



*Saskatoon
Community
Clinic*

2022-2023

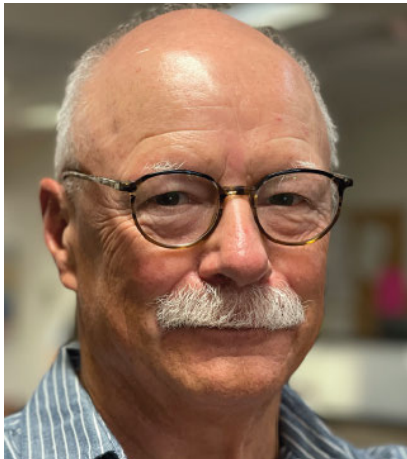
ANNUAL REPORT



YOUR HEALTHCARE

CO-OPERATIVE

BOARD OF DIRECTORS REPORT



Patrick Lapointe
President

The highest priority of the Community Health Services (Saskatoon) Association (CHSA) Board continues to be providing timely access to patients/clients. The Access Committee meets regularly to find ways to increase access to existing and new clients. To this end, some of our physicians who do not work full-time have increased their hours to offer urgent care clinics. These clinics have been running Downtown alongside our regular clinic hours since November. They have had their intended effect of creating more timely access for patients with urgent care concerns.

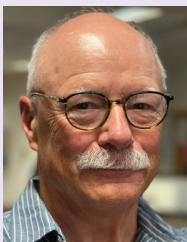
We have also recently received funding for an additional physician from the Ministry of Health. Our current challenge is the shortage of family physicians and recruiting to fill the positions we have. We are making good progress – we have hired a locum for one of our physician’s parental leaves, we have a new full-time physician starting with us this summer, and some of the residents we supported at our clinic this past year have expressed interest in employment with us. If we are successful in our recruitment efforts, we can better meet the needs of our existing clients and open our doors to new clients.

In January, we launched our new communications portal, Pomelo, which currently offers online booking and appointment reminders. We now have over 800 clients using it. You can register to use Pomelo by going to our website at www.saskatooncommunityclinic.ca and pressing the Pomelo Registration tab on the home page.

I am happy to report, for the first time since offering services to newly arrived refugees, we received our full funding request from the Ministry of Health for our Refugee Engagement and Community Health (REACH) program for 2023-2024, enabling us to carry on the services. This is where we directed most of our advocacy efforts this year and are pleased with the results. We are optimistic this funding will evolve into ongoing Ministry support for our refugee services.

As we have expanded our services and partnerships with other organizations and providers in the community, we have become increasingly challenged with space at Westside and Downtown. We recently engaged a commercial real estate agent to get a valuation on our properties. Unfortunately, given the current depressed commercial real estate market, the valuation was significantly less than the previous property appraisal. This information, however, gives us an opportunity to assess next steps and to further prepare ourselves when a

2022-23 CHSA BOARD OF DIRECTORS



PATRICK LAPOINTE
PRESIDENT



DOMINIQUE RISLUND
VICE-PRESIDENT



SHERI BENSON



CATHY COLE



ANDREA HARRIS



CHASITY
HEAD-STONESTAND



JASON MAJID



JANICE PASLAWSKI



FRANK QUENNEL

property opportunity becomes available. In the interim, administration will continue its due diligence and preparation for responding to opportunities when they arise. Though our current space is far from ideal, our clinic can continue to operate out of its current locations for the foreseeable future.

At the 2021 Annual General Meeting, members passed a resolution calling for the formulation of a plan for co-operative education for the board, staff and members. We were pleased to introduce an online, 10-module cooperative education program for our staff in November. It has been well-received and increased SCC staff's understanding of the uniqueness and value of working in a co-operative organization. Early evaluation of the program has shown a 33% increase in our staff's knowledge of the seven co-operative principles, a 44% increase in our staff's appreciation of how our clinic operates in keeping with these principles and a 22% increase (from 68 to 90%) in their sense of pride in working for a co-operative. After we complete a formal evaluation of this program this spring, we will expand its use to the board and members.

Last spring, the SCC Seniors Advisory Council (SAC) reached out to clinic members who are older adults to learn more about their healthcare and independent living needs. The SAC has provided a report, Seniors Advisory Council Aging in Place Survey, to our board and management staff. It is also available on the homepage of our website. This report will provide us with direction in how to improve services to seniors to whom we provide care and in our advocacy for seniors in the community. I want to thank the advisory committee for its continued excellent advocacy for SCC seniors and seniors in our community.

