



SASKATOON COMMUNITY CLINIC

2012-13 ANNUAL REPORT



*Saskatoon
Community
Clinic*

A TEAM APPROACH TO HEALTH CARE

The Saskatoon Community Clinic, since its inception, has been a leader in providing team-based primary health care. The introduction of social workers in 1964, to work alongside our physicians, was a first step in developing the comprehensive, interdisciplinary health care teams that work from our Downtown and Westside locations. Together they focus on the needs of our patients and their families, and continually improve their practices to meet the health needs of the populations they serve.

The provincial government, in its *Framework for Achieving a High Performing Primary Health Care System in Saskatchewan*, identifies interdisciplinary, team-based care as a building block of a high performing primary health care system. According to the Health Council of Canada three-quarters of Canadians strongly support the idea of teams, and would prefer that their family doctor work as part of a team. Additionally, the Council reports that there is a growing body of evidence that illustrates how team-based care improves people's health. They note that the research is particularly strong in support of using teams to care for people with chronic health conditions such as diabetes or heart disease, for mental health issues and for other specific populations, such as the elderly. These people can see improvements in both their health and overall quality of life.¹

At the Community Clinic, team building is a priority

At the Community Clinic, team building is a priority and is accomplished in a variety of ways. This includes ensuring that there is protected time for the teams to meet on a regular basis, for task accomplishment, to acknowledge successes and to do joint planning. Team members regularly consult with each other regarding patient care. Those working directly with each other meet regularly, on a day-to-day or week-to-week basis, whereas larger groupings of staff meet monthly for updates and information sharing to ensure inter-team coordination. Patient records are available to those members of the health care team who are seeing common patients, improving coordination of care.

Patients report that they appreciate the team approach to care and that it serves them well. At the Westside Clinic our health care team, working together, in the same facility with partnering agencies, has achieved remarkable success in helping patients manage HIV as a chronic condition. At the Downtown Clinic, patients are offered services under “one roof”, and if required, home visits from health care workers. Patients with chronic conditions have access to their family doctor, nurses, health education, physical and occupational therapists, nutritionists, and mental health workers and can attend group programs to support them in managing their conditions.

The Saskatoon Community Clinic is well placed in this new paradigm of health service delivery and demonstrates daily, the strength of the team-based model.

¹ Teams in Action: Primary Health Care Teams for Canadians. Health Council of Canada, April 2009





BOARD OF DIRECTORS' YEAR-END REPORT

BY ANNE DOUCETTE, PRESIDENT

2012-13 BOARD OF DIRECTORS

Dalton Cameron

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President

Glen Kovatch

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Vice President

Stan Rice

Sheena Rowan

Elizabeth Scott

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Ron Wheeler

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Erin Wolfson

Welcome to the next 50 years of the Saskatoon Community Clinic. Your Community Clinic's goal of patient-centred health care for all binds us together. It is not always an easy task, but one that we strive for as we move into these next 50 years. CHSA recognizes the need for ongoing review of present services, but we also realize that we must plan for the future. And so we have started developing our next five-year strategic plan.

In order to accomplish this, we will begin consultations with members, staff and our partnering agencies. We will also take into account past years' suggestions from member meetings. We hope to have this done by the 2014 annual meeting, with a preliminary view of our plan at the semi-annual meeting in January 2014. We look forward to your input.

We had a very successful and busy past year. Our 50th Anniversary Committee, organized celebratory events, spread the good news of 50 years of Medicare and community clinics, attracted much media attention, and published a graphic novel! Thank you to all who participated.

