



**Quest Community Health Centre  
Executive Director's Report  
March 22, 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*
  - Quest CHCs Volunteer Coordinator has been Reaching out via letters/phone/info to Burlington Dental offices; Posted Dental Volunteer Opportunities to Public on Niagara College Community Engagement and Volunteer Site, Reposted on ODHA website; Posted volunteer opportunities with Halton Peel Dental [Association-info@hpda.ca](mailto:Association-info@hpda.ca), possible presentation, Halton Dental Hygiene [Society-info@hpdhs.com](mailto:Society-info@hpdhs.com), and Hamilton Academy of Dentistry
  - The Volunteer Dental Program's new Denture Program being rolled out in February/March Chris Steele from Niagara Dental Arts INC.-Bunting Rd
  - Volunteer recruitment for the *MAWP Program* initiated; focus is on recruiting interpreters. Communication and contacts made with St. John's Adult Education, St. Ann Adult Education, Multicultural Folk Arts Society, INCommunities, as well as Ontario Works. Provided them with new recruiting poster and volunteer job description. One new volunteer recruited to date
  - Dental Office Tote follow up in Welland (5), Niagara Falls (4), St. Catharines (2)
- *Work Toward increasing physician*
  - Physician locum now signed on as permanent part time Quest CHC physician

***Obj. 2 Develop and Implement Outcome Measures***

- *Further develop quality outcome measures across program areas*
  - Report re Client Experience survey completed along with a one page Infographic
  - USAT has generated a tool to assist in auditing the HealthLinks Coordinated Care Plans; tool will be shared with community organizations/partners who may want to use it in their agency.

**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 presented to 20 staff from Brock University's counselling department on Quest, Rainbow Niagara, language/terminology, LGBTQ+ health, ways to be supportive/knowledgeable allies and community resources.
  - Resource table at Brock University's Pride Week.
  - Presented to 20 Victim Services Niagara staff and volunteers.
  - Presented to Brock University's Nursing Program's Diversity Class; 60 students attended.



- Resource table at Brock University's “Unblur the Lines” event about healthy relationships, self-care, and healthy choices. This was organized by Brock's human rights and equity department.
- Outreach to seniors to increase engagement services
  - Senior Pride Network Niagara's quarterly meeting was held on March 4th. The Fort Erie Native Centre We presented on two spirit identities, as well as updates around recent event/work being done by service providers for the LGBTQ+ community, mainly focusing on senior service providers.
  - The SPNN Steering Committee met March 6.
    - Our main focus was planning for the upcoming LGBTQ+ end of life workshop on March 19th and planning for our next quarterly meeting in June.
    - Also continue to work on building connections with Niagara Region Senior Housing. This month attended the tenant meeting for the 15 Gale Crescent Complex which focused on community safety and community supports.

#### **Obj. 4 Improve Support to Mental Health & Addictions**

- *Continue to expand mental health and addictions groups*
  - Client presentation re being more aware of our inner critic/voices, how they originate and learning to treat yourself with more kindness and understanding. The response from the group was very positive and participants were asking for additional workshops on this topic.
- *Increase training and utilization of the Integrated Community Lead Model of Care for individuals experiencing mental health and addiction issues*
  - Quest has completed the application process to become a participant in Health Partner Gateway (HPG); this provides a single electronic solution to securely exchange health information between the LHIN and its partners. It has been built to interoperate with longer term e-health initiatives and to enable partners access to health information held within applications such as the Client Health Related Information Systems; this is a significant step re implementing the integrated community lead Model of Care for individuals requiring/using mental health and addiction services
- *Implement BPSO project re mental health, addictions and crisis management*
  - Year one Report/Budget re BPSO implementation completed and submitted

#### **Strategic Priority - Partnerships**

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

#### **Obj. 2: Work closer with HNHB LHIN & MOHLTC**

- *Develop a business case for increased resources to increase capacity (e.g. staffing)*
  - In collaboration with NH & CMHA Niagara, developed a proposal for submission to the LHIN for MH&A funding to support additional staffing (NP & outreach RPN) for working with Overdose Prevention Site, new Welland site, other

#### **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*
  - Quest's Urgent Service Access Team (USAT) met with the Niagara Health's new Wellness Recovery Group to map out how service integration between the two programs will work
  - Quest began providing free Reiki services for our clients this month. Once a month a local Reiki Master will offer one-hour appointments on site. The emphasis will be on recruiting clients who experience anxiety or depression; these services have been shown to benefit a variety of physical conditions as well. The uptake has

been excellent and participants have experienced very positive outcomes. A second Reiki practitioner has indicated an interest and the potential to expand the service is being explored.

