



**BOARD OF DIRECTORS:** From Left: Tom Hurley, Karen Sutherland, Chantal Welch, David James, Lynn Heyland, Mervin Coleman, Andy Kroeker Absent: Jane McGregor, Donovan Ladner

## Message from the Executive Director - Andy Kroeker

2011-12 was another year of change that laid the foundation for the future of the Centre. At the Board level we welcomed five new directors including our Chair, Vice Chair and Secretary-Treasurer. Many new staff joined our team including a Nurse Practitioner, Physician, Diabetes Dietitian, Community Health Services Manager, Therapist, Early Childhood Educator and Personal Support Workers.

Much time was spent over the past year developing our new Vision, Mission, Values and Strategic Plan. We identified five strategic directions: improving the areas of access, community capacity-building, communication, quality and efficiency, while also strengthening our human resources.

Many of you took the time to tell us what we do right and where we can improve. The message that was heard the loudest was the need to improve access, especially in light of the departure of a family physician in the area. Those who get in our door love our staff and the work we do. The challenge is that there are many more people who want to access the care and services we deliver. We currently provide quality care to 1800 clinical clients and our main funder is looking for us to substantially increase that number over the next few years. We will support our staff and work with our community partners to look for creative ways to provide accessible, equitable, efficient care to more people in our communities. One of the first improvements will be the use of a new Electronic Medical Record (EMR) in the fall of 2012. We welcome your suggestions on other ideas that will allow us to provide care to more of your family, friends and neighbours.

Thanks again to everyone for all your hard work over the past year. Our Board, volunteers and staff do amazing work.

Remember, "The best thing you can do is the right thing; the next best thing you can do is the wrong thing; the worst thing you can do is nothing." -Theodore Roosevelt.

## Message from the Board Chair - David James

On behalf of the Board of Directors I wish to thank the staff and particularly Andy Kroeker and his management team for all their hard work during the past year. It has been a challenging year during which we have successfully completed a new strategic plan, a time consuming but important exercise.

We have a number of new faces on the Board as past members have relocated or resigned to meet the pressures of family or work. Special thanks to Jane McGregor our past chair who although she has stepped down as chair, has agreed to serve out her sixth year on the Board, and to Tom Hurley who has been busy recruiting new directors.

Our Board of Directors is facing challenging times as are all who work in the health sector. At every turn we hear about Government debt and deficits, and we all know that the greatest demand on the public purse is for health care. Our funders are requiring greater accountability and value for money from our Board, our Centre and our employees. These expectations will increase with the addition of four new indicators in our Accountability Agreement with our funder in the coming year. We also expect that the "Excellent Care for All" Act will increase the Board and Centre's responsibilities in the area of Quality Improvement. Clearly, the status quo is not an option as we deal with our new realities.

Board members must stay current with new legislation and regulations, attend workshops and seminars to become knowledgeable on the issues and prepare for and attend regular Board and committee meetings. They must always work with staff towards making our Community Health Centre the absolute best it can be. So in closing, I say a big thank you to all Board members, past, current and new for helping us get to where we are today. We look forward to your support as we move toward a new future.

# The Staff who Make it all Happen!



**Front Row:** Kim McCready, Debi Feasey, Jenna Campbell, Larissa Church, Lindsay Damen, Deb Page, Katrina Kalita, Cindy Da Costa

**Second Row:** Marie Bartlett, Katherine McLeod, Vicky Heard, Karen Spanswick, Yvonne Rastin, Nichole Wells, Tammy Cartlidge, Linda Buchan, Rob Wojkowski, Becky Thompson

**Third Row:** George Kim, Stephanie Duarte, Krista Bodkin, Tarryn Geldart, Diane Van Dyk, Carla Cunha, Gwen Hammons, Margaret Intven, Rasa Roberts, Nicole Papps, Amanda Schoelier, Barry Fellinger, Sabrina De Cook, Belinda Burger, Cora King, Jackie McCann-Johnson, Heather Timson, Kate Dymock

