

Your



Health Care

Co-operative



*Saskatoon
Community
Clinic*

2014-2015
ANNUAL REPORT



Board of Directors' Year-End Report

By: Anne Doucette, President

Greetings from your Board of Directors. We have had another busy year overseeing the operations of your health care co-operative as well as looking at our Board's internal structures and processes.

The Member Services Committee has focussed much of its time on policy review and development. In June the Board of Directors approved additions to the client complaint policy to provide more regular reporting to the Board on complaints received by clients and patients. The committee continues to work on a social media policy; a presentation was made to the Board in March to provide information on the role of social media in health care. Lastly, the committee reviewed the Board's policies related to nominations and elections. A number of revisions that were accepted focussed on providing greater detail about the role of the Nominating Committee in recruiting candidates for the Board.

Several advocacy topics were addressed by the Political and Social Action Committee. Early in the year, the Board of Directors adopted a policy on CHSA's role in Harm Reduction. Letters were prepared and sent to the provincial Minister of Health on the need for a provincial anti-poverty strategy, the province's plans to introduce private MRIs and to urge improved funding for mental health services. The federal government received letters on the need to negotiate a federal health accord and better protection for Canadians against asbestos.

The Operations Committee is overseeing a review of the pharmacy to optimize operations and ensure that pharmacy staff are effectively integrated in our interdisciplinary team. The committee also received a report on member monetary benefits. The committee, along with other Board members, was also involved in the recruitment of a new Medical Director, Dr. Morris Markentin. We thank Dr. Leane Bettin for her past five years of service in this position during which she oversaw the development of a number of initiatives. For example, in 2014 a formal agreement was signed with the University of Saskatchewan College of Medicine in which medical students and residents were placed for two-week multidisciplinary rotations at our two sites.

Two ad hoc committees were struck by the Board this year. A Board Governance Review Committee has met regularly since October to look at how the Board functions and conducts business. They have reached out to other Community Clinics and co-op organizations and commissioned a report written by consultant, Deb Chobotuk, to provide information on current best governance practices. As you will see in the resolutions to be discussed at the AGM, the committee is recommending a number of bylaw changes based on their review. The next stage of their work will be to review Board policies. More recently, the Board established another ad hoc committee to oversee a review of our facility needs over the next several years.

The Board of Directors continues to be active in the Saskatchewan Community Health Co-operative Federation and through this group the Saskatchewan Cooperative Association. We also continued our membership in the Canadian Association of Community Health Centres. In October, alongside other municipalities in Canada, we were pleased to have the City of Saskatoon proclaim the first week of October as Community Health and Wellbeing Week. Thank you to our members and staff and to my fellow Board members for your hard work and dedication during the past year.

2014-2015 Board of Directors

William Allen

Bill Davies

Anne Doucette
President

Diane Ewert

James Gilliard

Rachel Gough

Glen Kovatch

Daniel Kuhlen

Twila Leflar

Leading Eagle Man

Stan Rice

Vice President

Carla Smith



Message from Executive Director

By: Tim Archer

2014-2015 was another busy year. Focussed effort was exerted on taking our new strategic plan and developing action plans surrounding its fifteen goals. It became immediately obvious that we recognize our finite capacity as an organization, and consequently, we chose to focus on four of the goals. Our priority goals are:

1. Improve access and capacity to serve existing and new patients.
2. Introduce specific strategies to improve interdisciplinary teamwork.
3. Secure sustainable funding from multiple sources to enable program and capital developments.
4. Offer comprehensive primary health services focused on community needs and growth trends, with emphasis on vulnerable populations.

We have developed action teams to move these priority goals forward. This work is ongoing, and our priority goals will likely change over time as the landscape changes around us. I am pleased to report that we have increased our efficiency over last year, delivering more services to more clients. Of course, service volumes are only one measure, the quality of care we deliver is also a key metric, and we strive to improve and excel in that as well.

This operational planning will produce improved methods for us to measure, analyze and report on our progress. This will enhance our own process improvement, our reporting to the Board of Directors, and our reporting to you, our members and clients.

This past year we completed negotiations with CUPE Local #974, our provider union. This process involved hundreds of hours of planning and discussions and established a better understanding between parties. We have a new collective agreement and are developing guidelines and processes to ensure we continue to work harmoniously together.

We also completed two major infrastructure projects. The first may have been invisible to members, while the second was very apparent. We upgraded our entire telephone system at all three facilities. Our old system was on the verge of no longer being

supported and was failing in many ways. Our new system has been an improvement in many ways and has provided a safety alert system for the organization. Replacing 154 phones without disrupting services is no easy task, and I thank all those involved, especially Karen McClarty, our Information Systems Coordinator, who led and oversaw the project.

