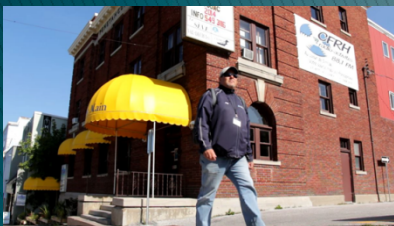




Centre de santé communautaire
CHIGAMIK
Community Health Centre



Working together to
**BUILD
COMMUNITY
VITALITY**



Annual Report 2013 - 2014

WHO WE ARE

As a CHC, we provide a combination of primary care, health promotion programs and community development initiatives that are culturally-relevant, holistic as well as available in English and French. Based on our belief that everyone has the right to accessible health care, our programs and services are available to all those who experience barriers to care. We provide a very integrated model of health and wellbeing by working in partnership with other social service, mental health and addiction agencies as well as other community-based organizations.

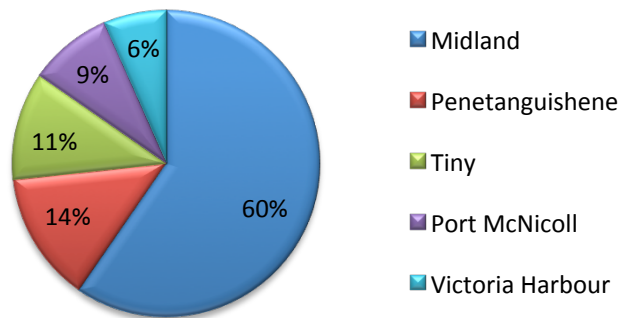


We are pleased to offer bilingual and culturally-sensitive care.

Our primary health care services are available to anyone without a family doctor or nurse practitioner living in:

- *Midland
- *Christian Island
- *Penetanguishene
- *Tiny
- *Tay
- *Port McNicoll
- *Victoria Harbour

*Any person who identifies as First Nations, Métis, Inuit (FNMI), or Francophone and who lives anywhere in our extended service area of the North Simcoe Muskoka LHIN



OUR MISSION

To provide culturally relevant holistic programs and services to equip our communities to achieve optimal health and well-being through awareness, health promotion and illness prevention.

OUR VISION

To be an inclusive place where all are welcome to pursue an enrichment of their quality of life, health and wellness.

A MESSAGE

FROM OUR BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear Friends,

On behalf of the Board of Directors, the CHIGAMIK Staff, and our dedicated volunteers, we are pleased to provide the following update for the 2013-2014 year.

During this past year, the CHIGAMIK Board adopted the Health Equity Charter and the Model of Health and Well-Being as a foundation to guide our work to reduce health inequities. We engaged our Board, Staff and community to identify the vision of what our community's health could look like as part of the development of our Strategic Plan 2014.

We had a great opportunity to support the Huronia Foundation in the development of the Simcoe County VitalSigns. The VitalSigns report measures the vitality of its community in key areas, providing critical information that can help set priorities and identify opportunities for action. The VitalSigns Report will be released fall of 2014.

CHIGAMIK has been identified as leaders in our sector as a result of the hard work of our Board and Staff. As the "go to" to take on identified needs not only by our clients but our funders and the community such as the development of Health Links and points of access in catchment area. The Board feels that a consolidation agenda is required to balance these pressures to grow while improving what we are currently doing.

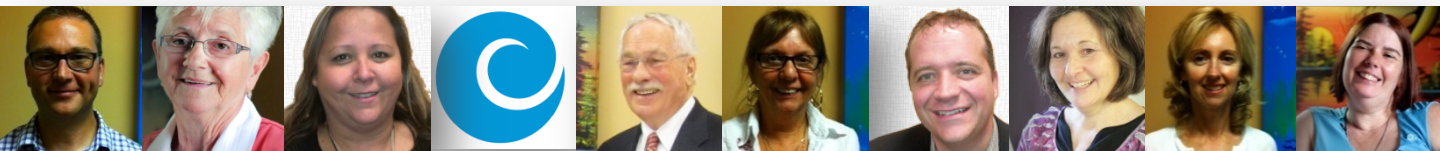
We look forward to the coming year as we continue work on our Strategic Plan and on our permanent location, and start the process towards accreditation.

Thank-you, Merci, Miigwetch

Tammy Stadt, Board President
David Jeffery, Executive Director



BOARD OF DIRECTORS



From left to right: Sean Bisschop, Rosita Desroches, Brenda Jackson, Nena Lacaille, George MacDonald, Karen MacMillan, Alain Mayer, Patricia Pommet, Gisele Robitaille, Tammy Stadt.