**Fourth Row:** Paula Alves, Stephanie Skelding, Melanie Silos-Crowell, Yvonne MacDonald, Danielle Gilbert, Michelle Thibodeau, Kristie Emery, Laurie Zander, Marcy Machado

**Absent:** Betty-Jo Drent, Mandy Campbell, Aleccia Hofstetter, Andy Kroeker, Tanya Lima, Tobi Maniacco, Kevin Mardell, Sophie Marleau, Shelley Marsh, Karen Parker, Sharon Salvador, Joy Scafe, Christina Stuart, Rick van der Heide, Shelly Vergeer

In May of this year the WECHC staff and volunteers were very saddened by the passing of our valued staff member Jeannie Leitch.

Jeannie was one of the most genuine people that we have ever known. She was not impressed by wealth or fame or material things but was impressed by the little things that often go unnoticed. She never compromised her values of honesty and integrity. She went about her work never expecting recognition or praise. She loved her seniors and would always go above and beyond to make everything just right for them.

She will always be remembered by our staff, volunteers, seniors, community and board members.



# Thanks to Our Volunteers

This year we “Celebrated the Moments”. Everyone worked very hard over the past year. Our programs and services have grown in leaps and bounds and that is because of the time that you the volunteers have given to the WECHC and the residents in the West End of Elgin County.

Volunteers are involved in Meals on Wheels, Transportation, Friendly Visiting/Telephone Checks, Soup’s On, Bingos, Childcare, Caregiver Support, Drop In Groups, Baking Group, Special Events, Administrative Support, and Board Members.

To the volunteers of WECHC who give their time to improve the lives of others in our communities .....you are a group of incredible people who we admire greatly. Thank YOU!!!!!!

## Living Tree

WECHC has a recognition tree called the Living Tree. This plaque which hangs on the wall in the reception area at WECHC, lists the names of those volunteers and staff who have passed away during the time they were volunteering or working for the Centre.

This living tree will be another way that our valued volunteers and staff will be remembered by us and the community. Each leaf on the tree will hold a name and the year the volunteer or staff member passed away.

This year we recognized three volunteers Bill Vandenbrink, Duncan Morrison and Sharon Rees and one staff member Jeannie Leitch. They will be forever missed.



## Joint Client Satisfaction Surveys

This year saw the five Community Health Centres (CHCs) in the South West Local Health Integration Network (SW LHIN) work together to develop common satisfaction surveys. The Client Satisfaction survey results were collected and reported to the LHIN and future efforts will include volunteer and community satisfaction surveys.

We received surveys from 234 clients (6%). Overall, 98% of those surveyed were always or mostly satisfied with the services they received, that they would come back again, and that they would recommend the Centre to their friends and family.

Most agreed that using our services improved their health and well being (92%). Overall, 93% were always or mostly satisfied with the opportunities to participate in the planning of their care. Finally, 94% stated that they received services when they needed them. All of our results were slightly above the average for the five CHCs.

Thanks to everyone across the Centre for the great care and services you provide to our clients. They truly appreciate your efforts!

### Quotes from our Clients:

“For my needs and beyond the services are excellent.”

“So many classes, activities, it’s wonderful what WECHC offers.”

“The staff is always great. They go above and beyond what is required.”

## **OUR VISION**

"We envision caring and vibrant communities where people achieve and maintain the highest possible level of well-being."



## **OUR MISSION**

"The West Elgin Community Health Centre team works with our communities and our partners to provide accessible, high quality health care, health promotion and community support services."