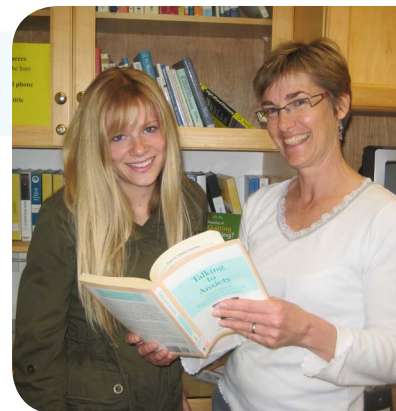
Our Member Services Committee discussed ways to greater engage Westside Clinic patients. The Board implemented a new group, Westside Associates, to help us communicate about membership activities. The committee is holding a contest. Members who submit e-mail addresses, can win an iPad. Electronic communication will allow us to communicate about policies, activities and benefits as well as healthy living, and to hear from you, about your concerns. The committee has also been looking at ways to increase understanding of the co-operative model of health care.

We continue, with the guidance of the Operations Committee, to balance our budget, while always trying to find ways to improve services with limited resources. We continue with training and implementation of Electronic Medical Records and thank all for their patience and understanding. We are close to full implementation. We have been very fortunate to have received additional funding from the provincial government for increased physician, counselling and lab support at our Westside Clinic, EMR implementation and quality improvement. We are just entering into negotiations with CUPE local 974. Looking to the future we are beginning to look at new services that we might be able to implement and what improvements may be needed to our 455 2nd Avenue North building.

During the past year the Political and Social Action Committee recommended advocacy on: anti-smoking policies; Comprehensive Economic Trade Agreement; needle exchanges; and the P3 model. We continue to work closely with the Health Coalition on the defense of publicly-funded health care. The committee is pleased to have a Student Wellness Initiative Toward Community Health (SWITCH) student as a member enabling the SWITCH Governing Council and our Board to support and learn from each other.

Our external partners play an important role in helping us serve our community. Our representatives met with, planned and sponsored programs with the support of Saskatchewan Health, Primary Health Services Branch; Saskatoon Health Region; non-profit partners such as SWITCH and the University of Saskatchewan; and numerous others. Our memberships in the Community Health Co-operative Federation, Canadian Association of Community Health Centres, Saskatchewan Co-operative Association and the Federation of Canadian Health Care Co-operatives strengthens our Co-operative.

I would like to thank the staff, and members for all their work and support over the past year. I would also like to thank the Foundation and our partners for all their support in making our 50th anniversary year so successful. Here's to another 50 years serving our community.



DEPARTMENTS

Accounting
Administration
Clinical Support
Services
Counselling &
Community Services
Diagnostic Services
Environmental
Controls
Information Systems
Medical Group
Member &
Public Relations
Nursing
Nutrition
Occupational
Therapy
Pharmacy
Physical Therapy
Secretariat
Westside Services

MESSAGE FROM TIM ARCHER EXECUTIVE DIRECTOR



As reported by Anne, our anniversary events were very well attended and proceeded extremely well. We certainly do know how to celebrate!

We went live with our new electronic medical record (EMR) almost a year ago and yet the transition continues. We have made great strides but it is a long road of learning and we continue to live in the midst of both the paper and the electronic world. Our EMR transition and staffing turnover did result in some negative impacts on clients' ability to get timely access to care. This is an area that we have been working hard to improve upon. Seasonal variation in demand also contributes to these issues. Consequently, we are developing improved ways to measure our supply and demand so we can plan our operational services to best meet these seasonal trends.

The fiscal year just completed also saw the release of the provincial framework for primary care renewal in Saskatchewan. This focus on primary health is just starting to roll out and we will be involved in helping to improve both the accessibility to care and the quality of care that we deliver. The Ministry provided us with some additional funding to address some one-time and some ongoing gaps in our services. We work in collaboration with many partners including the Ministry of Health, Saskatoon Health Region, and many others to strive towards improved health outcomes.

I have been participating on the Plan to End Homelessness Task Force along with other key stakeholders from community and government-based organizations. We have been supported by term funding from the United Way of Saskatoon. Together, we are developing a plan and a strategy to tackle this issue in our Saskatoon community.

