

2023-24 ANNUAL REPORT

Empowering Progress, Igniting a Brighter Future

The GBACHC was delighted to participate in the Stuff-A-Truck/Cram-The-Cruiser event hosted by Mike and Terri's No Frills in November 2023.



JOINT BOARD CHAIR AND CEO REPORT

This annual report aims to offer a transparent overview of the progress made, the hurdles encountered, and the lessons learned from April 2023 to March 2024 while the Grand Bend Area Community Health Centre (GBACHC) navigated the post-pandemic landscape.

The year was one of adjustment and reflection, a testament to the resilience of staff and the community. Despite challenges, the GBACHC expanded its services, strengthened community ties, and improved its infrastructure, all while ensuring the core mission of providing quality healthcare remained unchanged.

A notable positive outcome from this period was the enhanced cooperation and integration of services among healthcare providers, both regionally and within the community. It became apparent that the future of healthcare would be characterized by increased integration across the healthcare continuum to ensure seamless patient experiences and optimal care.

In 2023-24, the GBACHC provided medical check-ups, vaccinations, assessments and testing, counselling, and mental health support services. Additionally, the GBACHC organized health awareness campaigns and participated in numerous community events and programs to enhance overall health and well-being. The following are a few of the highlights.

Expansion of Services: The Board of Directors (Board) and management team acknowledged the necessity to broaden the range of services the GBACHC provides to better cater to the community's needs. This involved exploring the addition of mental health counselling, physiotherapy, and other specialized services, with active efforts to achieve these goals in collaboration with Ontario Health.

Community Engagement: To understand the healthcare needs and preferences of the local community, the GBACHC

prioritized engagement. It requested and acted upon feedback from the community through the community-led Board, Community Advisory Council, and the Patient-Client Satisfaction Survey.



Human Resources: Ensuring high-quality patient care was a priority for the Board and management team, which focused on recruiting and retaining qualified healthcare professionals while prioritizing staff wellness and engagement.

Technology and Infrastructure: Investments were made to upgrade the GBACHC's technology and infrastructure, enhancing

efficiency and patient care while ensuring the protection and maintenance of health records privacy and security. A robust cybersecurity plan with scheduled performance assessments was implemented.

Financial Sustainability: To secure continued provincial funding, the GBACHC underwent its annual audit and adhered to detailed Ministry of Health guidelines. In 2023-24, the GBACHC also pursued additional sources of revenue, applied for grants, and implemented cost-saving measures. The Grand Bend Area Health Services Foundation again provided continued generous support for capital projects.

In closing, the Board and the management team express heartfelt gratitude to everyone who helped make 2023-24 a successful year. The unwavering support was instrumental in enabling the GBACHC to navigate challenges, thrive, and expand services.



Mario Carcamo
Board Chair



Chris Harris
CEO

NEW STAFF



Adrian Timmermans
Social Worker

Adrian graduated from King's University College with a Master of Social Work. He has worked in the mental health and social work field for approximately ten years, gaining experience in law offices, clinical practices, community development, and group homes.



Cailin Weersink
Nurse Practitioner

Cailin joined the primary care team, providing care to the Hensall community. She previously worked in primary care, maternal-child health, the emergency room, public health, and mental health and addictions.



Abby Sadler
System Navigator

Abby is a registered practical nurse (RPN) and the new system navigator. Her nursing career has included long-term care, clinical resources, surgery, and aftercare duties.

Welcome back from maternity leave!

Megan Mason, Tiffany Saunders,
Mary Gummer, and Amanda Jackson

2023-24 Board of Directors

Board Members

Board Chair: Mario Carcamo

Vice Chair & QUR Committee Chair: Marg Alfieri

Secretary & Governance Committee Chair: Karen Davis

Treasurer & Resource Committee Chair: Sherry Seelen

Directors: Richard Pileski, David Hudgel,
Carle Belke, Saverio Rinaldi, Dan Sageman,
Kris Bailey, and Sherin Mathew

Welcome New Board Members



Kris Bailey



Dan Sageman



Sherin Mathew

HURON PERTH AREA ONTARIO HEALTH TEAM UPDATE

PROUD MEMBER



An Ontario Health Team (OHT) is a service delivery model that integrates care delivery and funding. It enables patients, families, communities, providers, and system leaders to better work together, innovate, and build on what is best in Ontario's healthcare system. The goal is to provide better, more connected care across the province.

The Grand Bend Area Community Health Centre (GBACHC) is an active member of the Huron Perth Area Ontario Health Team (HPA-OHT), contributing to patient care transformation for identified populations in the following ways:

Infection Prevention and Control (IPAC): A GBACHC registered practical nurse is an HPA-OHT IPAC working group member.

Their involvement ensures the GBACHC upholds current practices and maintains consistent, standardized IPAC policies.