Members passed a resolution at the 2022 AGM asking the Board to advocate to the provincial government to cover the cost of the Shingrix shingles vaccine for seniors. We wrote to both the Minister of Health and the Minister Responsible for Seniors with this request. Minister Merriman received our letter and responded that Saskatchewan continues to review and evaluate immunization program based on the latest evidence available.

The board continues to help grow the next generation of co-operators with its support of Camp Kindling (formerly Co-op Camp). In 2022-2023, the CHSA sponsored

two youth to attend the camp and also sponsored a full week. The two campers – Delaney Robertson and Hendrix Javier, along with staff from the Saskatchewan Co-operative Association – made a presentation to clinic staff about their camp experiences at a lunch-and-learn during Co-op Week.

Our co-operative remains financially secure. Our fourth quarter financial statement revealed we had a surplus of \$583,491 and net unrestricted assets of \$3,081,825.

Our Federation of Co-operative Health Centres has been working well together. We are currently working with the Canadian Centre for the Study of Co-operatives on a research project to demonstrate the value co-operative health centres provide to healthcare in Saskatchewan. We also collaborated on a submission to the Ministry of Justice on the modernization of the Co-operative's Act as it effects co-operative health centres.

This past year also included the celebration of the 60th anniversary of our co-operative and of Medicare. We hosted three Member Days Downtown and a community barbecue at Westside – these events included SCC swag, draw prizes and lots of good conversations about our healthcare co-op.

COVID-19 is still a concern and we remain vigilant in protecting the health of our clients and staff while we adjust to a new normal.

I have fulfilled two terms on the Board of Directors so need to step aside now. It has been a great privilege to serve this wonderful organization. I have been very proud of the work our Board has done to guide our organization to a strong future, particularly in addressing the health and social support needs of the most vulnerable in our community.

I want to compliment Lisa Clatney, our Executive Director, and our leadership team for the excellent management they are providing our organization, particularly in these tumultuous times. I want to thank all our staff for the wonderful care they provide to us all. Their commitment to providing the best of primary healthcare is a great gift to our individual and our community's good health. Finally, thank you to our members for your continued support of our co-operative and the work we do. Your support is the foundation for the care we provide to our community.

EXECUTIVE DIRECTOR'S REPORT



Lisa Clatney
Executive Director

This past year has been an exciting one for the Saskatoon Community Clinic (SCC) marked by many investments in both infrastructure and staffing. We were pleased the Ministry of Health recognized our work by adding a physician position at our clinic.

In addition to this funding, and after several years of advocating on behalf of our refugee clients and community organizations with whom we partner to provide this care, we also gratefully received dedicated and ongoing funding to support our Refugee Engagement and Community Health (REACH) program. This funding will allow the program to be sustainable and enable our amazing health care teams to continue to provide this much needed, quality primary health care to those citizens fleeing war, conflict, persecution or violence in their home countries.

As is the case every year, we made full use of our limited capital dollars to make several improvements to our facilities, including renovating the Westside clinic front entrance. By adding two additional spaces for staff to be located, we have created a safer, more welcoming entry. Staff will be better able to direct patients when they enter the clinic and the other work station will be used by a variety of staff and volunteers to build community kinship.

Space constraints continue to challenge us at both clinic locations. In an effort to co-locate with some of our critical partners, we created additional work areas for the Saskatoon Health Authority's (SHA) staff from the Positive Living Program to work alongside ours at Westside. Downtown, we found space on our main floor to create two more offices to accommodate our growing numbers of staff and services, and a clinical exam room in an effort to enhance patient flow. In 2022/2023, we also bid farewell to the last of the carpet Downtown, allowing our flooring to be cleaned much easier, creating a safer environment for both our clients and our staff.

Recognizing we are not resourced adequately to meet the needs of our growing numbers of patients, we continue to seek ways to improve the care we provide through partnership. At Westside, these partnership efforts have resulted in us supporting a high-risk prenatal clinic led by two obstetricians within our community, improving patient and newborn health outcomes. This past year, we have had a dedicated registered nurse (RN) resource (funded in part through the Saskatchewan Infectious Disease Care Network) to diagnose Hepatitis C and start our patients on medication, as well as working with an RN

VITAL SIGNS

\$17.3M

ANNUAL BUDGET

161

EMPLOYEES

63

STUDENTS SUPERVISED

18

VOLUNTEERS

6

PEER LEADERS

9,878

MEMBERS



PAUL MERRIMAN VISITS THE SASKATOON COMMUNITY CLINIC

from the SHA to improve our clients' access to chronic disease management. We continue to partner with the SHA and Saskatoon Tribal Council (STC) on the Connected Community Care initiative - in the 2022-2023 fiscal year during our extended hours clinics, we provided over 3500 appointments to 2255 different individuals.

