

Every
One
Matters.

2013-14



West Elgin
Community
Health Centre

2013-14
ANNUAL REPORT

OUR VISION

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

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 VALUES

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



WECHC 2013-14 Board of Directors:
Back row (L-R) Dan McKillop; Jennifer Ford (Secretary/Treasurer); Robert White; Donovan Ladner (Vice-Chair); Greg Simpson
Front row (L-R) Andy Kroeker (Executive Director); Ruth Martin; David James (Board Chair); Mervin Coleman
Absent: Richard Leatham, Thomas Hurley
Thank you, also, to our former Board Member, Mike Madeira

Message from the Board Chair and Executive Director

Our Health Centre is on the cusp of celebrating twenty years! This landmark would not be possible without our hard-working staff, volunteers and Board members who are so committed to helping our organization “build caring and vibrant communities where people achieve and maintain the highest possible level of well-being.”

One of our most highly visible accomplishments of the past year was our adoption of a new look. We now proudly display the blue swirl logo used by many of the 75 community health centres (CHCs) across the province. This branding reflects our participation in a larger network of individuals and organizations advocating for improved access to safe housing, healthy food and the other social determinants of health.

Behind the scenes, staff have worked hard to bring new resources and services to the communities we serve. Some of the successes include bringing in additional mental health staff and partnering with Addiction Services of Thames Valley to provide much needed support to those in the community struggling with addiction challenges.

One of the highlights of the past year was the tour we provided for 43 first-year medical students. We provided these future physicians with a sample of rural life and are optimistic that the memories created that day will encourage some of them to consider rural practice upon graduation. Thanks to our partners in both municipalities, the Arts and Cookery Bank and the Dutton Medical Centre for helping us show what a great place West Elgin is to live and work!

In 2013-14 we began out-sourcing our information technology and management needs to the North Hamilton Community Health Centre. We joined the CHCs in St. Thomas and Woodstock who had previously contracted their services to North Hamilton. This new arrangement will offer us both quality and reliability in our electronic world – supporting our new electronic medical record and ensuring the best quality service for our clients.

We had to overcome some delays in the implementation of our electronic medical record earlier in the year. We are pleased to report that this new system is now offering us the ability to better measure and report on our various activities and thus improve the care and services delivered to our clients.

This year our annual report includes some features from previous years – accomplishments, staff and volunteer recognition and results from our client satisfaction survey. We have also included a new feature – a table outlining our progress against targets that were set by our main funder, the South West Local Health Integration Network (SW LHIN).

Our agreement with the SW LHIN, called a Multi-Sectoral Accountability Agreement (M-SAA) changes every three years and undergoes minor updates or a “refresh” every year. 2013-14 marks the end of our second three-year Agreement. The Agreement is posted on our website (www.wechc.on.ca) and reporting for 2014-15 will reflect that some old indicators have been dropped and new ones added.

We hope that this report offers you a good overview of what our staff, volunteers and community partners have accomplished together over the course of a year. We thank everyone for their commitment to an organization where, “EVERY ONE MATTERS,” and we look forward to celebrating 20 years with you throughout 2014-15.

Sincerely,

Andy Kroeker
EXECUTIVE DIRECTOR

David James
BOARD CHAIR

Our Accomplishments

NEW MENTAL HEALTH FUNDING

While the Centre did not receive an overall budget increase in 2013-14, we did succeed in securing funding for our mental health team. This allowed our Social Worker for Older Adults to increase from two days per week to four days per week. We also added the services of a part-time therapist two evenings per week to address the needs of those on our waiting list.

MEDICAL STUDENT TOUR

On August 29 we welcomed 43 first year medical students to the area in partnership with the local municipalities, the Arts and Cookery Bank and the Dutton Medical Centre. They were provided with an overview of the programs and services offered at the Centre, given a tour of the area and experienced a taste of rural life. Earlier in the year we also welcomed guests from Germany who were interested in our model of care.

CLINICAL COVERAGE

The Centre continued to search for full-time permanent staff to care for its clinical clients. Two part-time physician locums started in October and December to provide support. Replacements for

Nurse Practitioners on maternity leave were hired in the spring and again in December. The waiting list for clinical services was reduced significantly.

HEALTHY BEGINNINGS HEALTHY LIFE

In partnership with the local municipalities, we successfully obtained a grant from the Ontario Sport and Recreation Communities Fund. This allows us to offer two years of physical activities for groups including expecting and young mothers, along with children and youth.

