



Leeds & Grenville Community
FAMILY HEALTH TEAM

ANNUAL REPORT

APRIL 1, 2016 - MARCH 31, 2017

MISSION

BETTER TOGETHER - In Everything We Do,
We Are Better Together

VISION

Delivery of Optimal Care to Those We Serve

CORE VALUES

Inspiring Ingenuity

We strive for greatness in finding innovative solutions and partnerships with a goal of inspiring better health.

Supportive Accountability

We are accountable for the support and education of our patients to aid them in leading healthy lives; we will consistently and effectively deliver on our promises through bold actions.

Being Appreciative

Each team member will be recognized and respected for their contributions.

Collaborative Communication

We believe that in order to achieve optimal health care results for our patients, we must strongly and genuinely support, trust and care for one another.

BOARD OF DIRECTORS

Steve Elliott, Acting Chair/Vice Chair

Kurt Repple, Treasurer

Victor Dorey, Secretary

Dr. Andrew Jordan, Lead Physician for Brockville (Ex-Officio)

Dr. Sarbjit Gill, Director

Dr. Walter Lauf, Director

MANAGEMENT TEAM

Jenny Lane, Executive Director

Sara Cull, Executive Assistant

Jane Fournier, Office Manager

Robin Manoll, Program Manager

Matt Smith, IT Manager



REPORT OF THE ACTING CHAIR & EXECUTIVE DIRECTOR

For the Corporation of the Leeds & Grenville Community Family Health Team

BETTER TOGETHER - In Everything We Do, We Are Better Together.

Our mission statement is demonstrated every day, working with each other, our patients, and our community. Our mission ensures that our **vision of delivery of optimal care** is better achieved by working together.

We are committed to meeting the changing needs of primary care and delivering high-quality patient-centered care. We continue to provide primary health care services to the communities of Leeds and Grenville at our two sites in Brockville and Gananoque. **Our total enrolment is 8,769.**

When looking back over the past year as Acting Board Chair and Executive Director, one of the main highlights is that we continue to have a forward-thinking Board and staff. We have a strong commitment to improving patient care and improving the quality of the services we provide.

We have strong organizational values and a strong focus on our strategic directions. We continue to work collaboratively to deliver high-quality care to our community. Our organization continues to rebrand itself and transform workplace culture. We look to cultivate innovative partnerships that support a high-performing organization.

The past fiscal year has been a great year of cultural change for the organization. Since our name change in 2016, we have been very intentional in **rebranding, team-building, and recreating our Patients First philosophy.**

REBRANDING

Our **rebranding** efforts have been very successful with the assistance of Fresh Voice Media who now captures us on social media and through media communications. Thank you, Allison!

In addition, we can now be seen sporting new logo colours and a variety of team promotional clothing and other items.

TEAM-BUILDING

Team-building has been an important focus of the past year; it is one of the most important investments that can be made in any organization. We held an All Staff Day in January 2017, with the first-ever recognition of long-standing years of service awards. Fifty percent of our staff have been with our organization for more than five years.



In April 2017, we held our own version of Earth Day with staff partnering with our community to clean it up and make it a better place for all. We have a great team of staff that go above and beyond every single day for each other and for our patients. Thank you for all that you do!



We are very that proud that several new committees have been developed and implemented over the past year lending to our cultural shift: **Joint Occupational Health and Safety, Privacy Committee, and a Quality Committee**. These committees lend themselves to continuous quality-improvement and could not be achieved without the commitment of our dedicated team members.



PATIENTS FIRST

Our **Patients First** philosophy has been re-emphasized through improved access to care. Our programs continue to increase volumes and we continue to identify new, innovative ways to support our patients in their health-care journey. This upcoming year we plan to implement our Patient Advisory Committee to continue to support our commitment to the Patients First philosophy.

Improving access to care is evident in our **Aging at Home** program, providing home-based primary care and chronic disease management to our senior population. This program was established in January 2017 and is proving to be a valuable resource. On average, 70 patients are visited in their home each month, preventing emergency room visits and unnecessary admissions to hospital. It is already apparent that this program will need to be expanded.

We are excited to announce that we have been chosen to speak at the annual AFHTO conference this October, with the theme: "Planning Programs for Equitable Access to Care – Aging at Home Program."

Lastly, thank you to our Board of Directors for your commitment and dedication to our team and to our community. Your expertise and unique contributions have been vital to our success as a team.

My sincerest thanks to Alan Fitzhugh, Director, who has resigned from the Board. Your expertise and support will be missed. **We would like to welcome Russ Larocque and Angie Tingren to our Board.** They will bring new skills and expertise to our team that will have a significant impact on moving the organization forward in this time of change in primary health care.

We look forward to an upcoming year of change and growth for the Leeds & Grenville Community Family Health Team.

As always we welcome any feedback and suggestions for improvement.
Please visit www.lgcfht.ca

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Steve Elliott'.

Steve Elliott
Acting Board Chair

A handwritten signature in black ink, appearing to read 'Jenny Lane'.

Jenny Lane
Executive Director

REPORT OF THE TREASURER

For the Corporation of the Leeds & Grenville Community Family Health Team

I am pleased to address you today and share my report for the fiscal year 2016-2017.

It is with a great deal of satisfaction that I present the financial statements for the year ended March 31, 2017 that was audited by MNP. The audit opinion is expressed in the Auditor's Report covering the financial statements. My personal thanks to Michael McMahon for his support and expertise he has provided the organization.

Statement of Operations

The statement provides a summary of the overall operating results for the LGCFHT. Funding for the LGCFHT is provided by the Ministry of Health and Long-Term Care. Under agreements with the Ministry, the LGCFHT operations are funded on a 'break even' basis. Any under expenditures for the year compared to contributions must be returned to the Ministry of Health. Any expenditure in excess of government contributions must be funded by other resources.

For the year ended March 31, 2017, contributions exceeded expenses by \$231,271, related to specific purpose funding, which has been set up as contributions repayable to the Ministry of Health in the statement of financial position.

On behalf of the LGCFHT Executive Committee, I would like to take this opportunity to thank the staff and management for their dedicated work on behalf of the organization.

Respectfully submitted,



Kurt Repple
Treasurer