



BOARD CHAIR & EXECUTIVE DIRECTOR'S REPORT

“Acting Today: Shaping Tomorrow” was the theme of the Association of Ontario Health Centre’s annual conference in June 2011. The AOHC co-hosted this international conference with CACHCA (Canada) and NACHC (United States). Attendees included representatives from the CHC movement in the U.S., Australia, throughout Europe and from across Canada. The forum presenters focused on themes of improving population health and increasing the sustainability of health care systems.

Of particular relevance to the BCHC was the keynote address “Measuring What Matters” by the Honourable Roy Romanow, former Premier of Saskatchewan and Commissioner on the Future of Health Care in Canada. As Executive Director, I was delighted to be in the front row given the panel discussion that followed as it included BCHC’s Gary Machan, Health Promoter alongside Bryan Smale, Canadian Index of Wellbeing (CIW) Director. This forum set the stage for further development of the CIW as a tool for which CHCs could reflect the wellness of their clients and communities. Gary Machan is currently developing a Community Assessment Tool and honing the Intake/Navigation tool for use at the BCHC as part of its new intake process as well as in the local community in conjunction with the Resilience Collaborative of Simcoe County.

A key focus of 2011/12 was to find a suitable location for the BCHC. Given the imminent expiry of the lease at the current location and no forthcoming capital dollars, the Board as well as Management were tasked with a challenging and exhaustive search process. A formal request for proposals was initiated in 2011/12 ultimately yielding a location that would more optimally serve the community for the next 20 years. Choice of the location entailed consideration of 16 weighted criteria related to all the aspects of choosing the right location. BCHC considered the populations it currently served, where people resided as well as how they accessed the Centre. BCHC also considered the rapidly changing dynamics of the community including future road construction and changes to the Barrie transit system.

490 Huronia Road at Eagle Ridge Professional Complex will provide one stop access to a range of services at a medical campus that will have both ample parking and bus access. The two storey facility will house a large community room (with a kitchen) and primary (clinical) health care on the main floor. The Diabetes Management Centre, physiotherapy, social work and dietitian services will be located on the second floor (elevator access)



Hon Roy Romanow, Bryan Smale, Gary Machan



Eagle Ridge Professional Complex

BOARD CHAIR & EXECUTIVE DIRECTOR'S REPORT

continued...

along with the community health promotion team. The fully accessible facility will incorporate elements from the "Seniors Friendly Hospital Care Strategy" including flooring and colour selection to ensure our clients/patients can easily navigate the Centre.

Quality Improvement in Primary Health Care

Other highlights of fiscal 2011/12 were the adoption of the "Quality Improvement Framework (QIF)" incorporating enablers to quality primary health care including electronic medical records, advanced access, maximizing scope/role of practitioners and navigation/intake. Under the direction of Debi Matias, Clinical Director and Aaron Nursoo, Data Management Coordinator, the Centre's clinical team was successful in its migration to electronic medical records meeting the "go live" date of October 31, 2011. Advanced access is a priority for the next fiscal year with the goal of providing improved same day access when the doors open at 490 Huronia Road. Embedded in the metrics of the QIF include the Health Quality Council's domains of quality: accessible, effective, safe, efficient, integrated, equitable and patient-centred.

Quality Improvement Framework



Note: Embedded in the metrics of the QIF include 7 of the 9 Health Quality Council domains:

- Accessible
- Effective
- Safe
- Efficient
- Integrated
- Equitable
- Patient-Centered

Christine Colcy,
Executive Director

Stephen Bertelsen,
Board Chair

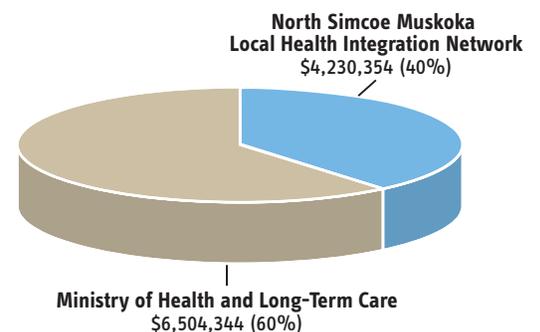
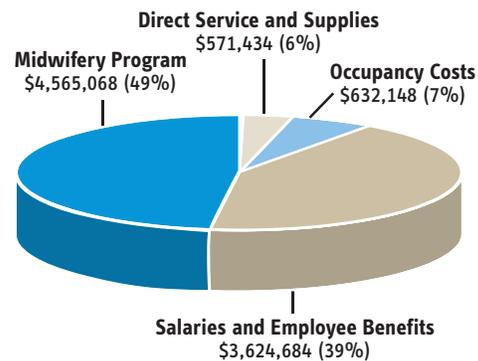
FINANCIAL SUMMARY

