



Quest Community Health Centre
Executive Director's Report
August 23, 2018

Human Resources

- Dental Program Volunteer Coordinator began working with Quest on Tuesday July 31st;
- Training and Development
 - 9 Staff In house - ASIST TRAINING
 - 1 Staff (Dietitian) - Novel Approaches to Promote Healthy Eating - Canadian Nutrition Society Certification
 - 2 Staff (OW &SW) - 2018 Trauma and Attachment - ATTCH Training & Certification
 - 1 Staff (RPN) - Strategies for Opioid De-Implementation in primary care - CAMH
 - 2 Staff (Physician, NP) Navigating COPD in 2018
 - 1 Staff (NP) Practice Based Small Group Learning Program - The Foundation for Medical Practice Education

Partnership, Collaboration & Outreach

- Quest participated in the Annual World Hepatitis Day event that Niagara Health's Hep C Care Clinic hosts at Montebello Park. With music, food and a variety of community agencies, it is always a great opportunity of individuals to get connected with new services, get tested and celebrate the major advances and innovations in the Hep C community.
- Quest continues to stay very active in the monthly Niagara Poverty Reduction Network (NPRN) working table meetings. In addition to participating on the Coordination Committee for the Network, Quest is now chairing the Health Equity Working Group.
- Senior Pride Network Niagara held it's meeting on June 18th. 21 people were in attendance. Some members shared the great work that's happening in agencies in Niagara around LGBTQ senior inclusion. Positive Living presented on HIV and aging.
- Quest Program Manager is currently participating as an Advisory Group member for the "Complex Care Planning Community of Practice Table."
- Quest is now chairing the Harm Reduction Working Group of the Overdose Prevention & Education Network of Niagara (OPENN) network.
- For the health promotion bulletin board Quest featured information related to Injury Prevention Day (July 5th) and World Hepatitis Day (July 31st). With school being out for the summer, we focused on injury prevention for children and youth. The information included common causes of injuries for various age groups and how to prevent them from occurring.
- Quest established a Summer Cooling Station at the health promotion bulletin board. Here we offered cold water, free sunscreen and the opportunity to relax in the air conditioned community room to help individuals beat the heat. Clients are very appreciative; over 120 bottles of water and 250 bottles of sunscreen were circulated in June.



- This month Quest kicked off our 2nd Annual Canadian Walking Challenge; clients, staff and community members will work collectively to walk the distance across Canada (~10,200km) over the course of the next 8 weeks. Last year was a huge success; with nearly 75 participants and over 13,000km we well surpassed our goal and look forward to doing the same this year. **If any board members are interested in participating, please let us know!**
- Reviewed and provided input to job descriptions for the social Workers/therapists and Outreach Workers for the LHIN funded Interprofessional Primary Care Program (lead agency Centre de Sante)
- Niagara Pride Support Services is closing its doors and its books. They donated \$937.00 to Quest.
- The President of Brock University visited Quest and met with ED and Program Manager. We shared information about Quest, provided a tour and explored opportunities for future partnerships.
- ED and MAWP Outreach staff participated in the Mayor's Golf Tournament as volunteers, welcoming guests and providing information about Quest
- ED and Program Director met with Cole Gately and other members representing the Hamilton Trans Health Coalition to discuss opportunities for collaboration.

Quality

- With regards to the Quality team, we have been working on the analysis of our most recent round of client experience surveys, with the goal of a completing the report by the end of August.
- Additionally, the team has been reviewing the health equity mapping tool in order to collectively identify community resources to address some of the gaps discovered. Currently we are working towards compiling a list of these community resources and identifying any remaining gaps.

Service Statistics: Core Indicators All Sectors

	2017/18 Totals	1 st Q Totals	2 nd Q Totals	3 rd Q Totals	July/ 18	Aug/ 18	Sept/ 18	YTD Total	2018/19 Target
Total New Clients	440	161			85			161	N/A
Total Active Clients	(3856) (MSAA Target = 2750)	3883			3928			NA	2750
Clients Seen (Face to Face Individual Encounters)	13,285 (MSAA Target = 12,350)	3678			1398			5076	12,350
Individual Encounters by Telephone	5257 (MSAA Target = 3100)	1474			519			1993	3100

Consultation Between Providers (Client Present)	2248 MSAA Target = 650	653			182			835	650
Consultation Between Providers (Client not Present)	2345 (MSAA Target = 1620)	550			157			707	2000
Total Client Encounters	24,937 (No MSSA Target)	6451			2435			8886	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) + 246 (2018/19) = 7166

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 May/18	Actual June/18	Actual July/18
% of Registered Clients Aged 18 to 69 who have had a PAP Test	75% (>60%)	76%	75%	73%
% of Registered Clients aged 50+ with Fetal Occult Blood Test (FOBT)	60% 48-72%	58%	58%	65%
% of Registered Clients 65+ who have received an influenza vaccine.	45% 36-54%	42%	40%	41%
% of Registered Clients Aged 50-69 who have had a Mammogram in past two years	55% (40-60%)	70%	67%	73%
% Registered Clients with Type 2 Diabetes Receiving Multi-Disciplinary Care	90% (72 – 100%)	77%	99%	97%

Access to Primary Care (number of clients seen by physician/NP in last three yrs.)	70% 66.5-73.5%	89%	89%	85%
Retention Rate (for NPs and Physicians)	70% 65.5-73.5	N/A	89%	N/A

Exceeding Target in 2018/19 Fiscal Year