

Enhancing Quality In Community Health





TONY CARELLA
Board Chair



ISABEL ARAYA
Executive Director

Message

from VCHC Board Chair and Executive Director

The fiscal year of 2012-2013 was another exceptional year for the Vaughan Community Health Centre (VCHC).

As part of our agenda to improve quality in the delivery of community health, we worked on developing and implementing our first official annual quality improvement plan which focussed on the five items listed below.

Client Centeredness

Under this attribute, we provided care that respected the diversity of values and beliefs of all our clients, recognizing their needs and facilitating informed decisions. To that end, we improved our group orientation process by developing group orientation checklists, and refining our intake processes.

Accessibility

We focused on the provision of the right care, at the right time, in the right setting, and by the right provider; considering cultural appropriateness as well as inclusive and relevant services. Specifically, we monitored the availability of appointments and improved quality in chronic disease management.

Effectiveness

We provided evidence-informed practice in clinical care, health promotion, social services and community development. Specifically, we tracked the number of internal referrals amongst interdisciplinary teams and hired a System Navigation Case Manager to ensure clients were able to access the resources they needed.

Efficiency

We optimized outcomes through the best use of resources, personnel, supplies, equipment and time by analyzing costs-per-encounter and reporting it to our funders, changing our financial software to better track expenditures, monitoring our booking system's "advanced

access capability" and staff caseloads, as well as completing best practice clinical audits.

Safety

We provided care that optimized outcomes and minimized risk for clients, providers, students, volunteers and the Centre as a whole by reviewing all high risk; health and safety policies as well as incident reports; while developing a process to ensure staff's safety while delivering services offsite.

These outcomes are indicative of the concerted effort on the part of VCHC's board, staff, volunteers and students. Thanks to their efforts and contributions, we were able to complete the 2012 quality improvement plan and maintain previous gains.



Tony Carella
Board Chair

Isabel Araya
Executive Director

VCHC 2012-2013 Board of Directors

Top row left to right: Aslam Daud, Naseer Ahmad, Tony Carella, Daniele Zanotti, Noor Din.

Bottom row left to right: O.P. Lamba, Marsha Barnes, Isabel Araya, Ina Gutium, Robert Colelli

Not pictured: Alan Shefman, David Rubin, Lana Yetman, Sandra Yeung-Racco, Pierina Minna

Our Year at a Glance



International Women's Day Celebration



Summer students



Young Families program



Client intake room

of appointments provided across all teams 28,526

of new clients registered with VCHC 1,521

of individuals screened for either type 2 diabetes, breast cancer, or colon cancer 1,768

of individuals served 5,274

of clients participating in health promotion programs 1,028

We surveyed 428 of our clients. From those surveyed:

87% believe that the care and services they receive at the VCHC are excellent, very good, or good.

76% strongly agree or agree that their quality of life and overall health is better because of the services they receive at the VCHC



Youth program



Young Families program



VCHC's Summer Camp



International Women's Day Celebration

Highlights of Health

Chronic Disease Management and Support Programs

Healthy Living Now (CDSM Group): Designed to equip people living with diabetes, arthritis or any other chronic health conditions and their caregivers with self-management skills and tools to live a healthy life.

Smoking Cessation Group: This group addresses the reasons to quit smoking, practice changing behaviour and minimize withdrawal symptoms, build support systems and teaches strategies to prevent relapses.

Living with Stroke: A support group, developed for people who have had a stroke and for the individuals who care for them. This program is in partnership with Heart & Stroke Foundation, March of Dimes, and Mackenzie Health Hospital.

All Day-Diabetes Education Learning Groups: Individuals learn about healthy eating, physical activity, blood glucose testing, preventing complications of diabetes, diabetes medications and much more.



Seniors program



Seniors program



Exercise program



Inter-generational Computer program

Promotion Programs

Healthy You: Weight Management Program. Non-dieting approach and realistic weight loss expectations with exercise components and healthy snacks at each session.



Young families program

Live Better, Feel Better (Stress Management): A series of workshops to equip individuals with strategies focusing on: positive thinking, building healthy relationships, positive communication, assertiveness, overcoming fear, stress management etc.

