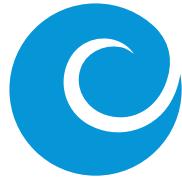


Every  
One  
Matters.

2012-13



West Elgin  
Community  
Health Centre

2012-13  
**ANNUAL REPORT**

## West Elgin Staff

Paula Alves  
Krista Bodkin  
Linda Buchan  
Belinda Burger  
Amanda Campbell  
Tammy Cartlidge  
Larissa Church  
Steven Collins  
Cindy da Costa  
Carla Cunha  
Lindsay Damen  
Sabrina De Cook  
Betty Jo Drent  
Kate Dymock  
Kristie Emery

Debi Feasey  
Barry Fellinger  
Tarryn Geldart  
Gwen Hammons  
Vicky Heard  
Kimberly McCready  
Joanne McGahan  
Margaret Intven  
Katherine McLeod  
Katrina Kalita  
George Kim  
Cora King  
Andy Kroeker  
Tanya Lima  
Rasa Roberts  
Yvonne MacDonald  
Marcy Machado-Shiryaev  
Julie MacVoy

Tobi Maniacco  
Kevin Mardell  
Sophie Marleau  
Shelley Marsh  
Christina Stuart  
Michelle Thibodeau  
Becky Thompson  
Heather Timson  
Rick van der Heide  
Diane Van Dyk  
Shelly Vergeer  
Nichole Wells  
Jenna Wissink  
Robert Wojkowski  
Laurie Zander

Melanie Silos-Crowell  
Stephanie Skelding  
Karen Spanswick

### 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



**Board of Directors:**  
Back row (l-r) Jane McGregor; David James (Chair); Andy Kroeker (Executive Director); Mervin Coleman  
Front Row (l-r) Donovan Ladner (Vice Chair); Ruth Martin; Lynn Heyland (Secretary/Treasurer); Jennifer Ford  
Absent: Mike Madeira, Robert White

Thank you, also, to our departed Board members, Tom Hurley, Chantal Welch and Debra Woods.

## Message from the Board Chair and Executive Director

2012-13 was the first year of our new three year strategic plan, and our focus has been on continuing to do what we do, but doing it better. This includes providing care to more people from our community, as promised a year ago.

A significant amount of effort was put forth in the implementation of our new Electronic Medical Record. The process resulted in an increased workload for many of our staff. We look forward to the benefits of the new system.

Another major project was our participation in a voluntary accreditation process. This required submitting documented proof of all our policies and procedures. The reward came in October, however, when we received the top recognition of full accreditation, confirming that we met the rigorous standards for best practices.

One of our physicians departed this year, and a nurse practitioner has left on a maternity leave. This, combined with the activities listed above, limited our ability to reduce our waiting list for new clients. We are actively recruiting for these roles. We are grateful to our clinical team members for taking care of all of our existing clients while reducing the wait list by accepting new people into our care.

This year, we began working with "Quality Coaches" to improve our processes and procedures. Our expectation is that this will allow us to provide care to more people from our community within our existing resources. With the Province's increased emphasis on quality, and greater expectations from our clients, this work is timely.

To help measure the quality of our work we conducted our annual client satisfaction survey as well as our bi-annual employee engagement survey. We know that we do good work here – but we also know there is always room for improvement.

Next year you can expect to hear more about the Elgin Health Link project that will result in our Centre participating in more partnerships. This provincial initiative will build on our work with other providers, specialists, hospitals, the Community Care Access Centre, and mental health and community support services to make it easier for people in Elgin County to access the care and services they need.

We look forward to launching new programs that will focus on health promotion and keeping our communities and clients healthy. The "Healthy Beginnings, Healthy Life" program will focus on using exercise as a way to improve quality of life. We will also continue with our Ideas Workshops to find ways to improve people's access to the quality food they need to stay healthy.

We are optimistic that all our efforts for quality improvement are and will continue to pay off through 2013 and beyond. We are committed to continue improving how we work and how we communicate with our clients, our communities and our partners to show that "Every One Matters".

Finally, and most importantly, we thank all of our staff and volunteers for their hard work and dedication through a year full of challenges.

*Andy Kroeker*

Andy Kroeker  
EXECUTIVE DIRECTOR

*David B. Jones*

David James  
BOARD CHAIR

# Our Accomplishments

## Accreditation:

In April 2012 we were visited by members of the Canadian Centre for Accreditation. This group of outside observers reviewed our policies and procedures and verified that we met mandatory standards and best practices. Additional work was completed over the summer and in October we received the top recognition of full accreditation. Our next review will be in April 2016, when we will be required to meet new quality standards.