Representation and Elections 2014

* Vacant Position

Name	Representation	Officer/Directr	
Bisschop, Sean	Anglophone and Other Populations	Director	
Desroches, Rosita	Francophone	Director	
Jackson, Brenda	First Nation, Métis, Inuit (FNMI)	Secretary	
LaCaille, Nena	First Nation, Métis, Inuit (FNMI)	Director	
MacDonald, George	Anglophone and Other Populations	Vice President	
MacMillan, Karen	Anglophone and Other Populations	Director	
Mayer, Alain	Francophone	Treasurer	
Pommet, Patricia	Francophone	Director	
Robitaille, Gisele	Francophone	Director	
Stadt, Tammy	Anglophone and Other Populations	President	
Vacant	* First Nation, Métis, Inuit (FNMI)		
Vacant	* Anglophone and Other Populations		

Our policy is to have equal representation of our local First Nations, Métis and Inuit (FNMI) populations, Francophone populations as well as Anglophone and Other populations. This structure ensures that CSC CHIGAMIK CHC is representative of the communities it serves, is culturally relevant and ultimately meets its mission.

If you believe in our mission and vision and would like to help build a vibrant, healthy North Simcoe Muskoka, we invite you to contact:

Volunteer Coordinator

volunteer@chigamik.ca



HIGHLIGHTS

FROM OUR BOARD SUBCOMMITTEES

SITE COMMITTEE

The Minister of Health announced her commitment to fund a number of CHCs all awaiting capital approvals at various stages. We were one of those that were announced. Shortly thereafter one third of the funds for the capital project were sent to us. With our Pre-Capital Submission approved considerable work went into complete our Stage One Submission to the NSM LHIH and the MOH Capital Investment Branch. Unfortunately, the NSM LHIN informed us that we needed to start the stage One submission over as the operating costs over the life of the lease were out of reach. Since the costing structure did not work on the site we were cultivating for the Stage One submission we have been in active conversation with another site owner. Our current interim site continues to house us well. We continue to get good feedback on the welcoming nature of the space. With almost 2/3 of our panel size rostered we are facing some clinic room pressures for client flow. We would like to thank the efforts of all committee members in assisting with moving this key project forward. We eagerly anticipate the day that we can finally announce where we will be establishing our permanent site.

QUALITY IMPROVEMENT COMMITTEE

Since 2012 CHIGAMIK has actively participated in a province-wide initiative to incorporate methods and practices of quality improvement to enhance services for its clients. As defined by Health Quality Ontario, quality improvement refers to “a systematic approach to making changes that lead to better patient outcomes (health), stronger systems performance (care) and enhanced professional development”. Led by the CHIGAMIK Quality Improvement Committee, the CHC has focused on three dimensions of quality that include: access to primary care; patient-centred care; and care integration. Moving into the second half of the 2014 fiscal year, CHIGAMIK is on track to meet the objectives outlined in its 2014 Quality Improvement Plan. This includes: decreasing wait times for all primary care appointments to two days or less; implementing systems of electronic information sharing between CHIGAMIK, the Georgian Bay General Hospital and the Royal Victoria Hospital; and the distribution of an updated client experience survey to collect information on client satisfaction. Taken together, these initiatives will increase access to primary care, ensure clients receive a follow-up appointment within seven days following hospital admissions, and improve client satisfaction by informing the development of new services and programs that best reflect the needs of our clients.

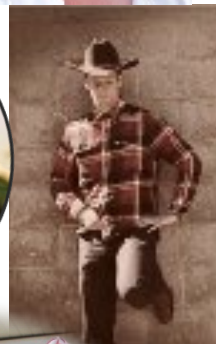
Health Quality Ontario. (2013). *What is Quality Improvement?* Kingston, ON: Queen’s Printer. Retrieved from: <http://www.hqontario.ca/quality-improvement>

GOVERNANCE COMMITTEE

The Governance Committee highlights for the past year was the completion of a web-access Board Manual, completion and approval of Governance Policies, Financial Policies, and creation of AODA Policy and training to reflect the new requirements.

