increased demand for mental health counselling services where wait times have increased from 55.8 calendar days to 88 calendar days. The shortage of counselling services is apparent across the province, which underscores the need for additional investments from the Government of Ontario so that we can connect residents to the appropriate mental health care faster.

Meeting the Needs of Our *Community*


A robust primary care organization is the key to a healthier community, and we are proud to be a partner in health care since 2006. Having strong primary care in any community is important, but even more so in Prince Edward County with a population that is older than the overall provincial average. Meeting and going above and beyond the needs of our community is what drives the health care professionals of your family health team. Prince Edward County has seen a steady increase in the median resident age - 47.7 years in 2006, 51.6 years in 2011, 54.5 years in 2015, and 56.8 years in 2021. In stark contrast, the provincial median age in 2006 was 39 years, in 2011 was 40.4 years, in 2016 was 41.3 years, and in 2021 was 41.6 years.

As our community ages, the reliance on primary health care will rise and we've experienced and continue to experience the increases in demand for health care services in our community. The demand has put pressure on our local emergency department, where many residents have been forced to seek care that would otherwise be provided in the community.


This year, we implemented a plan to review all programs and services on a quarterly basis to ensure that they remain relevant and best support patients on their health and wellness journey. These quarterly reviews culminate in an annual review process where we meet collectively as a team to review the year in its entirety and develop action plans for the following year.

This past year, we completed an organizational realignment by looking inward to maximize our resources and expand our reach in the community to even better serve our patients.

However, the need for additional resourcing is ever present and much needed. We know that there are still so many residents without a primary care provider in Prince Edward County, and we remain steadfast in our commitment to the community:



We're going to keep advocating and working collaboratively with other health system partners to bring about much-needed change in health care here in the County and throughout our entire region.



Everyone deserves access to timely care, when they need it most, and in the right environment.

Access to Care for

All

In the fall of 2023, we initiated our multi-year strategic plan with our first priority being **Access to Care for All Residents**. Accomplishing this has been no easy feat and work continues locally, regionally, and provincially to make this dream a reality. Locally, in the summer of 2023, we launched our Unattached Patient Program and in February 2024, after much consideration, collaboration, and anticipation, PEFHT launched the Community Clinic.

The Unattached Patient Program includes the following clinics: preventative care (cancer screening), Unattached Newborns, and Unattached Discharged Patients (discharged from hospital).

**Data below as of August 2024*

Preventative Care

108
patients

Unattached Newborns

19
patients

Unattached Discharged from Hospital

13
patients

Community Clinic Statistics

430+ patients have been cared for through the Community Clinic

128 patients referred to internal PEFHT programs and services.

- 43 Specialist Referrals
- 277 Lab Requisitions
- 87 Diagnostic Requisitions

All PEFHT programs and services are now open to attached and unattached patients, making access to care more equitable for all residents in Prince Edward County.

WHAT'S NEXT FOR THE COMMUNITY CLINIC?



The Community Clinic has been operating every Tuesday (Picton) and Thursday (Wellington) without any additional funding from the Government of Ontario. PEFHT is continuing to find creative and innovative ways to sustain and expand clinic operations, while working collaboratively with partners and stakeholders within the Ontario Health Team and with our funder, Ontario Health.

Engaging with Our Community



The Prince Edward Family Health Team is the community's health team. This past year, we enhanced our community engagement efforts by making a point of actively promoting all of our programs and services.

Through these various engagement efforts, PEFHT programs and services remain relevant, beneficial, reflective and supportive of community needs, priorities, and values.

Engaging with the community has and continues to give us experiential stories we need in order to build a case for a stronger, more accessible, and equitable system of care.

✓ 2 Inaugural Open Houses

Held in Picton and Wellington to welcome to the community, understand health care needs, and educate the community on available programs.

✓ Regular Radio Participation

On a monthly basis, we showcase programs and special initiatives on 99.3 County FM, and use this valuable time as an education opportunity.

