

Every
One
Matters.

2019-20

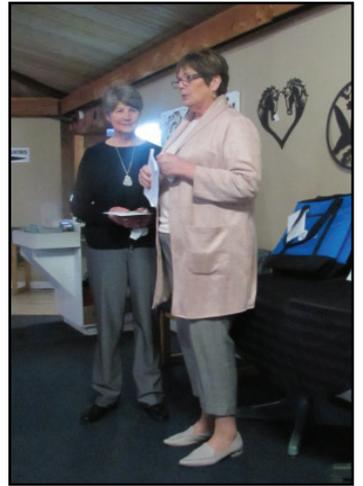


West Elgin
Community
Health Centre

2019-20
ANNUAL REPORT



Thank You
to our dedicated staff,
volunteers,
Board of Directors,
clients and
communities



Accomplishments 2019-20

The main highlights of the year involved celebrating the Centre's 25th anniversary, along with the retirement of long-time registered practical nurse Joy Scafe. Joy was one of our original employees and she earned a well-deserved retirement after providing 25 years of compassionate care and dedicated service to our clients and communities. An open house held in June formally unveiled the bench dedicated to her and welcomed the community to thank her for all that she has done for them. Thanks Joy – *we miss you!*

Also in June, a Volunteer Recognition event was held to celebrate the 25 years of support and caring provided by our great volunteers. In July, nearly 300 people attended the Centre's 25th anniversary celebration at Miller Park. The 25th anniversary garden was unveiled at the Centre and over \$1,500 was raised for the two local food banks in a raffle for a signed Bo Horvat jersey.

The 25th anniversary celebrations continued in September when Joy and Kate Dymock were guest speakers at the Annual General Meeting and provided a presentation on the Centre's history. Finally in December, staff were treated to a Holiday lunch paid for by the Centre to thank them for all their hard work over the years.

One of the major tasks undertaken by staff at the Centre this year was preparing for the transition to a new Electronic Medical Record (EMR). A planning kickoff meeting formally started the project in December as we began the process of implementing the Telus PS Suite EMR. The hard work continued through the next few months as our dedicated directors, "Super Users" and staff prepared for the migration to the new system.

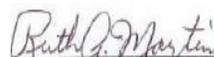
Throughout the year, new programs and services were introduced to better meet our community needs. Some examples include a Rapid Assessment Model deployed by the Mental Health team to help them better manage their growing wait list, a Community

Cardiac Rehabilitation program, a Culinary Class for Teens launched in partnership with West Elgin Optimists, and a Craving Change program delivered in partnership with West Elgin Mutual. At the Fall Fairs, we began to collect information on the needs of our clients and communities through our second Canadian Index of Wellbeing survey.

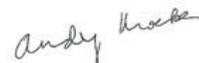
Outside the Centre, changes to the health care system continued to move forward as work began on the formation of the Elgin Ontario Health Team. In May the Elgin partners completed a Self-Assessment that was submitted to the Ministry of Health and in July, the Elgin application was deemed to be "In Development." In the fall, the Steering Committee Terms of Reference were drafted and membership continued to grow. In December, a session brought together Primary Care Board governors and a Progress Report was submitted to the Ministry of Health in January. Then in February a consultant was hired and a draft plan was developed for the completion of the Final Application.

The last few months of the year were challenging as we started to receive information about a new disease that was making its way around the world. As the fiscal year ended in March with the declaration of a global COVID-19 pandemic, most of the projects were put on hold as we prepared for the new fiscal year and our biggest test yet as a Centre. As you will see in next year's Annual Report, our amazing staff and community partners proudly stepped up to meet the challenge.

Sincerely,



Ruth Martin
Board Chair



Andy Kroeker
Executive Director

M-SAA Indicator Tracking 2019-20

The Health Centre signs a multi-year Multi-Sectoral Accountability Agreement (M-SAA) with our main funder, the South West Local Health Integration Network (now Ontario Health West). For each year in the agreement the targets and corridors are set for the indicators. New indicators may be added and old ones dropped. The results are reported to the funder for Q2 (April 1- September 30), Q3 (December 31) and Q4 (March 31) each year. As shown below green results are meeting the target, yellow are within the acceptable corridor, while red are not meeting the expected results. The Health Centre uses this information to show the areas that require a review of appropriateness of targets, are reflective of staff vacancies and areas that may need more attention.