STAFF TEAM

Ayotte	Nicole	Nurse Practitioner (NP)
Bakker	Jessica	Mental Health & Addictions
Beaudet	Catherine	Administrative Assistant
Brens	Christopher	DSA- Decision Support Analyst
Bresee	Jessica	Nurse Practitioner (NP)
Byron	Kevin	Physician
Doherty	Natalie	Mental Health & Addictions
Downer	Heather	Receptionist
Dyment	Katelyn	Office Assistant
Favron	Monique	Registered Practical Nurse (RPN)
George	Brian	Health Promoter/ Traditional Healing Co-or.
Gillespie	Andrea	Dietitian
Gillis	Stacey	Medical Secretary
Graham	Jeff	Community Health Worker
Henderson	Kelly	Health Promoter
Jeffery	David	Executive Director
King	Janine	Registered Practical Nurse (RPN)
Koval	Tracy	Registered Nurse (RN)
Ladouceur	Lisa	Nurse Practitioner (NP)
Lalonde	Charlene	OTN- Telemedicine Coordinator
Laramée	Julien	Mental Health & Addictions
Loones	Mona	Clinical Manager
MacSween	Moira	Physician
Maurice	Melissa	Office Manager
Mott	Shelley	Physician
Nancekievill	Dawn	Nurse Practitioner (NP)
Pauze	Angele	Receptionist
Scarati	Jennifer	Nurse Practitioner (NP)
Schecter	Danial	Physician
Maurice	Gabrielle	Project Assistant
Olsheskie	Amanda	Communications
Cavanagh	Julianne	Dietitian
Bodera	Jennifer	Mental Health and Addictions
Danard	Debby	Program Coordiantor
Robitaille	Marinez	Clerical Support



A SPECIAL THANK YOU TO ALL OUR VOLUNTEERS AND STUDENT PLACEMENTS!

WE'VE BEEN BUSY

HERE ARE A FEW OF OUR ACCOMPLISHMENTS THIS YEAR

A New Community Garden

The garden has a raised vegetable garden, an herb garden, and an Traditional Healing herb garden. We invite you to sit on the benches that we have dedicated to those lost to us in the years since CHIGAMIK began, help yourself to the herbs and veggies, and use the traditional herbs for your healing.

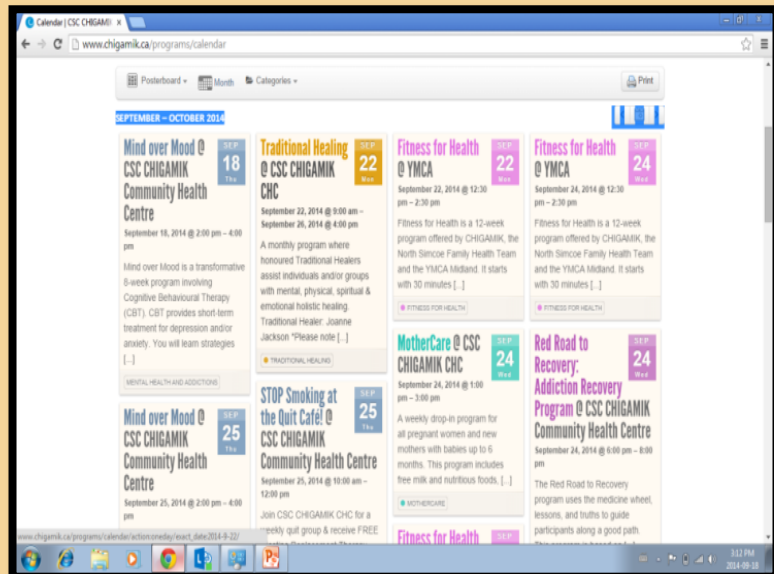


Expansion

This huge space gives us lots of room for programs, community meetings and events. You might even join one of our programs there!

Improved Communication

We improved our website; enhanced our program calendar and added accessibility options. We also starting using MailChimp to distribute our newsletters via email.



HEALTH PROMOTION

Here are just some of the programs we offer to the community. To find out more visit our website, call us, or visit us.

Fitness for Health

Mind Over Mood

STOP Smoking at the Quit Café

Red Road to Recovery

Living a Health Life with Chronic Conditions

Traditional Healing

Did you know that you don't need to be a client to access our programs?