✓ Community Presentations

This year we partnered with different service providers to deliver health care topic-specific presentations. Presentations to community groups have included "current state" updates on primary health care in Prince Edward County, along with regular updates to Prince Edward County Council.

✓ PEC Angel Tree Program

Continuing this heartwarming legacy of spreading joy and making the holidays magical for families in the community is a wonderful way to be a part of something truly special. In December 2023, staff and physicians purchased holiday gifts for 37 children and 23 families.

Understanding Patient Experiences



Understanding patient experiences through their individual health care journeys is key to building a more patient-centered system of care. This knowledge helps us meet the specific needs of the community, and ensures that our programs and services continue to be relevant. In meeting patient expectations, we are also empowering them to have more control of their health care. The feedback received is used to enhance program offerings and enhancing patient experiences while they're being care for by us. To date, 145 patients have been surveyed with the following feedback themes.

Common Themes

Access to care has been and continues to be a challenge, although being improved through PEFHT efforts.

Patients prefer to access care in a traditional community primary care setting as opposed to hospitals and other options.

Programs and services continue to meet and exceed the needs of patients.

Patients feel that PEFHT provides a safe environment to receive care.

Continue to showcase programs and services and create community exposure of what care is available to the community.

Patients feel a sense of encouragement/empowerment after appointments with their health care provider.

Clinicians who serve the community are knowledgeable and skilled.

"Biggest challenge appears to be current staffing levels which inevitably lead to limited weekly clinic dates and difficulty making an appointment."

"My visit was more than I expected. I discussed my issue with the NP as well as received a requisition for blood work. At a follow-up visit, the NP went over my blood work results and provided me with renewal of my prescriptions."

Taking care of us, so we can take care of you.

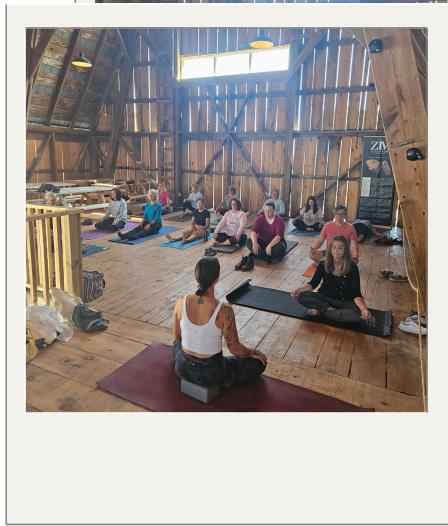


In times when there is so much transformative change, and the need for additional resources intensifies, it's even more important to maintain a positive workplace culture.

The team is our greatest strength and works so hard to ensure we have a healthy community, and so it's even more important to make sure that we look after ourselves, so that we can be there for our community.



Holiday Sweater Day and Door Decorating



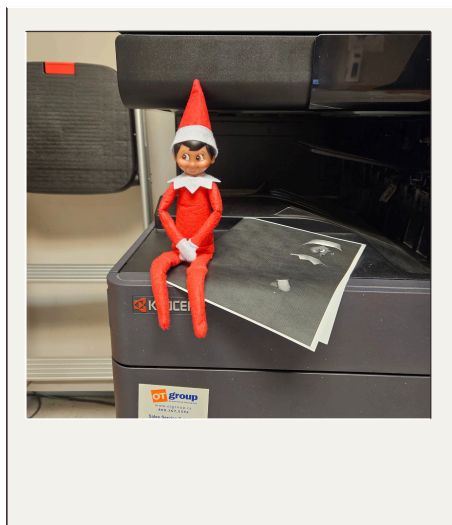
Team Building with Yoga



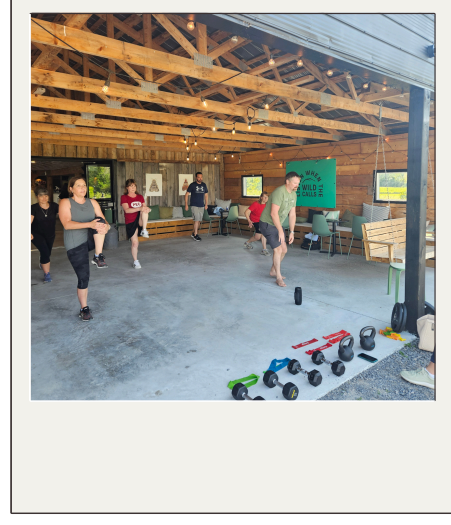
Celebrating One Another and Our Accomplishments



