

Every
One
Matters.

2017-18



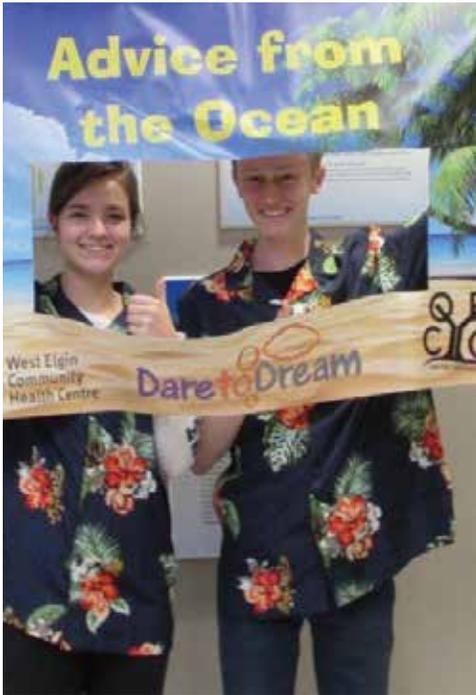
West Elgin
Community
Health Centre

2017-18
ANNUAL REPORT



Thank You

to our dedicated staff,
volunteers, Board of Directors,
clients and communities



Accomplishments 2017-18

The 2017-18 fiscal year brought much good news to the Health Centre and our clients and staff.

The year started well in May when our Youth Advisory Committee hosted the Dare to Dream Youth Mental Health awareness event for over 250 youth at Miller Park. The Youth teamed up with many community partners to provide their peers with an increased awareness of the mental health resources available and were featured on the London evening news that night.

Also that month we welcomed Jeff Yurek to the Centre as part of Take Your MPP to Work Day. The nursing staff provided their stories of how they arrived at the Centre, why they remain and the scope of their role.

In July the Centre hosted our first Pride Flag raising ceremony. The event was well attended and included the local MP, MPP, the mayor of Dutton Dunwich and a West Elgin councillor. Events included decorating the Parade float, a bbq, face and chalk painting, and a dunk tank.

In August we were pleased to start operation of our accessible van service. The van was funded by the South West Local Health Integration Network to provide transportation for clients needing a ride to the Adult Day Program in Dutton. The van was entered in our local fall fair parades and over the year others began to use the service.

Also that summer we received funding from the Ministry of Health and Long-Term Care Community Infrastructure Renewal Fund to replace the Centre's roof. This project took most of the year and we extend our thanks to our clients and staff for their patience while the construction was completed.

During the year we were fortunate to have many students help us out. One of the highlights was the work by our local high school cooperative student who completed the first murals in the Centre, one in the Community Services hallway across from the Mental Health office, and the other in the lobby entrance.

In December the provincial Auditor General report featured a review of the Community Health Centre (CHC) sector. The results were very positive for the work that we and other CHCs do across Ontario and can be found at:

http://www.auditor.on.ca/en/content/annualreports/arreports/en17/v1_303en17.pdf

In January we launched our new Client and Family Advisory Council. This group will provide another voice for the community to provide input into how the Centre makes decisions. We thank the first group of volunteers for stepping up to do this work and encourage others to consider joining the Council.

In response to the opioid crisis staff were trained on how to administer naloxone to assist people who experience drug poisoning. Naloxone kits were offered for distribution.

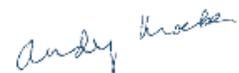
A new off-loading service was launched by our chiropractor and a couple of other staff. This technology is used to redistribute pressure on diabetic foot ulcers to allow the wound to heal and reduce risk of amputation.

As in previous years, the highlight for many staff was celebrating the birth of their children and enjoying a well-deserved parental leave. With the help of hardworking replacement staff and the support of our fantastic volunteers, our amazing employees continued to provide great care and services to more clients. They offered new programs and examined the current services to see if there were better ways to improve the quality of the care and services offered. Thanks to our staff and volunteers for your continuing hard work and dedication!