SOURCES OF REVENUE

North Simcoe Muskoka Local Health Integration Network	\$4,230,354
Ministry of Health and Long-Term Care	\$6,504,344
	\$10,764,698

EXPENSES BY TYPE

Salaries and Employee Benefits	\$3,624,684
Occupancy Costs	\$632,148
Direct Service and Supplies	\$571,434
Midwifery Program	\$4,565,068
	\$9,393,334



Approximately \$1M differential was returned to the Ministry of Health. Audited financial statements are available upon request.

Key Facts

- 51% of BCHC's client population lives within the lowest two income quintiles
- 44% of BCHC's clients have more than 8 complex health conditions
- BCHC has four times as many clients with a diagnosis of major psychotic mental health issue than other primary care models (Source: Provincial CHC Complexity of Care Study 2011)
- Our team of 54 staff including physicians, nurse practitioners, nurses, physiotherapists, social workers, dietitians, community health workers, health promoters and diabetes educators served over 5,000 active clients with over 25,000 visits annually.
- Over 70 volunteers provided 7,500 volunteer hours in 2011/12. Thank you to our dedicated volunteers!

Outcome and Quality Assurance Committee

The Outcome and Quality Assurance Committee met on the following dates: May 19, 2011, Nov 16, 2011, Feb 27, 2012, May 28, 2012

The primary functions of the committee are to review performance measures as they relate to strategy objectives, ensure the Board is kept informed about performance indicator data and results and review the recommendations of the Program Development and Evaluation committee.

Highlights of activities during fiscal 2011/12 include:

- Review of the BCHC's 3-5 year strategic planning process and recommendation to the Board to post-pone renewal of the plan until after the Centre relocates (ie. Spring 2013).
- Further refinement of indicators and targets for BCHC Executive Dashboard related to the Strategy Map and Balanced Scorecard. Analysis of changes related to the Centre's transition to Electronic Medical Records. Updated data dictionary and colour coded Executive Dashboard to ease review and analysis by Board members.
- Review and analysis of the MSAA Performance Dashboard and Aging at Home Performance Dashboard indicators and metrics for 2011/12.
- Approved revisions to the Centre's 2010 Quality Improvement Framework with the addition of enablers (Navigation /Intake, Full Scope/Roles of practitioners, Advanced Access and Electronic Medical Records). Health Quality Council domains for quality were embedded within the framework. Along with Ministry of Health Priorities, the quality domains provide direction to primary health care practice management across the spectrum of health promotion, prevention and chronic disease management.
- Approval and trends analysis of annual Patient Satisfaction Survey results for BCHC and NIHS including specific results for the Aging at Home program.

Risk Management Committee

The Risk Management Committee of the Board met on the following dates: March 29, 2011, June 22, 2011, November 7, 2011, January 16, 2012.

The Risk Management Committee has responsibility to ensure human resource, finance, facility and information resources and systems support the achievement of the Centre's strategy objectives, maintain the Centre's overall activities and identify and manage risks to avoid or minimize loss.

Highlights of the Risk Management Committee's activities during fiscal 2011/12 included:

- Reviewed and approved new indicators and metrics as well as important changes to the context of the Multi-Sector Accountability Agreement (MSAA) 2011-2014 between the BCHC and the NSM LHIN

- Provided oversight to the development of the revised Pre-capital submission Part A and B to the NSM LHIN and Health Capital Branch of the Ministry to support BCHC's relocation in 2012
- Adopted the Integrated Risk Management for Healthcare Organizations-HIROC tool
- Provided oversight and direction for the revision of the Centre's Emergency Management Plan including the addition of a business continuity plan and updated IMS structure
- Approved the 2012 Strategic Health Human Resources and Staffing Plan
- Adopted the Broader Public Sector Supply Chain Guidelines
- Provided oversight to the Centre's Location Workgroup including deployment of a Real Estate Strategy as well as the development and dissemination of an RFP for relocation and site selection.