Youth Programs

Hip Hop Exercise Program: The program provides an outlet for youth to be expressive, learn and share different dance styles, develop a new skill or gain more insight on the art of dance and music.



Youth Programs

Youth Link Program: The VCHC provided skills based training to youth such as: Workplace Hazardous Management Information Systems (WHMIS), First Aid/CPR, customer service (AODA), and more!



Young families program

Young Families Programs (in partnership With Social Enterprise For Canada-Ontario Early Years)

Nobody's Perfect: For parents with children from ages 1 to 5 years old. Topics include positive discipline; praise and attention.

Esso Family Math: Children learn early math concepts with their caregivers.

Wonderful Chefs: Children and caregivers have fun making simple, creative and nutritious snacks. Children are introduced to pre-reading and math concepts.

Older Adults/Seniors Programs

Gardening and Walking Club: Seniors (55+) participate in gardening and trail walking.

Energize with Exercise: This exercise program promotes active living through fun and gentle exercises (includes gentle weightlifting and light

Highlights of Health



HOPE Adult Day Program (HOPE-ADP) is a community-based program provided by Human Endeavour in partnership with Vaughan Community Health Centre and Mackenzie Health Hospital. The program provides structured and supervised activities --in a group setting-- for seniors from various ethno-cultural backgrounds and South Asian frail seniors with cognitive, physical and communicative impairments.

Health and Wellness Programs

Creative Cooking Cook Off: Participants learn how to cook using healthy & inexpensive vegetables there by lowering their grocery bill, improving their money management skills, and much more! The program was in partnership with York Region Food Network.

Yoga-Tai Chi: The VCHC offers a mix of yoga and tai chi exercises. In partnership with the City of Vaughan Recreation and Culture department.

Economic Empowerment: Provides participants with ideas, skills and resources on how to improve.



Anxiety 101: Individuals learn about what anxiety is and how to cope with the physical reactions and anxious thoughts.

Craving Change: A "how- to" workshop that aims to help people change their relationship with food.

Promotion Programs



VCHC's youth program



VCHC's Diabetes Healthy Living Fair



VCHC says Thank You to RBC Royal Bank



VCHC's health promotion program



HOPE Adult Day Program



Seniors program

Enhancing Quality

VCHC's Commitment to Quality Improvement



VCHC's Quality Improvement Committee



Top Row Left to Right: Clearie McFarlane, LoAn Ta-Young, Isabel Araya, Ana Khatchatourian, Teresa Tran
Bottom Row Left to Right: Roshanak Parastesh, Joanne Anderson, Pat Hawley (client rep.), Angela Maria Rotillio (client rep.), Christa Mazzuca
Not Pictured: Fatima Teixeira

Quality Improvement has been a driving force at the Vaughan Community Health Centre (VCHC) since opening its doors in 2009. This is not a new concept for the VCHC. In fact, the Centre has been implementing annual quality improvement plans for the past two years across all levels of the organization.

In 2011, the Board of Directors identified Quality Improvement as a strategic direction. This direction has been implemented by cascading down this initiative through the Board's Quality & Risk Committee to a Quality Improvement committee led by a VCHC staff and clients team.

The Board of Directors Quality & Risk Management Committee ensures that quality as a strategic direction, is implemented at the VCHC. In addition, the committee ensures that the Centre provides high quality health care to its clients throughout all services of the organization and that the quality improvement agenda is also carried out throughout the different levels of the organization.

The VCHC's Quality Improvement Committee meets regularly to design the quality improvement plan and to ensure that the tasks and deliverables of the quality improvement plan are completed. The committee is comprised of staff who represent each area of the organization which includes primary health, health promotion, diabetes education and client representation. By having clients sit on the committee, the VCHC ensures that client voices are heard.

