

VAUGHAN COMMUNITY HEALTH CENTRE

2015-2016





MESSAGE FROM BOARD CHAIR AND EXECUTIVE DIRECTOR

The Vaughan Community Health Centre continues to demonstrate its commitment to working with its diverse communities to promote health and well-being; facilitating access to services, addressing disparities in health outcomes for the most vulnerable and collaborating with partners and community members to plan services that address community priorities. We have chosen 4 examples which highlight the work completed last year:

1. **Leading an Access to Oral Health Initiative:** Access to affordable dental health care is a barrier for many individuals. In response to this, the VCHC created and supports the York Region Access to Oral Health Coalition. The Coalition has worked to understand the issue of access to oral health by conducting an environmental scan, surveying Vaughan residents and working with community partners on exploring interest to start a pro bono dental care program in Vaughan.
2. **Ratifying VCHC's commitment to increase quality of life:** Meetings were held with the City of Vaughan and the Region of York in follow-up to the recommendations of the 2015 Vaughan Wellbeing Report. Issues discussed included the need to increase affordable housing, increase access to affordable public transportation, improving air quality and creating business opportunities for low income residents.
3. **Continuing to focus on Quality Improvement Initiatives:** Work was completed to expand the role of the Registered Practical Nurse (RPN) as well as to increase community's access to physiotherapy services.
4. **Continue Expanding VCHC's Focus on Chronic Disease Prevention and Management:** A stronger emphasis on educating community residents on the importance of adopting an active life style was implemented.

David Rubin
Board Chair

Isabel Araya
Executive Director



David Rubin
Board Chair



Isabel Araya
Executive Director

VCHC Board of Directors 2015-2016

Back row left to right: Daniel Ferman, David Wexler, Sandra Parker, Howard Sniderman

Front row left to right: Ina Gutium, Isabel Araya, David Rubin, Saba Merchant

Not pictured: Marsha Barnes, Aslam Daud

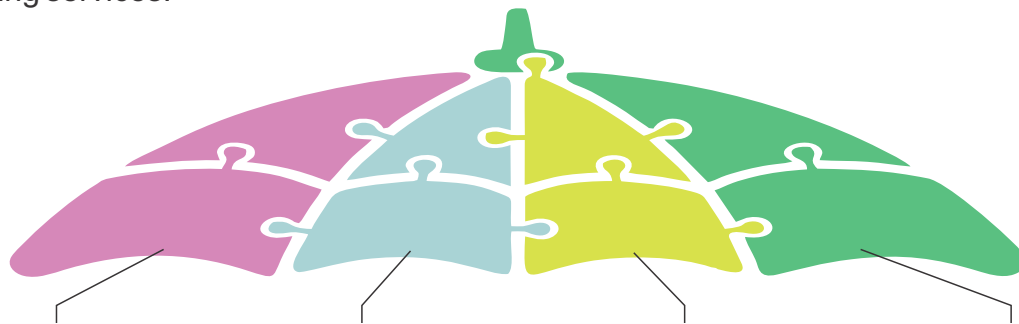




WHO WE ARE

The Vaughan Community Health Centre (VCHC) is a not for profit, community governed organization. The VCHC is funded by the Ministry of Health and Long Term Care through the Central Health Integration Network. The VCHC provides primary health care services; chronic disease prevention and management; and social programs that address the social determinants of health.

These services are delivered in Vaughan both onsite and offsite, at multiple community organizations and partner agencies. Since opening its doors in 2009, the VCHC has operated in a client centered approach, providing the right care at the right time. With a variety of programs and services under one roof, the VCHC is able to increase access to health care, particularly for vulnerable individuals who face barriers receiving services.



