

# Annual Report 2016-2017



Grand Bend Area  
Community Health Centre  
**Every One Matters.**

Since the Community Health and Wellbeing Summit in April 2016, the focus has been on the implementation of the strategic directions. GBACHC has focused on the three key directions: 1) the Be Well survey results and developing a collective impact approach to creating large scale change, 2) the continuing exploration of a Wellbeing Community Hub and 3) accreditation. Each are progressing well and a detailed description of this work is included separately in the Annual Report.

Through the generous financial contribution by the Grand Bend Health Services Foundation, the historic deficit has been eliminated. The GBACHC once again achieved a balanced budget at March 31, 2017 and a clean audit. We are very appreciative to the Ministry of Health for the funding provided to support the recruitment and retention of our primary health care staff. The GBACHC inter-professional team is dedicated to providing person-centred quality care. They provide care that is compassionate, respectful and inclusive. Our GBACHC physicians and nurse practitioners with the support of the team admitted 204 new patients last year. Primary care served 4307 individuals, the Better Breathing team served 690 individuals, the Diabetes team served 391 individuals, 366 individuals received counselling, 252 individuals received physiotherapy and 249 received occupational therapy as highlighted in Table 1. Table 2 shows the percentages of attendance at various groups and programs. 9139 attendees or 85% attended health promotion groups. Better Breathing programs had 808 attendees or 8%. Counselling and occupational groups each had over 300 attendees or 3%. Our client satisfaction survey again showed that people are very satisfied with the person – centred care they are receiving. We are grateful to each member of our team for the professionalism and dedication they demonstrate each and every day in their work with the individuals, families and communities we serve.

Thank you to the members of the Board of Directors for their governance leadership, their commitment and their 2020 vision for the future of GBACHC in this region!

Respectfully submitted,  
Jamie Fanning and Cate Melito  
Chair and Executive Director

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Clients reported 95% satisfaction in how often our Dr's and NP's get them involved in decision about their care and treatment.

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Every four years, GBACHC is Accredited by the Canadian Centre for Accreditation (CCA). The accreditation process is a chance for GBACHC to demonstrate formally to funders and the public that the centre has the ability to function within basic, accepted parameters in the health care field. Accreditation is a part of GBACHC's voluntary commitment to ongoing quality improvement that increases our effectiveness, supports our culture of learning and accountability and reminds us of the importance of working together for our community.

This year, GBACHC had its on-site accreditation review on May 15, 16 and 17. After reviewing a comprehensive database of documents and surveys that were submitted to meet over 400 standards set forth by CCA, three reviewers were on site to tour the facility and conduct interviews with our Board of Directors, the Executive Director, a cross section of staff, and the Administration Advisory Team.

On May 17th, the Accreditation Review team from CCA presented a high-level overview of their findings to Board and staff. We await the final report from CCA, and are confident in a very positive accreditation outcome once again for GBACHC.

## 2016-17 Client Satisfaction Survey Report Highlights:

122 people who accessed GBACHC primary care or programs and groups completed the Client Satisfaction Survey. Here are some of the key results:

- Our clients report 91% were treated with respect and dignity when greeted at reception or spoken to on the phone.
- Our clients report 98% feel comfortable and welcomed at GBACHC.
- Clients report 65 % saw their medical practitioner within the same day or the next day.
- Our clients reported 88% overall satisfaction with the care they received at Grand Bend Area CHC.

## Vision

Health and wellbeing for all

## Mission

Empower the health and wellbeing of the people in our communities-together

## Our Core Values

**People-centred:**  
Individuals are empowered to be in control of their health

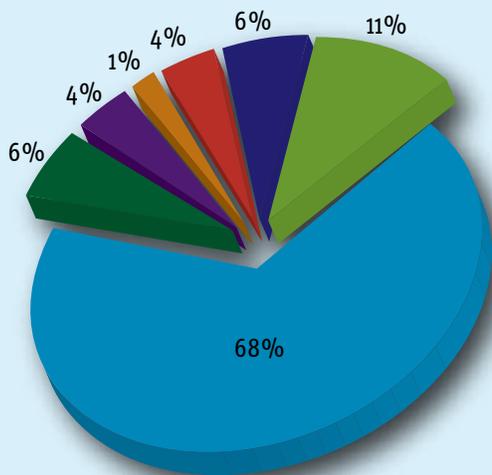
**Respect and Inclusion:**  
Every one matters

**Compassionate Care:**  
For the whole person – physical, mental and social well-being

**Interconnectedness:**  
Building connections at all levels to provide comprehensive care

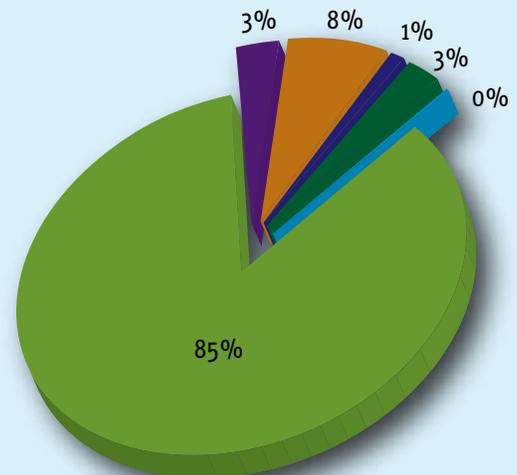
**Integrity and Responsibility:**  
Accountable for what we say and do