Governance Committee

The Governance Committee met on the following dates: April 12, 2011; June 14, 2011, July 15, 2011, October 18, 2011, February 21, 2012, March 20, 2012.

Fiscal 2011/12 marked a significant expansion of the role of the Governance Committee through an amendment to its Terms of Reference to include oversight of the Centre's Communications Plan. This in turn, ensured the Centre was prepared for both the pre-election tours in the Summer of 2011 as well as the presentation to Barrie City Council in November 2011 regarding the Centre's relocation. The Governance Committee also assisted with satisfaction of the requirements for the Building Healthier Organizations Accreditation for which the Centre received full accreditation in June 2011. Other key work of the Governance Committee during the year included:

- AGM planning including the viewing of the Hunger Feature Film (Steve McEowen) and presentation on the progress of advocacy concerning a local Food Charter
- A Code of Conduct was developed and disseminated to all levels of the organization (as a requirement of the Excellent Care for All Act, 2010)
- A Board evaluation and skills inventory was completed to provide insight into future board mentoring and board development opportunities
- The Centre's Volunteer survey was implemented and analysis revealed the strengths of the current Volunteer Services as well as opportunities for future growth
- Hosting an open-house in December 2011 for Board Standing Committee member recruitment.
- Review of original membership definition and membership philosophy. The Centre's new intake/navigation process would allow for increased capacity to build the membership base

Mission:

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.

Vision:

The Barrie Community Health Centre will lead the community with comprehensive health-care and health promotion services, provided by an interdisciplinary team in cooperation with Centre users who take an active role in managing their own health and that of the community.

BCHC PROGRAMS AND SERVICES

Community Health Promotion

- Volunteer Program
- Student Placement Program
- Information Desk
- Good Food Box
- Canadian Index of Wellbeing (CIW)
- Food Partners Alliance
- Crime Prevention & Safety
- Other Community Initiatives

Primary Health Care

- Medical nursing, social work, physiotherapy, dietitian services
- Primary Care Asthma Program
- North Innisfil specialized geriatric primary health care and Aging at Home initiative

Young Families

- Wednesday Health Clinic for pre-post natal care
- Wednesday Resource Room
- Family Mentor Program
- Mothercare and Next Step – CAPC
- Playgroup

Chronic Disease

- Chronic Disease Self Management Program
- Breathe Easy Program (COPD/Asthma)
- Breathe Easy Program for Children
- Diabetes Management Centre Programs – Diabetes and Pre-diabetes program

Diabetes Management Centre

The Barrie Community Health Centre's Diabetes Management Centre provides education and helps you manage your diabetes.

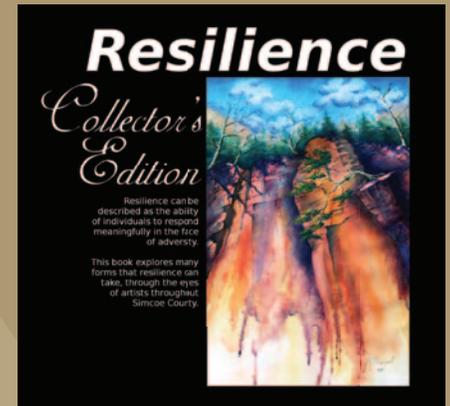
Our diabetes educators are registered nurses and registered dietitians that are experts in diabetes. We will meet with you individually for your first appointment and follow-up with you as required

Call for an appointment 719-4888

Funded by the Ontario Diabetes Strategy, Ministry of Health. (No charges/fees for services)

BCHC Foundation

The BCHC Foundation seeks to acquire and invest donations, bequests, legacies and gifts for charitable purposes on behalf of the BCHC. Every donation is a valued contribution. Contact Evelyn Trainor, 734-9690 ext 247.



Inaugural fundraiser, Resilience Art Show and Book Launch, June 2011.

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