In Community Health

For the VCHC's Full 2012 Quality Improvement Plan
Please Visit Our Website:

www.vaughanhealthcarehc.com

GOALS	OUR ACCOMPLISHMENTS
Client Centered	<ul style="list-style-type: none"> • Creation of the Client Experience Committee, which was comprised of: 3 VCHC clients, Executive Director, Community Engagement Worker, Nurse Practitioner, nursing students and the Medical Secretary Team Lead. • This committee designed and oversaw the implementation of the 2012 client experience survey.
Accessibility	<ul style="list-style-type: none"> • The number of appointments available for clients was monitored on a daily basis. • Childcare was provided for health promotion programs. • YRT bus tickets were provided to clients using public transportation. • Language interpreters for clinical appointments were made available. • The Centre submitted a funding application for the design and implementation of a regional language interpretation service. • Increased financial resources to serve uninsured clients.
Effectiveness	<ul style="list-style-type: none"> • System Navigation Case Manager was hired to connect clients to external resources in the community. • Funding received for language interpretation project.
Efficient	<ul style="list-style-type: none"> • More health promotion programs were provided. • Staff is working to the full scope of their professions.
Safety	<ul style="list-style-type: none"> • All high risk health and safety policies were reviewed.

Keeping Healthy in Vaughan

On May 5, 2012, the VCHC held its "Healthy in Vaughan" community health fair. The fair provided a central place for residents to obtain information about various types of programs and services offered in their community. The event hosted 18 different community organizations and included demonstrations to keep Vaughan residents active i.e. Zumba Fitness and Tai Chi. Informative presentations from the VCHC's dietitian and physiotherapist were also delivered.



International Women's Day Celebration

VCHC's Community Consultation & Student-Volunteer Appreciation Ceremony

The VCHC held a Community Consultation event with VCHC's Executive Director, Isabel Araya, and the management team. The purpose of the event was to provide an opportunity for clients to provide feedback regarding the VCHC's programs and services, provide the VCHC with input on how we can reach the vision of a healthy community and to review and discuss past accomplishments. This event also included a Volunteer/Student Appreciation ceremony. The VCHC thanked its volunteers/students for their dedication and hard work at the Centre and provided them all with a certificate of appreciation.



Student Appreciation event

Diabetes Education Program's Health Fair

In November 2012, VCHC's Diabetes Education Team held a health fair at a local community centre in Vaughan. The purpose of the fair was to raise awareness on management of Type 2 Diabetes. The event was open to residents of Vaughan and included various community organizations.



VCHC's Health Fair



Community event



Community event



Community event

Community

Annual International Women's Day Celebration

The VCHC held its second annual International Women's Day event to celebrate strong and positive women in our communities and across the world. The celebration included presentations from VCHC's Executive Director, staff, and clients. The celebration concluded with a fashion show from the Centre's seniors group.



International Women's Day Celebration

Client Experience Survey Conducted

Between the months of October and November 2012, the VCHC conducted its annual Client Experience Survey. Prior to administering the survey, the VCHC established a committee to review and update the survey, which was led by two York University Nursing students and included the input of 3 VCHC clients.

428 clients surveyed

87% of clients surveyed, either agreed or strongly agreed they can get an appointment when they need one

93% of clients surveyed, either agreed or strongly agreed that VCHC staff are easy to talk to

87% of clients surveyed feel comfortable and welcome at VCHC

86% would refer a family member or friend to the VCHC

76% strongly agreed or agreed that their quality of life and overall health is better because of the services they receive at the VCHC



Giveaways at community event



Community consultation



VCHC's Seniors Dance Group

Launch of VCHC's Summer Camp

The Vaughan Community Health Centre (VCHC) identified a lack of affordable summer day programs for children from low to moderate income families and was determined to fill this gap. During the months of July and August, thanks to a \$5,000.00 donation from the Royal Bank of Canada, the VCHC provided a 6 week summer day camp program for children from 6 to 8 and 9 to 12 years of age of families with an annual income of \$45,000 or less.

The objective of the camp was to provide a child-friendly and a safe space in which to engage a diverse group of children in health promotion and recreational activities.

Children learned interpersonal skills, as well as life skills such as: healthy eating and cooking; food safety; injury prevention; safety and first aid, team building and created social connections in a fun environment.



Summer Camp Parents and Caregivers Feedback

“We love the program, the camp counsellors were wonderful, and they are full of energy, always with a smile on their faces and approachable. My son for sure will miss it”

“I would like to say thank you to the Vaughan Community Health Centre for the summer camp that you provided for our children. It was a great opportunity for them and they really enjoyed it.”

