

# 2022-23

# Annual REPORT

## Leeds & Grenville Community FAMILY HEALTH TEAM

Brockville:  
2235 Parkedale Ave.  
Brockville, ON K6V 6B2

Gananoque:  
338 Herbert St.  
Gananoque, ON K7G 1R1

# Board of Directors 2022/23

## **DIRECTORS**

**Stephen Elliott, Chair**  
**Jayne Graham, Vice Chair**  
**Kurt Repple, Treasurer**  
**Karra Jordan, Secretary**  
**Paul Kalyta, Director**  
**Dr. Lauf, Director**

## **EX OFFICIO DIRECTORS**

**Dr. Jordan, Physician**  
**J. Lane, Executive Director**



# What Guides Us?

## MISSION

**Delivery of OPTIMAL CARE to our patients, our people and our community, working collaboratively with our partners...LEADING BETTER TOGETHER.**

## VISION

**Exceptional Care.  
Every Person.  
Every Time.**

## VALUES

**Inspiring Ingenuity  
Collaborative Communication  
Accountability  
Respect  
Excellence**



# Message From the Chair

## STEPHEN ELLIOTT, BOARD CHAIR

**"Today's struggles is tomorrow's strength, today's setback is tomorrow's comeback"-Amit Kalantri**

As a Board we are very proud to recognize the resilient way LGSFHT staff navigated its way through the travails imposed by the COVID-19, which challenged us with organizational and logistical struggles. It yet again reinforced with the Board that the quality of the staff response to the challenges imposed, was exemplary in ensuring that patients and clients continued to receive responsive programs and timely service. This work was further amplified for the Board by various staff presentations which highlighted the nature and scope of the programs and services provided. This in turn provided the Board with an enhanced contextual understanding of these programs and services which the Board found highly informative. As a Board we continue to focus our efforts to support the hard work of staff through such efforts as:

- Completion and development of a new Strategic Plan
- Continued participation in webinars offered by the Provincial associations and the Ministry
- Continued involvement to better understand the evolution of the OHT
- Formalizing as an agenda item the importance of generative governance
- Becoming a planning partner in the LLG Board-to-Board Collaborative Governors' Forum
- Enhancing Board perspective and strength by welcoming new members- Paul Kalyta and Karra Jordan -to the Board

As a Board we conclude this year with a sense of accomplishment, which combined with the aforementioned tremendous work of staff, has seen LGSFHT solidify its emergence from the COVID challenge. However, as a Board we are cognizant that our work requires an ongoing proactive commitment and diligence, to ensure that LGSFHT is well positioned to continue to move forward, and that staff is fully supported in this effort. Lastly, the Board would like to recognize Jenny's extraordinary leadership, in helping to tirelessly guide LGSFHT's move forward. Collaboratively combined, with a highly dedicated and professional staff, and a supportive Board of Directors, it further reaffirms LGSFHT as a quality organization focused on serving the needs of the clients and patients in particular, as well as the broader community in general.

**Stephen Elliott  
Board Chair**





# Message From the Executive Director

## JENNY LANE, EXECUTIVE DIRECTOR

Over the past year, 2022/2023, the COVID pandemic has continued to demonstrate unprecedented challenges within healthcare. While living in a global pandemic has been a challenge... imagine providing front line health care! Our LGCFT Team has risen to the challenge and continues to rise with resiliency and optimism!

As we navigate post-pandemic, the value of team based care has never been more prevalent! Working together towards a common goal to provide quality health care to improve the health of our community.

We have continued to advance our vision of Exceptional Care. Every Person. Every Time. Delivering on our mission to provide optimal care to our patients, our people and our community working collaboratively with our partners... Leading Better Together.

We highlighted many achievements last year and have many more to highlight this year...

### Highlights of 2022-2023

In keeping with our strategic priorities and initiatives;

#### *Optimal Care*

- LGCFT remained open during the pandemic providing virtual care and in-person appointments.
- Redeployed staff to Assessment Centre as needed.
- We welcomed a Clinical Pharmacist to our team April 2022!
- Collaboration: onsite Home and Community Care Coordinator implemented to improve care navigation.

#### *Community Health*

- LGCFT provided multiple cervical screening clinics to both enrolled and non-enrolled patients – very well received community program.
- April 2022, Kingston Imaging Services and Regional Lung Health Program resumed in person services.
- Ontario Health Teams: we continue to participate in the Lanark, Leeds, and Grenville Ontario Health Team (LLG-OHT), and provide support to the many working groups and standing committees.