## Electronic Medical Record:

We made the spectacular leap forward from a paper-based charting system to an Electronic Medical Record (EMR) in October 2012. Two new systems were deployed: one for our clinical and other health centre teams, and another for our community support services and assisted living teams. The new clinical EMR allows our providers to receive electronic reports from hospitals, specialists, and labs. It is expected that these new systems will allow us to receive reports in a timely manner and provide improved quality of care.

## New Clinical Services:

In October and November we offered our first ever open flu clinics to the public. In November we held our first community blood pressure clinic. These were intended to help meet some of the growing demand for health care services in the community. We also responded to other community needs by expanding our support to the Dutton Medical Centre. Starting in November, one of our Nurse Practitioners joined our Early Years Registered Nurse, Diabetes Education Team, Chiropodist, Social Worker and Registered Dietitian in providing services to Dutton.

## Information Systems:

In December we completed two more provincial information system projects. We implemented an assessment tool that allows client information to be gathered electronically to improve care planning and client movement through the system. We also deployed a new financial software package that will allow us to better track and report on our Centre's finances.

## Quality Improvement Plans:

In January all Community Health Centres were directed to develop formal Quality Improvement Plans. A plan was developed and submitted by the end of March to Health Quality Ontario and our funder the South West Local Health Integration Network. While we have always taken pride in the quality of the care and services provided here, this plan has formalized the process. A Quality Committee has been set up to further develop the plan and monitor its progress. They will also provide guidance on future quality improvement projects. A Quality Improvement Coach was also brought in to review our processes and procedures. Initial work started with our clinical and administrative teams to help us become more efficient and effective.

## HOOPP Pension Plan:

One of the challenges Community Health Centres are faced with is the ability to attract and retain great staff. In January our staff were given the opportunity to participate in the Healthcare of Ontario Pension Plan. This plan is the same one offered by hospitals and other health care agencies and will increase our ability to recruit and retain staff.



We had an amazing response to our first Amazing Race – an intergenerational event held in the Dunwich Dutton Community focusing on a fun and safe atmosphere to learn about community resources.



Fourteen staff members took advantage of a warm, sunny spring day by hiking the trails at Warwick Conversation Area as an employee wellness activity.



Hayden and her mom Jill prepare a snack together for our "Dips and Sticks" theme in the Kitchen Kids Program.



On July 23 staff, volunteers and community members dedicated a bench in honor of Jean Leitch who passed away in May of 2012. Jeannie was a well-respected employee and member of the community who is dearly missed.

## Client Satisfaction Survey Results 2013

**96%**

were satisfied with the services they received through the Health Centre/programs