Annual Team Day Activities



Lighthearted Activities Around the Office



Team Afternoon High Intensity Interval Training

A New Way of Working

Together

The Hastings Prince Edward Ontario Health Team was introduced in September 2021, by then Minister of Health, The Honourable Christine Elliott. Ontario Health Teams have been introduced as a new way of organizing and delivering care that is more connected to patients in their local communities. There are 58 Ontario Health Teams across the province providing full provincial coverage and ensuring that every person in Ontario can have the support of an Ontario Health Team. The goal is to ensure that everyone in Ontario can benefit from better coordinated and more integrated care that is available to residents when they need it most.

Ontario Health Teams are still relatively young and much work remains, after all, system transformation is no easy task.

Since September 2021, partners in health and human services have come together to start some of the ground work required to transform the health care system into one that is more **integrated, coordinated, and patient centered**. Partners work together in the shared purpose of

“Caring for our communities together. Partnering for better health and wellness, within and across our communities.”

Your Family Health Team is an integral member of the Ontario Health Team and by working together, many improvements to the system are already happening.

Development and formalization of a Primary Health Care Strategy for the region

Development of a Community Engagement Framework

Introduction and implementation of a regional Lower Limb Preservation Demonstration Program

Regional coordinated response to the COVID-19 Pandemic

OHT wide Influenza Like Illness Clinics

Regionally coordinated efforts to provide preventative care clinics

To learn more about the work of the Hastings Prince Edward Ontario Health Team, visit www.hpeoht.ca

Celebrating

the smaller things



“Great acts are made up of small deeds.” - Lao Tzu

Implementation of Online Appointment Booking and Streamlining Appointment Check-In

Website revitalization, focusing on modernization and accessibility

Enhancing cross program communication and collaboration through huddles, team meetings, team building exercises

Enhancing community partnerships by deepening our understanding of available programs, services and through active referrals

Inaugural open houses in Picton and Wellington to further strengthen relationships with the community

Organizational realignment to ensure we continue to use public resources most effectively and efficiently

Change in hours at the Harbourview Clinic to expand access

Process mapping and standardization across all programs

Administrative cross coverage throughout programs to ensure operational continuity

Quarterly program reviews to ensure programs remain relevant, meeting the needs of the community and ensuring that clinicians have the resources they need to be able to do their best work

Welcomed 2 new community members to the board to promote patient/community engagement and help us enhance delivery of patient care

Finance and

Accountability

The Prince Edward Family Health Team in addition to being accountable to the community, is accountable to Ontario Health. Ontario Health connects, coordinates and modernizes our province's health care system.

Provincial Revenue Source - April 1, 2023 to March 31, 2024

ONTARIO HEALTH

Revenue recognized from the Ontario Health is as follows:

	2024 \$	2023 \$
Operational and NP Coding funding received	3,343,370	3,420,990
Diabetes Education Agreement funds received	46,131	46,131
	3,389,501	3,467,121

Statement of Financial Position - April 1, 2023 to March 31, 2024

	2024 \$	2023 \$
ASSETS		
CURRENT		
Cash	367,133	405,517
Accounts receivable	82,019	14,457
HST recoverable	35,279	36,634
Prepaid expenses and deposits	10,389	10,389
	494,820	466,997
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	128,721	99,903
Deferred revenue	41,961	26,049
Due to Ontario Health	256,961	273,868
	427,643	399,820
NET ASSETS		
NET ASSETS - Note 4	67,177	67,177
COMMITMENTS - Note 9		
	494,820	466,997



Prince Edward Family Health Team

35 Bridge St, Unit 1
Picton, ON K0K 2T0

