



Quest Community Health Centre
Executive Director's Report
March 22, 2018

Human Resources

- Two staff joined the Quest CHC Team
 - Teresa Ometie – Nurse Practitioner
 - Andrew Forest - Outreach Social Worker, USATBoth have joined us on a contract basis, for staff that are on parental leave
- Three Physicians have been interviewed over the last month; they are not available until the summer. Decisions are pending.

Partnership, Collaboration & Outreach

- For the health promotion bulletin board we are featuring information related to Heart Month and Eating Disorder Awareness Week. For these topics we provided information on these conditions, signs and symptoms, prevention and management and highlighted the applicable resources Quest has available for clients. We also continue to have information on the flu, specifically ways to prevent spread, with an emphasis on the flu shot including dispelling common myths and the various ways to get one through the centre.
- Pride Prom planning is underway. The first planning committee meeting was held and had a great turn out. It was the largest planning committee yet. The date has been selected (May 25th); themes narrowed down and we are circulating a survey to youth to select a final theme.
- Quest has been working on the Niagara Prosperity Initiative Grant to expand our Volunteer Dental Program. The goal is to add a Volunteer Dental Coordinator that will focus on recruitment and retention of dental health professionals. This would allow us to optimize utilization of this resource and increase the number of clients we see.
- Quest continues to stay very active in the monthly Niagara Poverty Reduction Network (NPRN) working table meetings. Our Health Promoter is currently chairing the Health Equity Working Group and participating on the Coordinating Committee.
- As mentioned in a previous board report, the Niagara Dental Health Coalition, on which Quest sits, released the report detailing assess barriers to dental health services in Niagara. The report can be accessed here, <https://niagaradentalhealthcoalition.weebly.com/>. The Coalition currently working on a series of infographics to better illustrate the findings.
- Quest participated and completed responses to the Supervised Injection Site survey. Surveys are provided to NRPH to collate.
- Quest MAWP had an Article Published in March edition of Presencia Latina – Spanish/Latin Magazine
- Executive Director attended the CMHA Niagara Branch Women and Wellness 2018 event; an educational fundraiser supporting Canadian Mental Health Association (CMHA) Niagara Branch Walk-In Counselling Program; Quest CHC Board member Janice Arnoldi contributed to planning the event



- The Executive Director and Program Supervisor met with Dr. Amanda Bell Dean of Medicine McMaster Medical School Niagara Campus (Feb. 27th, 2018) as a meet and greet as well as to discuss current and future collaborations.
- Quest MAWP staff met with Father Javier, to build outreach and referrals for the MAWP in Beamsville, as well as with Rev. Dorothy's Church regarding Spiritual Services for Spanish Speaking workers in NOTL.
- Planning for this year's Clinics in Virgil has been initiated including meeting with the McMaster Medical Students Executive Team on Feb. 12th, 2018 to discuss this years clinics.
- Quest continues to be an active member of the Niagara Migrant Workers Interest Group (NMWIG) focused on increasing community capacity to support Migrant Workers in Niagara. A Health Specific Work Group is now being established, which Quest will chair
Our Season has also kicked on with a Health Promotion Event at St. John's Church in Jordan attended by both Quest staff as well as 3 McMaster executive medical learners
- ED call with Dr. Kevin Woodward (linked through Quest Chair) regarding Increasing Pre-Exposure Prophylaxis (PrEP) access in the Niagara region; PrEP is the use of anti-HIV medications to keep HIV negative people from becoming infected. Many individuals from Niagara are going to Hamilton for service; potential for a physician at Quest being explored
- Quest met with the Discharge Manager, Jennifer Law, at Niagara Health's Greater Niagara General site (Niagara Falls) regarding USAT and Health Links referrals and reporting
- ED attended the Queenston Community Round Table; a Community Survey has been completed and is now being circulated (see Quest's website); Quest clients will be participating in the Community Garden at Centennial Park; planning is being initiated for a Spring Event – Party in the Park.
- Quest staff participated in the Start Me Up Niagara "Coldest Night of the Year" walk
- USAT provided observer-ship opportunities for new staff joining Niagara Health Mental Health Services Nursing staff. Four nurses observed a USAT member (each one day) to learn more about Quest, USAT, and how work collaboratively with the hospital together in our client's care. Placements took place on: Feb 26th, 27th, 28th, and Mar 1st
- Quest met with the Management Team and Physician for the Toward Recovery Methadone Clinic in St Catharines to discuss initiating a Point of Service Site for USAT
- ED attended the second meeting of the Overdose Prevention and Education Steering Committee meeting, now being chaired by the Andrea Feller (Associate Medical Officer of Health) and Glen Walker (ED, Positive Living Niagara). Terms of Reference for Committee still being discussed

