



Barrie  
Community  
Health Centre

ANNUAL REPORT  
2017 • 2018



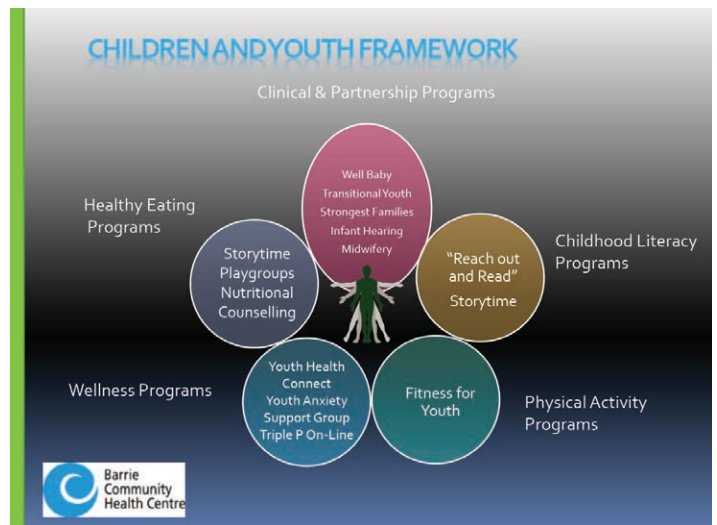
A healthy and engaged community.

## BOARD CHAIR & EXECUTIVE DIRECTOR'S REPORT

Over the last year, BCHC continued its growth in programs and services given emerging community needs and enhanced stakeholder engagement. Highlights of fiscal 2017/18 are as follows:

- Enhanced the range and types of programs offered at the BCHC including the addition of Cooking for 1 or 2, the GLAD program for osteoarthritis, and the evidenced based Group Lifestyle Balance program (weight management).
- Expanded outreach programs to the David Busby Street Centre, the Barrie Native Friendship Centre, and Elizabeth Fry Society
- Extended Diabetes Program delivery into underserved long-term care homes.
- Commenced partnership with CHIGAMIK CHC to enhance primary health care services to the Francophone population in the Barrie area.
- Partnered with the Arthritis Society to provide a monthly comprehensive Arthritis Assessment and Treatment clinic.
- Increased the volume of the Primary Care Asthma Program in partnership with RVH.
- Continued to welcome Syrian refugees to a range of programs and services at the BCHC.
- Continued the partnership with Barrie Community Health Links including oversight through membership on the Steering Committee as well as the Navigation Collaborative.
- Welcomed the NSM LHIN Care Coordinator to the BCHC to assist in coordinated care planning and transitions of care.
- Approved the 2017-2018 extension of the 2014-2017 Multi Sector Accountability Agreement with the NSM LHIN.
- In collaboration with the Outcome and Quality Assurance Committee, the Board supported the development and endorsement of the BCHC's 2018-2019 Quality Improvement Plan for submission to Health Quality Ontario.
- Continued the needs assessment and partnership development to augment the Youth Health Connect program at the downtown library and local high schools.

- Created a Youth Health/Mental Health Working Group to establish priorities for programming and assisted with the development of the Children and Youth Framework for planning purposes as featured below:



**Christine Colcy,**  
Executive Director

**Sandra Cole,**  
Board Chair

## FINANCIAL SUMMARY

### SOURCES OF REVENUE

North Simcoe Muskoka Local Health Integration Network - Community Health Centre [CHC and Diabetes Management Centre (DMC)] funding	\$5,894,771
Ministry of Health and Long-Term Care - Transfer Payment Agency (TPA) for the Ontario Midwifery Program (OMP) funding	\$6,984,947
	<b>\$12,879,718</b>

### EXPENSES BY TYPE

Salaries and Employee Benefits	\$4,491,991
Occupancy Costs	\$557,516
Direct Service and Supplies	\$809,424
Midwifery Program	\$6,647,082
	<b>\$12,506,013</b>

\* This is a condensed financial report. The Statement of Financial Position and Statement of Operations have been extracted from the audited financial statements for the year ended March 31, 2018 as reported by our auditors BDO Canada LLP, Chartered Professional Accountants, Licensed Public Accountants. Complete audited financial statements are available upon request.