Meet VCHC's System Navigation Case Manager



Often we heard from our clients that it is difficult to navigate through the health care and social services systems to find what it is they are looking for. Asma Munawar is Vaughan Community Health Centre's System Navigation Case Manager. Asma works with Vaughan residents to assist them in finding resources in the community. Asma's main goal is to get clients from point A to point B. Asma works alongside the various teams at the VCHC to ensure that clients are receiving the services they need in order to address various issues.

The VCHC System Navigation Case Manager Can Help You With:

- Finding employment
- Subsidized Housing
- Completing government assistance forms
- Connecting you to community agencies
- Resources and much more

For more information or to book an appointment, please call 905-303-8490 Ext. 156.

Continuing To Provide Access To Physiotherapy

VCHC has heard from its clients and community members that access to affordable physiotherapy has been a challenge for Vaughan residents who do not have private insurance. In order to accommodate Vaughan residents who are in need of physiotherapy but may not be able to afford this service, VCHC has been providing access to physiotherapy for those Vaughan residents who are not receiving clinical care at VCHC.

VCHC is working with 4 Physiotherapy Clinics in the Vaughan community and 13 Physiotherapists.

137 doctors have made referrals to the program.

418 Vaughan residents have received physiotherapy services through this program.

VCHC Staff



Name	Designation	Name	Designation
Anderson, Joanne	Nurse Practitioner	Lo, Kelly	Community Health Worker- Young Families
Araya, Isabel	Executive Director	Looi, Pauline	Chiropracist- Diabetes Education Program
Berdugo, Sara	Dietitian, Diabetes Education Program	Mazzuca, Christa	Physiotherapist/Clinical Team Lead
Broadhurst, Joanne	Diabetes Nurse Educator	Munawar, Asma	System Navigation Case Manager
Buu, Michael	Family Physician	McFarlane, Clearie	Registered Practical Nurse
Chau, Yuki	Receptionist	Mesa, Adelaida	Medical Secretary Relief
Chopra, Alka	Diabetes Education Program Coordinator	Milewska, Ewa	Dietitian, Diabetes Education Program
Dilo, Ketrina	Social Worker	Nikolova, Violeta	Diabetes Nurse Educator
Dmuchowski, Kaz	Chiropracist	Parastesh, Roshanak	Diabetes Nurse Educator
Greco, Nina	Administrative Assistant	Petrella, Natalie	Diabetes Administrative Assistant
Haldenby, Amy	Nurse Practitioner	Sabolic, Cindy	Community Health Worker - Seniors
Hinch, Daniel	Social Worker, Contract	Salmon, Stacey	Community Health Worker - Youth
Kalmanson Elena	Nurse Practitioner	Savani, Hak	Finance Coordinator
Khan, Amaanie	Medical Secretary Relief	Shahsamand, Frishta	Medical Secretary
Khatchaturian, Ana	Community Engagement Worker/ Health Promotion Team Lead	Ta-Young, LoAn	Programs and Services Director
Kuperman, Raya	Medical Secretary Relief	Thomas, Sajan	Social Worker- Diabetes Education Program
Lauer, Marlene	Community Health Worker Mental Health & Addictions	Teixeira, Fatima	Medical Secretary - Team Lead
Leung Christopher	Data Management Coordinator	Tran, Teresa	Family Physician
Liubansky Irina	Diabetes Nurse Educator	Uljanitski, Sofia	Family Physician
		Velaga, Surya	Dietitian
		Vural, Doné	Receptionist

Vaughan CHC is subject to the Public Salary Disclosure Act. More information is available by contacting the Executive Director.

