

HEALTHY COMMUNITIES, TOGETHER.



FLEMINGDON HEALTH CENTRE
2015/2016 ANNUAL REPORT

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For information about our programs and services please visit: www.fhc-chc.com



For more information about the AOHC and the Model of Health and Wellbeing please visit: www.aohc.org



FHC is primarily funded through the Ministry of Health and Long-Term Care/Toronto Central Local Health Integration Network (TC LHIN)

Interprofessional, integrated and coordinated means different teams working together with clients and the diverse community, and working with other health system and community service organizations to deliver a range of health related services and programs, which are people- and community-centred and are based on the social determinants of health.

Another year of growth & collaboration

As a proud member of the Association of Ontario Health Centres, FHC is fully committed to the values and principles of the Model of Health and Wellbeing – the roadmap for achieving the association's vision of the best possible health and wellbeing for everyone living in Ontario.

FHC's 2015/16 Annual Report will focus on one of the attributes of the model - Interprofessional, Integrated and Coordinated. Each section of this report highlights new and existing interprofessional, integrated and coordinated FHC initiatives. It also features some of the work we have done to improve the quality of our services and access and equity within our Centre.

We invite you to take some time to review our annual report and celebrate with FHC's achievements in improving health and wellbeing.



Message from the Executive Director & the Board Chair

Many thanks go to our dedicated team of staff and volunteers for their incredible commitment and dedication to the communities we serve.



FHC continues to be known as a high-performing Community Health Centre. In 2015-16 we served 8,479 registered clients (plus others who were not registered) and provided 19% more service interactions than we had targeted. In addition, we met or exceeded all of our quality indicator targets.

While we continue to provide service to people who have been associated with FHC for over 30 years we also reach out to many new individuals, families and communities that need our support. In the past year we have seen a significant growth in the Roma communities and Syrian refugees that we serve.

Unfortunately, increased service delivery does not necessarily mean increased revenue. As a result of continued increased costs and another year without increases in base funding, we ended the year with a small operating deficit. However, we are pleased to report that the overall financial health of the organization remains very strong.

This past year, the Province released Patients First, a proposal for primary health care reform. In alignment with the principles of this proposal, FHC is playing a leading role in the implementation of an innovative interprofessional, integrated and coordinated model of service delivery in Thorncliffe Park. This new project, Health Access Thorncliffe Park (HATP), will bring together a wide range of partners from a variety of sectors— some of whom have never worked together before.

Thank you for your support over the past year and we look forward to continuing our journey with you towards the best possible health and wellbeing.



John Elliott
Executive Director



Sharleen Ahmed
President, Board of Directors

[illegible]

Health Access in Thorncliffe Park

Health Access Thorncliffe Park (HATP) is a caring place where people meet... a neighbourhood health hub that helps the community to stay well and cares for people when they are sick.

HATP is an innovative initiative led by Flemingdon Health Centre and Thorncliffe Neighbourhood Office in partnership with other providers and community groups. Funded through the Toronto Central LHIN, this unique community-centered initiative applies a social determinants of health lens to enhance local primary health care; improve access to health, social and community services; and promote health and wellbeing in Thorncliffe Park.

“Each interaction with any HATP service provider is a chance to educate our patients on what good primary care means”

HATP
Physician
Lead



Photo of the startup HATP team

[illegible]

...HATP continued...

Over the past year HATP has made strides to establish new interdisciplinary primary health care and wrap-around services in Thorncliffe Park.



An initial one-day-a-week clinic provided services to 131 clients and held 30 outreach and education group sessions in its first few months, clearly demonstrating the need for primary care services in the community.

Plans to expand the service to five days a week are well underway. We are also working with physicians who are already serving the community and building partnerships with other care providers and residents.

The long-term vision is to create a Hub within Thorncliffe Park that brings together a seamless continuum of health care, community, social and cultural services under one roof.

FHC wishes to specifically acknowledge the support of Thorncliffe Neighbourhood Office as co-lead for this initiative and the contribution of many other partners, in particular Michael Garron Hospital, South East Toronto Family Health Team, the Midwives' Clinic of East York-Don Mills, South Riverdale Community Health Centre and Sunnybrook Health Sciences.

"I wanted to thank you all for the amazing welcome and prompt service you've given my parents-in-law at HATP. Your incredible warmth made them feel right at home. The daughter-in-law got brownie points for bringing them to HATP!! Oh and HATP is a pretty good place too :D It's great knowing you all!"