Some other notable events from the past year not otherwise mentioned include:

- Formation of the Second Avenue Seniors' Housing Co-operative who are working hard to develop an affordable housing solution for members and other interested individuals.
- Congratulations to Dr. Morris Markentin who was recently named Physician of the Year in Saskatchewan by the Saskatchewan Medical Association - WOW!
- The Saskatoon Community Clinic has allocated increased resources towards staff development in recognition of an increased need to support our staff in lifelong learning so they can better serve you. Thanks to the Saskatoon Community Clinic Foundation for helping fund this increased level of support.

In the year ahead, we have continuing plans as well as some new initiatives. Some of these key initiatives include:

- Strategic planning. This work is just beginning and will take most of the year to complete. It will involve several opportunities for clients, members, staff, key stakeholders and partners to provide meaningful input which will help to shape our ultimate plan.
- Our quality journey continues — this will include training and a need for us to further develop our internal capacity for better measuring of our programs and services and for continuous on-the-go improvements.
- An ongoing focus will be to continue to work towards increasing access to care and services.



- New and old partnerships — our model of care involves many disciplines and many partners. Managing and communicating effectively with these many partners is challenging but necessary work to optimize the most effective delivery of services to you.
- We continue to be challenged by the need to upgrade our infrastructure. This is most obvious for our information systems (including our systems backup, server upgrades, a pharmacy system upgrade, a payroll system upgrade, etc.) but also includes many other areas (building infrastructure such as windows, chillers, laboratory equipment, our reception renewal project, and a necessary telephone system upgrade at our Downtown clinic). Although many of these upgrades may be invisible to clients, they take time, energy and money to plan and implement. This is especially important when you consider that we continue to serve clients while these projects are moving forward.
- Staff training and professional development — we are increasing our investment in our staff to ensure they are well-trained to meet the needs of our clients.
- Patient and family-centred care — we plan to introduce new ways to engage our clients and members in meaningful ways so that we remain client focussed, culturally sensitive, and operationally responsive to our target population.

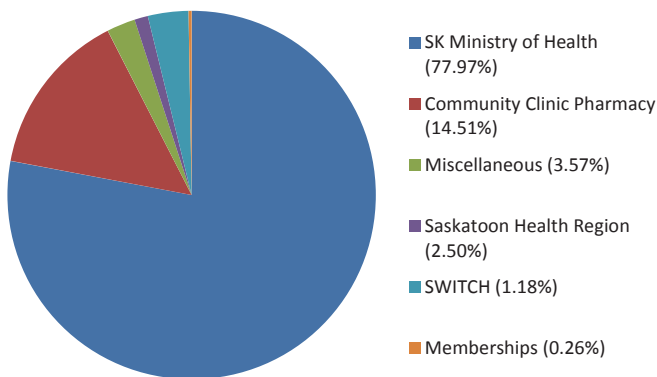
In summary, we accomplished much in 2012-13 but, as you can see from the above list, we have lofty goals for the next year as well. I want to thank all the staff as well as all members of the Board of Directors for their dedication and hard work over the past year. The effort is worthwhile and we are, together, making a difference to help improve the health of individuals, families and our community.

STATEMENT OF OPERATIONS

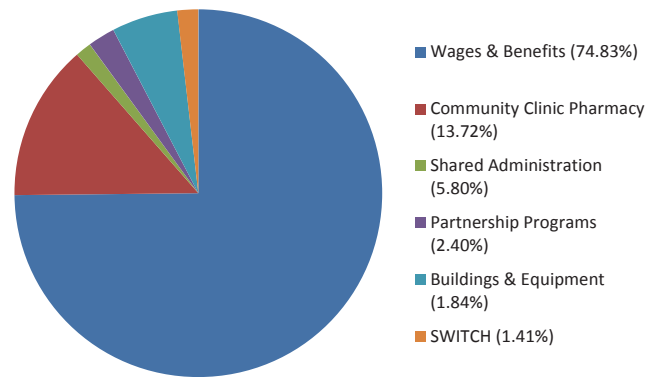
FOR THE YEAR ENDED MARCH 31, 2013

Revenue		\$ 11,960,051
Expenses and Other		
Salaries, Wages and Benefits	\$ 10,397,816	
General	\$ 1,616,704	
		\$ 12,014,520
Excess of Expenses Over Revenue		\$ (54,469)

2012-13 Revenues (% of budget)



2012-13 Expenses (% of budget)



2012-13 VITAL SIGNS

ANNUAL BUDGET: \$12 MILLION

STAFF: 140

STUDENTS: 60

VOLUNTEERS: 80

Embracing Medicare

In 2012 our 50th Anniversary Committee organized celebratory events, spread the good news of 50 years of Medicare and Community Clinics, attracted much media attention and published a graphic novel!