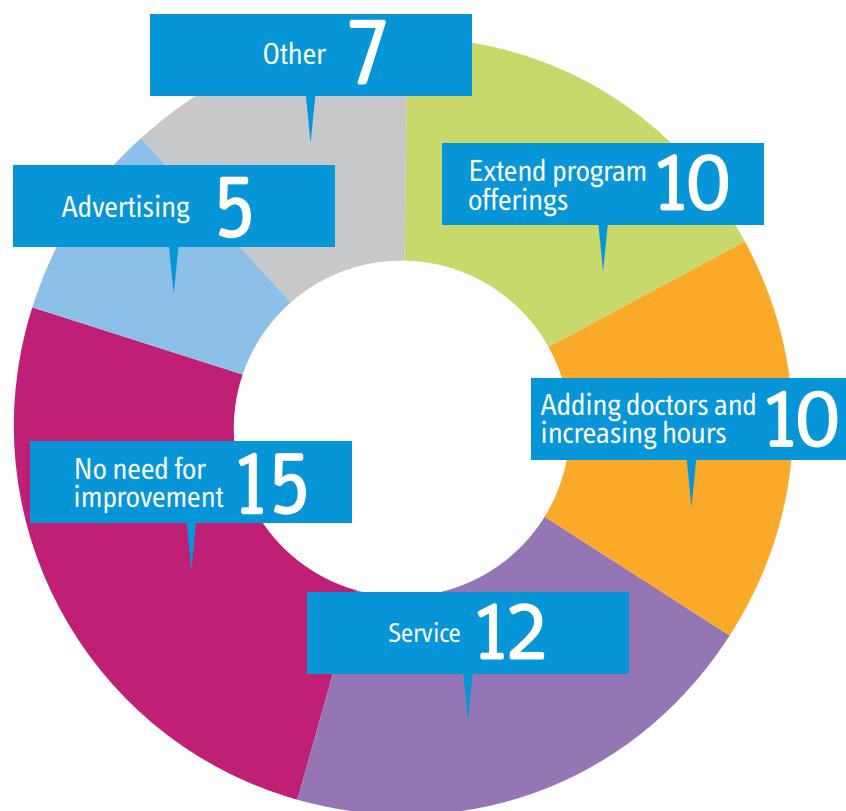
**92%**

would come back to the Health Centre/programs if needed again

**95%**

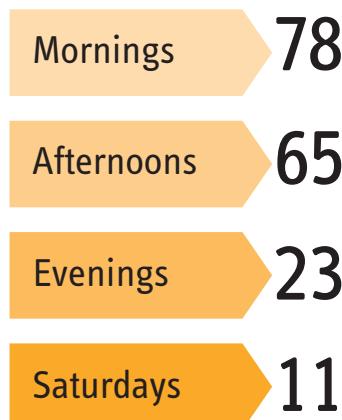
would recommend the Health Centre services and programs to friends and family

The Health Centre could improve by:



**146**  
CLIENTS  
COMPLETED  
THE SURVEY

When do you like to have appointments/services?

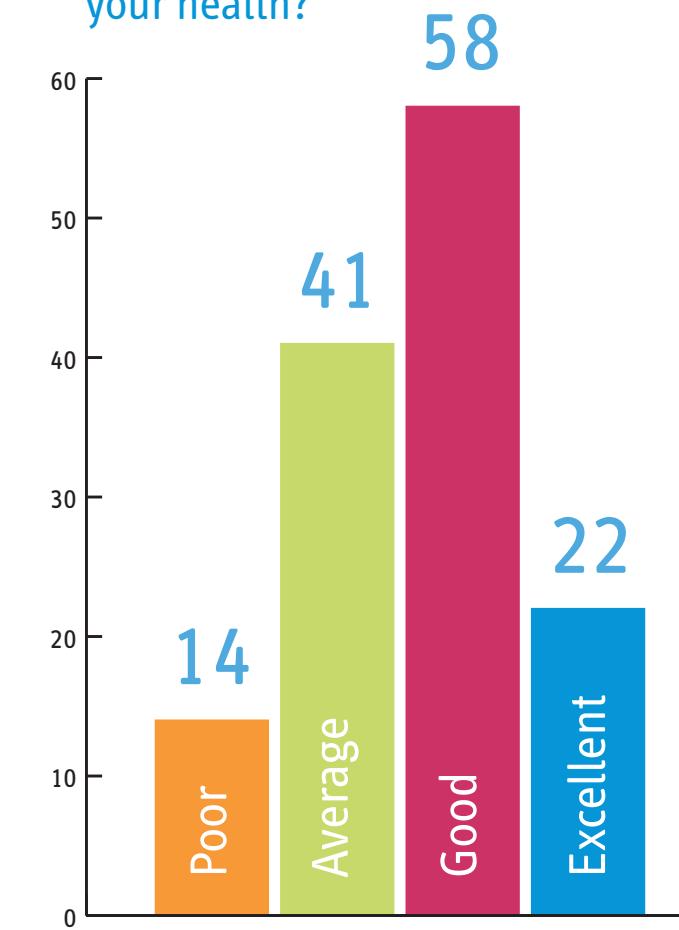


“Would like to see preventative medicine emphasized to prevent serious illness.”

The last time you were sick, how many days did it take until you were seen by someone at the Health Centre?



How do you describe your health?



“Small town: takes as much time as needed to see patients, don’t feel rushed.”

The best part about the services/programs at the Health Centre:

- Accessibility and location
- Friendly staff and welcoming atmosphere
- Assisted Living program for seniors
- Good food and social gatherings
- Caring providers



## Employee Engagement

The Community Health Centres across the South West Local Health Integration Network worked together in 2011 and again in 2013 to conduct employee satisfaction surveys.

The survey allows us to hear what is important to our employees, how well we are doing from their viewpoint, and identifies areas where we should spend time and money to improve employee satisfaction and ultimately client care.

Since the 2011 survey we clarified our mission, vision and values, developed a new strategic plan, implemented benefits such as the Healthcare of Ontario Pension Plan (HOOPP) and have been facilitating better cross-team relationships.

