



**Quest Community Health Centre
Executive Director's Report
February 25, 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 Chiropractic & Dental Services – recruit more volunteers*
 - Recruited two Dental Hygienists and one dentist
 - Other Recruitment activities have included:
 - Developed database of local dental office addresses from St. Catharines to Burlington
 - A wide variety of new strategies have been initiated to promote the programs and volunteerism:
 - Reaching out via letters/phone/poster to Students/Graduates-Dentists-University of Western (London), University of Toronto, Royal College of Dental Surgeons, University at Buffalo-Dentistry
 - Reaching out via letters/phone/poster to Dental Hygiene Southern Ontario Dental College (Ancaster), Stratford College of Health Care (Stratford), Fanshawe College (London), National Academy of Health & Wellness (Mississauga)
 - Posting Volunteer Opportunities to Students & recent Graduates on websites including George Brown (Toronto), Toronto College of Dental Hyg. And Auxillaries
 - Posting on Spark Ontario (website for non profits) Volunteer Opportunity
 - Reaching out to media including radio 91.7 Giant FM, Niagara this Week, Snap'd, The Standard, Coffee News
 - Letters/phone calls to local Canadian Dental Supply Companies including Dentsply (Woodbridge), Canadian Dental Supplies (Mississauga), Allecon Dental, K-Dental, Amax Health
- *Work Toward increasing physician resources*
 - Development of Physician Recruitment Strategies and Implementation Plan in collaboration with Niagara's other three CHCs (the Niagara CHC Collaborative).
 - Meeting with Dr. Adewale Adetokunbo Aromolaran and physician Recruiter Jill Croteau re position at Quest CHC

Obj. 2 Develop and Implement Outcome Measures

- *Further develop quality outcome measures across program areas*
 - Quest has completed the collection of information through the client experience survey and analysis is underway. Report and Summary to be available in March.



Obj. 4 Improve Support to Mental Health & Addictions

- *Implement BPSO project re mental health, addictions and crisis management*
 - suicide assessment implementation plan, for implementation beginning in February
 - focus is on consistent, evidence bases documentation of suicide risk assessments 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. 1: Work with other types of primary health care models

- *General*
 - Health Promoter participation on the Alliance for Healthier Communities Health and Wellbeing Committee - focused on reviewing research/other models of service to identify how to effectively imbed community development/health promotion into the model of health and wellbeing
 - Migrant Agricultural Worker Program (MAWP) collaborating with Public Health to develop and implement a Tick Kit Health Promotion Program

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*
 - Collaborating with the HEART (Health & Equity Through Advocacy, Research and Theatre) program/generating grant proposals to implement a pilot project that incorporates Peer Support Workers with lived experience of homelessness in Niagara's emergency departments (ED). The goal is to leverage Peer Support Workers to provide services informed by their shared lived experience. This pilot aims to improve health outcomes, health care use, and the experience of receiving care in Niagara EDs for people experiencing homelessness.
 - Working with Queenston Neighbourhood Table – focus on community residents within the context of the Overdose Prevention Site and construction at former hospital site on Queenston St.
 - Participated in the United Way's first Food Summit to coordinate community agencies that address food insecurity; working groups being developed
 - Application accepted by Health Partners Gateway (HPG), electronic platform for HealthLinks Coordinated Care Plans. Will support more effective/informed/timely collaboration with partners in client care
 - USAT meeting with Overdose Prevention Site (OPS) to integrate USAT services at OPS; program flow and safety considerations discussed
 - Met with ED of Justice Niagara to provide an overview of the needs of the MAWP clients/development of legal clinics for MAWs
 - Preparing to roll out a new Denture Program in partnership with Niagara Dental Arts (NDA) Inc; NDA will work with Quest to create/fit one free set of dentures monthly
 - Participated in a HealthLinks Coordinated Care Planning meeting with Southridge Shelter
 - Participated in a HealthLinks Knowledge Transfer workshop with CHCs across Niagara Region