Who Accesses Our Programs

- Registered clients
- non-registered clients

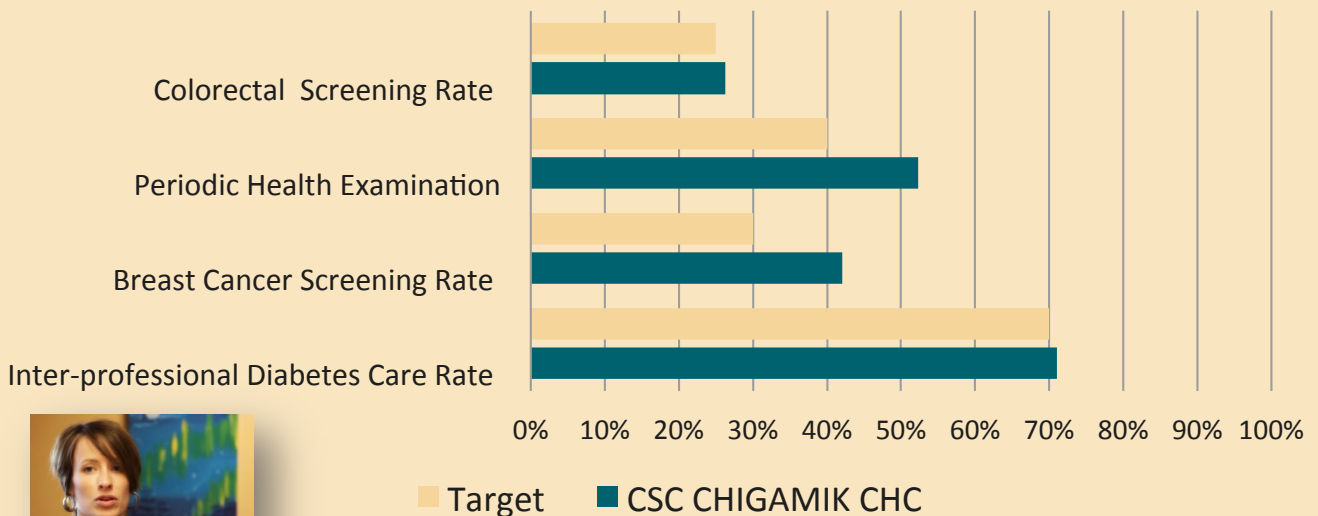


PRIMARY HEALTH



We provide a very integrated model of health and wellbeing by working in partnership with other social services, mental health and addiction agencies as well as other community-based organizations to build a healthy community.

Key MSAA Indicators: 2013-2014



CHIGAMIK Client Experience Survey: 2013-2014 Results

92%

Of respondents indicated they had the opportunity to ask questions about their care.

91%

Of respondents indicated they were involved in their care to the extent they wanted to be.

99%

Of respondents indicated they had enough time with their provider during their visit.

LOOKING AHEAD



Advanced Access

With the submission of its 2014 Quality Improvement Plan, CHGAMIK has maintained its commitment to introducing principles of Advance Access and Efficiency at the CHC. The fundamental goal of Advance Access, understood as a philosophy designed to empower organizations “to do today’s work today”, is to enable clients to see their primary care provider within two days of booking an appointment. Advanced Access provides staff with the methodological tools needed to recognize and remove inefficiencies within center operations. This objective is achieved through a combination of quality improvement initiatives, the ongoing analysis of performance data, and the balancing of supply (available appointments) and demand (appointment requests). The introduction of Advance Access at CHIGAMIK is expected to generate significant positive change within the centre including: improved client satisfaction; improved client access to primary care; decreased appointment no-shows; decreased unnecessary visits to acute care centres; and enhanced continuity of care. The next six months will prove to be both an exciting and important transition period for CHIGAMIK as the centre moves forward with Advance Access and changes the way primary care is delivered in our community.

Murray, M., & Berwick, D. (2003). Advanced Access: Reducing Waiting and Delays in Primary Care. *The Journal of the American Medical Association*, 289(8). P.1039



FINANCIALS

CENTRE DE SANTÉ COMMUNAUTAIRE CHIGAMIK COMMUNITY HEALTH CENTRE INC.

Statement of Operations

For the Year Ended March 31, 2014, with comparative figures for 2013

	Budget		Actual
	2014	2014	2013
Revenue			
LHIN - base funding	\$ 2,731,620	\$ 2,733,616	\$ 2,707,980
LHIN - one-time funding	202,910	181,150	10,640
CMHA funding	100,000	100,000	55,647
Other grants	-	3,410	3,226
Cost recovery	11,200	2,745	5,096
Interest income	-	463	2,212
Rent recovery	-	10,200	-
Amortization of deferred capital contributions	-	68,307	185,812
Donation income	-	-	300
	3,045,730	3,099,891	2,970,913
Expenses			
Community Clinics / Programs*	1,474,278	1,440,997	1,477,360
Diabetes Clinic*	142,910	89,233	-
Health Promotion*	604,266	596,784	496,913
Health Link*	60,000	60,001	-
Client Support Services*	70,041	68,107	67,788
Administration*	692,685	844,769	928,552
	3,044,180	3,099,891	2,970,613
Excess of revenue over expenses for the year	\$ 1,550	\$ -	\$ 300

*Includes wages and benefits

CSC CHIGAMIK CHC



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Midland ON L4R 0B7

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Tiny, ON

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