



**Barrie  
Community  
Health Centre**

Throughout the past year, BCHC continued to deliver on its updated Strategic Plan with a particular focus on equity driven person-centered care and enhanced health outcomes.. This was evidenced by:

- Continuing with post-pandemic recovery ensuring the catch-up of important health promotion and preventive screening via the Barrie Primary Care and Healthy Aging Teams.
- Achieving a substantial reduction in wait times for Physiotherapy Services as the Team ramped up both one on one and group programming.
- A tripling of Type 1 patients and insulin pump starts for the Diabetes Team in response to an increasing need in the community for the management of complex diabetes.
- The streamlining of intake for Social Work and Community Health Worker services leading to a reduction in wait times and quicker access to care.

BCHC also launched the Young Children's Care Clinic on April 1st, 2024 providing health promotion and primary care to children 0-5 without a family physician. The funding was received by the BCHC as part of Ontario Health's priority to ensure children do not end up in hospitals when they can be best managed in the community.

# **Board Chair and CEO Report**

Highlights of Board activity throughout this past year include:

- Continued preparation and successful completion of the Accreditation Canada Qmentum Survey in June 2023. BCHC achieved 100% on the quality domains of Accessibility, Client-Centred Services, Continuity, Efficiency, Population Focus and Worklife. BCHC also achieved 99% of the total criteria assessed and 98% of priority criteria in the Governance domain. As a result of Accreditation Canada's focus on patient safety, BCHC created a novel primary health care patients safety plan based on internationally recognized standards.
- Given the updated 2023 Strategic Plan, a refreshed Strategy Map was finalized and translated into new Balanced Scorecard performance metrics.
- Completion of a comprehensive review and update of the Financial Policies and Procedures manual to dovetail with the new OH 2024 Community Financial Policy.

*Kristen Hummel*

KRISTEN HUMMEL, BOARD CHAIR

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CHRISTINE COLCY, CHIEF EXECUTIVE OFFICER



# Our vision for "a healthy and engaged community"

## FINANCIAL SUMMARY

### SOURCES OF REVENUE

Ontario Health	
Community Health Centre (CHC and Diabetes)	\$6,165,561
Ministry of Health - TPA Midwifery Program	\$10,991,226
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	\$17,156,787

### EXPENSES BY TYPE

Salaries and Employee Benefits	\$4,859,175
Occupancy Costs	\$816,707
Direct Service and Supplies	\$489,679
Midwifery Program	\$9,781,796
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	\$15,947,357

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, 2024 as reported by our auditors BDO Canada LLP, Chartered Professional Accountants. Licensed Public Accountants. Complete audited financial statements are available upon request.

### Board of Directors

Kristen Hummel, Chair  
Beverly Pearl, Vice Chair  
Stephanie Sayer, Treasurer  
Anita Eveleigh, Secretary

Gayle Rushton, Director  
Tina Hercules Director  
Ruby Redmond-Misner, Director  
Stephen Bertelsen, Director



Barrie  
Community  
Health Centre

**\*Compassion \* Collaboration**  
**\*Person-centredness**  
**\*Quality and Excellence \*Equity**

### **We Served**

5,500 active  
clients

over 34,000  
visits

203 group  
programs with  
over 1,368  
participants

### **Diabetes**

Over 6,300 visits  
via telephone, virtual  
and in-person.

### **Our Team**

45 staff:  
physicians,  
nurse  
practitioners,  
nurses, medical  
administrative  
assistants,  
physiotherapists,  
social workers,  
dietitians,  
community health  
workers,  
health promoters,  
diabetes  
educators.

### **Programs**

Fitness for Health,  
GLAD (arthritis),  
Cooking for 1 or 2,  
My Best Weight  
(obesity),  
Well-Being  
through  
Mindfulness,  
Self-Care,  
Cafe Connect

# RISK MANAGEMENT COMMITTEE

The Risk Management Committee's key activities during fiscal 2023/24 included:

- Completed a comprehensive update to the Financial Policies and Procedures Manual including compliance with the new Ontario Health's Community Financial Policy.
- Reviewed the Ontario Community Health Compensation Market Salary Report to determine options for Board advocacy related to the massive wage inequities between community primary health care and the other sectors in health care
- Monitored the operational impact as well as business sustainability given the continued lack of base budget funding increases for the CHC sector despite all other sectors receiving increases in 2023-2024



# OUTCOME & QUALITY ASSURANCE COMMITTEE

The Outcome and Quality Assurance Committee key activities for fiscal 2023/24 included:

- Monitoring of MSAA Performance Indicators including those for cancer screening as well as panel size/# of active clients for the primary care providers
- Provided oversight to BCHC's 2023-2024 Quality Improvement Plan (QIP) with the following key results:

## Patient Experience

- 98% of patients/clients feel involved in decisions about their care

## Preventative Cancer Screening

- Cervical cancer (PAP): 85% (provincial average 52%)
- Colon cancer (FIT): 82% (provincial average 62%)

## Safe & Effective Care

- 170% of target achieved for frail seniors receiving a comprehensive geriatric assessment and an Advanced Care Plan
- More than 100% of target for patients that received essential blood work for diabetes

# GOVERNANCE COMMITTEE

The Governance Committee's key activities during fiscal 2023/24 included:

- Reviewed the results of Accreditation Canada's Governance Functioning Tool survey results to determine specific areas for Board and Governance improvements. Despite the recommendation to integrate Quality and Risk as found in the acute and long-term care sector, BCHC already has a high functioning Risk Management Committee of the Board that assumes this responsibility
- Commenced the process of updating the Anti-Discriminatory Framework Governance Policies to that of Diversity, Equity and Inclusion Governance Policies
- Supported the ongoing recruitment and mentoring new Board members to fill vacancies

<https://www.bchc.ca/>