## Individuals Served by Program in 2016-17



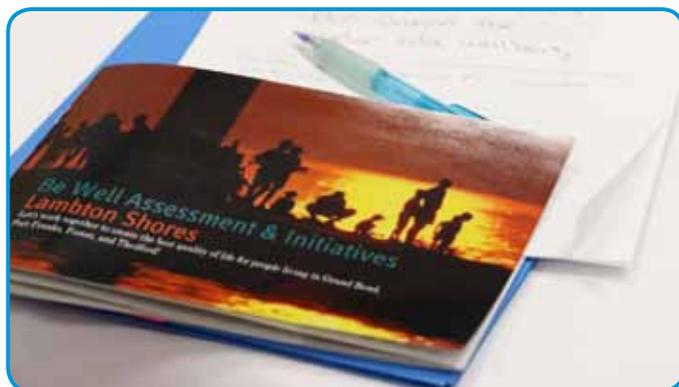
Number of Individuals Served - 6,323

## Group Attendance by Program in 2016-17



Number of Attendees in Groups - 10,696

Clients report 91% feel somewhat or very strong sense of Community Belonging



**What is Wellbeing:** it is the presence of the highest possible quality of life in its full breadth of expression focused on but not exclusive to: good living standards, robust health, a sustainable environment, vital communities, an educated populace, balanced time use, high levels of democratic participation and access to and participation in leisure and culture. (Canadian Index of Wellbeing Report, 2012)

**Increasing Health and Wellbeing of our Communities:** Our Collective Efforts to Create Large Scale Changes through Community Planning Tables and Action Committees

GBACHC continues to build a strong wellbeing movement in our catchment area using the Canadian Index of Wellbeing as a framework. GBACHC and various community groups have been using the Be Well data to highlight concerns, identify action plans, and apply for grants that will help to strengthen wellbeing in the community.

After the Community Health and Wellbeing Summit in April 2016, the Health Centre has continued its commitment to working together to leverage larger scale change for the community. In partnership with Ontario Trillium Foundation and Tamarack, GBACHC hosted a workshop to discuss Collective Impact opportunities. Bringing together, once again, partners from multiple sectors including representatives from three municipalities, the workshop assessed opportunities for Collective Impact, potential areas of activity, and identified a team of people interested in moving forward.

Our clients report that 97% of them made changes to lifestyle because of attending a health centre group.

A central theme of "Connected Rural Communities" developed with focus on the aging population. The group is looking forward to completing the first phase of funding application through the Ontario Trillium Foundation to continue this important work.

The Huron Shores United Church in Grand Bend has also applied for funding to build its capacity to address gaps identified in the survey and offer programs for seniors in the community.

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The Poverty to Prosperity group has used the data to leverage their funding applications and formed a working group in Huron Park, called New Outlook. After much planning, the group presented their concerns about recreation for adults, recreation for children, and childcare. They also hosted a discussion forum with community partners on April 20th, 2017. The aim is to work together to integrate women's insights into programs and services to ensure opportunities for advancement of their agenda.

Miranda Burgess, Health Promoter continues to work with the Hensall Streetscape and Infrastructure Improvement Committee, a volunteer group of concerned residents, to advocate for improving the built environment and by default health and wellbeing. Since the committee made its case to local Council last Feb 2016, they continue to work together, taking small steps to ensure the community's requests are implemented. The committee has been granted preliminary funding to improve the visual appeal of the village.

GBACHC's social work team partnered with various mental health agencies and representatives from local schools to host a "Getting Connected" event for youth and adult allies during Mental Health week in May 2017. Over thirty participants attended to learn more about building resiliency, developing coping strategies, and the supports available to our community. This event would not have been possible without the hard work of Debbie Bullock, a social service worker student from Lambton College!

The Be Well data has given us a common document, a common way of thinking, and an opportunity to plan together. Going forward, GBACHC will continue to share the Be Well results and to connect with partners and community members, as well as continue to support working groups in the community. We look to recruiting community members to the steering committee and working groups as the community takes its first steps toward collective impact.



### *Community Hub Work Moving Forward . . .*

The Grand Bend Area CHC in partnership with the Community Improvement Coalition, Grand Bend Health Services Foundation, and members of the community are collaborating on a feasibility study and draft business plan to create a Community Wellbeing Hub in Grand Bend. The catchment area would serve Lambton Shores, South Huron, Bluewater and North Middlesex. Community Hubs combine recreation, fitness, wellbeing, art and activities that are unique to the communities they serve.

The feedback that has been received on the Hub for our community identified the need for space for arts and learning, a broader range of wellness activities such as: an indoor walking track, pickle ball courts, social gathering spaces with free Wi-Fi, fitness, multigenerational activities including the needs of senior and youth as well as spaces that could be used as offices for area organizations and private business. The committee engaged Bill Davidson, Lang's Hub Executive Director, Cambridge to review the research, data/input collected to date and provide strategies and recommendations.

The Committee is currently reviewing draft business plans and is having discussions with the municipality, county and provincial stakeholders. The committee continues to consider a range of options to be able to move the plan into a reality for the community.

