



**Quest Community Health Centre
Executive Director's Report
April 17, 2019**

Strategic Priority - Quality:

As a Centre of Excellence in Primary Care we will continue to provide high quality, equitable, and timely services

Obj. 1 Reduce Wait Lists

- *Attract more volunteer resources for Dental Services and MAWP – recruit more volunteers*
 - Presentation to Niagara College Hygiene Class (55 students) re Quest CHCs Volunteer Dental Program and acceptance of cheque from class to support program
 - Program Information sessions provided by Volunteer Dental Coordinator and Service Coordinator to potential Dental Assistant volunteers
- *Work Toward increasing physician FTEs*
 - Niagara CHCs ED meeting re Implementation of Physician Recruitment Strategy and Implementation Plan underway; meeting set with Dr. Amanda Bell, Associate Dean DeGroot School of Medicine re Physician Recruitment Strategy and Linking with Education; teleconference is being organized with MDSearch, a physician recruitment agency in Toronto to collect information regarding process and costs associated with three CHCs engaging them in physician recruitment

Obj. 2 Develop and Implement Outcome Measures

- *Further develop quality outcome measures across program areas*
 - Initiative to develop consistent evaluation tools/processes across all group areas; internal scan completed to identify tools currently being used; will engage other CHCs in scan next month; information will be reviewed with Group facilitators to develop Quest CHC tools.
 - Quest has been approved as a Health Partner Gateway user. This secure online system will allow Quest to upload and view HealthLinks Coordinated Care Plans (CCPs); Staff training completed; system will be used to coordinate service provision/help inform impact of services re ED visits

Objective 3: Increase resources to address community need and serve more clients

- Help the community at large to understand our client population
 - Quest Community Health Worker (CHW) presented to 30 students at a Niagara College Child Youth Care Program Class - Supportive Interventions with at Risk Youth. Info provided on Quest and services, Rainbow Niagara program, language, LGBTQ+ health issues, ways to be knowledgeable supportive allies, and community resources.
 - CHW delivered a presentation to 12 youth in John Howard Society's Recipe for Success Youth Employment Program. Provided information re Quest and Rainbow Niagara services, as well as facilitated an activity and a subsequent discussion.



- Delivered a presentation to 20 staff at 1A inpatient mental health at Niagara Health, St. Catharines. Information provided on Quest and services, Rainbow Niagara program, language, LGBTQ+ health issues, strategies re how to be knowledgeable supportive allies, and community resources.
- CHW and Program Manager participated in the Centre for Innovation and Campus Mental Health South Region Forum at Brock University. The day provided an opportunity to network and connect campus and community organizations to optimize resources and strengthen mental wellness supports in our community. This day also included a Quest presentation re our services generally and the LGBTQ+ services we offer. 25 participants with approximately 12 organizations/school's present as well.

Obj. 4 Improve Support to Mental Health & Addictions

- *Continue to expand mental health and addictions groups*
 - USAT was invited to Southridge Shelter to share information about the program and how the Shelter and USAT can collaborate in client care
 - Quest attended the Open House for the new CMHA and NH MH&A services location at 264 Welland Avenue. Quest and USAT will provide services at this new site.
 - Quest participated at the Niagara Health Links Action Table, identifying how best to implement Health Links and Coordinated Care Plans in agencies and how to help other agencies build capacity.
 - STOP Program up and running with 16 new enrollments and 65 smoking cessation encounters this month. Two additional staff are now participating in delivering these services at Quest.
- *Implement Best Practice Spotlight Organization (BPSO) project re mental health, addictions and crisis management*
 - Suicide Assessment Implementation Plan initiated; Working Group focusing on the consistent and evidence based documentation of suicide risk assessment and safety plans with clients

Strategic Priority - Partnerships

We will optimize collaborative partnerships to increase community capacity and create a client – centred experience that integrates and is seamless.