Programs and Services

- Quest is currently running nine ongoing health promotion groups. They include Art Journal Workshop, Chronic Pain Self Management, Client Advisory Committee, Let's Get Moving, Lifestyle Balance, Quit Smoking, Skills to Cope, SMART Recovery Group, and the Trans/ Gender Questioning Youth Group.
- Quest had a busy month with regards to smoking cessation services, a total of 61 smoking cessation appointments completed, including 17 new enrollments in the STOP program.
- The Screen for Life Cancer Screening coach continues to return for their monthly visits.
- The Quest programs and services staff participated in training for the Nasal Naloxone Kits. The intent is for staff to be comfortable administering nasal kits in an emergency and also to be able to educate clients on the use of the kits. We are looking forward to rolling out these new kits into the community.

Quality

- This month has been a busy month for our Quality Team as it has drafted this year's Quality Improvement Plan (QIP) as well as the progress report for last year's plan.
- In addition to the QIP reports, staff have been working on the Health Equity Indicator, which is a new indicator derived from our Quality Improvement Plan. We are mapping our current programs, services, community development initiatives and networks based on the 7 priority populations we serve and the 12 social determinants of health. Our goal is to ensure there are resources available for all of our priority populations that address all 12 social determinant of health whether through our services or other community agencies.

Service Statistics: Core Indicators All Sectors

	2016/17 Totals	1 st Q Totals	2 nd Q Totals	3 rd Q Totals	Dec/ 17	Jan/ 18	Feb/ 18	YTD Total	2016/17 MSAA Target
Total New Clients	640	134	109	83	19	43		369	N/A
Total Clients Transferred/Passed	-22							--	N/A
Total Active Clients	(3899) (MSAA Target = 2750)	3943	3867	3841	3851	3856		NA	2750
Clients Seen (Face to Face Individual Encounters)	15,759 (MSAA Target = 12,350)	3612	3203	3077	811	1208		11,098	12,350
Individual Encounters by Telephone	7811 (MSAA Target = 3100)	1504	1349	964	322	537		4354	3100
Consultation Between Providers (Client Present)	2623 MSAA Target = 650	552	484	561	169	223		1820	650
Consultation Between Providers (Client not Present)	3877 (MSAA Target = 1620)	795	537	548	137	146		2026	2000
Total Client Encounters	30,112 (No MSSA Target)	6732	5836	5947	1537	2334		20,749	N/A

Exceeding Target in 2016/17 Fiscal year

Exceeding Target in 2017/18 Fiscal year

Notes:

Total new clients to December 31, 2017 = 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) + 369 (2017/18) = 6489

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 Dec/17	Actual Jan/18	Actual Feb/18
% Registered Clients with Type 2 Diabetes Receiving Multi-Disciplinary Care	90% (72 – 100%)	99%	98%	
% of Registered Clients Aged 18 to 69 who have had a PAP Test	70% (>56%)	75%	74%	
% of Registered Clients aged 50+ with Fetal Occult Blood Test (FOBT)	60% 48-72%	57%	57%	
% of Registered Clients Aged 50-69 who have had a Mammogram in past two years	50% (40-60%)	70%	68%	
% of Registered Clients with Type 2 Diabetes who have had a foot exam in past 12 mths	90% (80 – 100%)	77%	80%	
% of Registered Clients 65+ who have received an influenza vaccine.	45% 36-54%	34%	31%	
Access to Primary Care (current number of clients provided clinical services)	70% 66.5-73.5	91%	90%	
Retention Rate (for NPs and Physicians)	70% 65.5-73.5	90%	N/A	N/A

Exceeding Target in 2017/18 Fiscal Year