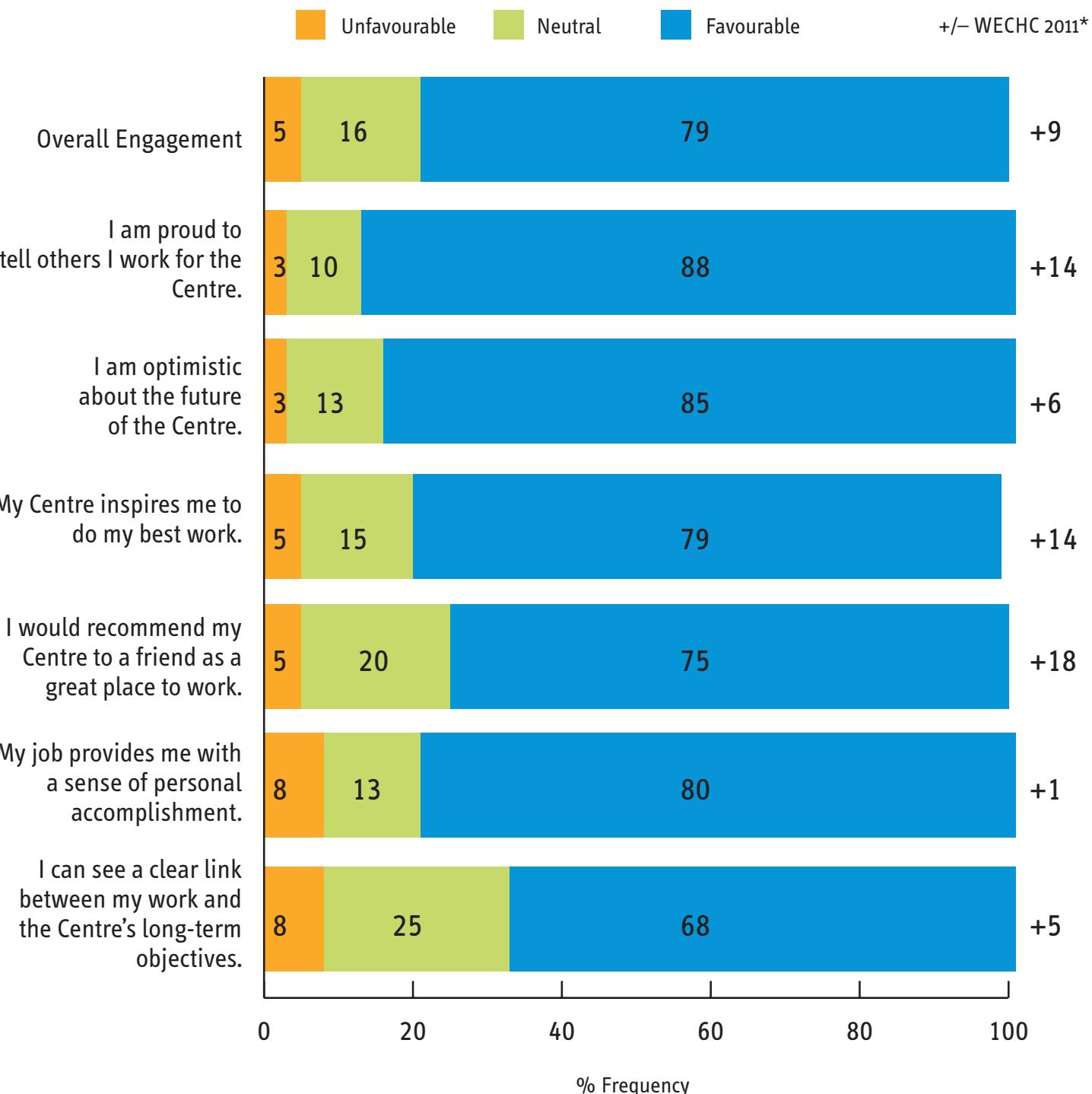
It appears that our hard work is paying off as our overall engagement score rose to 79% favourable. We have shown substantial improvement in many areas of staff satisfaction – most notably organizational vision, senior leadership and client focus. Overall, our highest scores were in work environment, professional growth and performance feedback.

Three areas they identified that need the most improvement are information and communication, team work and compensation.



“Employee engagement reflects how connected emotionally and intellectually an employee is to his/her job, organization, manager, or coworkers. This, in turn, impacts the amount of additional effort he/she gives to his/her work.”