Strategic Priority - Leadership

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

Obj. 1 Evaluate and implement best practice clinical management guidelines

- *Initiate Clinical Best Practice Spotlight Organization (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*
 - *maximize client self-management opportunities*
 - the implementation plan related to documentation of smoking cessation Nicotine Replacement Therapy (NRT) referrals was rolled out in January 2019; plan based on BPG recommendation and nursing order set guidelines for best practices with regard to client access to NRT
 - initial outcome data currently being collected for analysis
 - BPSO lead working with RNAO Coach to establish communication partnership with Lead at Guelph Family Health Team (FHT) to build capacity for mentorship between organizations
 - Regular communiqué to staff re BPSO plans/accomplishments to date; Quest staff being surveyed for feedback re BPSO Implementation Plans

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

- *Continue to develop programming based on identified client need*
 - New Group being provided at Quest including Community Ties, a social drop in group for clients to connect through games, trivia, crafts and other activities
 - Art Journaling Group reviewed and revised with the help of a Volunteer who is exploring new materials, techniques and therapeutic prompts with clients
 - Quest now has a total of eleven ongoing Health Promotion Groups

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

- *Complete Marketing Plan*
 - Application submitted to the Alliance for Healthier Communities Transformative Change Awards for our Rainbow Niagara Program
 - Participated in the Niagara Connects Health and Wellness: Living in Niagara Working Group Session
 - Provided three presentations at Quest for 65 Students from Niagara College Dental Assistant Program
 - Participated in the Age Friendly Niagara Network Community Forum re aging and homelessness

Obj. 2 Strong Social Media Presence

- *Align website/social media with marketing plan/Story Branding*
 - Added two posts on the Quest Website to promote the Screen for Life Coach visit and the new Communities Ties Group

Service Statistics: Core Indicators All Sectors

	2017/18 Totals	1 st Q Totals	2 nd Q Totals	3 rd Q Totals	Nov/ 18	Dec. 18	Jan. 19	YTD Total	2018/19 Target
Total New Clients	440	161	231	208	70	51	53	653	N/A
Total Active Clients (non-cumulative)	(3856) (MSAA Target = 2750)	3883	4005	4080	4049	4080	4133	NA	2750
Clients Seen (Face to Face Individual Encounters)	13,285 (MSAA Target = 12,350)	3678	4037	3841	1356	1093	1337	12,893	12,350
Individual Encounters by Telephone	5257 (MSAA Target = 3100)	1474	1308	1149	404	350	463	4394	3100
Consultation Between Providers (Client Present)	2248 MSAA Target = 650	653	569	641	218	194	267	2130	650
Consultation Between Providers (Client not Present)	2345 (MSAA Target = 1620)	550	482	475	184	136	160	1667	2000
Total Client Encounters	24,937 (No MSSA Target)	6451	6912	6539	2329	1918	2321	22,113	N/A

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) + 600 (2018/19) = 7194

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

	MSAA Target & Performance Standard	Actual Nov/18	Actual Dec/18	Actual Jan/19
% of Registered Clients Aged 18 to 69 who have had a PAP Test	75% (>60%)	75%	76%	75%
% of Registered Clients aged 50+ with Fetal Occult Blood Test (FOBT)	70% 48-72% Changed from 60% to 70%	71%	75%	73%
% of Registered Clients 65+ who have received an influenza vaccine.	45% 36-54%	37%	36%	64%*
% of Registered Clients Aged 50-69 who have had a Mammogram in past two years	55% (40-60%)	78%	86%	79%
% Registered Clients with Type 2 Diabetes Receiving Multi-Disciplinary Care	90% (72 – 100%)	96%	94%	94%
Access to Primary Care (number of clients seen by physician/NP in last three yrs.)	70% 66.5-73.5%	85%	86.5%	86%
Retention Rate (for NPs and Physicians)	70% 65.5-73.5	NA	85%	NA

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.