



## BOARD CHAIR & EXECUTIVE DIRECTOR'S REPORT

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The spring and summer of 2012 was a busy time for the BCHC given the enormity of the work involved in the construction of the new building, meeting with Ministry capital project requirements as well as preparing for the relocation.

Given the short time frame for the construction as well as the status of the Centre's pre-capital submission, the Centre expedited the functional plan and sought endorsement from the NSM LHIN and Ministry respectively. BCHC received endorsement by the NSM LHIN to proceed with construction with costs that would be covered through operating dollars. Ultimately, the project was deemed an "own funds" project as the pre-capital submission did not receive approval to move to a capital project by the Ministry.

The dedication and commitment of BCHC staff ensured the relocation proceeded smoothly with no impact on service delivery. The doors opened on November 5, 2012 at 490 Huronia Road. BCHC successful relocation was celebrated and honoured by the Grand Opening and ribbon cutting ceremony on November 22nd, 2012. That celebration represents the finale of one era and the beginning of a new one for the BCHC. Successful change management led by a strong Board, Management and staff ensured a smooth transition to a new state of the art health care facility. In the early days, persistent advocacy by the BCHC also ensured the temporary limited transit access would be enhanced until the launching of the new City Transit Plan this August 2013.

As the staff teams became oriented to the new space and location, clinicians were able to increase the number of patients registered at the Centre in both primary health care and diabetes. A number of established programs and a number of new programs were launched to enhance the types and ranges of services provided.



Moving day from 56 Bayfield to 490 Huronia Road. Rockbrune Brothers Limited



(Photo by: Beverly Pearl)

The NEW Barrie Community Health Centre at the Eagle Ridge Professional Complex.

# BOARD CHAIR & EXECUTIVE DIRECTOR'S REPORT

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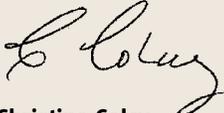
As the staff became settled in the new location, BCHC commenced the process of strategic planning renewal. The Strategic Plan for 2009-2012 needed to be updated to ensure alignment with new provincial Ministry directions as well as local emerging communities. Given the age of the organization (24 years), the Board, Management and staff endeavored to start from "the roots" by reviewing and refreshing core value statements while at the same time completing an environmental scan. Next steps will include the completion of community engagement and consultation in the Fall of 2013 with the goal of launching the new strategic priorities and new programming later this fiscal.



Rob Rymell, Board member, Rick Schaley, Eagle Ridge Professional Complex, Mayor Jeff Lehman, Stephen Bertelsen - Board Chair, Christine Colcy - ED, Bob Beckwith - Board Secretary, Clay LaFleur - Board member, Robert Morton - CEO NSM LHIN, Gayle Rushton - Board Treasurer



Front: Stephen Bertelsen - Board Chair, Rod Jackson - MPP Barrie, Christine Colcy - ED, Mayor Jeff Lehman  
Back: David Jeffrey - ED CHIGAMIK CHC, Robert Morton - Board Chair NSM LHIN

  
**Christine Colcy,**  
Executive Director

  
**Stephen Bertelsen,**  
Board Chair

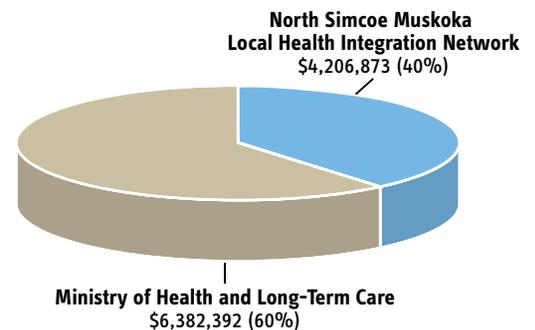
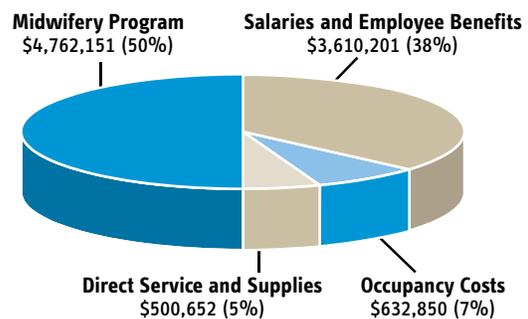
# FINANCIAL SUMMARY

## SOURCES OF REVENUE

North Simcoe Muskoka Local Health Integration Network	\$4,206,873
Ministry of Health and Long-Term Care	\$6,382,392
	<b>\$10,589,265</b>

## EXPENSES BY TYPE

Salaries and Employee Benefits	\$3,610,201
Occupancy Costs	\$632,850
Direct Service and Supplies	\$500,652
Midwifery Program	\$4,762,151
	<b>\$9,505,854</b>



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

## Key Facts

- Our team of 54 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 27,000 visits to the Centre
- One of our busiest programs "Living a Healthy Life with a Chronic Disease" which is run by a group of very dedicated Lay Leaders had 479 participants at 46 sessions throughout the region.
- Over 40 volunteers provided 4,000 volunteer hours in 2012/2013. Thank you to our dedicated volunteers.
- BCHC hosted 18 student placements for 882 hours of clinic practice including dietetic interns, nurse practitioner and nursing students as well as medical residents.

