



**Quest Community Health Centre**  
**Executive Director's Report**  
**May 24, 2018**

**Human Resources**

- Interview with a physician from Manitoba who is interested in working in Ontario; will be confirming availability (2-3 days) within next two weeks.
- Training and Development
  - 1 Staff {Nurse Practitioner (NP)} 12th Canadian National Incontinence, Conference, McMaster UN
  - 1 Staff {Registered Practical Nurse (RPN)} Treatment of High Functioning Addicts & Dual Diagnosis
  - 2 Staff (NP / Physician) Pri-Med Canada Conference
  - 1 Staff (Physician) - A day of Family Health for GPs - Tamarinda Healthcare Communications
  - 2 Staff {Program Director (PD) & Program Manager (PM)} Health & Safety Part 1 Managing a Health Workplace - Health and Safety Training
  - 1 Staff {Health Promoter (HP)} Finding A New Voice: Writing Through Adversity - Hamilton Aging in Community, McMaster
  - 3 Staff (RN, PM, PD) Best Practices Spotlight Organization symposium - Registered Nurses' Association of Ontario
  - 2 Staff {PD, Community Health Worker, Migrant Agricultural Worker Program (MAWP)} Work Migration and Health
  - 1 Staff {RPN Urgent Service Access Team (USAT)} The Teach Core Course - An Interprofessional Comprehensive Course on Treating Tobacco Use Disorders - CAMH Online
  - 1 Staff (CHW MAWP) Bridging the GAP - Creating Healthy Newcomer Communities from Generation to Generation
  - 2 Staff (PD, PM) Privacy Officer Introductory Training – AOHC
  - Staff Development Day - understanding and providing services to individuals experiencing mental health challenges and in particular those with personality disorders.
  - Quest management team participated in various Privacy trainings including a Special webinar featuring MOHLTC's Senior Legal Counsel Lise Hendlisz
- OTN
  - 4 Staff - C. Difficile Infection: Updates on Diagnosis and Management – Niagara Health, Bahareh Ghadaki, MD, Medical Director Infection Prevention & Control Infectious Disease
- ED meeting with Human Resource Consultant to review/update Quest HR policies



## **Partnership, Collaboration & Outreach**

- The Niagara Prosperity Initiative grant to expand our Volunteer Dental Program through a Volunteer Coordinator was submitted and funding has been approved for one year. The recruitment process will be starting shortly
- Management and front line staff participated in a research interview with a Master of Public Health student from U of T regarding Migrant Agricultural Worker health and access to care
- Community Health Worker spoke to 60 Brock University diversity and nursing students regarding CHCs, Quest CHC, our Rainbow Niagara Program, shared language, social justice issues for LGBTQ+ wellness, becoming a knowledgeable and positive ally, and community resources
- Quest's Community Health Worker (CHW) spoke to Laura Secord's GSA group regarding Quest CHC and our Rainbow Niagara program, as well as community resources, and promoting the Pride Prom.
- Quest continues to participate at the Supervised Injection Site Working Group table; proposal for funding for an Overdose Prevention Site has been approved; work is now underway
- MAWP staff participated in the Niagara Migrant Worker Interest Group Festival Planning Meetings held in April
- Quest's Program Manager participated in the Canadian Public Health Association - Public Health Approach to Cannabis consultation with health and human services providers in the Niagara region
- Planning for an agency-wide Volunteer Appreciation Event that will be hosted on November 7th, 2018 is now underway.
- Quest ran the Hepatitis C Education workshops in collaboration with Niagara Health in April. They will be alternating between two sessions every month, one focusing on explaining the condition and how to best manage it and the second focusing on how to get connected to the treatment program through Niagara Health.
- Senior Pride Network Niagara, a table at which Quest sits, received a Seniors Community Grant from the Ministry of Seniors Affairs in the amount of \$2700 for programming for older LGBTQ+ adults in Niagara. The funds will be used to support the facilitation of three workshops for LGBTQ+ seniors across the region. The plan is to distribute a survey to seniors to get feedback on workshop ideas. The steering committee on which Quest sits, will be meeting to discuss a workplan for implementing the Grant
- USAT has initiated a new Point of Service at Towards Recovery, a Methadone Clinic in St. Catharines
- ED, together with EDs from other CHCs in Niagara, continues to meet with the HNHB LHIN regarding the Care Coordinator role and how best to operationalize it across the CHCs; interviews are now underway
- Further to discussions at the Mental Health and Addictions Action Table, at which Quest sits, Quest also met with Karen Lutz, from Niagara Region's Emergency Medical Services (EMS) to discuss a new mobile Point of Service for USAT with EMS. A team to team meeting is planned for May 29th.
- Quest ED and PD met with the new Health Links Coordinator Carolyn Dwyer; Quest is participating on the recently launched Health Links Action Planning Table
- ED, as a member of the Niagara Aging Leadership Council, participated in a Region wide Age Friendly Niagara Network Forum organized by Niagara Connects and focused on implementing and sustaining age friendly action tables in Niagara