Vaughan Community Health Centre

Focuses on
Health Promotion and Illness Prevention



- Family Doctors
- Nurse Practitioners
- Registered Practical Nurse
- Community Dietitian
- Physiotherapist
- Social Worker
- Chiroprapist



- Physical Activity Programs**
- Diabetes Education Program:**
- Nurse Educators
 - Dietitians
 - Chiroprapist
- Chronic Obstructive Pulmonary Disease Program:**
- Registered Kinesiologist
 - Respiratory Therapist



- Community Health Workers provide:
- Healthy Child/Young Families Programs
 - Programs for Youth
 - Adult Wellness Programs
 - Older Adult Programs
 - Seniors Program



- Affordable Transportation
- Affordable Dental Services
- Affordable Housing and more!



LAST YEAR'S ACHIEVEMENTS

Primary Health Care Team

17,455 Client interactions	4,395 Clients served	294 Non-insured clients served
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Chronic Disease Prevention & Management Teams

6,763 Client interactions	320 Group sessions held	3,256 Clients served
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Health Promotion Team

742 Group sessions held	11,750 Group participants served
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9,187 Total active clients	35,509 Total # of client interactions
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Over the last year, the VCHC staff Team continued to work towards providing timely access to primary care, while meeting its performance and quality improvement targets. Multiple collaborations with likeminded organizations were implemented to expand services.

practice and providing shared care with other clinicians. VCHC also worked on increasing community access for physiotherapy services by opening up its internal physiotherapy program to serve individuals who do not have a family doctor or nurse practitioner at the VCHC.

One of the ways in which the VCHC team is increasing access to primary care services is by expanding the role of the VCHC's Registered Practical Nurse (RPN). For example, under the direction of the physician or nurse practitioner, the RPN communicates test results and next steps to the clients, performs wound dressings, injections, and more. The goal is to have the RPN working at expanded scope of

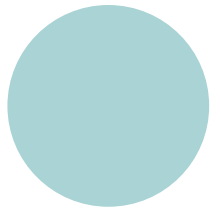
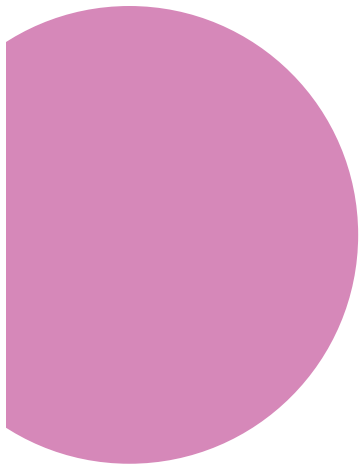
The VCHC achieved its clinical screening targets set out by the Central Local Health Integration Network. Some of those targets included measures focusing on the prevention of cervical, colorectal, and breast cancer, influenza vaccination and inter-professional care for clients living with diabetes. Below is a more detailed look at VCHC's performance.

Fiscal year 2015/2016

Clinical Accountability Indicators	Performance Standard	Results
PAP Test	>69.6%	87.65%
FOBT	60.8% - 91.2%	75.73%
Diabetes	73.6% - 100%	90.91%
Mammogram	62.4% - 93.6%	81.25%
Influenza	38.4% - 57.6%	43.00%



Primary Health Care Team



Primary Health Care Team





ADOPTING A HEALTHY LIFESTYLE:

The Chronic Disease Prevention & Management Program

The goal of the VCHC is to work with its clients to maintain and improve their health. Particularly we focus on prevention and/or self-management of chronic illnesses. The VCHC's Chronic Disease Prevention and Management program does just that. As the aging population grows, their health needs increase and the occurrence of chronic illnesses is more prevalent.

The occurrence of chronic illnesses increase with age, “nearly 40% of current Central LHIN residents aged 65-74 and 56% of those aged 75 plus have two or more chronic conditions.” (Central Local Health Integration Network).