~
HATP
clinic client

[illegible]

Physiotherapy at FHC

On July 21 2015 FHC's Physiotherapy department began offering services to its clients guided by a framework where collaborative work with other providers such as family doctors, chiroprodists and dietitians is an integral part of service delivery.



In 2015, the Ministry of Health and Long Term Care and the Toronto Central Local Health Integration Network expanded access to physiotherapy services within primary health care settings across Toronto. Using an integrated and collaborative approach, physiotherapy services were funded in 11 Community Health Centres (CHC) including FHC. Besides offering one-on-one clinic care, the physiotherapist is responsible for organizing group programs, consulting on current programs, doing outreach and working as a dynamic part of health care teams.

Since last year, the department has led group programs benefiting young moms and individuals with chronic pain, and has collaborated with the health promotion and the diabetes teams at FHC to present and educational workshops on various topics targeting primary prevention. Partnerships with external community agencies have also been created, for example providing physiotherapy services to clients of the Don Mills Family Health Team.

CLINIC CARE	OUTREACH	CASE MANAGEMENT
SHARED CARE	INTEGRATED CARE	PROGRAMMING CONSULTATION

*Community Health Centre
(CHC) Physiotherapy Model*

[illegible]

A community grown market at Flemingdon

The goal of the Community Grown Project is to develop a vibrant and sustainable market garden and community owned green space in Flemingdon Park.

Flemingdon Park is one of the 5 sites selected to pilot the Community Eco Economic Development (CEED) project. This is a collaborative initiative between the City of Toronto and Urban Growers, looking to use Hydro Corridors in multiple urban areas in Toronto for fruits and vegetable crop growing. Building on this initiative, we started the Community Grown Project-Flemingdon in collaboration with FoodShare and with funding from the Ontario Trillium Foundation.

Phase one of the project focuses on consulting and building collaborative relationships with our community-residents and local organizations in order to create a common vision for the project. A market garden was the chosen vision. A market garden is like a community garden - people can work alone or together to grow their own produce. However, with a market garden, they also have the opportunity to sell produce in a specially designed marketplace.

Artist representations of the market garden's vision



For more information visit:
<http://communitygrownflemingdon.net/>

[illegible]

Understanding the ‘why’ of eating

The Social Services and Dietitian teams at FHC worked together to offer the Craving Change program, an initiative focused on helping individuals understand why we eat the way we do and improving their relationship with food.

Interprofessional collaboration was vital to the success of this initiative. The social worker's expertise in cognitive-behavioural strategies helped participants understand and investigate the role of thoughts/behaviours/emotions and their impact on individual eating behaviours. The dietitian's knowledge helped participants make practical changes for various dietary needs, including cultural restrictions and other health concerns like Diabetes. This unique collaboration was well received by participants and helped bring together FHC clients accessing various services at both locations of the centre.



The Craving Change program at FHC was based on the Craving Change™ approach. For more information visit: www.cravingchange.ca

[illegible]

Helping those affected by Diabetes

FHC has been providing diabetes prevention, education and management programs since 2009, through the Don Mills Diabetes Education Program (DMDEP) and the South Asian Diabetes Prevention Program (SADPP).

The multidisciplinary teams of these two FHC programs include registered nurses, dietitians, certified diabetes educators, community outreach workers and other program staff. The teams collaborate on a variety of projects with other health service providers at FHC, as well as other community organizations, to serve different groups who may be affected by prediabetes and diabetes, or could benefit from diabetes education programs.

Examples of this collaborative and interprofessional work include:

- The Foot Care class, a collaboration between the DMDEP and Chiropody teams at FHC, provides basic information on how feet are affected by diabetes and the daily care routine needed.
- The mobile-screening clinic was a collaboration between SADPP, DMDEP, Thorncliffe Neighbourhood Office (TNO) and Women's Health in Women's Hands (WHIWH) which screened newcomer students enrolled in TNO's language instruction classes, and then directly connected those in need to available services offered by DMDEP and WHIWH.



Photos taken at different FHC Diabetes program activities

This image shows a blank sheet of white paper with horizontal ruling lines. There are five thick blue horizontal lines that divide the page into six equal sections. Between each blue line, there are four thin gray horizontal lines, creating a total of 29 lines across the page. The margins are consistent on all sides.

Better health with Fit for Life 55+ Project

The goal of the project is to encourage older adults to be more physically active and provide support to increase exercise adherence.



