



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

Strategic Priority - Quality:

As a Centre of Excellence in Primary Care we will continue to provide high quality, equitable, and timely services

Best Practice Spotlight Organization (BPSO) project underway:

- Five best practice guidelines identified and gap analysis of services related to each guideline underway.
- First Biannual Report submitted Oct. 12th. Local farm fresh apples from employee family farm shared with staff to celebrate first milestone

Client Experience Survey:

- The Quest Quality Team is completing its review of information collected through our client experience survey implementation that has been underway since April 2018; the Report will be rolled out shortly
- We have also just completed the second round of our bi-annual Client Experience Blitzes. 108 individual surveys were completed in October. The "Question of the Week" survey continues to collect responses until January 2019. A new approach is being implemented that incentivizes clients to complete the survey by offering draws for Wal-Mart gift cards.

Health Equity Mapping Tool:

- Development of this tool, identified in our Quality Improvement Plan, to identify community resources to address identified gaps re social determinants of health/confirm remaining gaps is currently

Hot Topics in Health:

- A new monthly drop-in group that will discuss different topics each session based on the requests of clients. Different staff members and other community experts will lead the various sessions depending on the topic at hand. This group had its inaugural session in November with the theme *Getting a Better Night's Sleep*.

Ongoing Health Promotion Groups

- In October Quest held a total of ten ongoing health promotion groups, including Client Advisory Group, Gender Quest Reunion Group, Healthy You, Hepatitis C Education Workshops, Hot Topics in Health, Let's Get Moving, Quit Smoking, Skills to Cope, SMART Recovery Group, and Trans/Gender Questioning Youth Group.



Strategic Priority - Partnerships:

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

Dental:

- Two Presentations to the Niagara Peninsula Dental Association (NPDA) to engage more dentists for Volunteer Dental Program; Quest also had a booth at NPDA Conference
- One new dentist recruited
- Presentation to Niagara College Dental Hygienist Program scheduled re services for LGBTQ+ clients

Niagara Addictions and Mental Health Network:

- Quest CHC Client and staff membership/participation on newly initiated Network which includes agency clients and staff

HNHB LHIN Care Coordinators (CC) implemented;

- CC has been assigned to Quest and has begun working from Quest's Queenston St. location and points of service with our staff/clients

Membership on the Niagara Sub-Region Mental Health and Addictions (MH&A) Action Table:

- Emergency Medical Services (EMS) Mental Health and Addictions Response Team (MHART) designed and being piloted; Pilot phase underway re Quest Urgent Service Access Team (USAT) working with MHART 12 hours per week.

Membership on Health Links Planning Action Table:

- Quest is contributing to the design, development and implementation of the Integrated Community Lead Model of Service Delivery for the Region; Quest USAT Outreach RPN co-facilitated an Integrated Community Lead Training with Niagara Health (NH) Health Link Transformation Lead for the Niagara Community on Oct 2nd, 2018

Migrant Agricultural Program (MAWP) Virgil Site

- Meetings with Cornerstone Church underway to discuss a partnership for MAW services in Virgil and clinics services at their site.

Harm Reduction:

- Quest ED Participation in Overdose Prevention & Education Network of Niagara (OPENN) Steering Committee and ED/Program Director (PD) participation in two Network Work Groups including Supervised Consumption Services and Harm Reduction Work Group (Chair)
- ED and PD met with Positive Living Niagara to discuss Quest's participation in/contribution to the Overdose Prevention Program and the Supervised Consumption Services

Volunteer Appreciation

- Quest hosted a Volunteer Appreciation Event/dinner in which 65+ volunteers participated. Volunteers from Quest's Dental, Chiropractor, LGBTQ, MAW, and General Services programs were acknowledged; information was presented on each program reflecting their significant contributions; representatives from each program spoke about their experience; and the volunteers were presented with framed certificates of appreciation. Overall an excellent and inspiring evening

Quest supported Senior Pride Network Niagara's end of life planning event which took place on November 15th, 2018.

Quest is co- sponsoring the Trans Day of Remembrance along with Brock University on November 22nd, 2018.