The second project was the consolidation of our reception, business office and health records areas at our downtown main clinic building. This involved discussions and feedback from members, clients and staff from all levels of the organization.

As you can appreciate, conducting renovations while maintaining operations in our busy environment is a challenge. I cannot emphasize my gratitude to all (members, clients, staff, contractors, architect, and funders) for patience and understanding in the planning, construction, and even now as we work in this new environment to provide the best services possible to you. I also want to thank the Saskatoon Community Clinic Foundation who provided generous financial support to both of these projects.

In 2015-2016, we will continue to expand our horizons. I am energized by the passion and support of staff and members to improve the health of our community. Your commitment to this collective purpose is truly inspiring!

Departments

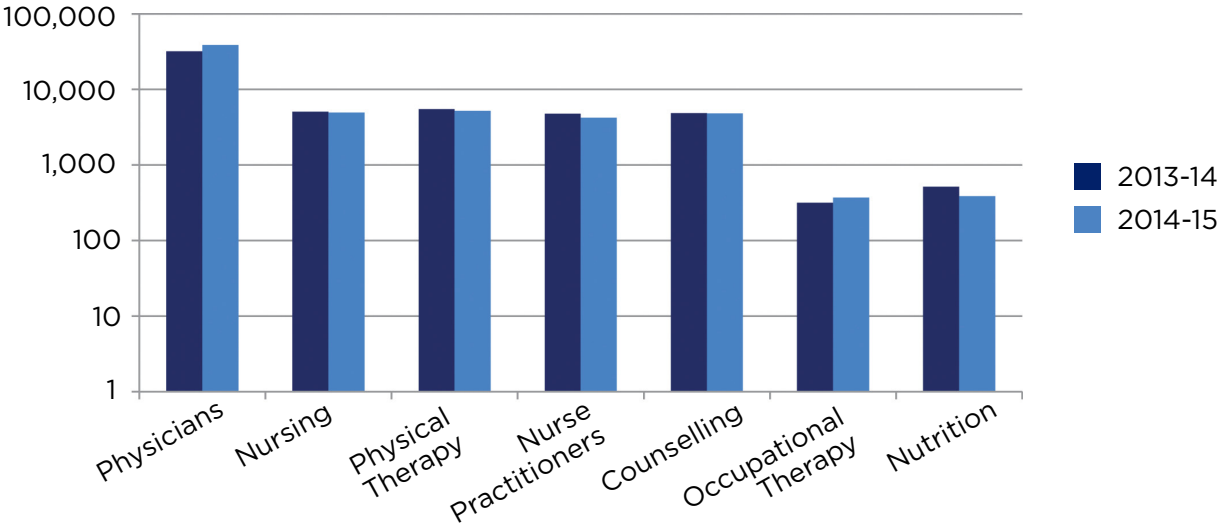
Administration	Member and
Accounting	Public Relations
Clinical Support	Nursing
Services	Nutrition
Counselling and	Occupational Therapy
Community Services	Pharmacy
Diagnostic Services	Physicians
Information Systems	Physical Therapy
Environmental	Secretariat
Controls	Westside