- Quest's Migrant Agricultural Worker Program (MAWP):
  - Co-led the Niagara Migrant Worker Interest Group (NMWIG) meeting. NMIWG began planning/discussing the upcoming Summer Health and Information Festival. This year NMWIG is working with the City of NOTL to plan the festival.
  - Met with Cornerstone Community Church in Virgil on regarding the roll-out of the new MAWP Point of Service. At this time, everything is on track with the work plan which includes physical space considerations and volunteer recruitment and training.
  - Met with Dr. Justine Taylor, Science & Government Relations Manager of the Ontario Greenhouse Vegetable Growers (OGVG) at Quest CHC. The OGVG developed an app for MAWs to act as a 'hub' for local resources. Quest is in discussions re becoming an administrator of the app to help upload information about local resources in Niagara.
- Quest is participating with a group of agencies/individuals who are planning an upcoming Trans Day of Visibility event on Sunday March 31st from 3pm-5pm at the Mahtay Cafe in St. Catharines.
- Quest participated in a Mental Health and Addictions Forum re Ontario Healthcare Transformation/Restructuring
- Quest continues to work with the HEART (Health & Equity Through Advocacy, Research and Theatre) Program to implement a pilot project that incorporates Peer Support Workers with lived experience of homelessness in the emergency departments in Niagara. A Steering Committee is now in place and two funding proposals have been developed/submitted to the Ontario Trillium Foundation and Niagara Prosperity Initiative.
- As a member of the Niagara Poverty Reduction Network Coordinating Committee Quest is working with partner agencies to develop a 2-year strategic plan for the Network. The four key priority areas include: income/financial security; wages and work; housing and shelter; and health equity.
- Quest's Health Promoter and Program Director have been meeting with the Niagara CHC Collaboration Network to determine how CHCs can leverage collaboration to enhance services to individuals across the region. To date we have focused on collaboratively coordinating and promoting the delivery of common Groups that are open to the entire community.
- Quest has completed the application process to become a participant in Health Partner Gateway (HPG); this provides a single electronic solution to securely exchange health information between the LHIN and its partners. It has been built to interoperate with longer term e-health initiatives and to enable partners access to health information held within applications such as the Client Health Related Information Systems; this is a significant step re implementing the integrated community lead Model of Care for individuals requiring/using mental health and addiction services

### ***Strategic Priority - Leadership***

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

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

- *Continue to develop programming based on identified client need*
  - Quest is developing "JAM" a music program for our clients; musicians have been engaged and are volunteering their time to provide music lessons; this was developed based on

client's expressed interest in participating in additional social and skill building programs. There are two instructors for the program one of whom is a client, that will be coming in twice per month to teach one-hour music lessons for guitar, bass or ukulele. The instructors are bringing the instruments for clients to use during their lessons. Meanwhile, Quest's Volunteer Coordinator is looking into getting additional instruments donated/loaned to us, so clients can practice between lessons. Client feedback is very positive

- Quest also held a total of twelve ongoing health promotion groups this month, including Art Journal, Client Advisory Group, Chronic Pain Self Management Group, Community Ties, Craving Change, Gender Quest Reunion Group, Hot Topics in Health, Let's Get Moving, Quit Smoking, Skills to Cope, SMART Recovery Group, and Trans/Gender Questioning Youth Group. We anticipate offering even more next month.
- Quest's first 2019 Pride Prom Planning Peer Committee meeting took place in March. Potential theme ideas, decorations, and specific features of last year's Prom that youth particularly liked were discussed. This year's Pride Prom will be held on Friday May 24th at Governor Simcoe Secondary School.