Niagara Poverty Reduction:

- Quest continues to stay very active in the monthly Niagara Poverty Reduction Network (NPRN) working table meetings. The network focused on preparing for the municipal election, were they reached out to candidates to start building rapport and sharing resources, encouraged residents of Niagara to vote by explaining the role local government plays in issues related to poverty such as housing and transportation.
- Quest also continues to participate in the Queenston Neighbourhood Project, through our ED and Health Promoter. The annual general meeting was held in November during which they reflected on past year accomplishments and the results of their neighbourhood survey. After the presentation they broke out into smaller discussion groups to cover the key themes of 1). Improved Neighbourhood Design; 2) Social and Cultural Connections; 3) Health, Safety and Accessibility; and 4) Business and Economical Opportunity. Quest's Health Promoter assisted with facilitating these discussion groups. Our neighbourhood strengths, opportunities for growth and possible partners involved in achieving these goals were discussed.

Strategic Priority - Leadership

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

HNHB LHIN Governance to Governance Meeting/Niagara Region CHCs

- Quest's Board Chair and ED, along with the Chairs and EDs from the three other Niagara CHCs (Bridges, Niagara Falls, Centre de Sante) participated in a "Governance to Governance meeting" initiated by the LHIN and including the LHIN Vice Chair, two other Board members, CEO, Vice President Strategy & Integration, and Director Niagara Sub-Region. This was the first meeting of its kind.
- Meeting focused on collaboration across CHCs and maximizing use of physician funding. Quest played a leadership role in coordinating pre-meetings with the other CHC Chairs/EDs to prepare for the meeting and debriefing discussions afterwards, all facilitated by Quest's Chair. Evaluation of meeting undertaken based on request from Quest's Chair. Summary Report to be circulated. Letter prepared by Quest was sent to LHIN Board members under the signatures of the CHC Board Chairs noting their appreciation for the opportunity to meet and their anticipation of receiving the draft summary of the meeting, prior to the next LHIN Board meeting, for comment.
- Ongoing monthly meetings with the CHC Chairs and EDs subsequently organized by Quest and draft Terms of Reference being prepared by NFCHC ED.

Quest's Program Director and Program Manager participated in Niagara's Managing a Healthy Workplace Summit on Oct 18th

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.

Community Events:

- Quest participated in "Unity in the Community" a "Westview Centre for Women" event and the "Queenston Harvest Festival" organized by Start Me Up Niagara. Both these events provided an opportunity to celebrate in the community and to connect with clients and

educate community members and other services providers about Quest and our programs and services.

Community Health and Wellbeing Week - Building a Healthy Community:

- Quest organized a very successful Community Health and Wellbeing Week this year, running from Oct. 22nd to Oct. 26th. Posters/notices of the public events were circulated to all clients as well as through the Queenston Neighbourhood Network and a wide variety of venues; letters of invitation to CH&WB Week Lunch were distributed to the LHIN and other funders, St. Catharines Mayor, local councillors, MP, MPPs, Senior Regional Staff, Niagara Regional Police.

With nine events and over 200 participants, the week was a huge success. Events included:

- Voting for the Health of It Workshop
- Getting a Better Night's Sleep Workshop
- The lifelong Impact of Trauma Workshop
- Community Walk
- Cooking Class
- Screen for Life Cancer Screening Coach Visit
- Dental Volunteer Open House
- LGBTQ+ Youth Halloween Dance

The week culminated in the Community Celebration, where participants in events throughout the week were invited back to reflect on the week, share a delicious meal (graciously prepared by the cooking class) and honour the recipients of the Healthy Community Builder Awards. These awards, an initiative of the Alliance of Healthier Communities (formerly the Association of Ontario Health Centres), celebrate those local groups, organizations and individuals who continue to go above and beyond to build a healthier community both within and outside of our centre. Recipients of this award included Niagara Connects, the Queenston Roundtable Coordinating Team, and Henry Schein's VP of Marketing and Communications

USAT:

- The Health Promoter from the Niagara Falls Family Health Team Community spent the day learning from the USAT team.
- The RN from NHS with EMS MHART spent time with USAT to learn about the USAT program, build close linkages with the team, and discuss process for referrals

Quest & LGBTQ+ Clients and Programs

- Quest hosted a very successful Pride Halloween dance on Oct. 25th with 105 youth in attendance! Great costumes, music, dancing, and overall enthusiasm and fun was had by all. Staff from Public Health and NFs CHC were invited to attend/have information tables invited
- Quest presented to the HNHB LHIN Client Coordinators: re LGBTQ+ communities including information re CHCs generally and our Model of Health and Wellbeing; Quest; Quest's Rainbow Niagara Program, language; a social justice framework for LGBTQ+ wellness; becoming a knowledgeable ally; and community resources
- Presentation to Gateway Niagara re Quest CHC and our services, Rainbow Niagara and community resources

Quest presented to the Med Plus Program at Brock University regarding Quest CHC services

Executive Director Presentation to Quest CHC Client Advisory Committee re her role and activities at Quest and in the Community

Strategic Priority - Resources

We will creatively seek and secure sufficient and stable resources to strengthen and grow.

- Presentation of \$10,000 cheque from Mayor Walter Sendzik to Quest’s Volunteer Dental Program; donation via the Mayor’s Golf Tournament was initiated by our Quest CHC Board member Janice Arnoldi. Many thanks Janice!
- Meeting with Senior Operations & Marketing Specialist, Special Markets, Henry Schein re continued provision of equipment and supplies free of charge and organizing a meeting with the new Vice President, Marketing & Planning for Henry Schein re ongoing relationship and connecting with Cy Elborne, President Henry Schein Canada re sponsoring Volunteer Dental Program
- Quest Niagara Prosperity Initiative first report was successfully complete Oct 5, 2018. This funding has allowed us to hire a Volunteer Coordinator for our Volunteer Dental Program for one year!
- OHRS and Q2 MSAA Submission successfully submitted

Service Statistics: Core Indicators All Sectors

	2017/18 Totals	1 st Q Totals	2 nd Q Totals	3 rd Q Totals	Aug/18	Sept/18	Oct/18	YTD Total	2018/19 Target
Total New Clients	440	161	231	87	77	69	87	479	N/A
Total Active Clients (non-cumulative)	(3856) (MSAA Target = 2750)	3883	4005	4041	3947	4005	4041	NA	2750
Clients Seen (Face to Face Individual Encounters)	13,285 (MSAA Target = 12,350)	3678	4037	1392	1390	1249	1392	9107	12,350
Individual Encounters by Telephone	5257 (MSAA Target = 3100)	1474	1308	395	438	351	395	3177	3100
Consultation Between Providers (Client Present)	2248 MSAA Target = 650	653	569	229	200	187	229	1451	650
Consultation Between Providers (Client not Present)	2345 (MSAA Target = 1620)	550	482	155	172	153	155	1187	2000

Total Client Encounters	24,937 (No MSSA Target)	6451	6912	2292	2496	1981	2292	15,655	N/A
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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) + 479 (2018/19) = 6950

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

	MSSA Target & Performance Standard	Actual Aug/18	Actual Sept/18	Actual Oct/18
% of Registered Clients Aged 18 to 69 who have had a PAP Test	75% (>60%)	73%	71%	71%
% of Registered Clients aged 50+ with Fetal Occult Blood Test (FOBT)	70% 48-72% Changed from 60% to 70%	67%	70%	71%
% of Registered Clients 65+ who have received an influenza vaccine.	45% 36-54%	41%	40%	39%
% of Registered Clients Aged 50-69 who have had a Mammogram in past two years	55% (40-60%)	79%	77%	79%
% Registered Clients with Type 2 Diabetes Receiving Multi-Disciplinary Care	90% (72 – 100%)	96%	94%	95%
Access to Primary Care (number of clients seen by physician/NP in last three yrs.)	70% 66.5-73.5%	85%	85%	84%
Retention Rate (for NPs and Physicians)	70% 65.5-73.5	N/A	96%	

Exceeding Target in 2018/19 Fiscal Year