Innovating practice remains a strength of our organization. We have witnessed improvements to medication adherence and health outcomes for our Human Immunodeficiency Virus (HIV) positive clients who experience challenges with taking their medication daily. Our trial in the Spencer project involved placing interactive medication dispensing machines in our patients' homes. We provided added assistance of an RN and an outreach worker who worked alongside our physicians to help maintain clients' medication adherence.

Downtown, an interdisciplinary team is focused on learning quality improvement tools and strategies to help streamline and optimize our abortion care, resulting in a smoother, more patient-centred experience. A working group is also meeting regularly to ensure our gender-affirming care processes are both understood and consistently applied across our clinics.

Our staff took advantage of numerous learning opportunities to increase their skill levels and competencies throughout the year. We also invested in group programming for our staff with a focus on how to de-escalate conflict or crisis situations using verbal and non-verbal de-escalation techniques.

In closing, it is my privilege to acknowledge and thank the staff, board, volunteers, donors and partners for your ongoing support in our shared efforts to support the health and wellbeing of the community.

OUR PARTNERS IN THE COMMUNITY

- Camp Kindling
- Central Urban Métis Federation Inc. (CUMFI)
- Global Gathering Place
- Prairie Harm Reduction
- Sanctum Care Group
- Saskatchewan Health Authority
- Saskatoon Open Door Society
- Saskatoon Tribal Council
- Saskatoon Sexual Health
- Student Wellness Initiative Toward Community Health (SWITCH)
- TB Prevention and Control Saskatchewan
- University of Saskatchewan
 - College of Dentistry
 - College of Medicine
 - Department of Pediatrics and Family Medicine

WELLNESS, PATIENT EDUCATION/SUPPORT AND VOLUNTEER PROGRAMS/ GROUPS:

- Alzheimer's, Dementia, Cognitive Impairment Support Group
- Anxiety and Depression Education Group
- Arts and Recreation Program
- Diabetic Education Program
- Discovery Mental Health Group
- Footcare Program
- Handicraft Club
- Happy Gang and Silver Threads Program
- Indigenous Advisory Council
- 'Strengthening the Circle' Kokhum's Group
- Seniors Advisory Council
- Seniors of Tomorrow Education Program
- Seniors Volunteer Program
- Westside is Cooking Program
- Women and Words Group

PROGRAMS/SERVICES IN PARTNERSHIP WITH OTHER ORGANIZATIONS:

- AIM 4 Health Program
- Community Peer Leaders Program
- Connected Community Care
- Fitness, Food and Fun
- LiveWell with Chronic Conditions/Pain
- Positive Living Program
- Refuge Engagement and Community Health Clinic
- Saskatoon West Dental Clinic
- Student Wellness Initiative Towards Community Health (SWITCH) Clinics

CLIENT REPRESENTATIVE REPORT



Danielle Chartier
Member and Public Relations Director

In 2022, we marked 60 years since our co-operative, the Community Health Services (Saskatoon) Association Ltd. (CHSA), opened the modest yet mighty Saskatoon Community Clinic (SCC). This made for a celebratory and exciting year. We recognized this milestone with the return of Member Days Downtown where member volunteers shared the story of our co-operative with other patients/clients to encourage membership; invited folks to do our SCC quiz, written by sisters Myrna and Cheryl Hewitt; and shared treats and clinic swag. We also celebrated at Westside with a well-attended community barbecue. A big thanks to the Saskatoon Community Clinic Foundation and the International Association of Firefighters (Local 80) for financially supporting these events and to all the volunteers and staff who helped make this happen. We also published an anniversary edition of Focus in the fall of 2022. If you missed it, you can read it on our website at www.saskatooncommunityclinic.ca.

The Director of Member and Public Relations (MPR) plays a few different roles in our co-operative - retaining, recruiting and involving members in the affairs of the association; managing clinic communications to members, the public and government; supporting advocacy initiatives and government relations; policy development; and serving as the client representative for the Saskatoon Community Clinic.