Sincerely,



Jennifer Ford
BOARD CHAIR



Andy Kroeker
EXECUTIVE DIRECTOR

M-SAA Indicator Tracking 2017-18

As part of the agreement with our main funder, the South West Local Health Integration Network (South West LHIN), the Health Centre signs a three-year Multi-Sectoral Accountability Agreement (M-SAA). For each year in the agreement the targets and corridors are set for the indicators. New indicators may be added and old ones dropped. The results are reported to the LHIN for Q2 (April 1-September 30), Q3 (December 31) and Q4 (March 31) each year. As shown below green results are meeting the target, yellow are within the acceptable corridor while red are not meeting the expected results. The Health Centre uses this information to show us the areas that require a review of appropriateness of targets, are reflective of staff vacancies and areas that may need more attention.

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 17/18	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Schedule E1: Core Indicators				
Balanced Budget – Fund Type 2	1.9%	\$0	\$0	\$0
Proportion of Budget Spent on Admin	18.4%	20.1%	16.1%	24.1%
Schedule E2a: Clinical Activity-Detail				
General Clinic Individuals Served	2,285	2,050	1,845	2,255
General Clinic Service Provider Interactions	13,012	14,139	13,432	14,846
Foot Care Individuals Served	487	509	433	585
Foot Care Service Provider Interactions	2,053	2,000	1,800	2,200
Nutrition Individuals Served	190	200	160	240
Nutrition Group Sessions	48	35	28	42
Nutrition Group Participant Attendance	766	250	200	300
Nutrition Service Provider Interactions	433	350	280	420
Physiotherapy Individuals Served	286	425	340	510
Physiotherapy Group Sessions	75	5	4	6
Physiotherapy Group Participant Attendance	151	25	20	30
Physiotherapy Service Provider Interactions	1,904	1,800	1,620	1,980
Counselling Individuals Served	307	350	280	420
Counselling Group Sessions	41	36	29	43
Counselling Group Participant Attendance	635	430	344	516
Counselling Service Provider Interactions	1,794	1,950	1,755	2,145
Chronic Disease Individuals Served	114	300	240	360
Chronic Disease Group Sessions	35	50	40	60
Chronic Disease Group Participant Attendance	341	200	160	240
Chronic Disease Service Provider Interactions	479	600	510	690
Diabetes Individuals Served	770	950	808	1,093
Diabetes Group Sessions	25	50	40	60
Diabetes Group Participant Attendance	219	250	200	300
Diabetes Service Provider Interactions	3,013	3,000	2,700	3,300
Community Engagement Individuals Served	99	250	200	300
Community Engagement Group Sessions	87	50	40	60

Indicator	Q4 YTD (%)	Q4 Proposed Target YTD 17/18	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Community Engagement Group Participant Att	788	500	425	575
Community Engagement Service Provider In	396	550	468	633
Pers Health Wellness Individuals Served	154	125	100	150
Pers Health Wellness Group Sessions	170	150	120	180
Pers Health Wellness Group Participant Attend	2,525	1,700	1,530	1,870
Pers Health Wellness Service Provider Interact	426	450	360	540
Meals Delivery Individuals Served	59	70	56	84
Meals Delivered Combined	4,091	3,500	3,150	3,850
Congregate Dining Individuals Served	482	470	376	564
Congregate Dining Attendance Days	5,194	4,800	4,320	5,280
Transportation Visits	4,617	4,200	3,780	4,620
Transportation Individuals Served	152	140	112	168
Assisted Living Resident Days	7,622	8,030	7,629	8,432
Assisted Living Individuals Served	34	25	20	30
Caregiver Support Visits	2,382	1,200	1,080	1,320
Caregiver Support Individuals Served	331	350	280	420
Visiting Social and Safety Visits	1,733	1,500	1,350	1,650
Visiting Social and Safety Individuals Served	105	100	80	120

Schedule E2b: CHC Sector Specific Indicators

Cervical Cancer Screening Rate (PAP Tests)	76%	73.0%	58.4%	87.6%
Colorectal Screening Rate	88%	70.0%	56.0%	84.0%
Inter-professional Diabetes Care Rate	96%	95.0%	76.0%	100.0%
Influenza Vaccination Rate	66%	60.0%	48.0%	72.0%
Breast Cancer Screening Rate	72%	55.0%	44.0%	66.0%
Retention Rate (NPs and Physicians)	67%	95.0%	76.0%	100.0%
Access to Primary Care	62%	55.0%	49.5%	60.5%

Green is meeting the target, yellow is meeting the corridor, while red is not meeting the corridor.

