



2016/2017 Annual Report

Looking Back

In July, 2017 our team will mark six years as operational. True to our initial goal that we set out to achieve, we are now collocated at 240 Shepherdson Road. The team now functions with a centralized front office. We are situated with our partners in a state of the art medical building housing the Great Northern Physician Group, the Great Northern Family Health Team, Physio Solutions and Temiskaming Pharmasave. We have also partnered with the Northeastern Specialized Geriatrics Program who provide services in the building.

Within our resource constraints, we focus on patient-centered care and are adaptive to meeting the changes within primary care. Unfortunately, Dr. Ashlee Boldt did not join our team as intended and we wish her well with her practice in Sudbury.

Looking back, a few main highlights from the year include:

1. **Collaboration.** Internally and externally we continue to collaborate with examples being implementation of the Ottawa Model for Smoking Cessation in Primary Care, our work both locally and regionally with the Stay On Your Feet initiative, and the success of the OTN telepsychiatry program. We have also initiated a Hypertension Management Program through the Cardiac Care Network of Ontario, as well as participating in the COPD Value Demonstration Initiative through the Ontario Lung Association. Most recently, we have established a partnership to deliver Memory Clinics through a multidisciplinary approach as developed by Dr. Linda Lee, Schlegel Research Chair in Primary Care for Elders.
2. **Accountability.** We remain financially accountable, having submitted financial reports showing a surplus for six years in a row.
3. **Innovation.** Funding from the Improving and Driving Excellence Across Sectors (IDEAS) Project Award enabled us to spread the “Falls Prevention – Assessment to Intervention” project across more than 20 primary care teams, including a NP clinic and across 2 electronic medical records, being Telus and Accuro. In alignment with this initiative, Great Northern is 1 of 6 six FHTs who received a “Collaboration Across Interprofessional Teams to Foster Improvement” Award from the Association of Family Health Teams of Ontario.

Our Values
Excellence
Collaboration
Respect
Accountability
Innovation
Improvement

Looking Forward

Growth capacity

We are very happy to have Dr. Ryan Sayer join our team as a recent graduate. Ryan has provided local locum coverage and is now establishing his primary care practice. We are fortunate to welcome Dr. Stacy Desilets back to our team. Dr. Meaghan Alexander is intending to commence practice with our team in September, 2017 and Dr. Amanda Corbeil, currently completing her second year residency in our community, also intends to join our team. We will be rostering patients and improving access with additional physicians joining us.

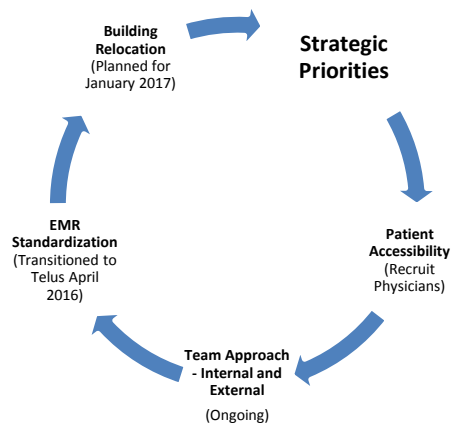
Quality Improvement Plan

We have completed our fifth Quality Improvement Plan (QIP) and are now working on improving the functionality of our electronic medical record to assist with program planning and reporting. For more information on QIPs for all health care sectors, you can access Quality Improvement Plans at <https://qipnavigator.hqontario.ca/Resources/PostedQIPs.aspx>.

Community Engagement

In addition to initiating a Quality Council, we had previously created a Community Advisory Council. We look forward to continually developing work plans and further establishing these Councils in the upcoming year.

Strategic Plan – 2015/2020



Our strategic priorities have continued to evolve.

We have achieved success in having **relocated our clinic** in March of 2017, becoming operational as a combined group of physicians and family health team in April of 2017.

Patient accessibility has improved with the recruitment of physicians who are rostering new patients to our team. A patient handout has been developed which details what a patient can expect when joining our team, and what their responsibilities are.

We have been successful with the **integration of Telus** as our team's EMR and have been successful at adding a new COPD best practice documentation, in addition to the falls prevention best practice documentation, into our EMR. As ideas come forward, we work on customizing the EMR to support practices.

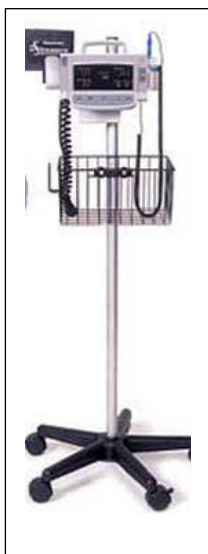
With respect to the **internal and external team approach**, we are working on how to best support our team's clinical group as well as administrative group to achieve high levels of efficiency. Our team continues to take a lead role in collaboration at the external level, with the Executive Director participating at external tables that have ability to impact our resources and programs.

Funding

Support to Achieve State of the Art Building

Success was achieved in our moving to the new building through the different investors brought together by ProNor Development, and in partnership with Primary Health Care Branch – Ministry of Health and Long-Term Care, infrastructure funding from the Northern Ontario School of Medicine, a donation from Pederson's Construction, as well as a donation from Findlay's Drug Store.

BP True Machine & Stand



Through the following funds, we were able to purchase a stand and an automated non-invasive blood pressure monitor called a BP Tru machine. This will help to benefit patient care for our patients.

Ambulatory BP Monitoring Revenue	\$ 60.00
Driver's Physicals – Donations	\$950.00
Cryotherapy Revenue	<u>\$165.00</u>
	\$1175.00

Financial Statements

The 2016/2017 Financial Statements are appended to the Annual Report.

Dr. Glenn Corneil, Board Chair & Physician Lead

Shirley Watchorn, Executive Director