The latter is frequently the way in which members/patients/clients connect with the MPR Department. The director acts as the liaison between these individuals, staff and the board. This role includes listening and responding to questions or concerns and creating opportunities for members/patients/clients to influence clinic programs and services.

In the 2022-2023 fiscal year, the client representative responded to 488 contacts including questions and concerns about clinic services, care and membership. In the case of formal concerns, the representative follows up with the relevant department director and/or employee to either share information or find the best possible solution. The representative provides the clinic board of directors with a yearly report summarizing the year's contacts and identifying any trends.

This past year, 15 people formally raised concerns with the MPR Department about waiting on hold too long to reach a member of the reception team. Although this number totals on average only about one concern/month, it is more than double the number last year (six). As well,

EDUCATIONAL PARTNERSHIPS

University of Alberta

- College of Occupational Therapy

University of Saskatchewan:

- College of Dentistry
- College of Education
- College of Medicine
- College of Nursing
- College of Pharmacy and Nutrition
- School of Public Health
- School of Rehabilitation Sciences
- College of Education Psychology and Special Education

MEMBERSHIPS AND AFFILIATIONS

Canadian Association of Community Health Centres

Community Health Co-operative Federation

Health Care Co-operatives Federation of Canada

National Abortion Federation

OUT Saskatoon

Physical Therapy Advisory Council

Saskatchewan Cooperative Association

Saskatoon Community Clinic Foundation Inc.

Saskatoon Council on Aging

Saskatchewan Health Authority HIV Steering Committee



BALLOON CREATIONS AT OUR 60TH ANNIVERSARY BBQ



ROCK YOUR ROOTS RECONCILIATION WALK



60TH ANNIVERSARY BBQ



STAFF LUNCH & LEARN LEARNING ABOUT CAMP KINDLING



CLINIC STAFF CELEBRATE FIRST ANNUAL NATIONAL RIBBON SKIRT DAY

anecdotally, providers and other staff also share stories they hear from frustrated patients who have waited on hold. It has also come up as a comment in member surveys responses. There is not one single reason why reception cannot always pick up the phone in a timely matter. We recognize this frustration and continue to work on a broad range of solutions to improve the services we provide.

Over the past year, the MPR Department fielded 58 requests from patients to change providers for a variety of reasons. Often these requests come when a long-time provider leaves and a patient is assigned a new one. Although we are not able to accommodate transfers at this time, we do work with patients to try to find the best possible solution to their concerns. For example, if a patient has a provider who is a man but would prefer a woman, we ensure they are aware they can book with another provider for exams they may be less comfortable receiving from a man. Although we may not be able to offer people the provider of their choice, we work to ensure patients always have the care they need.

Advocacy and government relations were a priority this past year as we worked to gain funding for our Refugee Engagement and Community Health (REACH) program. This included touring provincial ministers, other Members of the Legislative Assembly and ministry officials around the clinic, coupled with regular communication with these decision-makers. We were glad to see these efforts pay off.

The MPR Department led the development a CHSA Co-op Education program this past year. This work stems from a resolution at the 2021 Annual General Meeting calling for the formulation of a plan for co-operative education for staff, the board and members. We launched the pilot project in November 2022 to staff. The training includes 10 modules on a locally-developed microlearning platform, Myntix, and includes information about our history and the seven co-operative principles. After we formally evaluate the program this spring and make any necessary changes, we will introduce it to the board and members.

Pre-pandemic, the Ministry of Health required the clinic to conduct patient experience surveys annually. These have been paused since 2020, but the MPR Department introduced a brief survey included in the annual voluntary member service fee notice beginning in the fall. We appreciate members taking the time to fill this out and will be compiling the data at the end of the summer. In the months to come, we will be introducing further tools to hear from patients/clients/members about their experiences at SCC locations.

Thank you to all those who have connected with the client representative in a variety of ways over the last year. We appreciate your willingness to share your experiences and provide feedback in the spirit of ensuring the Saskatoon Community Clinic and the services we offer can always improve. We look forward to hearing from you and working with you in the year to come!

FOUNDATION REPORT



Angie Fergusson
Foundation President

The Saskatoon Community Clinic Foundation continues its work to raise funds to invest in equipment, therapies, research and resources that improve the quality of healthcare provided by our community clinic.