Mental Health and Addictions: A member of the GBACHC management team attends this working group to support people in the region who need coordinated social work services.

Congestive Heart Failure: The GBACHC Primary Care & Chronic Disease Director, a registered nurse, is an active working group member. The group is working to improve system navigation and routing of patients who need more intensive treatment. The model developed will be used as a template for other chronic diseases.

Communications: The GBACHC participates in this working group to help ensure there is a common communication strategy throughout the HPA-OHT.

Cybersecurity and Data Quality: The GBACHC's Data Management & Information Technology Lead is a working group member providing cybersecurity tools to help educate staff and protect electronic systems. Additionally, the GBACHC is participating in integrated decision support (IDS), allowing provincial government funders access to the GBACHC's patient complexity overview.

ACCREDITATION

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

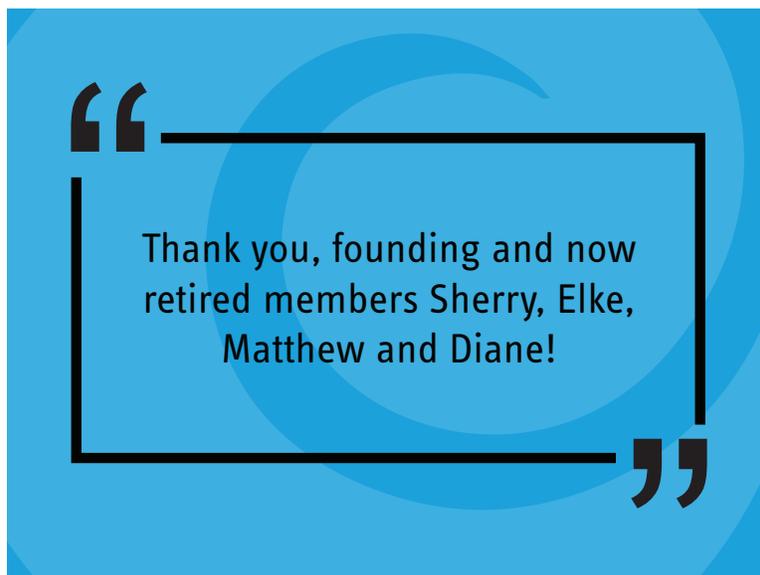
The GBACHC maintains a commitment to excellence and continuous improvement, always ensuring readiness for accreditation. By adhering to the high standards in operations and services set by the Canadian Centre for Accreditation, the GBACHC aims to meet the upcoming accreditation requirements and surpass them. This approach demonstrates a commitment to quality and reflects the GBACHC's dedication to its funder, community, and key stakeholders, solidifying its reputation within the healthcare sector.

COMMUNITY ADVISORY COUNCIL REPORT



The Community Advisory Council (CAC) is pleased to present its 2023-24 highlights.

- The annual staff appreciation BBQ event was a great success, with positive feedback from all attendees.
- The CAC developed a comprehensive recruitment plan to help attract future members.
- The council was thrilled to welcome back Chris Harris. New CAC members included Steve Balcom, Betty Beer Vanrooy, Ross Cordell, and Rita Docanto.
- To ensure ongoing communication and relationship development between the CAC and the GBACHC's groups, the CAC created liaison positions with the Board, staff, the Group Planning Committee, and the Quality Improvement Plan (QIP) team.
- Four founding members of the CAC will retire after six years of continuous commitment (two full terms completed): Sherry Seelen, Elke Kleihauer Ward, Matthew Maynard, and Diane Parker. Diane has decided to stay in her position for the sake of continuity.
- A new work plan has been developed to guide 2024 activities.



- To broaden input from staff and patients, the CAC developed A.I.M. All Ideas Matter suggestion boxes, where ideas, comments and concerns can contribute to the betterment of the GBACHC.
- The Med Facts project was completed. It's a medical information sheet distributed inside the Service Directory. This project was a significant undertaking, and the CAC is proud of the results.

- The CAC began planning for a Caregiving Support presentation that will provide valuable information based on the resources at www.ontariocaregiver.ca.
- Networking opportunities were increased for CAC members to build stronger relationships with other organizations and individuals who share the CAC's mission.

The CAC had another successful year and achieved many goals. We are grateful for our members' dedication and hard work and look forward to continuing their efforts to support the community.

Submitted by:
Sherry Seelen, Community Co-Chair
Chris Harris, Staff Co-Chair
Elke Kleihauer Ward, Vice-Chair

HEALTH PROMOTION REPORT

Highlighting the Power of Collaborative Effort



The GBACHC significantly impacted the community through its health promotion team, addressing food insecurity and social isolation. For example, in its first eight months, the introduction of a social prescribing program into clinic workflows supported sixty individuals, helping them connect with essential social needs and community resources.