Indicator	Q4 YTD	Q4 Proposed Target YTD 19/20	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
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Schedule E1: Core Indicators

Balanced Budget- Fund Type 2	-0.1%	0%	0%	0%
Proportion of Budget Spent on Admin	22.0%	20.0%	16.0%	24.0%

Schedule E2a: Clinical Activity Detail

General Clinic Individuals Served	2,452	2,280	2,052	2,508
General Clinic Service Provider Interactions	13,937	14,139	13,432	14,846
Foot Care Individuals Served	563	480	384	576
Foot Care Service Provider Interactions	2,411	1,800	1,620	1,980
Nutrition Individuals Served	254	200	160	240
Nutrition Group Sessions	42	35	28	42
Nutrition Group Participant Attendance	483	425	340	510
Nutrition Service Provider Interactions	435	360	288	432
Physiotherapy Individuals Served	366	350	280	420
Physiotherapy Group Sessions	74	60	48	72
Physiotherapy Group Participant Attendance	207	150	120	180
Physiotherapy Service Provider Interactions	1,816	1,800	1,620	1,980
Counselling Individuals Served	404	322	258	386
Counselling Group Sessions	27	36	29	43
Counselling Group Participant Attendance	554	430	344	516
Counselling Service Provider Interactions	1,846	1,872	1,685	2,059
Chronic Disease Individuals Served	245	225	180	270
Chronic Disease Group Sessions	64	60	48	72
Chronic Disease Group Participant Attendance	549	300	240	360
Chronic Disease Service Provider Interactions	1,313	1,000	900	1,100
Diabetes Individuals Served	978	950	808	1,093
Diabetes Group Sessions	47	20	16	24
Diabetes Group Participant Attendance	435	175	140	210
Diabetes Service Provider Interactions	3,410	3,075	2,768	3,383

Indicator	Q4 YTD	Q4 Proposed Target YTD 19/20	Q4 Proposed Perf Stand LOW	Q4 Proposed Perf Stand HIGH
Health Promotion Individuals Served	235	100	80	120
Health Promotion Group Sessions	63	50	40	60
Health Promotion Group Participant Attendance	716	500	400	600
Health Promotion Service Provider Interactions	553	350	280	420
Healthy Child Individuals Served	435	125	100	150
Healthy Child Group Sessions	112	150	120	180
Healthy Child Group Participant Attendance	1,499	1,700	1,530	1,870
Healthy Child Service Provider Interactions	573	450	360	540
Meals Delivery Individuals Served	72	65	52	78
Meals Delivery Combined	4,670	3,800	3,420	4,180
Congregate Dining Individuals Served	469	470	376	564
Congregate Dining Attendance Days	7,883	5,000	4,750	5,250
Transportation Visits	5,873	4,500	4,050	4,950
Transportation Individuals Served	190	150	120	180
Assisted Living Resident Days	9,236	9,125	8,669	9,581
Assisted Living Individuals Served	44	28	22	34
Caregiver Support Visits	1,520	2,000	1,800	2,200
Caregiver Support Individuals Served	271	330	264	396
Visiting Social and Safety Visits	2,690	1,700	1,530	1,870
Visiting Social and Safety Individuals Served	101	100	80	120

Schedule E2b: CHC Sector Specific Indicators

Cervical Cancer Screening Rate (PAP Tests)	78%	79.0%	63.2%	94.8%
Colorectal Screening Rate	72%	90.0%	72.0%	100.0%
Inter-professional Diabetes Care Rate	97%	95.0%	76.0%	100.0%
Influenza Vaccination Rate	64%	70.0%	56.0%	84.0%
Breast Cancer Screening Rate	74%	74.0%	59.2%	88.8%
Retention Rate (NPs and Physicians)	99%	86.0%	68.8%	100.0%
Access to Primary Care	77%	75.0%	71.3%	78.8%

Green is meeting the target, yellow is meeting the corridor, while red is not meeting the corridor.

% Green **76%** % Yellow **15%** % Red **9%** Total 100%

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 Vision

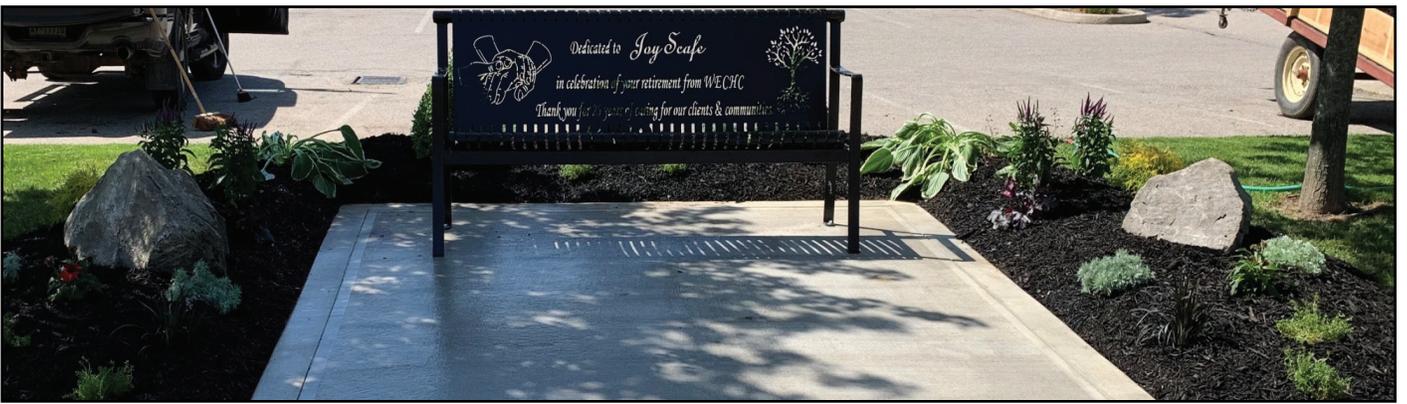
We envision caring and vibrant communities where people achieve and maintain the highest possible level of well-being.