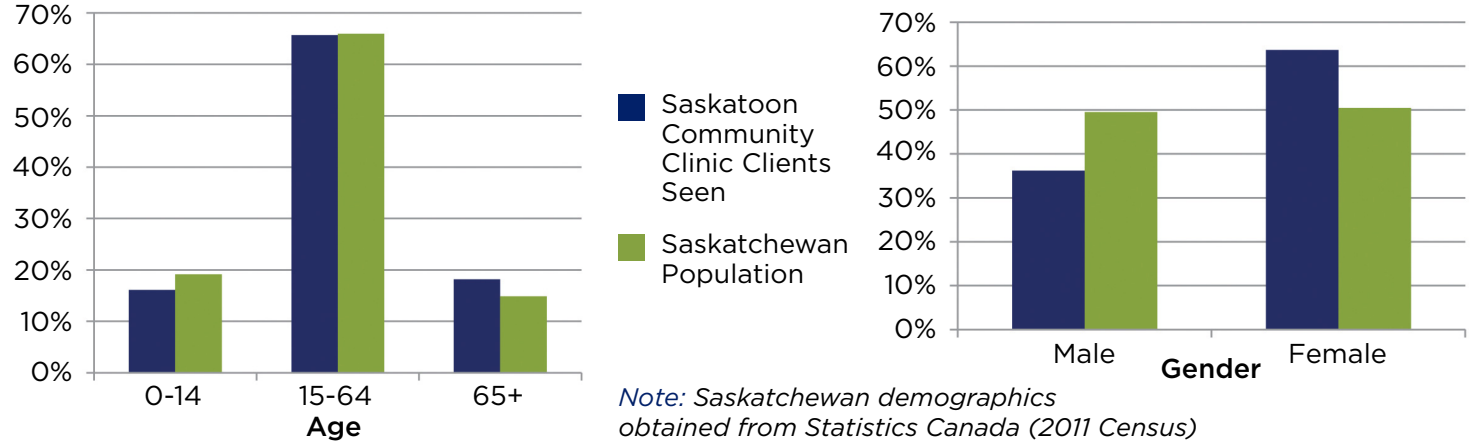
Vital Signs

Annual Budget: \$12.3 million	Staff: 133	Students: 60	Volunteers: 57	Lab Visits: 66,886
Members: 10,000	Clients Served: 11,117	Client Encounters: 59,832	Prescriptions Filled: 31,473	X-ray Procedures: 3,025

Comparative Clinical Service Volumes



Patient Demographic Profiles 2014-15



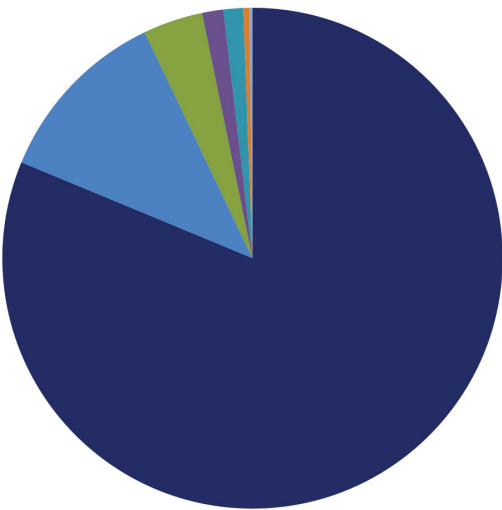


Statement of Operations

For the Year Ended March 31, 2015

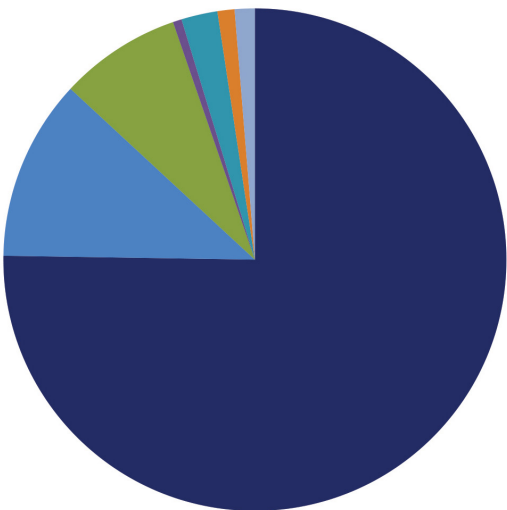
Revenue		\$ 12,254,357.74
Expenses and Other		
Salaries, Wages and Benefits	\$ 9,876,150.51	
General	\$ 2,236,976.68	\$ 12,113,127.19
Excess of Revenue over Expenses		\$ 141,230.55

2014-2015 Revenues (% of actual)



- SK Ministry of Health (81.3%)
- Pharmacy (11.7%)
- Rent Income, Fees & Misc. (3.9%)
- Saskatoon Health Region (1.4%)
- SWITCH (1.3%)
- EMR Funding (0.4%)
- Memberships (0.2%)

2014-2015 Expenses (% of actual)



- Wages & Benefits (75.2%)
- Pharmacy (11.7%)
- Materials, Supplies, Fees & Misc. (7.8%)
- EMR (0.6%)
- Utilities, Maintenance & Insurance (2.3%)
- Partnership Programs (1.1%)
- SWITCH (1.3%)



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
- Integrative Mental Health
- Mental Health Discovery Group
- Seniors Advisory Council
- Happy Gang/Silver Threads Seniors Group
- Seniors of Tomorrow
- Seniors Volunteer Services
- Strengthening the Circle “Kohkums” Program

Some programs are provided in partnership with other agencies including:

- Community Diabetes Outreach Program/ Fitness Food and Fun
- Collective Kitchen Partnership
- Saskatoon West Dental Clinic
- Fire Within
- OASIS (Opportunity, Acceptance, Support, Invitation, Safe)
- Positive Living Program
- Postpartum Depression Support Program
- Student Wellness Initiative Toward Community Health (SWITCH)

Community Health Services (Saskatoon) Association sponsors the Saskatoon Community Clinic. It is one of four similar Associations in Saskatchewan united under the Community Health Co-operative Federation.