Client Testimonial

"I am doing very well. I took your advice to heart and am in a different headspace now. The information you gave me about the community and your willingness to contact them for me helped me so much. I'm keeping my life balanced now,

visiting with close friends regularly and remembering that it is okay to be an introvert!" – Social Prescribing Client

The Hensall Community Fridge initiative, supported by health promoters and volunteers, enhanced local food security and community engagement. The project passed health inspections, developed necessary policies, and expanded its donor base.



The GBACHC also leveraged a grant from McMaster University to conduct a comprehensive survey in the Hensall community, identifying critical needs

and resources, which led to increased program self-referrals and community awareness.

Health promoters created a community asset map to support community health and wellbeing further and engaged in various partnership development initiatives. They participated in working groups and collaborations focusing on mental health promotion, poverty alleviation, health equity, and community connectivity. These efforts included supporting food security initiatives, clothing drives, and improving access to health services and transportation.

The Hensall Walk, Talk & Coffee program encouraged physical and social engagement among community members. Meanwhile, the Community Income Tax Program offered free tax assistance to low-income individuals, ensuring they received crucial federal and provincial tax credits and benefits, improving their financial well-being.

Overall, the GBACHC's efforts fostered a healthier, more inclusive community, improving access to essential services and promoting mental health and well-being.

ACCESS TO PRIMARY CARE

The GBACHC prioritized healthcare professional recruitment and retention to increase capacity to serve the growing community. Targeted recruitment efforts attracted skilled providers, bringing fresh expertise and enthusiasm. Investments in professional development and cultivating a culture of collaboration paid dividends in retaining staff.

Building on this momentum, interprofessional programs and groups exceeded most participation targets. The primary care waiting list remained a key area of focus despite being short one physician for most of the year. By the end of Q4, 535 patients were on the list. Regardless of this pressure, 86 new patients were added in 2023-24.

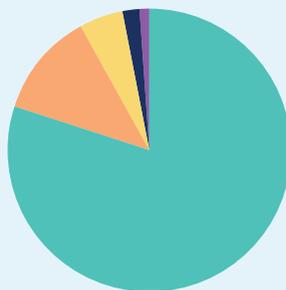
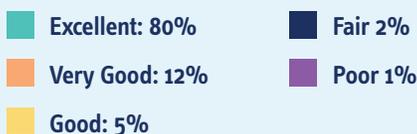
2023-24 PATIENT-CLIENT SATISFACTION SURVEY

Themes from 491 surveys received.

The 2023-24 survey themes collectively pointed to a highly regarded community health centre known for its exceptional staff, efficient services, comprehensive and patient-centered care, strong commitment to community wellness, and supportive environment.

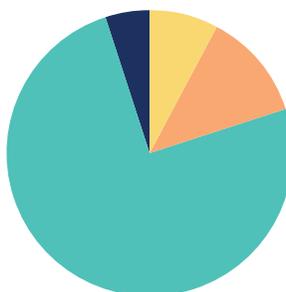
Themes also reflected a need for expanded and more diverse medical staff, improved infrastructure and facilities, better communication and accessibility, and a broader range of services to more effectively meet community needs.

Thinking about the healthcare provider at your most recent appointment, please rate your overall confidence in the provider.