Fit for Life 55+ is a remarkable example of how strong partnerships and integrations between health and community services organizations can enable the work of inter-professional teams to coordinate services and programs benefiting different communities. This project combines the expertise of FHC's Don Mills Diabetes Education Program, Health Promotion and Physiotherapy teams with 7 other community partners. It is designed for older adults and seniors living with diabetes and/or other chronic conditions who are sedentary and are motivated to increase their physical activity level. This 3 year initiative, which started in January 2016, aims to impact the lives of over 1700 older adults living in our community.

Fit For Life will:

- expand exercise and pole walking programs
- develop healthy living workshops curriculum on chronic conditions, exercise and mental wellness
- provide pre and post functional assessments
- will deliver home support exercise programs for frail homebound older adults

Photos of fit for life 55+ project participants



[illegible]

Working together for our seniors

A series of collaborative initiatives were implemented in the past year to serve and engage seniors living in our catchment area.

As part of a homebound seniors collaborative, members of our primary care team provided care to homebound clients with various health needs in our communities. During the flu season, primary care staff worked with volunteers to reach out to seniors 65 years of age and over to ensure they had received their flu shot and connected them to our clinic or elsewhere in the community.

New Circles, in partnership with FHC, conducted a monthly Seniors Clothing Mall with diabetes education components in different seniors buildings throughout the community. This helps to address access and mobility concerns and reduce social isolation.

A Seniors' Advisory Committee has also been set up at FHC to get feedback on senior-focused programming and initiatives. It also helps to empower seniors to take leadership roles and be engaged in the community. Feedback from the committee has provided vital input informing the piloting of fitness programs for individuals with limited mobility and physical limitations, seniors information fairs and health education workshops on topics such as memory and aging.

Photos of seniors participating in different activities/programs at FHC



[illegible]

Collaborating to improve our clients' experience

Staff and volunteers collaborate to survey clients across sites, programs and services to measure their experience at FHC.

~

The Quality Improvement Committee at FHC is made up of staff from across the organization including health promotion, administration and health services, who work together to improve programs and services at FHC, in an effort to better meet the needs of the communities served and to improve our clients' experience. In 2015-2016, the QI Committee collaborated with staff and volunteers to conduct the Client Experience Survey. The Committee then analyzed the results by team and site, providing tailored results to the different programs.

Overall, we learned that clients were very satisfied with their experience at the centre and expressed their thanks towards our staff. We also learned that at times, some clients had difficulty getting appointments with their providers. Valuing the experience and input of our clients, in the coming year our work will focus on this concern as well as enhancing clients' involvement in service design and quality improvement work.

FHC clients participating in various events



[illegible]

2015-2016 Snapshot

97.44%

WOULD **RECOMMEND OUR**
SERVICES TO FAMILY OR FRIENDS



IN-HOME VISITS PROVIDED TO
77 CLIENTS

36

**YOUTH
VOLUNTEERS**
PROVIDED

47

**ADULT
VOLUNTEERS**
PROVIDED

747

**HOURS
OF SERVICE**

1,849

**HOURS
OF SERVICE**

351

NON-INSURED CLIENTS
ACCESSED SERVICES AT FHC

58

**STUDENT TRAINING
PLACEMENTS WERE
PROVIDED BY FHC**

(including 17 Medical Clerks and
12 being Medical Residents)

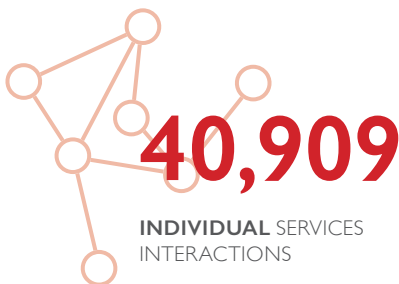


18% ARE 0-17 YRS

29% 65+ YRS

52% ARE 18-64 YRS

*OTHER NON-REGISTERED INDIVIDUALS
ALSO RECEIVED SERVICE



70

STAFF WORKED

101,180

HOURS



5,211

 CLIENTS HAD

32,122

INTERACTIONS WITH OUR
PRIMARY CARE TEAM

(Physicians, Nurse Practitioners and Nurses)