## OUTCOME & QUALITY ASSURANCE COMMITTEE – REPORT 2017/18

Meetings were held on May 15, 2017, November 20, 2017 and February 26, 2018

Outcome and Quality Assurance Committee's primary role is to evaluate how well the BCHC has "accomplished the BCHC's strategic objectives and priorities". The committee reviews performance measures as they relate to the strategy objectives, audits compliance standards for accreditation, contributes to the Board annual workplan and reviews recommendations of the Program Development and Evaluation Committee. Fiscal 2017/18 activities included:

- Reviewed and approved the BCHC's 2018-2019 annual Quality Improvement Plan (QIP) submission to the NSM LHIN and Health Quality Ontario supporting the following key objectives to improve:
  - Patient satisfaction regarding same day/next day access to care
  - The percent of patients with diabetes, age 40 and over, with 2 or more glycated hemoglobin (HbA1C) tests in 12 months as well as those receiving a foot ulcer screening
  - The percent of patients identified as meeting criteria similar to the Health Link criteria that are offered a comprehensive care planning approach
- Reviewed results of the 2017 Patient Satisfaction Survey
- Evaluated the LHIN Multi-sector Accountability Agreement (MSAA) Performance Dashboard, BCHC Executive Dashboard and QIP quarterly progress report relative to past and current performance
- Reviewed the recommendations of the Program Development and Evaluation Committee related to new pilot programs including Cooking for 1 or 2 and Group Lifestyle Balance

## RISK MANAGEMENT COMMITTEE REPORT 2017/18

Risk Management Committee of the Board met on the following dates: May 1, 2017, October 23, 2017, December 18, 2017, and January 29, 2018

The Risk Management Committee has responsibility to ensure that the human resource, finance, facility and information resources and systems support the achievement of the Centre's strategy objectives, maintains the Centre's overall activities and identifies and manages risks to avoid or minimize loss. The Committee key activities during fiscal 2017/18 included:

- Ensured alignment of performance and accountability through a review and analysis of the BCHC and MSAA Performance Dashboards indicators and metrics
- Updated the organization's Personnel Policies to ensure compliance with Bill 148 & the *Fair Workplaces Better Jobs Act*
- Monitored organizational opportunities and implications related to the *Patient's First Act*
- Reviewed and approved the updated Comprehensive Emergency Management Plan inclusive of amendments to the Business Continuity Plan – sustained power outage
- Commenced preparation for Accreditation including updating and developing relevant policies and procedures
- Approved BCHC's role as paymaster for operational funding to support the Barrie Community Health Links

## GOVERNANCE COMMITTEE REPORT 2017/18

The Governance Committee of the Board met on the following dates: April 12, 2017, October 11, 2017, and January 17, 2018

The Governance Committee ensures the establishment and maintenance of good governance structures, systems and practices and recruits directors that bring the required set of knowledge, skills, experience and philosophy to meet Board requirements.

The Committee key activities during fiscal 2017/18 included:

- With support of legal counsel, reviewed and proposed revisions to the BCHC By-Laws to reflect the current context of the organization as well as impending legislative changes
- Established Board education priorities based on the Board's most recent evaluation and skills matrix followed by scheduling workshops in relevant areas for learning and growth of the Board membership
- Reviewed and updated the Board of Directors Evaluation methodology to improve the interpretation and value of the results along the domains of Membership, Meeting Effectiveness, Board Integrity, Operations, Leadership, Strategic Planning, Communication, Fiduciary Responsibility and Accountability
- Planned and organized the 27th Annual General Meeting
- Supported the on-going recruitment and mentoring of new Board members to fill vacancies in the Centre member-user and Community member categories

## SOME HIGHLIGHTS

- Our team of 52 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 over 30,000 visits to the Centre for individual and group programs.
- Group programs continued to be refined to meet the needs of the community with over 262 sessions and over 3,200 group program attendances. Participants engaged in initiatives such as the Chronic Pain Self-Management series, Group Lifestyle Balance, Kitchen Conversations, Grocery Store tours, Café Connect, Story Time, Youth Health Connect, Cooking for 1 or 2, Fitness for Health, the Supervised Walking Program, Art Therapy and the Anxiety Support Groups.
- Over 25 volunteers provided approximately 1,600 volunteer hours in 2017/2018. Thank you to our dedicated volunteers!
- BCHC hosted 19 student placements for 1300 hours of clinic practice including dietetic interns, nurse practitioner and nursing students as well as medical residents and students.
- The Diabetes Management Centre had over 6,000 visits throughout the year including new patients and follow-up care.