Obj. 3: Continue to work with clients and other Niagara Community Organizations to create better service integration

- *Identify strategic community partnerships Quest would like to enhance*
 - The Ontario Greenhouse Vegetable Growers (OGVG) created an app for MAWs and Employers to better navigate services for MAWs in their communities. Quest was approached to be a user for the Niagara Region. Quest now has access to upload information on the app.
 - USAT was invited to participate in an Emergency Department Process Mapping exercise to help with system navigation for clients between hospitals in Niagara and community. The planning meeting took place in March and the presentation to hospital SW/Discharge Planners in April. USAT will be the lead referral for people experiencing MH&A at the ED.
 - Quest MAWP conducted two orientations at Cornerstone Church in Virgil (location for MAWP this year), one for medical and nursing learners and one for volunteers. In total 65 students/volunteers participated across the two days.
 - Quest ED invited by Community Services Department of Niagara Region to a focus group to address collaborative strategies for improving community safety in downtown St. Catharines; need for additional information re nature of issues discussed, along with frequency and location. Group will reconvene

- Quest ED participated in two community meetings (Addictions and MH Leadership Network and Niagara Sub Region Anchor Table) regarding Niagara becoming an Ontario Health Team Early Adopter; Quest will be participating on the Committee that is preparing the Assessment document to submit to the MOHLTC

Strategic Priority - Leadership

We will foster a culture of learning, leadership, and growth

Obj. 1 Evaluate and implement best practice clinical management guidelines

Key Action Step: Initiate clinical BPSO initiative, including:

- *explore methods for new evidence to be implemented*
- *develop opportunities for learning acquired by staff during training/workshops to be shared across team*
 - BPSO Lead sending out monthly email updates to staff to communicate ongoing plans and project accomplishments
 - a Quest RN, as a project deliverable, is currently completing an application to the Advanced Clinical Practice Fellowship program at RNAO; the basis of the application is related to the introduction and provision of PrEP (pre-exposure prophylaxis for HIV) to Quest clients. The BPSO Lead will be acting as the RNs primary mentor on the project with additional mentorship from Toronto PrEP clinic staff. If the application is successful, work on this project would begin in August/September 2019 and be completed by February 2020.
 - BPSO Lead & RN attended the annual BPSO Knowledge Exchange Symposium with other BPSO pre-designate organizations.

Obj. 2 Continue to evolve as a client centered and responsive culture

Key Action Step: Continue to develop programming based on identified client need

- An Exercise and Human Performance learner from Niagara College completed their placement this month. For their project they re-developed Let's Get Moving program to include set of weekly routines based on our clients' needs and limitations as well as develop a group physical activity challenge.

Key Action Step: Enhance opportunities for client input into service delivery

- On April 4th we held our 2nd Pride Prom planning meeting with 5 volunteers. 2 of these participants are Quest clients. Our theme this year is "Carnival;" it will be held on Friday May 24th at Governor Simcoe Secondary School.

Key Action Step: Ensure consistent and practical response to complex/crisis situations

- the Crisis Intervention and Engaging Clients Who Use Substances Best Practice Guidelines (BPG) will be implemented as part of BPSOs year two plan (2019-2020)
 1. Working Groups established and meetings to review the guideline recommendations and complete our gap analysis related to our current practices completed
 2. Nurses in Quest general services have been prioritized as working group members for the Crisis Intervention BPG
 3. USAT staff will make up the working group for the substance use BPG

Strategic Priority - Telling Our Story

We will increase awareness of the exceptional role Quest plays to improve the lives of our clients and strengthen our community.

Obj. 1 Develop & Share key messages/stories

- As a Transformative Change Award recipient, a video re Quest's Rainbow Niagara LGBTQ+ Services is currently being organized with the Alliance for Healthier Communities; filming to take place on Friday May 3rd. Staff focus group to identify what to include in Video completed.

- Quest attended the Annual State of the Region Address on April 3rd and networked with individuals and agencies across sectors.
- Quest ED invited to prepare/speak to PPT presentation for Mayor's meeting regarding individuals who are experiencing mental health and addiction issues, and services being provided to support them; did so in collaboration with HealthLinks

Obj. 2 Strong Social Media Presence

Key Action Steps: Align website/social media with marketing plan/Story Branding

- Added one post on the Quest Website to promote individuals, especially youth, getting involved in the Pride Prom Planning Committee

Obj. 3 Create and carry out plan to engage community leaders, including LHIN, provincial/federal politicians, civic leaders, philanthropists

Key Action Steps: Align website/social media with marketing plan/Story Branding

- This month Quest completed the LGBTQ+ specific Infographic that will be used with possible funders to depict the programs and services we offer to gender and sexually diverse populations and the need to expand these services through additional funding.