Last year, we celebrated 60 years of Medicare and the 60th anniversary of the clinic. The Foundation Board was honored to financially support events to celebrate and remember the significance of Medicare. This included two Member Days Downtown where member volunteers connected with patients/clients to share the story of our co-operative and encourage membership. We had a Saskatoon Community Clinic quiz, celebratory doughnuts and clinic swag. We also celebrated at Westside with a community barbecue, entertainment, gift bags filled with hygiene products and healthy snacks and a draw for clinic prizes.

Supporters of the clinic donated \$118,767 to the Foundation last year. We funded clinic requests totaling \$46,700 including:

- ◆ Electronic adjustable bed
- ◆ Meger Transportation Fund
- ◆ Much-needed office equipment for Westside, Downtown and the Langer Building
- ◆ Physio treatment bed
- ◆ Electrocardiogram equipment
- ◆ Books, journals and staff development
- ◆ 60th anniversary activities

Several years ago, the Foundation Board set up a Building Fund to prepare for major potential capital costs. The Building Fund now has \$800,000 in it and we will continue to invest in it. We know major capital expenditures will be required in the future. Let's keep building that fund in the coming year!

Thank you to the hard-working members of the Foundation Board: Michael Finley, Cheryl Loadman and Michael Murphy, and the two representatives from the Community Clinic Board, Patrick Lapointe and Janice Paslawski. We want to extend an invitation to anyone who is interested in serving on the Board to contact one of us.

And a very special thanks to you – clinic members and donors. Your commitment and your gifts ensure the continuation of innovative, patient-centred primary healthcare delivery, through a member-owned co-operative. It is a unique model that works and is envied by many.



DID YOU KNOW OUR PRIMARY HEALTHCARE TEAMS INCLUDE:

Clinical Office Assistants/Receptionists
Counsellors
Dietitians
Family Physicians
Laboratory, Radiology and ECG Technicians
Member and Public Relations Staff
Nurse Practitioners
Occupational Therapists
Outreach Workers
Pharmacists and Pharmacy Technicians
Physical Therapists
Registered Nurses (community, mental health and primary care)
Visiting Specialists

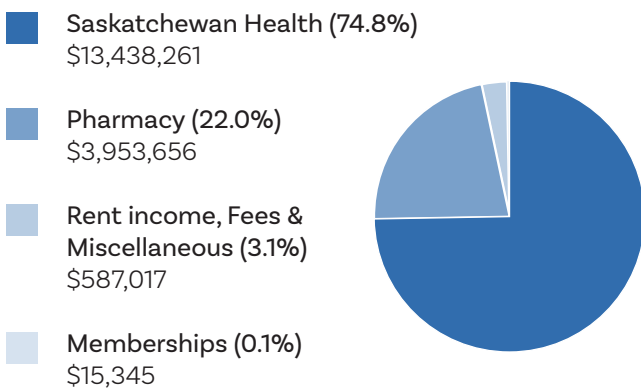
YEAR END FINANCIALS

STATEMENT OF OPERATIONS

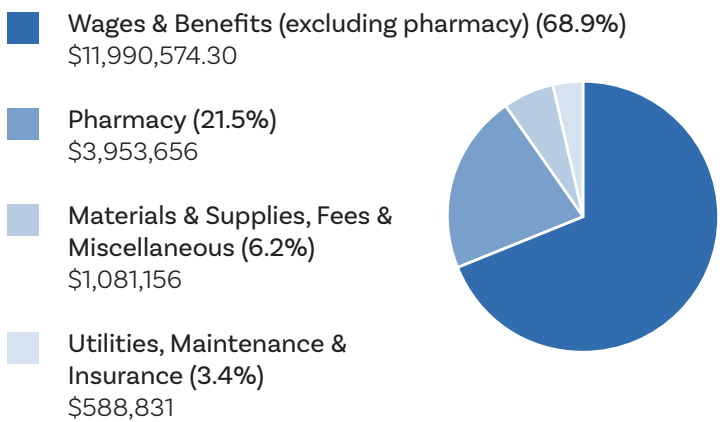
For the Year Ended March 31, 2023

Revenue		\$17,994,279
Expenses and Other		
Salaries, Wages and Benefits (excluding Pharmacy)	\$11,990,574	
General (including Pharmacy)	\$5,420,214	\$17,410,788
Excess of Revenue over Expenses		\$583,491