% Green **64%** % Yellow **15%** % Red **21%** Total 100%

Our Mission

The West Elgin Community Health Centre team works with our communities and our partners to provide accessible, high quality health care, health promotion and community support services.

Our Vision

We envision caring and vibrant communities where people achieve and maintain the highest possible level of well-being.

Our Values

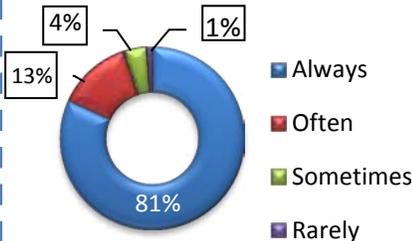
- Person-Centred and Community-Centred
- Service Excellence
- Teamwork
- Accountability
- Leadership
- Respect

2017-18 Client Satisfaction Survey Results

98% of WECHC's clients were satisfied with their services and programs in 2017/18!

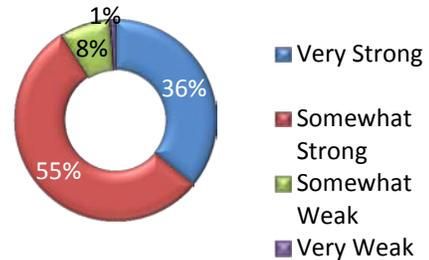
"All the programs and care here has greatly improved our life, and we are so thankful" - Client

Does the provider spend enough time with you? (277 Responses)

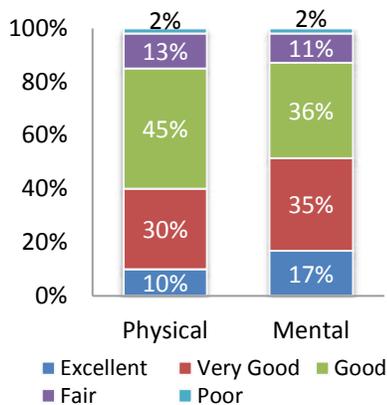


"The only thing I have a problem with is that we can no longer make appointments ahead" -Client

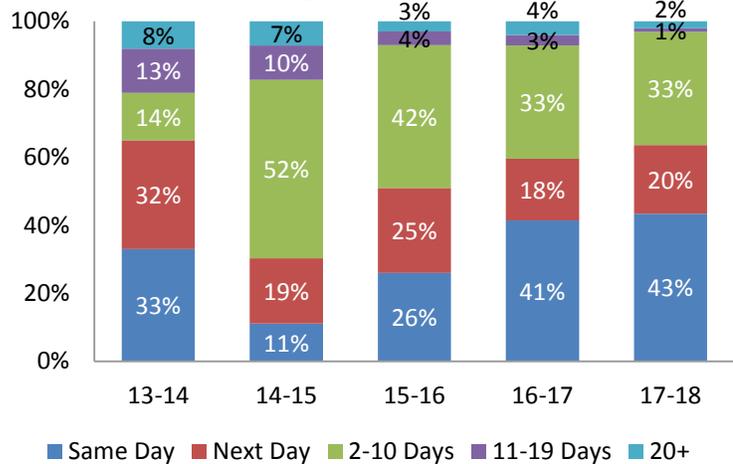
Sense of Belonging to Their Community (309 Responses)



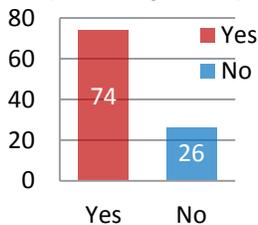
Overall Client Health (402 Responses)



How many days it took to get an appointment (248 Responses)



Appointment on Date Wanted (250 Responses)



97% were satisfied with the services they received (397 clients)