## BCHC PROGRAMS AND SERVICES

### Primary Health Care

- Team based health care including medical, nursing, social work, physiotherapy, dietitian services care coordination, systems navigation, assistance and connecting with housing support, income supports, food security programs
- North Innisfil Health Services-Specialized Geriatric Primary Health Care
- Primary Care Asthma Program (PCAP)
- Reach Out and Read-Childhood Literacy Program
- Transition Independence Process for Youth

### Diabetes Programs

- Individual assessment and counselling for Type 1 and Type 11 Diabetes
- Weekly endocrinology clinic
- Pump program
- Group programs including Kitchen Conversations and Grocery Store Tours

### Chronic Disease and Physical Activity Programs

- Fitness for Health\*
- Supervised Walking Program\*
- Chronic Pain and Chronic Disease Self-Management Programs

\* Heartwise Certified program.



### Community Health Promotion Programs

- Youth Health Connect
- Fitness for Youth
- Cooking for 1 or 2
- Group Lifestyle Balance
- Storytime and Snacks-Childhood literacy and healthy eating

### Community Development Initiatives

including food security, housing and homelessness prevention

### Other Programs and Initiatives

- Volunteer Services
- Café Connect
- CAMH STOP Smoking Program
- Art Therapy Program
- Anxiety Support Group-Adult and Youth

### On-Site Partner Programs

- Barrie Midwives
- VON SMART Exercise Program
- RVH Infant Hearing Clinic
- LHIN Care Coordinator
- Consulting psychiatry

### Midwifery Transfer Payment Agency

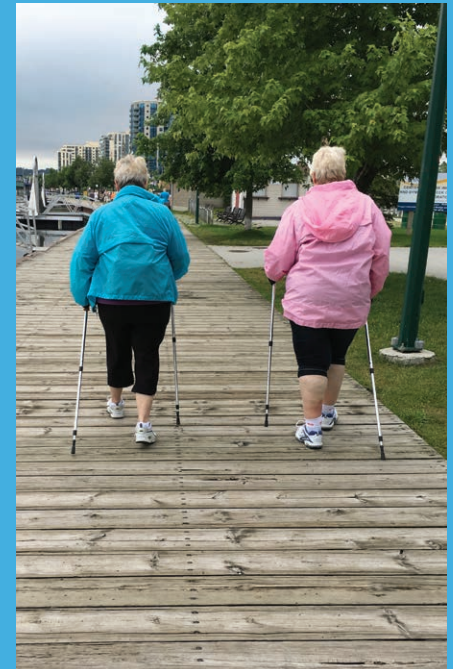
BCHC is the Transfer Payment Agency for the following Midwifery Practice Groups:

Midwives Grey Bruce

Barrie Midwives

Caring Hands Midwives

Midwives Nottawasaga



## OUR 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.

## OUR VISION:

A healthy and engaged community

## AT BCHC, WE VALUE:

Compassion, Collaboration, People-Centredness, Quality and Excellence, Equity

## BOARD OF DIRECTORS

Sandra Cole, Chair  
Beverly Pearl, Vice Chair  
Gayle Rushton, Treasurer  
Robert Rymell, Secretary  
Jackie Beatty  
Jane Dutly  
Ruby Redmond-Misner  
Mary Clark  
Lillian Wilkinson

490 Huronia Road, Barrie, ON L4N 6M2  
Telephone: (705) 734-9690 Fax: (705) 734-0239

[www.bchc.ca](http://www.bchc.ca)



Supported by / Avec le soutien de



North Simcoe Muskoka Local Health Integration Network  
Réseau local d'intégration des services de santé de Simcoe Nord Muskoka