Strategic Priority - Resources

Will creatively seek and secure sufficient and stable resources to strengthen and grow

Obj. 3 Seek resources from other Sectors

Key Action Step: Further develop current and new funding relationships/partnerships for Volunteer Dental Program

- Initial request to Fowler Family Foundation for Volunteer Coordinator; asked to submit a proposal for June, 2019.

Service Statistics: Core Indicators All Sectors

	2017/18 Totals	1 st Q Totals	2 nd Q Totals	3 rd Q Totals	Jan. 19	Feb/ 19	Mar/ 19	YTD Total	2018/19 Target
Total New Clients	440	161	231	208	53	50	57	760	N/A
Total Active Clients (non-cumulative)	(3856) (MSAA Target = 2750)	3883	4005	4080	4075	4079	4097	NA	2750
Clients Seen (Face to Face Individual Encounters)	13,285 (MSAA Target = 12,350)	3678	4037	3841	1337	978	1252	15,123	12,350
Individual Encounters by Telephone	5257 (MSAA Target = 3100)	1474	1308	1149	463	369	339	5102	3100
Consultation Between Providers (Client Present)	2248 MSAA Target = 650	653	569	641	267	184	230	2544	650
Consultation Between Providers (Client not Present)	2345 (MSAA Target = 1620)	550	482	475	160	134	167	1968	2000

Total Client Encounters	24,937 (No MSSA Target)	6451	6912	6539	2321	1783	2034	25,928	N/A
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Exceeding Target in 2017/18 Fiscal year

Exceeding Target in 2018/19 Fiscal year

Notes:

Total new clients to March 31, 2018 = 640 (2009/10) + 1022 (2010/11) + 802(2011/12) + 787(2012/13) + 713 (2013/14 YTD) + 693 (2014/15 YTD) + 734 (2015/16 YTD) + 640 (2016/17 YTD) + 440 (2017/18) + 707 (2018/19) = 7301

Active Clients = Clients using services (individually or in groups) including outreach, dietician, health promotion, primary care. Remain "Active" as long as there is contact within last 3 years.

Clients Seen = Clients that had an appointment and were marked as arrived

Total Client Encounters = Face to Face Client Encounters + Non Face to Face Encounters (e.g. advocating for services on behalf of client; calling in prescriptions; telephone intake, etc.)

Service Statistics: Sector Specific Indicators

	MSSA Target & Performance Standard	Actual Jan/19	Actual Feb/19	Actual Mar/19
% of Registered Clients Aged 18 to 69 who have had a PAP Test	75% (>60%)	75%	74%	73%
% of Registered Clients aged 50+ with Fetal Occult Blood Test (FOBT)	70% 48-72% Changed from 60% to 70%	73%	70%	72%
% of Registered Clients 65+ who have received an influenza vaccine.	45% 36-54%	64%*	67%*	TBC'd
% of Registered Clients Aged 50-69 who have had a Mammogram in past two years	55% (40-60%)	79%	83%	84%
% Registered Clients with Type 2 Diabetes Receiving Multi-Disciplinary Care	90% (72 – 100%)	94%	93%	94%
Access to Primary Care (number of clients seen by physician/NP in last three yrs.)	70% 66.5-73.5%	86%	85%	85%
Retention Rate (for NPs and Physicians)	70% 65.5-73.5	NA	NA	91%

Exceeding Target in 2018/19 Fiscal Year

*A new actual taken from Alliance for Healthier Communities Business Intelligence & Reporting Tool (BIRT) program; other indicators being reviewed updated, based on this tool and may change however the change is anticipated to be light/much less significant. Reason for significant change re influenza vaccine still being reviewed. Meeting with Data Management Staff in May, 2019