VCHC's Chronic Disease Prevention and Management program is focused on 3 main areas:

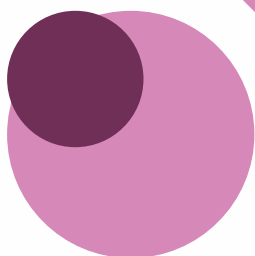
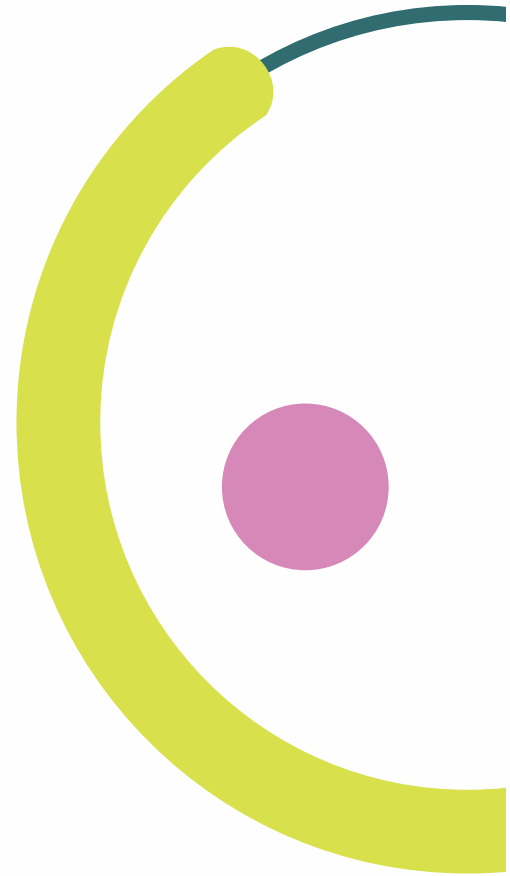
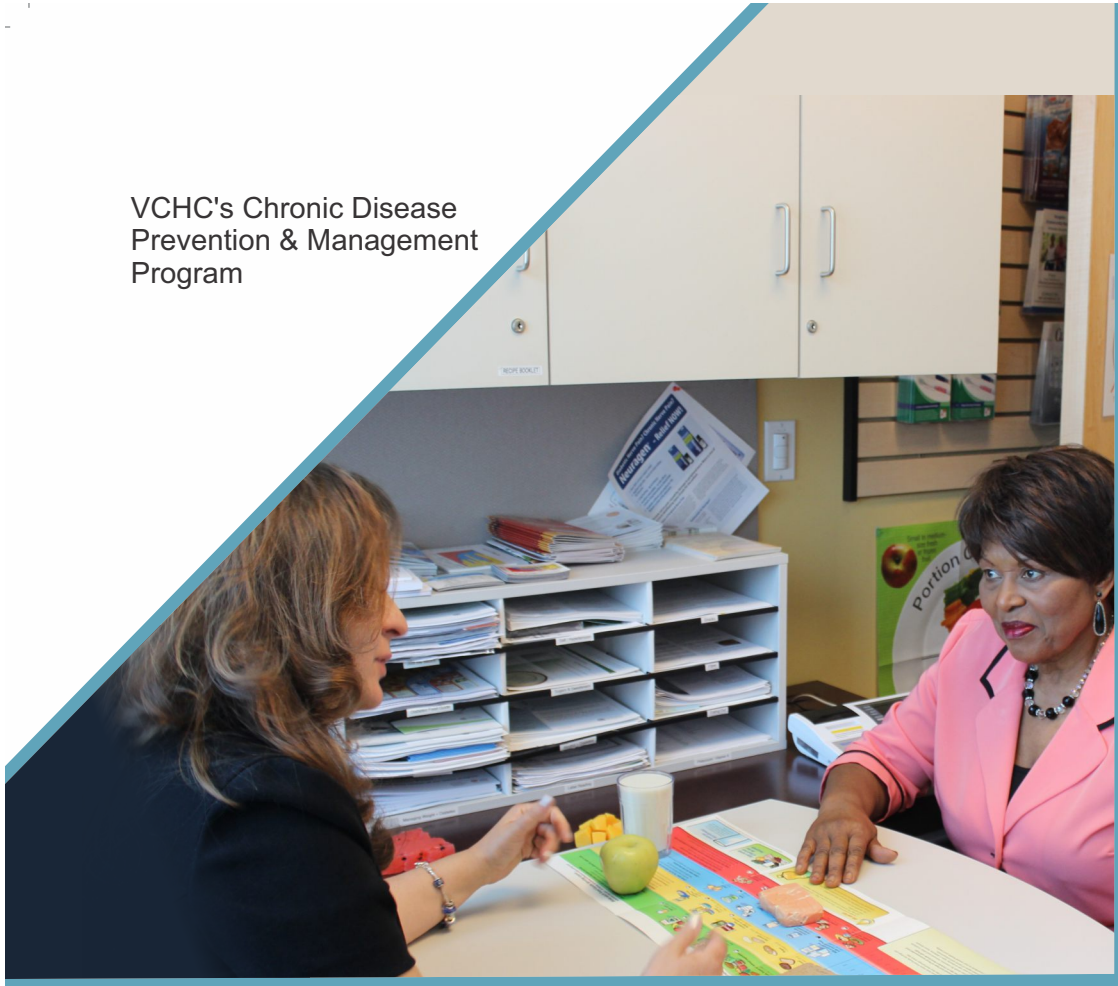
- Physical Activity programs
- Diabetes Education Program
- Chronic Obstructive Pulmonary Function (COPD) Program