“Volunteering is a way to give back to people who need my services. Since my loss of leg and seeing people who are worse off than me, it has been important to me to continue volunteering. The people I serve are so appreciative of what I do.” – Liz McNeil, Volunteer



NEW PROGRAMS AND SERVICES

We continued to partner with other organizations to bring in new programs and services to our communities. In 2013-14 these included:

- Obtaining a grant and partnering with the YWCA to offer an “At The Kitchen Table” program for children ages 10-12
- Developing a Youth Resiliency partnership with Elgin St. Thomas Public Health
- Offering remote withdrawal and on-site counselling services through Addiction Services of Thames Valley.
- Offering an Adult Literacy program with Fanshawe College and West Elgin Support Services
- Preparing for the Victorian Order of Nurses exercise and falls prevention program starting in April 2014.
- Offering art therapy to seniors and youth on a part-time basis
- Starting a Multiple Sclerosis support group
- Starting a Youth Advisory Team
- Offering new group programs for individuals living with diabetes

COMMUNICATIONS PLAN

New branding was officially launched in June 2013 and pamphlets, banners and other materials were updated. A new calendar and back page were developed for our monthly update in the Chronicle. Work started on the redesign of our website for a proposed August 2014 launch.

LOBBY REDESIGN

The lobby redesign was part of our efforts to be more welcoming and more respectful of client privacy. It also improves staff safety and efficiency. The redesign included providing more information about our services in the lobby, along with new furniture and new signage.

TEAM BUILDING

During the year team-building sessions were held by the Board, Management, Clinical, Community Support Services, Personal Support Worker, Diabetes and Administrative teams. A new structure for some staff meetings allows staff from different teams to work together in new ways. Events were held to thank the Healthy Living Tips volunteers in May, the staff in June, and the Board and volunteers in July. Also in July 2013, a new bench dedicated to volunteers was unveiled at the front entrance along with another one at the Hub entrance in memory of a staff member who passed away.



Our Valued Volunteers

Alex Shaw	Elaine Brown	Joyce Baker	Micalya Cartlidge
Aloria Skelding	Elaine Coles	Julie Campbell-Peters	Mike Rowe
Andrea Arvai	Elmer Dean	Justin Chase	Nancy Labadie
Ange Welch	Erin Gosnell	Karen Kendrick-Diamond	Neil Fleming
Angus McLain	Eve Devine	Karen Roos	Norma Schnekenburger
Anna Birsely	Fran Downie	Kathi Rexworthy	Normande Jaques-Morencie
Audrey Roodzant	Fran Graham	Kathy Corneil	Phil Martin
Barb Edwards	Gail McNaughton	Keith Kelly	Phyllis McNeil
Beatrice Hoglund	Gary Long	Ken Mott	Regina Sheere
Ben Sloetjes	Gino Maniacco	Kenzie Beer	Ron Downie
Bill Graham	Glen Walters	Krista Schneider	Rose Welch
Bill Miller	Gordon Hadash	Linda Dionne	Ruth Martin
Bob Lautebach	Harry Slaats	Liz McNeil	Seth Abbott
Bonnie Robertson	Irene Puddester	Lucas Given	Sharon Chew
Bonnie Rowe	Jane Anton	Mabel Miller	Shekina Cartlidge
Braden Thompson	Jean Georgevich	Mandi Lockyer	Shirley Dewilde
Brenda VanBree	Jean Van Nuland	Maria Silveira	Stan Champ
Calvin Dowling	Jean Welch	Marie I. Oliveira	Steele VanDyk
Candida Francisco	Jessica and Luke Stacey	Marie Kelly	Tanya Lima
Carol Walters	Joan Neil	Martha Groniger	Tara Smith
Carolyn Arn	Joanne Slaats	Martin Slaats	Thea Long
Carri Proulx	Joe Van Nuland	Mary Mylrea	Tina Springett
Carrie Sopha	Joey Bolton	Mary Verbeek	Tobi Maniacco
Cassandra Vanderveen	John Dewilde	Maureen Robinson	William Johnson
Cathy Attridge	John St. Pierre	Maya Maniacco	Zac Cartlidge