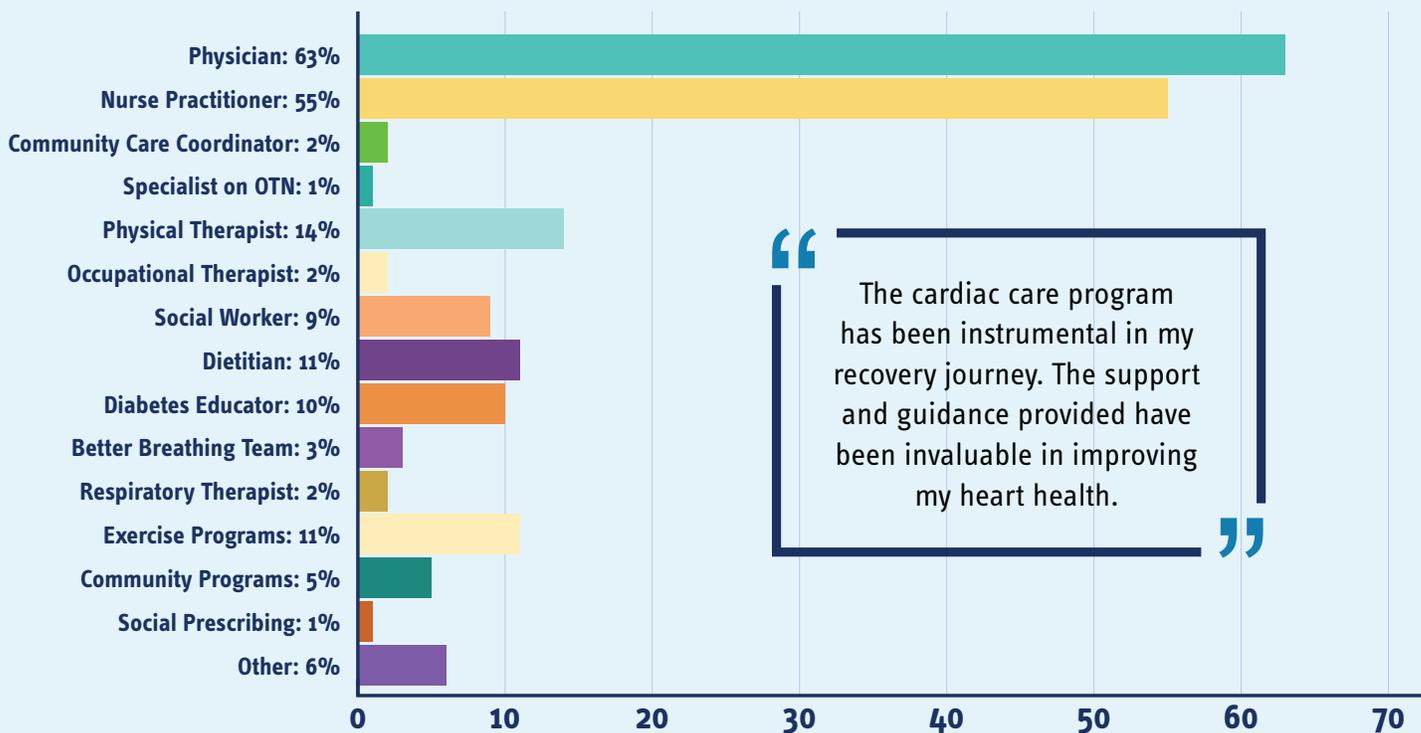
“ The excellent care and compassion provided by the staff instills a deep sense of confidence in the provider. ”

The last time you needed care, how many days did it take from the appointment request to the appointment day?



“ Appointments are available quickly when needed. Follow-ups are good. ”

In the past year, with which healthcare providers and programs did you have an appointment or session?



“ The cardiac care program has been instrumental in my recovery journey. The support and guidance provided have been invaluable in improving my heart health. ”

STRATEGIC PLAN

Strategic Plan Update



In November 2021, the GBACHC Board began a thorough strategic planning process. They conducted an environmental scan and sought feedback from patients, staff, volunteers, community partners, and residents. Despite the challenges of the COVID-19 pandemic, the groundwork enabled the GBACHC to generate a comprehensive discovery report, laying the foundation for a three-year strategic plan.

Advancements were made in team-based care in the plan's first year, along with strengthening and broadening partnerships and investing in facilities and resources. Building on this foundation, the following outlines progress in the plan's second year.

Optimize Team-Based Care

Like many parts of the Ontario healthcare system, maintaining adequate staffing occasionally impacted team-based care. Nonetheless, the GBACHC interdisciplinary teams supported each other to ensure people's access to care when needed. A successful social prescribing project wrapped up, and plans were made to continue integrating it into clinical workflows.

Strengthen & Grow Partnerships

Community engagement was particularly vibrant in 2023-24. Collaborations were forged and fostered with many Lambton County

and Huron County agencies, notably the Huron County Food Bank Distribution Centre, Huron Shores United Church, and the No Frills Stuff-A-Truck/ Cram-The-Cruiser food and toy drive. Additionally, participation in Huron Perth Area Ontario Health Team's working groups remained strong, with the GBACHC leading the way in communications, and diversity and inclusion.

Invest in the Team, Facilities & Resources

The community's support and the Grand Bend Area Health Services Foundation (GBAHSF) were crucial in maintaining the GBACHC's infrastructure. While the Ministry of Health covers operational costs, it does not include building maintenance or updating patient care equipment. The GBAHSF's support helped facilitate repairs and equipment updates, allowing for initiating and maintaining care environments.



**Grand Bend Area
Community Health Centre**

Vision

Health and wellbeing for all.

Mission

Empower the health and wellbeing for the people in our communities – together.

Our Core Values

People Centred

Individuals are empowered to be in control of their health.

Respect and Inclusion

Compassionate Care
For the whole person – physical, mental, and social wellbeing.

Interconnectedness

Building connections at all levels to provide comprehensive care.

Integrity and Responsibility

Accountable for what we say and do.

Grand Bend

69 Main Street East, PO Box 1269, Grand Bend, ON NoM 1T0

Hensall

122 King Street, PO Box 159, Hensall, ON NoM 1X0