## Engagement Scores



Data is rounded to the nearest whole number.

\*Number indicates change from previous (2011) survey results.

## Audited Statement of Financial Position

	Statement of Financial Activities and Net Assets Year ended March 31, 2013	
	2013 \$	2012 \$
<b>Revenue</b>		
Government funding	4,742,841	4,700,667
Grants and program funding	11,721	39,511
Consumer income	44,506	47,597
Interest	9	247
Local use	1,290	2,367
Other	8,812	10,138
Amortization of deferred capital contributions	161,130	161,130
	<hr/> 4,970,309	<hr/> 4,961,657
<b>Expenses</b>		
Salaries and wages	2,207,979	2,119,897
Benefits	738,015	628,209
Nurse Practitioner remuneration	167,001	145,305
Medical staff remuneration	715,850	699,227
Medical and surgical supplies	28,472	19,139
Supplies and sundry	761,099	828,172
Equipment expenses	41,566	30,561
Contracted out	42,718	60,534
Buildings and grounds	55,873	49,379
Amortization	167,097	167,097
	<hr/> 4,925,670	<hr/> 4,747,520
<b>Excess of revenue over expenses, prior to funding repayable</b>	44,639	214,137
<b>Funding repayable, Ministry of Health and Long-Term Care</b>	<hr/> 49,670	<hr/> 219,983
<b>Excess (deficiency) of revenue over expenses</b>	(5,031)	(5,846)
<b>Net assets, beginning of year</b>	91,741	97,587
<b>Prior year settlements</b>	<hr/> (6,871)	<hr/> -
<b>Net assets, end of year</b>	<hr/> 79,839	<hr/> 91,741

## Our Valued Volunteers

Ange Welch	Claire Champ	Jean and Joe Van Nuland	Meagan Dieleman
Angus McLain	David and Nicole Vergeer	Jean Georgvich	Mike and Bonnie Rowe
Anna Birseley	David Witroway	Jill Soos	Nancy Labadie
Audrey Roodzant	Deanna DeRooy	Joan Neil	Neil Fleming
Barb Edwards	Diane Cassel	John St. Pierre	Norma Schnekenburger
Beatrice Hoglund	Don and Janet Greer	Joyce Baker	Normande Jacques-Morencie
Ben Sloetjes	Donna Miller	Julie Campbell-Peters	Patty Lee
Bill and Fran Graham	Ed and Mary Mylrea	Karen Kendrick	Phil Martin
Bill Miller	Eileen McTavish	Karen Roos	Phyllis McNeil
Bob Lautebach	Elaine Brown	Kathy Corneil	Ruth Martin
Bonnie Robertson	Elaine Coles	Ken Mott	Sandra Cahill
Brenda VanBree	Erin Gosnell	Linda Dionne	Sharon Chew
Candida Francisco	Eve Devine	Liz McNeil	Shirley Dewilde
Carri Proulx	Garnet, Jessica and	Lucas Given	Tara Smith
Cathy Attridge	Luke Stacey	Maria Silveira	Terry Eden
Charles Cronkite	Gary and Thea Long	Marie and Keith Kelly	Tobi, Domenic, Maya, and
Chris Kirschner	Glen and Carol Walters	Marie I. Oliveira	Gino Maniacco
Christina Swann	Irene Puddester	Martha Groniger	Valerie Horvath
Christine Fehr	Jane Anton	Mary Verbeek	Victoria Towers
Cindy Buck	Jason Timmermans	Maureen Robinson	



**Every  
One  
Matters.**

**2012-13**

**Right away you will have noticed our new look!**  
The West Elgin Community Health Centre has adopted a new logo used by many of Ontario's community health centres. When you visit our health centre you will be greeted by the same friendly faces and receive the same high quality health care, health promotion and community support services as in the past – all with a beautiful new look.



West Elgin Community  
Health Centre  
153 Main Street,  
West Lorne, Ontario N0L 2P0  
**T 519-768-1715 F 519-768-2548**

East Elgin Diabetes  
Education Program  
25 John Street South,  
Aylmer, Ontario N5H 2C1  
**T 519-765-4797 F 519-765-4977**

[www.wechc.on.ca](http://www.wechc.on.ca) • [info@wechc.on.ca](mailto:info@wechc.on.ca)

The West Elgin Community Health Centre wishes to thank its funders for their continued support:  
the Ministry of Health and Long Term Care,  
the South West Local Health Integration Network,  
and the United Way of Elgin-St. Thomas.