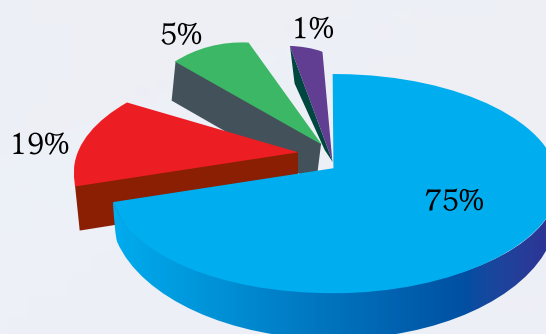
Financial Information 2012-2013

Sources of Revenue

Central Local Health Integration Network	\$ 3,401,891
Ministry of Health and Long-Term Care	\$ 871,602
Other Revenue	\$ 206,065
Ontario Trillium Foundation	\$ 65,400

\$ 4,544,958

- Central Local Health Integration Network
- Ministry of Health and Long-Term Care
- Other Revenue
- Ontario Trillium Foundation

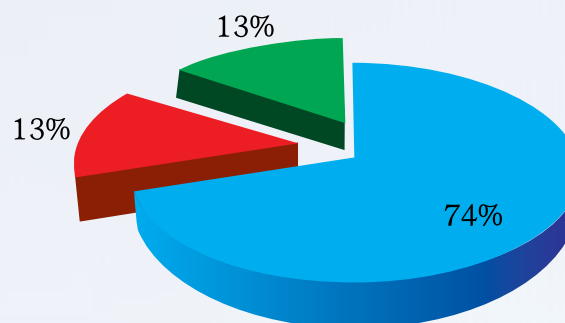


Expenses by Type

Salaries and Employee Benefits	\$ 3,029,682
Occupancy Costs	\$ 542,829
Direct Service and Supplies	\$ 543,805

\$ 4,116,316

- Salaries And Employee Benefits
- Occupancy Costs
- Direct Service And Supplies



Funders

Central Local Health Integration Network
 Ministry of Health and Long-Term Care
 Ontario Trillium Foundation
 Royal Bank of Canada
 Human Resources and Skills Development Canada – Canada Summer Jobs
 Regional Municipality of York Community Investments

Audited financial statements available upon request from the office of the Executive Director.

Partners

- Association of Ontario Health Centres
- Addiction Services for York Region
- Canadian Red Cross Society
- Canadian Diabetes Education Network
- Canadian Mental Health Association
- Centre for Addiction and Mental Health
- Charlston Public School
- City of Vaughan
- Columbus Medical Arts Centre
- Elspeth Heyworth Centre for Women
- Fossil Hill Public School
- Forest Run Public School
- Hamilton Health Sciences
- Heart and Stroke Foundation
- Human Endeavour
- Jewish Russian Community Centre
- Joseph A. Gibson Public School
- Macedonian Seniors Club
- Mackenzie Health Hospital
- March of Dimes
- Middlefield Medical Centre
- New Life Community Services
- Ontario Stroke Network
- Pathways for Children, Youth and Families of York Region
- Ryerson University
- St. Jean de Brebeuf Catholic High School
- St. Joan of Arc Catholic High School
- Social Enterprise for Canada
- Southlake Regional Health Centre – York Thoracic Surgery
- Thornhill Medical Centre
- Together for Vaughan
- Vaughan Mills Mall
- Vaughan Social Action Group
- Vitanova Foundation
- Woodbridge Medical Centre
- York Region Community and Health Services
- York Region District School Board
- York Region Food Network
- York Regional Police – District 4
- York Region Welcome Centre Immigrant Services
- York University

Funding provided by:

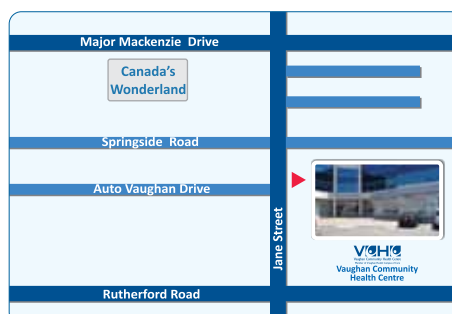


Vaughan Community Health Centre

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facebook.com/vaughan.VCHC



Monday	8:00am - 5:00pm
Tuesday	8:00am - 8:00pm
Wednesday	8:00am - 8:00pm
Thursday	8:00am - 8:00pm
Friday	8:00am - 5:00pm
Saturday	8:00am - 12:00pm