1,968

CLIENTS HAD
INTERACTIONS
WITH OUR
DIABETES TEAMS



FHC WAS
ACCREDITED
FOR

4YRS

BY CCA IN
APRIL 2015

96.23%



THINK THE PROGRAMS AND
SERVICES AT FHC HELP IMPROVE
THEIR HEALTH AND WELLBEING

95.23%

THINK FHC'S WORK **POSITIVELY**
IMPACTS THE COMMUNITY

87.61%

HAD A **POSITIVE EXPERIENCE**
SPEAKING WITH THEIR HEALTH
CARE PROVIDER DURING THEIR VISITS

91.78%

FEEL THEY WERE
TREATED WITH
DIGNITY AND
RESPECT BY THEIR
PROVIDERS

96,476

MINUTES OF
TRANSLATION
SERVICES
PROVIDED ACROSS

21

LANGUAGES

88%

OF FHC CLIENTS
DIAGNOSED
WITH DIABETES
RECEIVED
CARE FROM
3 OR MORE
HEALTH
PROVIDERS

1,428

GROUP SESSIONS

19,519

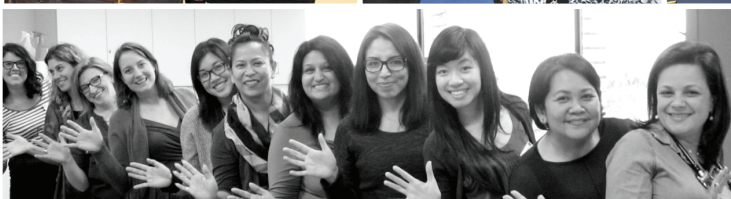
GROUP ATTENDANCES

115

PARTNERSHIPS



THANK YOU TO OUR STAFF, VOLUNTEERS & PARTNERS





Promoting mental wellbeing

Collaborative mental health care promotes wellbeing through education and skills development.

In 2015, FHC collaborated with other agencies to deliver a series of educational and skills development initiatives to support and promote adult mental wellbeing. These initiatives, including the Dialectical Behaviour Therapy (DBT) Group and the Stress Management Support Group, were designed to teach skills and coping strategies that help participants manage emotions and stress.

An interprofessional collaboration between FHC community social workers and Mental Health Case Managers from the Canadian Mental Health Association (CMHA), the DBT Group taught participants the skills needed to:

- manage emotions more effectively
- balance one's thinking
- better understand others' perspectives

The Stress Management Support Group initiative, led by Health Promotion staff in collaboration with a Master of Social Work placement student, was delivered in a group setting with content enriched by in holistic health and wellness principles that allowed participants to:

- engage in discussion
- share personal experiences
- develop individualized goals related to stress management

Photo of a group activity at FHC promoting mental wellbeing



[illegible]

Teaming up for men's health

The Men's Advisory Support Group is an opportunity for men to come together to improve and create programs and services relevant to men's health while getting the support needed to build a healthier sense of oneself.



The Men's Advisory Support Group provides a space where men learn to value their health through information and healthy lifestyle workshops.

Delivered in collaboration with FHC staff from a variety of disciplines, these workshops provided an integrated and inclusive forum focused specifically on men. They addressed the individual needs of the group as well as the strategic goal of health promotion – to increase engagement of men, enhance health education, reduce barriers to wellbeing and promote self-care. Participants were also provided with access to resources and information that helped them gain a better understanding of issues that affect them.

Topics addressed with this group include

- mental health
- prostate health
- physical activity for men

Photo of Men's Advisory Support Group members and FHC staff



[illegible]

Supporting the wellbeing of families

An interprofessional approach enables FHC to provide primary care and health education to parents and caregivers, continuing our focus on supporting the wellbeing of families.



FHC has long and proud history of prioritizing health needs during pregnancy and of supporting families. In addition to having 4 of our primary care providers offering clinical obstetrical care, we involve other providers in a holistic and interdisciplinary model for our moms and moms-to-be. Across both of our sites, primary care providers, health promotion team members and Toronto Public Health and Adventure Place staff work together to offer a weekly prenatal programs where our moms-to-be can come and learn about:

- healthy eating
- labour/birth
- breastfeeding
- caring for themselves and their babies

Providing these sessions within the context of FHC has allowed us to easily feature providers from other disciplines. In 2015, we were very excited to be able to include our Physiotherapist to this list.

In collaboration with Toronto Public Health, TNO and Working Women Community Centre we also offer drop in breastfeeding support group programs and a breastfeeding clinic designed to support mothers who are breastfeeding or interested in breastfeeding. These groups also offer an inclusive space to socialize, meet other caregivers and promote mental wellbeing.



Photos of the pre-natal and breastfeeding support group participants

[illegible]

Engaging and empowering youth

Providing young people in our community with recreation, engagement and leadership opportunities is critical to FHC.