DOWNTOWN CLINIC HIGHLIGHTS

- Formation of a new client group who have self-titled their group "Seniors' of Tomorrow" who are supported by our Counselling Department.
- The Saskatoon Council on Aging conducted an age-friendly audit of our facilities. We passed with flying colors but still have some room for improvement....so stay tuned!
- A client survey was completed of health information needs. Clients identified the following priority interest areas: food and diet; exercise and fitness; mental health; pain management; and cancer prevention.
- The Community Clinic nutritionist offered Craving Change for the first time; a well-received how-to workshop for changing your relationship with food.
- Community Clinic pharmacists, have received training and now have the authority to issue prescriptions under certain circumstances.

WESTSIDE CLINIC HIGHLIGHTS

- Creation of a Lead Physician at Westside Community Clinic. Congratulations to Dr. Morris Markentin! Incidentally, Morris was recently named Physician of the Year in Saskatchewan by the Saskatchewan Medical Association!
- A new women's group is now offered on Fridays, "Fire Within", supporting women to reach their personal goals and potential.
- OASIS (Opportunity, Acceptance, Support, Invitation, Safe), a group support program for those struggling with addictions, offered in partnership with other agencies and located at the Westside Clinic, received a Saskatchewan Health Excellence (SHEA) award.
- The Ministry of Health has provided additional funding for increased physician, counselling and lab services at the Westside Clinic.
- The Saskatoon Health Region provided additional nursing and pharmacy services to support the Positive Living Program

2012 CELEBRATORY EVENTS PHOTOS

Pages 6 & 7, top to bottom: Future of Medicare Potluck with Hon. Roy Romanow; Medicare Month Proclamation at City Hall with Mayor Atchison; Anniversary baby Cora Macdonald, and parents Jason and Jessica receive Handicraft Club quilt; Packed house at July 3rd 50th Anniversary Birthday Bash; Westside Clinic celebration; Medicare: Past, Present and Future at TCU Place with Stephen Lewis.

SASKATOON COMMUNITY CLINIC FOUNDATION INC.

BY NANCY CARMICHAEL, FOUNDATION PRESIDENT

The Foundation receives generous donations from supporters that are used to help with the delivery of programs and services, building improvements and equipment. The total amount donated to the Foundation for the year ending 2012 was \$139,374 received from over 300 donors. In 2012 the Foundation Board of Directors approved funding to be directed to the Community Clinic Staff Development Program, as well as contributions directed by donors to specific programs. In the second quarter of 2013 the Foundation approved a grant directed to the Meger Seniors Transportation Fund. Thank you to all for your generous contributions and continued support be it through pocket change, cheque, cash or an estate bequest.

OUR PARTNERS IN THE COMMUNITY

The Saskatoon Community Clinic is actively committed to working in partnership with other organizations to identify and meet the health and social needs of our clients and the community as a whole. Partnerships and groups we were involved with in 2012-13 include:

ABORIGINAL DIABETES INITIATIVE-HEALTH CANADA CHILD HUNGER AND EDUCATION PROGRAM (CHEP) COLLEGE OF DENTISTRY-UNIVERSITY OF SASKATCHEWAN COLLEGE OF MEDICINE-UNIVERSITY OF SASKATCHEWAN DEPARTMENT OF ACADEMIC FAMILY MEDICINE SCHOOL OF PHYSICAL THERAPY COMMUNITY MENTAL HEALTH ASSOCIATION COMMUNITY UNIVERSITY INSTITUTE FOR SOCIAL RESEARCH (CUISR) CROCUS CO-OP DELISLE PRIMARY HEALTH CENTRE INTERNATIONAL WOMEN OF SASKATOON MANY VISITING SPECIALISTS MÉTIS ADDICTIONS COUNSELLING SERVICES OPEN DOOR SOCIETY PASSION FOR ACTION AGAINST HOMELESSNESS RED CROSS REGIONAL DIABETES REFERENCE GROUP SASKATCHEWAN CO-OPERATIVE ASSOCIATION SASKATCHEWAN INTERCULTURAL ASSOCIATION SASKATCHEWAN PREVENTION INSTITUTE

2012-13 COMMUNITY PARTNERS

SASKATOON COUNCIL ON AGING SASKATOON CRISIS INTERVENTION SERVICE SASKATOON HEALTH REGION HEALTHY MOMS HEALTHY BABY LIVEWELL WITH CHRONIC CONDITIONS MENTAL HEALTH AND ADDICTION SERVICES MIDWIFERY PROGRAM PHYSICAL THERAPY ADVISORY COUNCIL POSITIVE LIVING PROGRAM PRIMARY HEALTH SERVICES CHRONIC DISEASE PREVENTION AND MANAGEMENT OUTREACH PROGRAM POSTPARTUM DEPRESSION SUPPORT GROUP SASKATOON FALLS PREVENTION CONSORTIUM SASKATOON PUBLIC LIBRARY SASKATOON TRIBAL COUNCIL WELLNESS CENTRE SCHIZOPHRENIA SOCIETY SASKATOON SEXUAL HEALTH CENTRE SWITCH SIMFC CUMFI

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VISION HEALTHY INDIVIDUALS IN A HEALTHY COMMUNITY.

Our vision is a world where communities, families and individuals experience optimal conditions for health through all stages of life, actively pursue and manage their own health, and are supported by a publicly-administered health care system offering high quality primary health services provided by an integrated and innovative health care team.

MISSION EXCELLENCE IN CO-OPERATIVE PRIMARY HEALTH CARE. WE:

- Enhance health and well-being through leadership and excellence in people-centred primary health care.
- Ensure access to the health services people need by creating effective and co-operative partnerships between members of the community, interdisciplinary health service providers, and other health-promoting organizations.
- Engage people in deciding about their care and in planning and evaluating community health services.
- Advocate for publicly-funded health care and for the conditions that lead to optimal individual, community and population health.

SASKATOON COMMUNITY CLINIC SERVICES AND PROGRAMS

THE DOWNTOWN AND WESTSIDE CLINICS HAVE AVAILABLE:

- Family physicians and Nurse Practitioners
- Primary care, mental health and community nurses
- Aboriginal Outreach Workers
- Counsellors
- Laboratory, Radiology and ECG
- Member and Public Relations
- Nutritionist
- Occupational Therapy
- Pharmacy
- Physical Therapy
- Clinical Office Assistants
- Visiting Specialists

OUR DISEASE PREVENTION, PATIENT EDUCATION AND VOLUNTEER PROGRAMS INCLUDE:

- Chronic Disease Management Programs
- Educational Presentations
- Immunizations
- Footcare
- Members Handicraft Club
- Health Information Centre
- Seniors Advisory Council
- Happy Gang and Silver Threads
- Seniors of Tomorrow
- Strengthening the Circle “Kohkums” Program

SOME PROGRAMS ARE PROVIDED IN PARTNERSHIP WITH OTHER AGENCIES INCLUDING:

- Community Diabetes Outreach Program
- OASIS (Opportunity, Acceptance, Support, Invitation, Safe)
- Thursday Afternoon Smoothie Program
- Student Wellness Initiative Toward Community Health (SWITCH)
- Food for Thought
- Collective Kitchen Partnership
- Post partum Depression Support Program
- Fire Within



**Saskatoon
Community
Clinic**

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Community Health Services (Saskatoon) Association Ltd.