Our Values

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

25th Anniversary Celebration

"Building Community Through the Years"

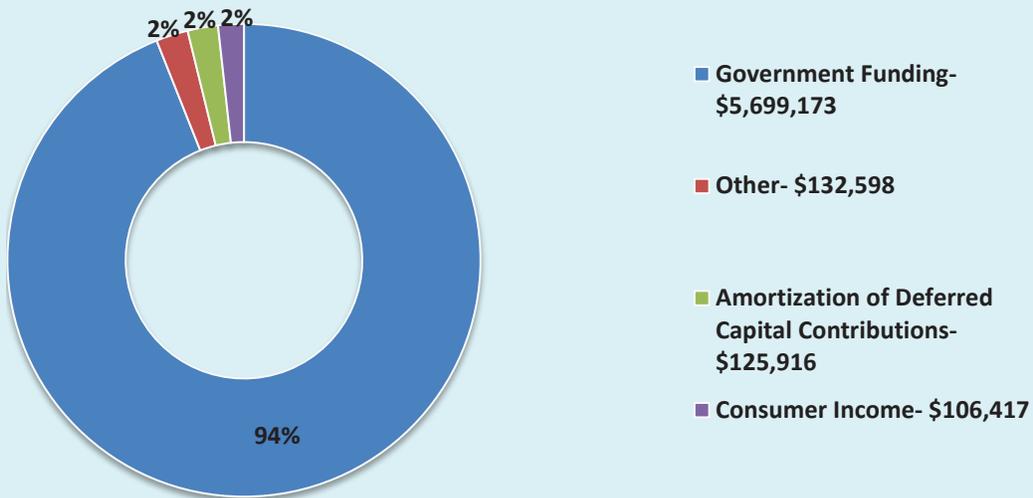


Thanks to all who went before us.
Thanks to all who walk with us now.
Thanks to all who will build the future.

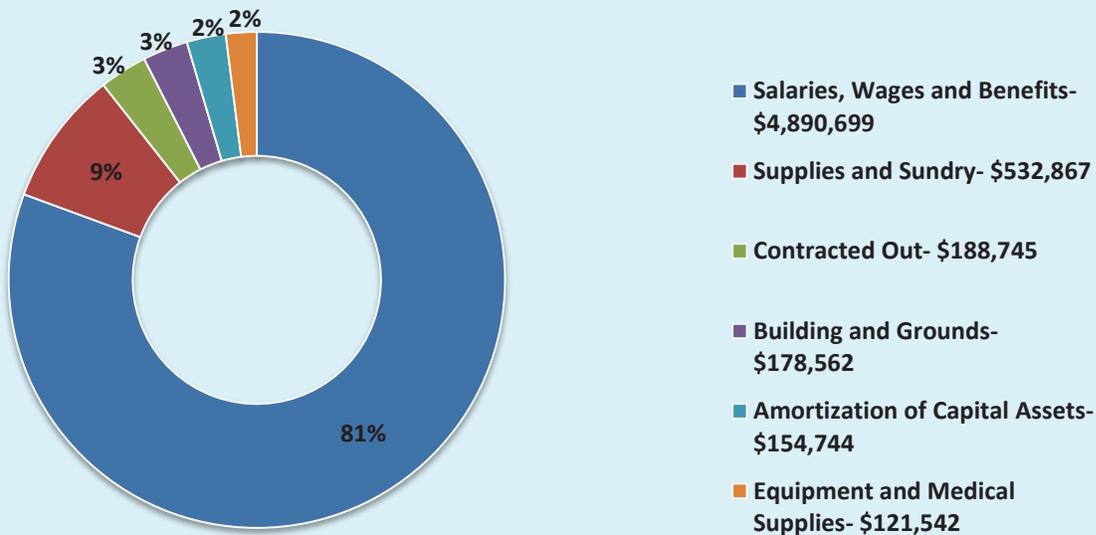


Financial Operations For The Year Ended March 31, 2020

Revenues (\$6.06 MILLION)



Expenses (\$6.07 MILLION)



For a complete set of financial statements, please visit our website at wehc.on.ca

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Building Caring, Vibrant, Healthy Communities

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
424 Talbot Street West, Unit L5
Aylmer, Ontario N5H 1K9
T 519-765-4797 F 519-765-4977

wehc.on.ca - info@wehc.on.ca



The West Elgin Community Health Centre wishes to thank its funders for their continued support: The South West Local Health Integration Network and the United Way of Elgin Middlesex.