In an effort to engage and empower youth, we collaborated with The Hincks-Dellcrest Centre to run an all-girls youth program for age groups 14-16. The program, called “Outside the Box”, aimed to foster leadership skills while also addressing in a safe and inclusive space issues that are important to youth, like social justice and health.

A Roma Youth Beautification project was also implemented with 6 youth mentors and volunteers, who led 2 community clean up events in Flemingdon Park.

The Youth Service Network was created to gain a better understanding of issues important to youth and consult on the youth engagement strategy and initiatives. Over the past year the YSN has implemented initiatives like:

- My City
- Youth Service Network Youth Forum
- Youth Employment Access Program

Photos of youth participating in various activities



[illegible]

Aven Andre Romani communities

Aven Andre... the Romani word for “welcome”.

Flemington Park and Thorncliffe Park are home to large and diverse Romani communities. FHC serves over 650 Roma clients in an interdisciplinary care model.

In 2015, FHC secured a grant from the City of Toronto to deliver community specific programming and outreach for Romani families. Through increased collaboration across teams, we implemented programs such as the Aven Andre project which aims to enhance Roma families’ access to recreation programs. We also organized Cook and talk classes for women, Zumba fitness, and the Self-Esteem Appreciation Respect Program (SHARP) for youth.

As of 2016 FHC offers on-site settlement support through a partnership with Thorncliffe Neighbourhood Office. Now our primary care, social work and health promotion teams and settlement partners are able to work together in a more integrated way to meet community needs. We plan to grow our services even more in the coming year to include other partners and community leaders.

Photos from the Aven Andre project



Dakujem (thank you) to all of our staff and partners!

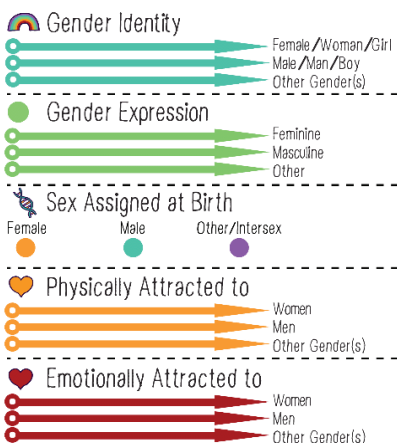
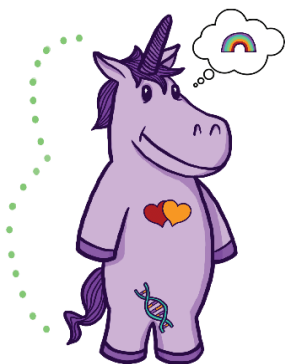
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Strengthening Access & Equity within the Centre and the community

The Access and Equity Committee, founded in the past year, is an interprofessional committee working to deepen the conversation about access and equity within the Center and in our community. Important milestones marked by the committee so far include creating a community wall for positive thoughts during Mental Health week; updating all of the Centre's policies to ensure they are gender-inclusive; and coordinating an all staff in-depth training focused on improving our care for the LGBTQ+ community.

Next year, through the establishment of a community advisory group, the committee will work to ensure the community's input and feedback is incorporated in its work.

The Gender Unicorn



Graphic of 'The Gender Unicorn' used to explain dynamics like gender identity and expression.

To learn more, go to:
www.transstudent.org/gender

Design by Landyn Pan and Anna Moore

[illegible]

Measuring health equity at FHC

“Health equity means striving for the highest possible standard of health for all people and giving special attention to the needs of those at greatest risk of poor health, based on social conditions.”

~
Paula Braveman, MD, MPH

~
The Measuring Health Equity Demographic Data collection project at FHC is grounded in the Health Equity model. By using the TC-LHIN standardized demographic questions, we have developed processes to ensure that we are seeing, counting and including all of our clients, especially those that are most marginalized.

At FHC we collect this information in an inter-professional manner across disciplines, including: intake, medical records, DMDEP, and our medical secretaries.

Our Measuring Health Equity process:

COLLECTING DEMOGRAPHIC DATA

Gives us a comprehensive picture of the community we serve

IDENTIFY AND REPORT INEQUITIES IN CARE

Examine data collected to identify any differences in health outcomes based on demographic variables such as race, language, and income.

IMPLEMENT SOLUTIONS TO REDUCE INEQUITIES

Develop inter-professional collaborations to address special client needs, and develop policies and programs to target populations disproportionately suffering from adverse health outcomes.