### **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*

- Quest received confirmation on Feb. 26<sup>th</sup> that our Rainbow Niagara LGBTQ+ Services will be award a Transformative Change Award at the Alliance Conference this June. A huge **thank you** goes out to our team that works so hard in delivering this valuable service. Plans now underway re video
- Coordinated planning with YAP Trans Nations Productions, a Toronto based company, re filming a six part documentary at Quest with Dr. Carys Massarella
- Presentations re Quest's Volunteer Dental Program are scheduled for April & May with the Niagara College Dental Hygiene student's
- Advertisement prepared for Quest's Volunteer Dental Program Volunteer Recruitment; will be included in the next 6 editions of "SNAPD"
- The Volunteer Dental Program is obtaining Client testimonials both for marketing the program and for reporting purposes to our funder. Last month we collected 3+ testimonials from dental clients including:

*"I like all the staff here at Quest so much, I consider them my friends, they make me feel like I'm a somebody and have helped me so much"*

*"This dental program has made me feel like I have taken my life back. My teeth were broken, and I had infection in my gums. If I hadn't been able to see the dentist here, it would have spiraled out of control, the infection would have spread and who knows where I have I been. Without this place I could be outright dead; Quest has helped me immensely"*

#### **Obj. 2 Strong Social Media Presence**

- *Align website/social media with marketing plan/Story Branding*

- Added one post on the Quest Website to promote the new "JAM" Quest Music program

### Strategic Priority - Resources

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

#### Obj. 3 Seek resources from other Sectors

- Further develop current and new funding relationships/partnerships for Volunteer Dental Program
- Apply for grants from various government and non-government funding sources
  - Quest submitted two Niagara Prosperity Initiative (NPI) grant proposals; the first being to extend the role of Volunteer Coordinator for our dental program; the second is a new partnership with between Niagara Health's HEART program, and Quest. A proposal was also submitted to the Ontario Trillium Foundation

#### Service Statistics: Core Indicators All Sectors

	2017/18 Totals	1 <sup>st</sup> Q Totals	2 <sup>nd</sup> Q Totals	3 <sup>rd</sup> Q Totals	Dec. 18	Jan. 19	Feb/ 18	YTD Total	2018/19 Target
Total New Clients	440	161	231	208	51	53	50	703	N/A
Total Active Clients (non-cumulative)	(3856) (MSAA Target = 2750)	3883	4005	4080	4080	4075	4079	NA	2750
Clients Seen (Face to Face Individual Encounters)	13,285 (MSAA Target = 12,350)	3678	4037	3841	1093	1337	978	13,871	12,350
Individual Encounters by Telephone	5257 (MSAA Target = 3100)	1474	1308	1149	350	463	369	4763	3100
Consultation Between Providers (Client Present)	2248 MSAA Target = 650	653	569	641	194	267	184	2314	650
Consultation Between Providers (Client not Present)	2345 (MSAA Target = 1620)	550	482	475	136	160	134	1801	2000
Total Client Encounters	24,937 (No MSSA Target)	6451	6912	6539	1918	2321	1783	23,896	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) + 650 (2018/19) = 7244

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/18	Actual Jan/19	Actual Feb/19
% of Registered Clients Aged 18 to 69 who have had a PAP Test	75% (>60%)	76%	75%	74%
% of Registered Clients aged 50+ with Fetal Occult Blood Test (FOBT)	70% 48-72% Changed from 60% to 70%	75%	73%	70%
% of Registered Clients 65+ who have received an influenza vaccine.	45% 36-54%	36%	64%*	67%*
% of Registered Clients Aged 50-69 who have had a Mammogram in past two years	55% (40-60%)	86%	79%	83%
% Registered Clients with Type 2 Diabetes Receiving Multi-Disciplinary Care	90% (72 – 100%)	94%	94%	93%
Access to Primary Care (number of clients seen by physician/NP in last three yrs.)	70% 66.5-73.5%	86.5%	86%	85%
Retention Rate (for NPs and Physicians)	70% 65.5-73.5	85%	NA	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. Meeting with Data Management Staff in May, 2019