For more information about these programs, please contact us at 905-303-8490 Ext. 2



VCHC's Urban Pole Walking Program

VCHC's Chronic Disease Prevention & Management Program



VCHC's Exercise Program

ENGAGING THE COMMUNITY

Social Programs

VCHC staff focuses on health promotion and illness prevention. Furthermore, we have a dedicated team to address the social determinants of health through social programs. This team is comprised of Community Health Workers who provide social programs and services to individuals of all ages. These programs are developed to address the social, mental and physical aspects of one's health and wellbeing. Programs and presentations provide participants with an opportunity to create social connections, increase knowledge and life skills and support development of a healthy lifestyle. The Health Promotion Team provides programs and presentations at the VCHC location and throughout the community i.e. schools, community centres and partner organizations

A Snapshot of Our Programs:

Ready for Success Tutoring Program

In partnership with the Faculty of Education at York University, the VCHC provides children in grades 3 and 6 with access to free tutoring in order to help them improve their academic and social skills, as well as, their comfort level seeking help.

For more information about the tutoring program, please contact Kelly Lo at 905-303-8490 Ext. 153.



VCHC's Ready For Success Tutoring Program

Cooking on a Budget and Healthy Eating

This program provides an opportunity for individuals to meet in a safe and empowering environment where they can learn and share skills. Learning focuses on food budgeting; meal planning; grocery shopping; cooking healthy meals and learning new healthy recipes. Nutritional presentations are provided by a Community Dietitian.



VCHC's Cooking On A Budget And Healthy Eating Program



Youth Training Program

In 2015, the VCHC obtained funding from the Regional Municipality of York Community Investments Fund. This funding allowed the VCHC to provide free life skills and training programs to youth between the ages of 16-24 from low to moderate income families. Example of training includes First Aid-CPR, Workplace Hazardous Information Management System (WHMIS), how to operate a cash register and more.

Senior's Gardening and Walking Program

In partnership with Human Endeavour, this program allows seniors to keep active by participating in outdoor activities where they plant vegetables and fruits, maintain a garden, socialize, enjoy a morning walk and participate in an annual community barbeque.