Photo of FHC clients and service users



[illegible]

FHC Summarized Financial Statement

(as at March 31, 2016)

ASSETS

CURRENT ASSETS

• CASH AND MARKETABLE SECURITIES	\$1,125,086
• AMOUNTS RECEIVABLE	\$280,454
• PREPAID EXPENSES	\$249,511
	\$1,655,051

PROPERTY AND EQUIPMENT	\$534,403
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TOTAL ASSETS	\$2,189,454
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LIABILITIES & NET ASSETS

CURRENT LIABILITIES

• ACCOUNTS PAYABLE & ACCRUED LIABILITIES	\$287,236
• AMOUNT PAYABLE TO TC-LHIN	\$171,600
• DEFERRED MOHLTC FUNDING	\$42,642
• DEFERRED OTHER PROGRAM FUNDING	\$151,488
	\$652,966

DEFERRED CONTRIBUTIONS	\$534,403
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NET ASSETS

• RESTRICTED	\$550,000
• UNRESTRICTED	\$452,085
	\$1,002,085

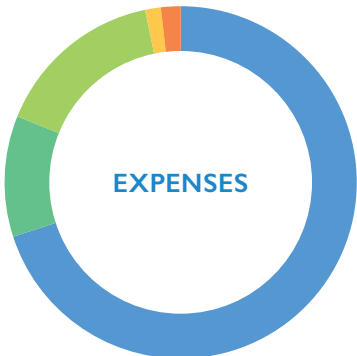
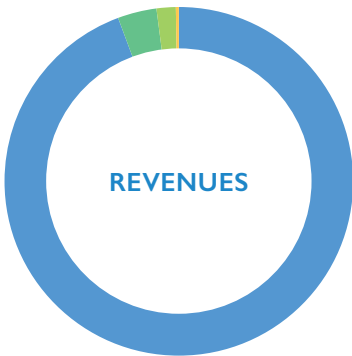
TOTAL LIABILITIES & NET ASSETS	\$2,189,454
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REVENUES

● LHIN/MOHLTC	\$7,490,644
● OTHER PROGRAMS	\$286,571
● DEFERRED GOVERNMENT GRANTS	\$141,369
● INTEREST AND DIVIDEND INCOME	\$21,834

TOTAL REVENUES

\$7,940,418



EXPENSES

● SALARIES, WAGES AND EMPLOYEE BENEFITS (NOTE 10)	\$5,498,733
● RENT	\$872,284
● GENERAL OPERATING	\$1,229,445
● MEDICAL AND OFFICE SUPPLIES	\$113,097
● AMORTIZATION OF PROPERTY AND EQUIPMENT	\$141,369

TOTAL EXPENSES

\$7,854,928

EXCESS OF REVENUES OVER EXPENSES BEFORE UNDERNOTED ITEM	\$85,490
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AMOUNT PAYABLE TO TC-LHIN	\$137,484
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EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FOR THE YEAR	(\$51,994)
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*Audited Financial statement by PricewaterhouseCoopers LLP
are available at the health centre.*

Synergy: combined effect is greater than the sum of separate effects

No one organization can do it all - it is only by working together that we can achieve our goals. FHC relies on more than 100 different partnerships to get things done and we want to thank all of our partners, big and small, for their contribution to the communities we serve.

It is also very encouraging when FHC is recognized by others as a good partner. In 2015, FHC was the recipient of the Adventure Place's Community Partnership award, in recognition of a community partnership that has had a significant impact on Adventure Place services.

~

“Adventure Place and Flemington Health Centre have enjoyed a long history of collaboration and successful partnerships. FHC’s ongoing contribution of staff, space, resources and providing speakers with unique expertise, child minding and the contribution of nutritious snacks for our program participants has been invaluable in promoting the ongoing success of these programs. Having these programs situated at both the Flemington and the Fairview sites provide vital linkages to your services and resources. One success story after another demonstrates the significance of this partnership to our families.”

~

Cheryl Webb, Executive Director, Adventure Place

CLIENT FEEDBACK

"I have been so pleased with every interaction. The caring support we get is truly amazing."

"Nurses are always able to help. Reception staff are excellent."

"Support counselling staff are all excellent."

"During stressful times help is always available."

"Excellent dietary program for diabetic patients."

"Staff is great and make you feel comfortable and at home. They have a great sense of humour."

"I personally enjoy the programs and to have my primary care doctor at the same place is a great bonus."

"Doctors and nurses listen to your concerns."

**Flemingdon Health Centre
2015-2016
Annual Report**

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fhc-chc.com

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