West Elgin Staff



Adina Kilbourne	Joy Scafe	Melinda Lidster
Aleccia Hofstetter	Julie MacVoy	Nichole Wells
Amanda Machado	Karen Parker	Patricia Ryan
Amanda Marchand	Karen Spanswick	Paula Alves
Amanda Schoelier	Karl Astaphan	Rasa Roberts
Amy Yoo	Kate Dymock	Rick van der Heide
Andy Kroeker	Katherine McLeod	Robert Wojkowski
Barry Fellingner	Katrina Kalita	Ruth Dippel
Becky Thompson	Kayleigh Palazzo	Sabrina De Cook
Belinda Burger	Kevin Mardell	Sharon Salvador
Bettyjo Drent	Kimberly McCready	Shelley Marsh
Cindy da Costa	Krista Bodkin	Shelly Vergeer
Cora King	Kristie Emery	Stephanie Skelding
Cynthia Jones	Larissa Church	Tammy Cartlidge
Debi Feasey	Laurie Zander	Tanya Lima
Denise Fehr	Lindsay Damen	Tobi Maniacco
Diane Arsenijevic	Marcy Machado-Shiryaev	Vicky Heard
Gwen Hammons	Margaret Intven	Yvonne MacDonald
Heather Blakely	Marie Morley	Yvonne Rastin
Jenna Wissink	Melanie Silos-Crowell	

“Very interesting and educational. Meet others in like positions. Long lost friends. Wonderful food!!! Everything geared to our age!” - Margaret Ford, Client



Client Satisfaction Survey Results 2013-14

87% were satisfied with the services they received through the Health Centre/programs

91% would come back to the Health Centre/programs if needed again

89% would recommend the Health Centre services and programs to friends and family

97% trusted that the Health Centre kept their information private

220
CLIENTS
COMPLETED
THE SURVEY

“My ability to live in my apartment is due to PSW staff, I would not be able to without them.”

The last time you were sick, how many days did it take you to get an appointment at the Health Centre?

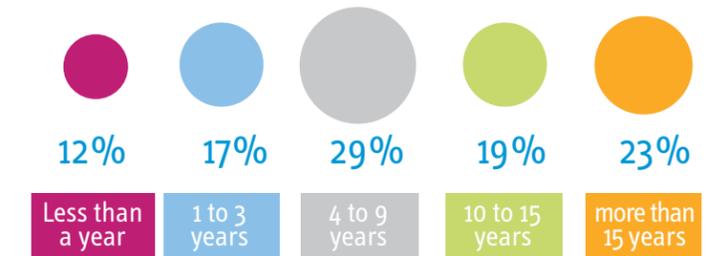


“The blood pressure (reading) that I get at WECHC every time is staying within the area that is good.”
– John Eagleson, Client

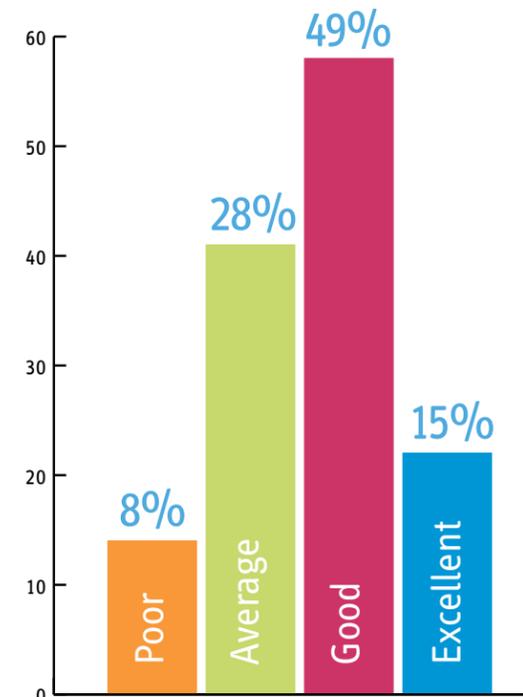


How long have you been a client at the Health Centre?

197 RESPONSES



How do you describe your health? 215 RESPONSES

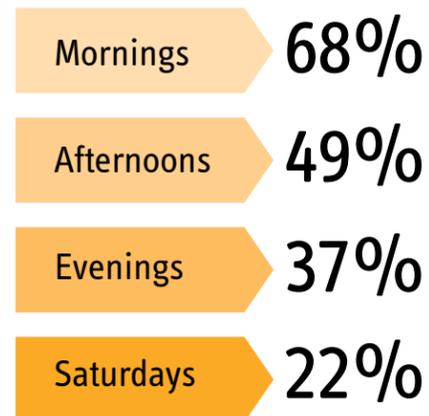


How can the Health Centre Improve?

Most clients were satisfied and didn't see any ways WECHC could improve. Others mentioned...