VCHC's Youth Training Program



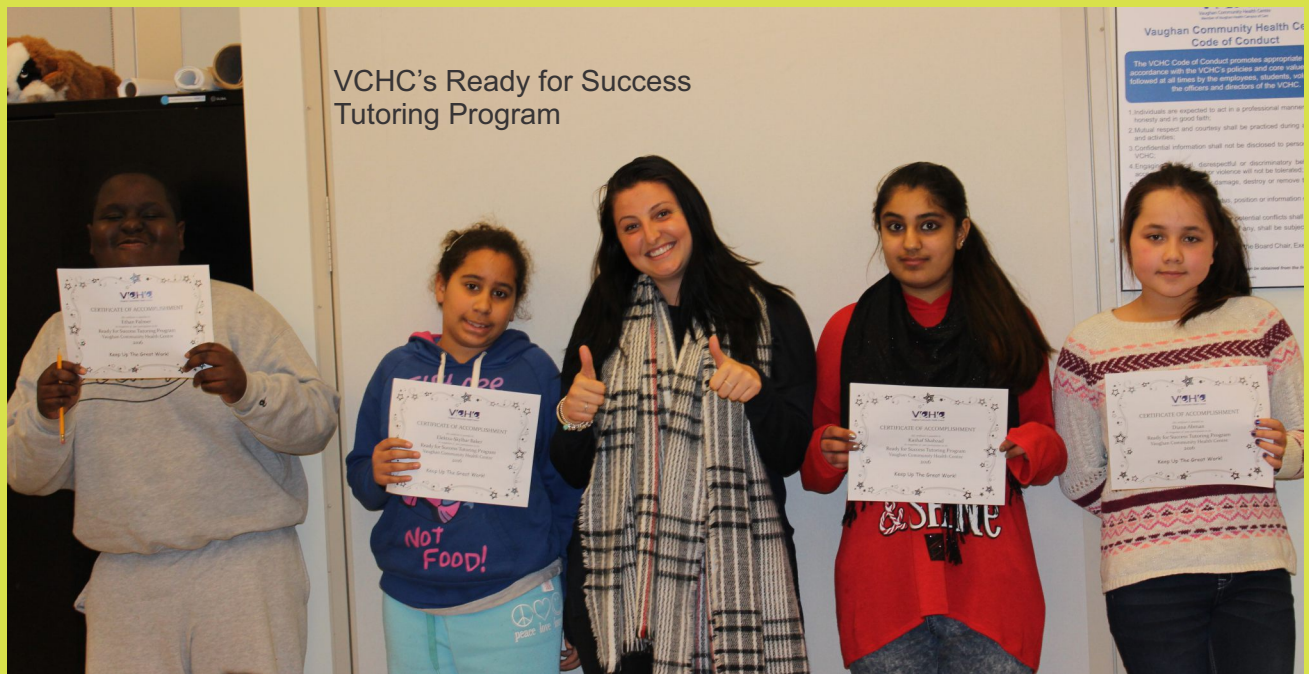
VCHC's Gardening Program



VCHC's Gardening Program



Halloween Celebrations



VCHC's Ready for Success Tutoring Program



VCHC's Summer Camp



VCHC Holiday Celebration



VCHC's Grocery Store Tour



Pole Walking Program



Tai Chi For Health Program



VCHC's Community Consultation



VCHC's Holiday Lunch



VCHC's Learn and Share Program



VCHC's Women's Group



VCHC's Volunteer Appreciation



VCHC's Ready for Success Tutoring Program



QUALITY IMPROVEMENT AND CLIENT EXPERIENCE SURVEY RESULTS



Quality improvement initiatives continued to drive the operations of the VCHC as a whole. The VCHC surveys its clients to obtain feedback on its programs and services on a regular basis. The results of the Client Experience Survey are reviewed every 3 months and presented to the VCHC Quality Improvement Committee. The committee discusses various measures to improve clients' experience at the VCHC. The results are also shared with VCHC Board of Directors and staff and are reflected in the VCHC's Quality Improvement Plan which is submitted to Health Quality Ontario.

