



Quest Community Health Centre
Executive Director's Report
June 25, 2018

Human Resources

- Physician from Manitoba signed contract and will be working with Quest 2-3 days/week, beginning August 28th
 - Meeting with LHIN Home and Community Care Management staff re Case Coordination staffing at Quest CHC; candidates currently being interviewed by the LHIN
 - Training and Development
 - Quest clinical staff participated in Clinical Connect Training
 - The first BPSO Monthly Knowledge Exchange Teleconference Calls began
 - Three Board members and Management staff attended StoryBrand Workshop
 - All Quest staff participated in SmartBoard Training
 - 1 Staff (RN) attended the Risk and Recovery Forensic Conference - McMaster UN
 - 3 Staff (RPN Quest/USAT, PD) participated in Strategies for Opioid De-Implementation in Primary Care – CAMH
 - 1 (NP) attended workshop re Pregnancy and Birth - Refresher for Primary Care Providers - Mount Sinai Hospital
 - 6 (Staff) participated in the AOHC Conference
 - 2 Staff (RNs) attended the workshop The Many Faces of Type 2 Diabetes – Niagara Health (NH)
- OTN:
- 6 Staff - Dementia is a word not a sentence - Dr. Richard Safranyos, NH
 - 2 Staff - Keys to Successfully Accomplishing a research Literature Review - Dr. Jennifer Tsang, NHS
 - 3 Staff - Cannabis use in Seniors - Dr. Amanjot Sidhu - NH
 - 2 Staff = Palliative Care Difficult Symptom - Dr. Sally Baerg - NH

Partnership, Collaboration & Outreach

- Quest's Urgent Service Access Team (USAT) met with the new "Impact Team" now called "Wellness Recovery" at Niagara Health (hospital) to discuss changes to the program and strategies for working together
- Quest's 8th Annual Pride Prom was a big success this year with a Victorian Masquerade theme. 85 youth attended with an additional 15 staff, volunteers and other community agency representatives. Fun was had by all! Raven, our MC and drag performer was a highlight of the night. We also had our DJ's, photo booth, prizes, King, Queen, and Ace contests, and of course food. Youth, staff, and volunteers really enjoyed themselves!
- Quest continues to stay very active in the monthly Niagara Poverty Reduction Network (NPRN) working table meetings. We currently chair the Health Equity Working Group and participate on the Coordinating Committee for the Network.



- Quest participates in both of the Niagara Sub-Region Anchor Table Action Tables.
 1. Mental Health & Addictions: Quest's Urgent Service Access Team will be collaborating 2 days a week with the Mental Health & Addictions Response Team (MHART). MHART's goal is to address low acuity calls as they come in by having the initiative attend the appointment and then look into linking the client to longer term services. The Team consists of 2 EMS workers, and a part time mental health Nurse. USAT staff will ride along with EMS.
 2. Health Links is using Quest's Integrated Community Lead (ICL) toolkit to help inform the work being done by that Action Table including improved experiences with transitions between care settings and within the broader system as well as improved/more timely access for clients and caregivers to relevant and effective services and supports
- In addition to sitting on the Steering Committee, Quest is participating in sub-committees of the Overdose Prevention & Education Network of Niagara (OPENN) including the Harm Reduction sub-committee and the Supervised Injection Services (SIS) sub-committee
- As Chair of the Niagara MH&A Complex Care Table, Quest's Program Manager led the Niagara members through a review of the Table's Terms of Reference and a Round Table review of past clients brought to the table with a 'where are they now?' analysis.
- Quest's Migrant Agricultural Workers Program (MAWP) presented at the MAW Forum
- Quest spoke about Quest and Rainbow Niagara and services offered at a meeting with 12 Youth Probation Officers from around the region, as well as their manager.
- In addition to hosting the Pride Prom, Quest participated in other Pride events including the flag raising June 4th, Unity Awards June 6th, and Pride in the Park on Saturday June 9th.
- Quest's Board Chair and ED met with Jeff Burch, Ontario NDP candidate for Niagara Centre (and subsequently elected MPP) to discuss Community Health Centres, their role in Niagara and the potential for satellite offices in other parts of St. Catharines/the Region (e.g. Thorold)
- The ED presented to the Rotary Club of St. Catharines Lakeshore
- Meeting with Peter Jugoan (VP Marketing & Planning, Henry Schein Inc.) and Dr. Peter Fritz (Chair of the Niagara Peninsula Dental Association (NPDA)) re:
 - Quest speaking at the Welland District Dental Society event on Sept. 11th and the NPDA meeting on October 19th, as well as having a table at the NPDA to promote our Volunteer Dental Program and
 - Having a booth at the lecture series being planned by the NDPA in conjunction with Niagara College between January and December of 2019
- ED presentation to the Ontario Dental Assistants Association re Quest and Volunteer Dental Program
- Board representatives and Sr. Mgt attended Pathstone Mental Health's HOPE Award
- ED and Health Promoter attended the OUTNiagara community information event held at the Marilyn Walker School of Fine Arts – tended a Quest CHC booth and spoke about Quest to participants (OUTNiagara is a non-profit community organization that began in November 2004 with the purpose of uniting Niagara's sexual and gender-diverse community).
- Board member and ED attended the John Howard Society AGM
- ED was the Guest Speaker at the Niagara College Convocation for their Community and Health Studies School of Community Studies and received an Honorary Bachelor of Applied Studies
- Quest CHC BBQ attracted 800+ individuals – new record and a great time was enjoyed by all!