- Funding for Interprofessional Primary Care Proposal approved (\$800,000+). Discussions with LHIN and Niagara CHCs underway re implementation. Staff to be located at Quest = 1.0 FTE Social Worker and 0.5 FTE Community Outreach Worker.
- Discussions/planning underway with Drs. Kevin Woodward and Dale Kalina, Infectious Disease Specialists, McMaster University, regarding Dr. Kalina delivering service at Quest focused on providing anti-HIV medications, Pre-Exposure Prophylaxis (PReP), to keep HIV negative people from becoming infected.

### **Programs and Services**

- Ten ongoing health promotion groups are currently being delivered. They include Art Journal Workshop, Client Advisory Committee, Hepatitis C Education Workshops, Let's Get Moving, Lifestyle Balance, Quit Smoking, Skills to Cope, SMART Recovery Group, Take Charge - Chronic Disease Self Management and the Trans/ Gender Questioning Youth Group.
- The Gender Quest Reunion Group has met for the first time. This is a monthly drop in for clients who attended the Gender Quest Group in the past. The group is co facilitated by staff and members. There were 10 participants in April and nine in May. Feedback regarding the Group has been excellent.
- For the health promotion bulletin board Quest is featuring information related to Oral Health Month. In addition to providing information on the importance of oral health, we offered suggestions/information on how to best manage your oral health and how to properly brush. These resources, along with the free tooth paste provided, were a big hit with clients.
- This month was the busy with respect to smoking cessation with a total of 56 smoking cessation encounters. We nearly set a record with 23 new enrollments in the STOP program in April, only 2 short of our record since starting the program 6 years ago.
- The Screen for Life Cancer Screening coach returned for their monthly visits. Similar to last month, the bus split their days between Quest and SMUN. Starting next month the coach will be splitting time between SMUN and the YWCA.
- Quest's Health Promoter continues to stay very active in the monthly Niagara Poverty Reduction Network (NPRN) working table meetings. She is currently chairing the Health Equity working groups and participating on the Coordinating Committee.
- The MAWP Services began to be delivered on Sunday April 22<sup>nd</sup> in Vineland and Sunday April 29<sup>th</sup> for NOTL workers

### **Quality**

- Another busy month for the Quality Team. The Team has finalized the chart audit report for 2017- 2018, with some very promising results (especially with regards to the controlled substance audits), and are beginning to role out our bi-annual client experience survey. With the start of a new fiscal year the group is also working on planning our activities for the year.
- Quest's Joint Health and Safety Committee continues to meet on a regular bases last meeting took place on April 17<sup>th</sup>

**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	Apr/ 18	May/ 18	June/ 18	YTD Total	2018/19 Target
Total New Clients	440	59			59			59	N/A
Total Clients Transferred/Passed								--	N/A
Total Active Clients	(3856) (MSAA Target = 2750)	3868			3868			NA	2750
Clients Seen (Face to Face Individual Encounters)	13,285 (MSAA Target = 12,350)	1299			1299				12,350
Individual Encounters by Telephone	5257 (MSAA Target = 3100)	515			515			515	3100
Consultation Between Providers (Client Present)	2248 MSAA Target = 650	219			219			219	650
Consultation Between Providers (Client not Present)	2345 (MSAA Target = 1620)	203			203				2000
Total Client Encounters	24,937 (No MSSA Target)	2317			2317			2317	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) + 59 (2018/19) = 6979

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 Apr/18	Actual May/18	Actual June/18
% of Registered Clients Aged 18 to 69 who have had a PAP Test	75% (>60%)	76%		
% of Registered Clients aged 50+ with Fetal Occult Blood Test (FOBT)	60% 48-72%	60%		
% of Registered Clients 65+ who have received an influenza vaccine.	45% 36-54%	41%		
% of Registered Clients Aged 50-69 who have had a Mammogram in past two years	50% (40-60%)	70%		
% Registered Clients with Type 2 Diabetes Receiving Multi-Disciplinary Care	90% (72 – 100%)	100%		
Access to Primary Care (current number of clients provided clinical services)	70% 66.5-73.5%	89%		
Retention Rate (for NPs and Physicians)	70% 65.5-73.5	N/A	N/A	N/A

Exceeding Target in 2018/19 Fiscal Year