## **OUR VALUES**

Person-Centred and Community-Centred Service Excellence  
Teamwork  
Accountability  
Leadership  
Respect



## **STRATEGIC PLAN 2012 - 2015**

### **1. First Strategic Direction: Improve Access**

This strategic direction is about removing barriers to service

### **2. Second Strategic Direction: Improve Community Capacity-Building**

This strategic direction is about:

- Partnerships
- Helping the community to develop skills so people can empower themselves
- Helping the community to improve the social and economic conditions that affect people's health (the "social determinants of health")
- Advocacy

### **3. Third Strategic Direction: Improve Internal and External Communications and Engagement**

This strategic direction is about getting and sharing knowledge, both internally and externally; about clearing up misconceptions; and about ensuring that internal and external parties are involved in shaping what we do

### **4. Fourth Strategic Direction: Improve Quality and Efficiency**

This strategic direction is about:

- Reporting and communicating
- Data management
- Decision-making based on good information that is turned into useful knowledge
- Evaluation of what we do, how we do it, and the outcomes we produce

### **5. Fifth Strategic Direction: Strengthen Our Human Resources**

This strategic direction is about:

- The well-being of our staff and volunteers
- Professional and volunteer development
- Recruitment and retention of Board, staff and volunteers



# **Highlights/ Success Stories**

## **Provincial Emergency Department Study**

A study by the Institute for Clinical Evaluative Sciences showed the excellent work that Community Health Centres are doing both here in West Elgin and across the province. Our team is doing a great job of providing care that allows our clients to avoid unnecessary trips to our local hospitals that cost the health care system more money. Many of our clients are sicker than average, and should require 50% more care based on the many health challenges they face. So for them to be using the emergency departments 43% less than expected says a lot about the care provided by the team at the Centre.

## **“Gift a Ride” A newly funded United Way program**

We received one time funding from the United Way to implement the “Gift a Ride” program. The goal of “Gift a Ride” is to provide people with equal access to the services they require to attain optimum health and well-being. The “Gift a Ride” program will offer individuals in our communities an opportunity to more fully participate in taking control of their life, health and well-being.

## **Healthy Living Tips**

We received funding from the Healthy Communities Fund to implement the Healthy Living Tips Project. Monthly sessions are offered to caregivers and clients with life-altering conditions to help individuals remain in their homes longer and prevent caregiver burnout. Each session will be different and will include education, as well as activities, that participants will be able to use at home. Sessions are interactive and include exercise, healthy eating, stress management, and a variety of therapies, such as massage and meditation. These are free afternoon and evening sessions.

## **Living a Healthy Life with Chronic Conditions**

WECHC partnered with the South West Community Care Access Centre to deliver the Living a Healthy Life with Chronic Conditions Workshop. The Centre’s Health Promoters attended training and became certified to teach the course. The workshop is a six week session used all over the world to increase a person’s active participation in reaching his or her best health and wellness. This involves gaining confidence, knowledge and skills to manage physical, social, and emotional aspects of life, in partnership with the health care team and community supports.

## **Health Promotion and Systems Navigation**

Our current health care system is complex and changes regularly. WECHC can help you to better understand what health care services, community programs and services are available to you and how to access them. We offer programs and services that address the day to day challenges such as: food, housing, education, income, peace and justice, physical environment, healthy child development, and social supports. that affect your health.

## **Heritage Homes Community Hub**

WECHC was bursting at the seams so when the Hub opened we moved our Community Support for Seniors/Disabled Adults and Assisted Living team offices there. Not long after, other service providers moved into the building to bring services to our community. Talbots Trails Physiotherapy set up services initially offering physiotherapy one day a week. They have now expanded the space they use and are open five days a week. Elgin Audiology has also moved into the Hub and offer services to all ages. The Hub can also be rented for such things as presentations, meetings and seminars and even Yoga classes. There is still one empty office space available to rent!



West Elgin Secondary School Art Project @ the HUB

# **Highlights of Some of our Unique Partnerships**

In rural communities, individuals and families may experience barriers to accessing services for a variety of reasons including transportation, knowledge of services in cities, and finances. WECHC recognizes that we do not always have the staff or expertise to offer specific services to the community. We are at times able to bring other providers to this community by offering them space locally. To find out more about accessing these programs and services, please call our Centre.