Here is a summary of results from our 2015-2016 Client Experience Survey:

<p>Timely Access to a Primary Care Provider</p>	<p>Opportunity to Ask Questions</p>	<p>PATIENT-CENTERED Involvement in Decision Making</p>	<p>PATIENT-CENTERED Time Spent with Clients</p>
<p>Target: 49%</p>	<p>Target: 85%</p>	<p>Target: 90%</p>	<p>Target: 90%</p>
<p>49% of respondents saw their doctors or nurse practitioner within the same day or next day</p>	<p>91% of respondents stated they are always and/or often provided with an opportunity to ask about recommended treatment</p>	<p>89% of respondents stated they are always and/or often involved in decisions about their care and treatment</p>	<p>89% of respondents stated their doctor or nurse practitioner always and/or often spends enough time with them</p>

HOW TO PROVIDE FEEDBACK

The VCHC engages the community and clients on an ongoing basis. Feedback from the community is one of the fundamental aspects of VCHC's work.

There are many ways in which to provide your feedback:

Client Experience Surveys

If you would like to provide your feedback on VCHC's programs and services, please complete our Client Experience Survey which is located at the 1st and 2nd floor reception areas. Surveys are available in 5 different languages: English, Russian, Urdu, Italian, and Spanish.

Suggestion Boxes at the Centre

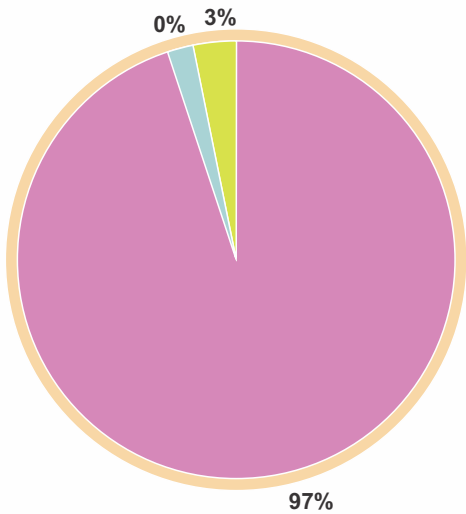
Clients are also welcome to drop a comment in our suggestion boxes located on the 1st and 2nd floors anytime they are at the Centre.

Website and Email

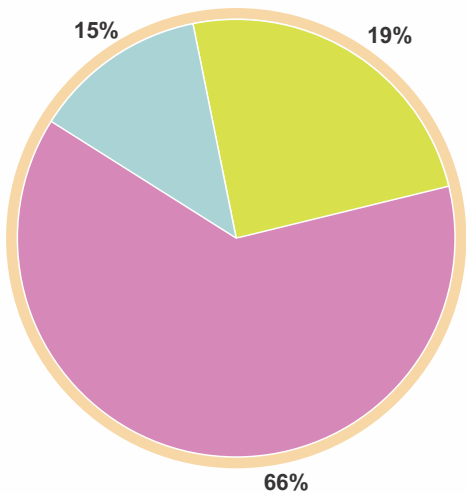
Visit our website at www.vaughanhealthcarehc.com and send us a comment via our Contact Us page or email at: info@vaughanchc.com.



FINANCIAL INFORMATION



Source	Amount
Central Local Health Integration Network	\$ 4,721,762
The Regional Municipality of York	15,362
Other Revenue	138,776
Total	\$ 4,875,900






Type	Amount
Salaries and employee benefits	\$ 3,220,136
Occupancy costs	723,021
Direct service and supplies	936,368
Total	\$ 4,879,525

Central Local Health Integration Network
Human Resources and Development Canada
The Regional Municipality of York

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



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Chronic Disease Program Fax: (905) 303- 0320

 www.vaughanhealthcarehc.com
 [Vaughan.VCHC](https://www.facebook.com/Vaughan.VCHC)
 [@Vaughan_CHC](https://twitter.com/Vaughan_CHC)

Hours of Operation

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