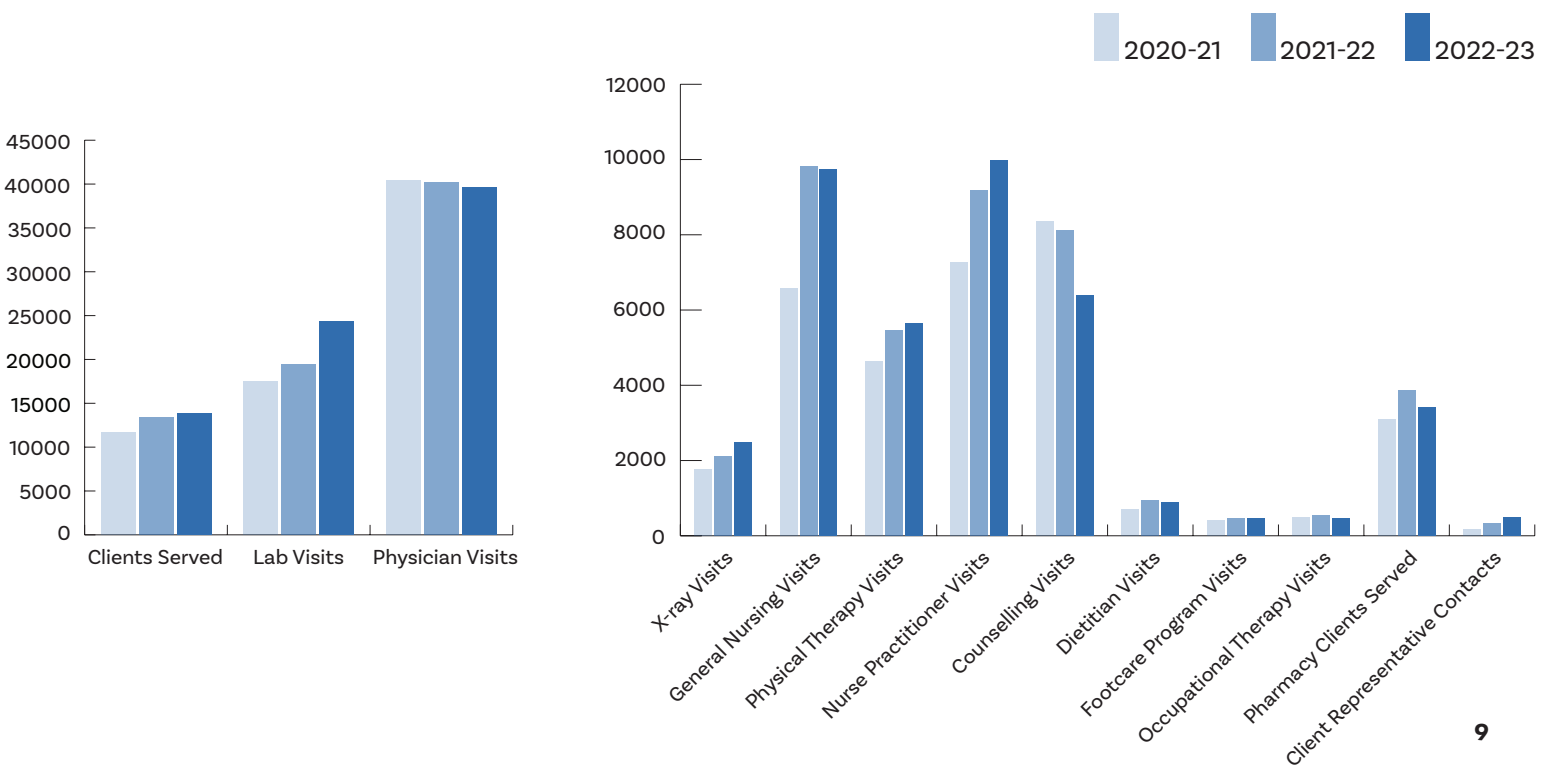
2022-23 REVENUE (% OF ACTUAL)



2022-23 EXPENSES (% OF ACTUAL)



OPERATIONAL STATISTICS



WESTSIDE IS COOKING IS BACK!

After the pandemic put all our programming on hold, everyone was happy to see the return of in-person clinic activities beginning in the fall of 2022.

We re-introduced our popular program, Westside is Cooking, with a pop-up stoop activity where peer leaders made and handed out a healthy snack. Then in January 2023, the peer leaders, with the support of clinic dietitians, started running the program once a week on Fridays.