## **Arthritis Rehabilitation and Education Program**

In a partnership with the Arthritis Society, an Occupational Therapist comes to the Centre twice a month. She provides assessment and treatment for daily activities when arthritis limits a person's ability to function. This program is offered to people who have a confirmed diagnosis of arthritis. You can be referred by your health care provider (doctor or nurse practitioner) or you can refer yourself by contacting our Centre.

## **Community Care Access Centre**

The Community Care Access Centre (CCAC) connects you with the care you need, at home and in your community. CCAC case managers meet with families across the county to assess client needs and implement services needed. A great deal of their work occurs in client homes where they gather information on client needs. WECHC offers CCAC office space to assist them in their daily operations.

## **Endocrinologist Services in our Community**

We offer office space to an endocrinologist based out of London so he may bring his services to our community. An endocrinologist is a doctor who specializes in treating disorders such as diabetes, thyroid problems, growth problems and many other conditions.



## **Mental Health Services**

Sometimes the challenges we face in our lives become too overwhelming to manage alone. We may need someone to talk to who can help us find solutions. WECHC continues to seek out and create partnerships to provide resources in our community to assist individuals and families. Regional Mental Health Care (RMHC) and Canadian Mental Health Association (CMHA) have counselling and case management staff who use office space in WECHC to be more accessible to their clients. We also have a child psychiatrist and psychologist who come regularly to WECHC.

## **Primary Care Asthma Program**

WECHC and St. Joseph's Health Care, London have partnered to provide assessment, treatment, education and follow-up care for adults and children who have asthma. Care and treatment is provided by a Certified Asthma Educator. This service is offered to individuals who live in this community with a referral from your physician or nurse practitioner. Services are offered at WECHC and Dutton Medical Centre.

## **WECHC Services in Dutton**

WECHC values participation in the community which we serve. For many, accessing transportation to come to West Lorne can be difficult. In a unique partnership with the Dutton Medical Centre, we have been able to bring some of our services to the Dutton community. The following services are offered by our staff in Dutton: Counseling for Seniors, Diabetes Education, Nursing support for Well Babies, and Chiropody.

## **West Elgin Secondary School (WESS) Wellness Centre**

WECHC and WESS have a partnership which is unique in Ontario. WECHC assists high school staff in maintaining the physical and emotional well-being of students. A Nurse Practitioner and a Registered Dietitian offer on-site appointments for students free of charge. Our services are in addition to the care the students receive from their family health care provider. We offer accessible health care, advice, resources and referrals to other agencies. Students can find out more about our services at the school's Wellness Centre.



# Special thanks to our Funders!



## West Elgin Community Health Centre Statement of Financial Activities

Year ended March 31, 2012

<b>Revenue</b>	<b>2012(\$)</b>	<b>2011(\$)</b>
Government Funding	4,700,667	4,592,898
Grants and Program Funding	39,511	51,728
Consumer Income	47,597	38,653
Interest	247	0
Local Use	2,367	13,785
Other	10,138	46,091
Amortization of deferred capital contributions	161,130	161,130
	<b>4,961,657</b>	<b>4,904,285</b>



### Expenses

Salaries and Wages	2,119,897	2,258,994
Benefits	628,209	653,221
Nurse Practitioners remuneration	145,305	145,849
Medical staff remuneration	699,227	652,475
Medical and surgical supplies	19,139	26,476
Supplies and Sundry	828,172	637,712
Equipment Expenses	30,561	16,604
Contracted Out	60,534	83,739
Building and Grounds	49,379	37,026
Amortization	167,097	167,097
	<b>4,747,520</b>	<b>4,679,193</b>

<b>Excess of revenue over expenses, prior to funding repayable</b>	<b>214,137</b>	<b>225,092</b>
Funding repayable, Ministry of Health and Long-Term care	219,983	189,973
<b>Excess (deficiency) of revenue over expenses</b>	<b>-5,846</b>	<b>35,119</b>
Net assets, beginning of year	97,587	62,468
<b>Net assets, end of year</b>	<b>91,741</b>	<b>97,587</b>

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