## Outcome and Quality Assurance Committee

The Outcome and Quality Assurance Committee met on the following dates: May 28, 2012, December 10, 2012, and March 28, 2012.

The committee's role in reviewing and approving recommendations of the Centre's Program Development and Evaluation Committee necessitated a further postponement of Strategic Planning until after the relocation in 2013. The new location would bring new challenges and new opportunities, so invariably strategic planning would need to address the new contextual issues to ensure the Centre was achieving its mandate and strategic results. Other activities of the committee included:

- Conducting a trends analysis of annual BCHC Patient Satisfaction Survey results which given the positive results did not necessitate any immediate operational changes
- Updates and alignments to the Executive Dashboard and Balanced Scorecard to dovetail with current programming and Multi-Sector Accountability Agreement performance expectations for 2012/13
- Assist with the development and approval of the Centre's first Quality Improvement Plan as required by the Excellent Care for All Act, 2010 (see Healthwise Summer 2013 for more details)

## Risk Management Committee

The Risk Management Committee of the Board met on the following dates: May 10, 2012, July 11, 2012, September 10, 2012, and December 3, 2012.

Highlights of the Risk Management Committee's priority projects for 2012/13 included:

- Review and endorse the BCHC's Functional Plan and Pre-capital submissions as required for successful relocation in 2012
- Provided oversight to BCHC Location Work group including development of an Offer to Lease for 490 Huronia Road and compliance with new construction standards for Health Care Facilities as required by the NSM LHIN and Ministry
- Review and approval of 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
- Reviewed and approved revised Emergency Management Plan including new lockdown plan and review of outcomes of mock drill conducted in Fall 2012
- Approved strategic Health Human Resources and Staffing Plan
- Review and approve revised BCHC Financial Policies and Procedures manual

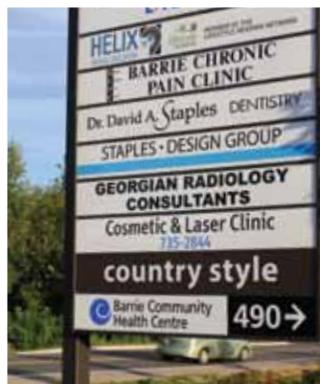
## Governance Committee Report - AGM 2012-2013

The Governance Committee met on the following dates: May 15, 2012, July 10, 2012, October 10, 2012, December 10, 2012 and February 27, 2013. In addition, several working sessions were held to revise board evaluation instruments and selected board policies.

Subsequent to refining the terms of reference the previous year related to communications planning, the Governance Committee was set with the task of developing a robust communication plan for the Centre's relocation in 2012. The plan enabled on-going communication with key stakeholders including the funders (Ministry and LHIN), community stakeholder agencies and partners as well as the Centre's many patients and clients.

Other key activities of the committee during the fiscal 2012/13 year included:

- AGM planning including the development of a relocation presentation
- Planning for the grand opening ceremony and celebration on November 22, 2012
- Commencing a significant overhaul to the board evaluation instruments to foster improved recruitment and retention of appropriate board directors and standing committee membership
- Revisions to the board policy on recruitment plus the development of a new board policy on the education of board directors
- Initiated discussion of the Centre's membership bylaw concluding that the current definition should be retained and that more proactive efforts should be made for member recruitment
- Assisted with the development of a Community Wellbeing and Resilience discussion paper
- Interviewed prospective board directors and recommended the current slate of board directors



It's official! Road sign on Huronia Road.



Evelyn Trainor, Office Administrator and David Goodwin, Community Health Worker

## 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.

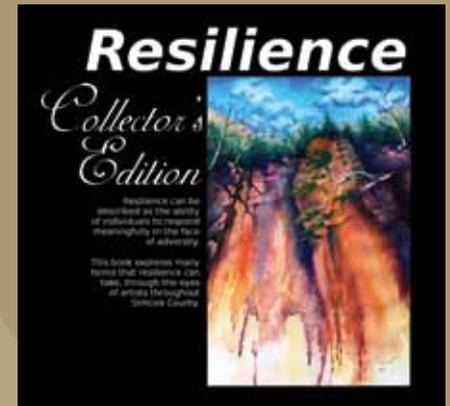
Our diabetes educators are registered nurses and registered dietitians that are experts in diabetes. We will meet with you individually for your first appointment and follow-up with you as required

Call for an appointment (705) 734-9690

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 Tractor, 734-9690 ext 247.



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

# BOARD OF DIRECTORS

Stephen Bertelsen, Chair  
Robert Rymell, Vice Chair  
Gayle Rushton, Treasurer  
Angela Blake, Secretary  
Bob Beckwith  
Clay LaFleur  
Beverly Juneau  
Tara Looby

Resigned:  
Maria Kavanagh  
Lori Webel-Edgar

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