LONGER & MORE HOURS **SHORTER WAIT LISTS** **MORE PROVIDERS**

When do you like to have appointments/services? 199 RESPONSES
MULTIPLE RESPONSES ACCEPTED



The best part about the services/programs at the Health Centre:

1. Staff – friendly, knowledgeable, respectful
2. Convenience and Access – location, easy to book appointments, many services
3. Family and Kids Programming – programs for everyone

Audited Statement of Financial Position

Statement of Financial Activities and Net Assets Year ended March 31, 2014

	2014 \$	2013 \$
Revenue		
Government funding	4,701,043	4,742,841
Grants and program funding	32,436	11,721
Consumer income	58,829	44,506
Interest	1,270	—
Local use	—	1,290
Other	19,798	8,821
Amortization of deferred capital contributions	161,130	161,130
	<u>4,974,506</u>	<u>4,970,309</u>
Expenses		
Salaries and wages	2,269,225	2,207,979
Benefits	713,813	738,015
Nurse Practitioner remuneration	252,013	167,001
Medical staff remuneration	567,704	715,850
Medical and surgical supplies	24,459	28,472
Supplies and sundry	742,701	761,099
Equipment expenses	15,313	41,566
Contracted out	87,230	42,718
Buildings and grounds	110,997	55,873
Amortization – capital cost of Centre	161,130	161,130
Amortization – other	11,677	5,967
	<u>4,956,262</u>	<u>4,925,670</u>
Excess of revenue over expenses, prior to funding repayable	18,244	44,639
Funding repayable, Ministry of Health and Long-Term Care	4,752	49,670
Excess (deficiency) of revenue over expenses	13,492	(5,031)
Net assets, beginning of year	79,839	91,741
Prior year settlements	—	(6,871)
Net assets, end of year	<u>93,331</u>	<u>79,839</u>

M-SAA Indicator Tracking 2013-14

As part of the agreement with our main funder, the South West Local Health Integration Network (SW LHIN), the Health Centre signs a Multi-Sectoral Accountability Agreement (M-SAA). Each year 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). 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 need more attention.

INDICATOR	Q4 YTD (%)	Q4 PROPOSED TARGET YTD 13/14	Q4 PROPOSED PERFORMANCE STANDARD LOW	Q4 PROPOSED PERFORMANCE STANDARD HIGH
Fund Type 2 - Balanced Budget	0.10%	0.0%	0.0%	0.0%
Proportion of Budget Spent on Admin	14.6%	14.0%	12.0%	16.0%
Cervical Cancer Screening Rate (PAP Tests)	65%	68.3%	54.6%	82.0%
Colorectal Screening Rate	48%	43.0%	34.4%	51.6%
Inter-professional Diabetes Care Rate	91%	100.0%	80.0%	120.0%
Influenza Vaccination Rate	21%	14.4%	11.5%	17.3%
Breast Cancer Screening Rate	43%	21.6%	17.3%	25.9%
Periodic Health Exam Rate	46%	64.8%	51.8%	77.8%
Vacancy Rate (NPs and Doctors)	10%	32.0%	25.6%	38.4%
Meals Delivery - Individuals	50	70	56	84
Meals Delivery - Meals Delivered	2,938	2,000	1,800	2,200
Congregate Dining - Individuals	503	460	368	552
Congregate Dining - Attendance Days	4,934	4,400	3,960	4,840
Transportation - Visits	4,217	4,000	3,600	4,400
Transportation - Individuals	143	125	100	150
Assisted Living - Resident Days	7,665	8,030	7,629	8,432
Assisted Living - Individuals	21	22	18	26
Caregiver Support - Visits	1,788	700	595	805
Caregiver Support - Individuals	419	350	280	420
Visiting Social and Safety - Visits	1,726	1,750	1,575	1,925
Visiting Social and Safety - Individuals	113	115	92	138
Number of Active Clients	4,866	3,257	2,931	3,583
Individual Encounters (Face to Face)	18,230	25,698	24,670	26,726
Individual Encounters (Telephone)	2,219	3,000	2,700	3,300
Consultations between providers w client	3,605	1,500	1,350	1,650
Consultations between providers w/o client	236	400	320	480

Every
One
Matters.

2013-14



“I like to meet people
– I enjoy getting out of
the house. It makes me
feel happy.”

– *Cathy Attridge, Volunteer*



West Elgin Community
Health Centre
153 Main Street,
West Lorne, Ontario N0L 2P0
T 519-768-1715 F 519-768-2548

East Elgin Diabetes
Education Program
25 John Street South,
Aylmer, Ontario N5H 2C1
T 519-765-4797 F 519-765-4977

www.wechc.on.ca • info@wechc.on.ca

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.