#### *Governance*

- Continued to identify operational efficiencies and leverage technology, such as our Digital Health strategy including Online Appointment Booking (OAB), Patient Self Check in Kiosks and Tablets, Secure Messaging and Appointment Reminders.
- Our Board of Directors participated in Health Equity Training.

#### *Outstanding Workplace*

- LGCFT remains committed to an outstanding workplace and a positive environment, increased focus on staff wellness, team building, and staff appreciation.
- May 2022 we held our first Staff Workplace Wellness Week.
- Crisis/de-escalation training.
- Successful Physician Recruitment: Dr. Joseph Spohn!

# Message From the Executive Director

## Looking ahead to 2023-2024:

LGCFT will continue to focus on our key strategic priorities and key quality improvement indicators. We look forward to improving access, expanding programs and technology and promoting these services. As a community family health team, we strive to improve health equity for under-served populations in our community.

Finally, thank you to all of you, both staff and the Board, for your continued dedication and contribution to the organization, the patients, and the communities that we serve. Your efforts make a world of different in the lives of so many.

As we celebrate this past year's accomplishments, we look forward to another great year of improving our community's healthcare..... together.

*Leading Better Together...  
Exceptional Care. Every Person. Everytime.*

Yours in good health,

Jenny Lane, BScN, MSc, NP-PHC, CHE  
Executive Director



# Report of the Treasurer

**KURT REPPLE, TREASURER**

**FOR THE CORPORATION OF  
LEEDS & GRENVILLE COMMUNITY FAMILY HEALTH TEAM**

**APRIL 1, 2022 – MARCH 31, 2023**

I am pleased to address you today and share my report for the fiscal year 2022-2023.

It is with a great deal of satisfaction that I present the Financial Statements for the year ended March 31, 2023, that was audited by MNP. The audit opinion is expressed in the Auditor's Report covering the financial statements. My personal thanks to the MNP Team for their ongoing support and expertise they have provided the organization.

## Statement of Operations

The Statement provides a summary of the overall operating results for the LGSFHT. Funding for the LGSFHT is provided by the Ministry of Health and Long-Term Care. Under agreements with the Ministry, the LGSFHT 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, 2023, contributions exceeded expenses by \$582,456 related to specific purpose funding, which has been set up as contributions repayable to the Ministry of Health in the statement of financial position. I continue to see a strong focus on providing quality patient care while keeping a close eye on expenses.

On behalf of the LGSFHT Executive Committee, I would like to take this opportunity to thank all staff and management for their dedication and efforts during a very challenging year given the staffing turnover and added time demands. We truly appreciate all that you do for the organization.  
Respectfully submitted,

**Kurt Repple  
Treasurer**



# Programs



## Diabetes Education Centre (DEC)

Whether patients have pre-diabetes, type one, type two, or gestational diabetes, the diabetes team will collaborate, with the patient's health care provider, to ensure optimal health. This program is open to all members of the community. Both Registered Nurse and Dietitian work with the patient.



## Social Worker & Psychiatrist

Providing individual, couple counselling, and supportive therapy for any identified mental health issues.



## Lumps & Bumps

The LGCFHT's Lumps & Bumps clinic helps to prevent unnecessary wait times to plastic surgery and/or dermatologists.

"Fast, efficient, polite service. All my questions are answered and I never feel like I'm being rushed out the door. I always feel respected as a person."



# Programs



## Lung Health

Our goal is to screen for chronic breathing conditions and improve health outcomes of adults, and children, living with asthma and COPD, by providing in-office spirometry testing, education, action planning and medication assessments/adjustments.



## Smoking Reduction Program (SRP)

Smoking cessation/reduction services to help improve the patient's chances of quitting and to support patients through their quit journey.



## Clinical Pharmacist

Supporting patients with an emphasis on optimizing medication management, focusing on completion of comprehensive medication reviews and identification of drug therapy problems.

**"Honestly, my visit was perfect - from the moment I parked my car to the moment I left, my visit was seamless. There was not a single issue."**

# Programs



## Prenatal

Health promotion and prenatal care.



## Well Baby

Well baby, well child development screening and immunizations.



## Cervical Screening

Helping to ensure women are up-to-date with routine pap screening.

## NutriSTEP

The LGCFT's Dietitian can assess the eating habits of children 18 months to 5 years of age - using NutriSTEP. NutriSTEP screening is a tool to identify nutritional problems. The Dietitian can then provide tips and ideas to help address any nutritional issues.

# Strategic Initiatives

## OPTIMAL CARE



## COMMUNITY HEALTH



## GOVERNANCE



## OUTSTANDING WORKPLACE





# OUTSTANDING WORKPLACE!



"You folks are #1. Great team."

"Excellent Staff."