98% would come back to the health centre in the future (401 clients)

98% would recommend the Health Centre to friends and family (404 clients)

Best Parts of the Health Centre: (236 Responses)

1. Friendly and caring staff
2. Location and convenience
3. Diversity of programs and services
4. Same day appointments and availability of providers

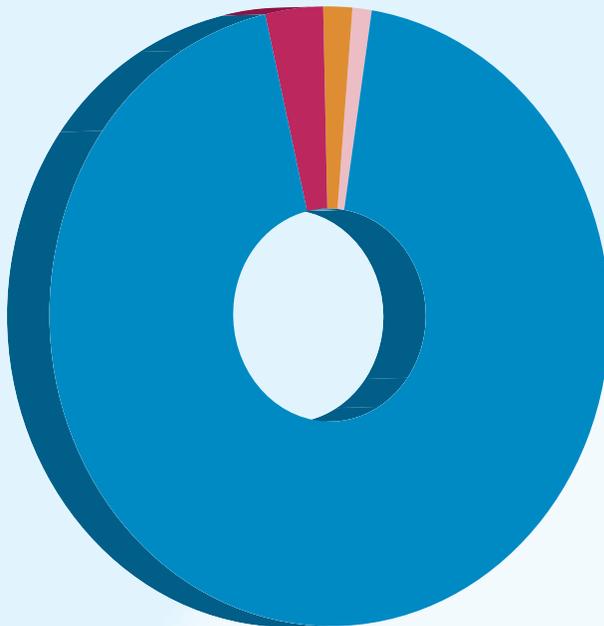
How to Improve the Health Centre: (157 Responses)

1. Appointment scheduling process
2. Increase access (hours, staff and programs)
3. No improvements needed

Thank You To the 408 clients who took part in our survey!

Financial Operations For the Year Ended March 31, 2018

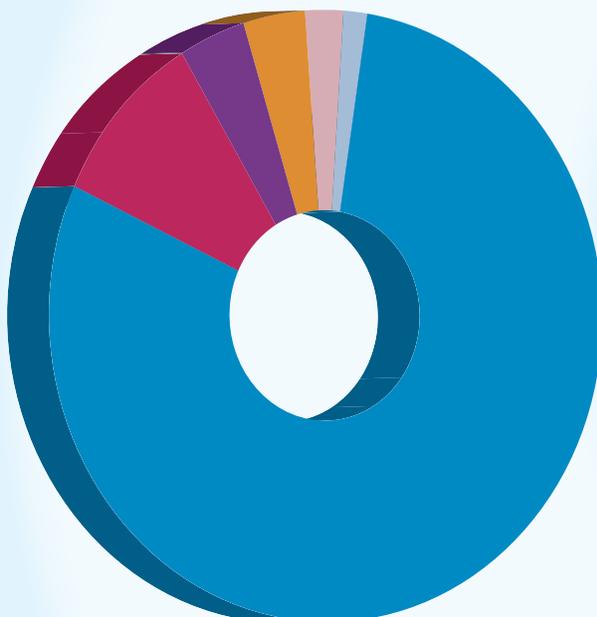
REVENUES (\$5.78 MILLION)



PERCENTAGE BREAKDOWN

- Government funding
94% – \$5,435,038
- Amortization of deferred capital contributions
3% – \$197,690
- Consumer income
2% – \$90,450
- Other
1% – \$56,265

EXPENSES (\$5.67 MILLION)



PERCENTAGE BREAKDOWN

- Salaries, wages and benefits
80% – \$4,512,165
- Supplies and sundry
9% – \$542,935
- Amortization of capital assets
4% – \$214,390
- Contracted out
4% – \$209,977
- Building and grounds
2% – \$116,027
- Other
1% – \$77,588

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“I appreciate the patient centered care received here and have always felt welcomed, safe and trustful of the care I receive. One of the best medical facilities I’ve had experience with.” – *Client*

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Building Caring, Vibrant, Healthy Communities



The West Elgin Community Health Centre wishes to thank its funders for their continued support: the South West Local Health Integration Network, and the United Way of Elgin-St. Thomas.