Programs and Services

- Quest's Health Promotion Bulletin Board is featuring information related to Hypertension Awareness Month and Skin Cancer Awareness Month. For these topics we discussed risk

factors, prevention strategies, detection and diagnosis and how to manage these conditions. We offered take home resources about blood pressure management which were a big hit with our clients.

- This month we also celebrated the International Day against Homophobia, Transphobia and Biphobia. We showcased the awareness posters for this year and provided brochures on homophobia, heterosexism, human rights related to gender and sexual orientation and thought provoking resources on how to be a better ally. We also placed a post on our website, challenging individuals to see how they could be more supportive of the LGBTQ+ community.
- Quest's MAWP participated in the Niagara Migrant Workers Interest Group (NMWIG) Festival planning and had a booth at the event held on June 3rd.

Quality

- Quest has begun the planning phases for our Infographic Development Project. The goal is to develop infographs for the majority of program/project areas. We will begin by updating the current Dental Program and USAT infographs and will develop chiropractic and trans care infographs in phase 2. The goal is to continue to expand the number of Infographics available for our various program and service areas as the year goes on.
- Quest's Quality Team continues to complete refresh intakes with clients who have been active clients for over 3 years who then complete a satisfaction survey. Staff and volunteers also distributed surveys at our 9th annual BBQ. Quest's "Quest-ion" of the Week continues to be implemented in the reception area with excellent response rates.

Service Statistics: Core Indicators All Sectors

	2017/18 Totals	1 st Q Totals	2 nd Q Totals	3 rd Q Totals	Apr/ 18	May/ 18	June/ 18	YTD Total	2018/19 Target
Total New Clients	440	109			59	50		109	N/A
Total Clients Transferred/Passed								--	N/A
Total Active Clients	(3856) (MSAA Target = 2750)	3878			3868	3878		NA	2750
Clients Seen (Face to Face Individual Encounters)	13,285 (MSAA Target = 12,350)	2479			1299	1180			12,350
Individual Encounters by Telephone	5257 (MSAA Target = 3100)	1019			515	504		1019	3100
Consultation Between Providers (Client Present)	2248 MSAA Target = 650	425			219	206		425	650

Consultation Between Providers (Client not Present)	2345 (MSAA Target = 1620)	379			203	176		379	2000
Total Client Encounters	24,937 (No MSSA Target)	4409			2317	2092		4409	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) + 109 (2018/19) = 7029

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%	76%	
% of Registered Clients aged 50+ with Fetal Occult Blood Test (FOBT)	60% 48-72%	60%	58%	
% of Registered Clients 65+ who have received an influenza vaccine.	45% 36-54%	41%	42%	
% of Registered Clients Aged 50-69 who have had a Mammogram in past two years	50% (40-60%)	70%	70%	
% Registered Clients with Type 2 Diabetes Receiving Multi-Disciplinary Care	90% (72 – 100%)	74%	77%	
Access to Primary Care (number of clients seen by physician/NP in last three yrs.)	70% 66.5-73.5%	89%	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