This cooking program is open to all patients and clients of Westside. Its goals include teaching participants kitchen and nutrition skills, providing the opportunity for participants to prepare healthy meals, exposing them to new foods and creating the space for participants to connect socially.



At the end of the cooking session, participants get to take a balanced meal home with them.

The two peer leaders who facilitate the class, Donna and Elsie, work with the participants to plan the menu. There is always an entrée, a vegetable and a dessert.

A big thanks to the Community Initiatives Fund for supporting this work with a grant.

SASKATOON COMMUNITY CLINIC TAKING PART IN INNOVATIVE PILOT PROJECT

It can sometimes be tough to support the most vulnerable patients to get on and stay on their life-saving HIV medications.

If a patient misses a dose of an anti-retroviral medication, it can complicate things and the virus can mutate and become stronger.

Saskatoon Community Clinic's Spencer Project is hoping to turn this around.

Currently, 12 individuals who are HIV positive and have struggled with medication adherence are involved in a pilot project launched in the fall of 2022 out of the Westside location.

'Spencer' is a medication adherence technology – a countertop machine used to support patients' ability to take their medications at home and on time.

Once a week, a pharmacist comes into the patient's home and loads the HIV and other daily medications. The machine has an alarm and speaks to the patient when it is time to take their medications, and dispenses

them from the machine in simple packaging.

When the patient removes the medication, the alarm stops. There is no guarantee the patient will take the medication once removed from the machine, but their bloodwork is being monitored to ensure they are.

So far, so good. Not only has the technology helped support people stay on their HIV medications, it has also helped successfully treat them for Hepatitis C.

The pilot project is a partnership with Willowgrove Pharmacy, Custom Health and ViiV Healthcare. Willowgrove Pharmacy dispenses and delivers the specially-packaged medications, Custom Health provides the machines in-kind and ViiV Healthcare has provided funding for a nurse and an outreach worker to support the project.

The machines were originally designed for geriatric patients and those with dementia. This is the first time they are being used specifically for the HIV positive patient population.



WESTSIDE IS COOKING

BUSY YEAR FOR SENIORS ADVISORY COUNCIL

They started the year off with an 'Aging in Place' survey included in the Spring 2022 Focus. The final report is available on the clinic website at www.saskatooncommunityclinic.ca.

The SAC put forward a resolution at the 2022 AGM calling on the clinic board to advocate to the Saskatchewan government to fund seniors' coverage of the Shingrix shingles vaccine through the Saskatchewan Seniors' Drug Plan.

As part of an intergenerational research project teaming SAC members and students together to study issues of interest to older adults, the advisory council executive worked with University of Saskatchewan student researcher Rayan Shafi on a report, also available on the website, looking at the various models of Seniors' Advocates across Canada.

Another collaborative SAC/student research project - Best Practice Primary Healthcare Services and Programs for 2SLGBTQ+ Older Adults - got underway this past year with a meeting of clinic seniors who identify as 2SLGBTQ+ to share their thoughts about healthcare and aging along with clinic staff and student researcher Sabryna McRae. The project's aim is to build on the Clinic's long history of supporting clients from this community.



The SAC also supported a new eight-week writing program for clinic seniors called 'Write Your Life Stories'. The program offers mentorship and support to participants interested in putting pen to paper/ fingers to keyboard and telling their own stories. It proved to be wildly popular when it kicked off in March 2023 and has a waitlist of prospective participants if another session is offered.

COVID-19 did not slow down the work of the Seniors Advisory Council (SAC) in the 2022/2023 fiscal year. The SAC, one of the clinic's strategic patient advisory opportunities to ensure seniors' input into the clinic's programs, policies, services and accessibility, tackled a number of projects this past year.

WHAT MAKES US UNIQUE?

Through our membership, the Saskatoon Community Clinic strives to provide equitable access to the highest quality primary health care, with a specific focus on vulnerable members of our community.

We practice non-judgmental, interdisciplinary, team-based care, focused on and working with the whole person.

As a co-operative, we acknowledge the social injustices that exist in our community, and seek to work with others to address these challenges in order for the health of our clients and our community to improve.

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.

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.

People Centred

We are respectful of, and responsive to individuals and communities.

STRATEGIC DIRECTIONS

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.

Quality Care

We provide an excellent care experience, timely access and strive for continuous improvement.



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