Saskatoon Community Clinic Foundation Inc.

By: Nancy Carmichael, Foundation President

The Foundation receives generous donations from supporters which 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 2014 was \$107,639.37 received from 286 donors. In 2014 the Foundation Board of Directors approved funding to be directed to the Reception Renewal and Tele-

phone Upgrade, Staff Development, Community Peer Leader Program, Meger Seniors Transportation Fund and Second Avenue Seniors Housing Co-operative. In addition the Foundation received some donations directed to specific programs. 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 so-

cial needs of our clients and the community as a whole. Partnerships and groups we were involved with in 2014-2015 include:

CHEP GOOD FOOD INC. UNIVERSITY OF SASKATCHEWAN COLLEGE OF DENTISTRY COLLEGE OF MEDICINE DEPARTMENT OF ACADEMIC FAMILY MEDICINE DEPARTMENT OF COMMUNITY HEALTH AND EPIDEMIOLOGY SCHOOL OF PHYSICAL THERAPY CANADIAN MENTAL HEALTH ASSOCIATION CROCUS CO-OP INTERNATIONAL WOMEN OF SASKATOON LIGHTHOUSE SUPPORTED LIVING MÉTIS ADDICTIONS COUNSELLING SERVICES OPEN DOOR SOCIETY RED CROSS REGIONAL DIABETES REFERENCE GROUP SASKATCHEWAN CO-OPERATIVE ASSOCIATION SASKATCHEWAN INTERCULTURAL ASSOCIATION SASKATCHEWAN PREVENTION INSTITUTE SASKATOON COUNCIL ON AGING SASKATOON CRISIS INTERVENTION SERVICE SASKATOON HEALTH REGION AIM-4 HEALTH PROGRAM DELISLE PRIMARY HEALTH CENTRE FITNESS, FOOD & FUN HEALTHY MOTHER

2014-2015 COMMUNITY PARTNERS

HEALTHY BABY LIVWELL WITH CHRONIC CONDITIONS MCKERRACHER CENTRE MENTAL HEALTH AND ADDICTION SERVICES MENTAL HEALTH APPROVED HOMES MENTAL HEALTH REHAB PHYSICAL THERAPY ADVISORY COUNCIL POSITIVE LIVING PROGRAM PRIMARY HEALTH SERVICES PUBLIC HEALTH SERVICES CHRONIC DISEASE PREVENTION AND MANAGEMENT OUTREACH PROGRAM POSTPARTUM DEPRESSION SUPPORT GROUP SASKATOON FALLS PREVENTION CONSORTIUM SASKATOON HOUSING INITIATIVE PARTNERSHIP (SHIP) SASKATOON INDIAN AND METIS FRIENDSHIP CENTRE SASKATOON TRIBAL COUNCIL WELLNESS CENTRE SCHIZOPHRENIA SOCIETY SECOND AVENUE SENIORS HOUSING CO-OPERATIVE SEXUAL HEALTH CENTRE SASKATOON STUDENT WELLNESS INITIATIVE TOWARD COMMUNITY HEALTH (SWITCH)



Vision

Healthy people in a healthy community

Mission

Excellence and innovation in co-operative primary health care

Values

Collaboration - Our community's health needs are best met by active collaboration between people, health care providers and partnering organizations.

Accountability - As a publicly-funded organization we are accountable for the effective use of resources, and we are committed to sustaining a strong co-operative for the future.

Respect - All people are treated with respect and dignity.

Engagement - People are engaged in decisions about our services and empowered to support their own health.

Equity - A healthy, just and vibrant community is created when everyone's health and social needs are met.

Strategic Directions

People Centred - Through partnerships we provide an excellent care experience, timely access and continuous improvement in the quality of care.

Team Delivered - Working collaboratively in interdisciplinary teams within a supportive workplace, our broad range of skilled professionals are fully engaged in serving people's needs.

Value Focused - Working and growing to our full potential, we are leaders in sustainable co-operative primary health care.

Community Driven - A healthy community is created where health and social needs are met and individuals are supported and empowered to participate in their own health management.



**Saskatoon
Community
Clinic**

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Community Health Services (Saskatoon) Assoc. Ltd.

