

2013-2014  
COMMUNITY REPORT

# LIVING OUR MISSION



# Message from the Board Chair and Executive Director



**TONY CARELLA**  
Board Chair



**ISABEL ARAYA**  
Executive Director

Last year the Vaughan Community Health Centre (VCHC) celebrated its 5<sup>th</sup> anniversary!!

Over the course of 5 years, the VCHC has offered much needed medical care and related social programs to more than 11,000 vulnerable Vaughan residents particularly seniors, youth, and people with mental health and addiction issues who are from low to moderate incomes, have low English literacy, complex medical needs and who may not have a health card. In addition, the VCHC established approximately

80 collaborations with several organizations including York Region Community Health Services, the City of Vaughan, Mackenzie Richmond Hill Hospital and many other local schools and community organizations. We also responded to local needs by: a) successfully implementing a physiotherapy program for Vaughan residents that do not have extended health coverage b) by designing and coordinating a regional language interpretation service for community based social support agencies serving clients who are unable to communicate with their provider due to their low English proficiency and c) by providing free primary health care to new immigrants waiting to receive OHIP coverage.

The VCHC's efforts to maintain quality improvement--as a top strategic direction were demonstrated last year through the creation and implementation of VCHC's third quality improvement plan. This plan focused on areas such as access, integration, patient centered care and equity. Presently, the Centre is able to serve more clients mainly due to the efficiencies identified in the last three annual quality improvement plans.

Overall, the VCHC's commitment to enhance the quality of life and overall health of its clients --so they can feel well and live longer -- was demonstrated once again through the work completed last year.

**Tony Carella**  
Board Chair

**Isabel Araya**  
Executive Director

## VCHC 2013-2014 Board of Directors

**Top row left to right:** Aslam Daud, Alan Shefman, Isabel Araya, Tony Carella, David Ruben, Noor Din

**Bottom row left to right:** Patricia O'Brien, Sandra Yeung-Racco, Pierina Minna, Marsha Barnes, Ina Gutium

**Not Pictured:** Robert Colelli, Daniele Zanotti, Naseer Ahmad, Fran Wolfe



# Strengthening Community Capacity



Graduating Ceremony Active Seniors in Vaughan Program

The Vaughan Community Health Centre continues to establish new collaborations, build on existing ones, and work alongside new community partners to deliver more programs and services. Among the multiple partnerships introduced in 2013, we have:

## Bernard Betel Centre

Healthy at Home Program (HHP): The Healthy at Home program supports low income, isolated, and unaffiliated seniors by bringing FREE social, recreational education, cultural, health promotion and other programs to where they currently live. The HHP focuses on creating supportive environments, building social networks and connectivity.

## Woodbridge Medical Centre

Conquering Depression Program: This is a 12-Week Cognitive-Behaviour Therapy (CBT) group

where participants learn techniques to change the thoughts and behaviors that maintain depression. How to Chill Youth Program: This is an anxiety support group for youth 14-17.

## Human Endeavour and Mackenzie Health Hospital

The HOPE Adult Day Program: This program is a community-based program provided by Human



HOPE Adult Day Program



Young Families Program

Endeavour in partnership with the Vaughan Community Health Centre and Mackenzie Health Richmond Hill Hospital. The program provides structured and supervised activities in a group setting for eligible ethno-cultural and South Asian frail seniors with cognitive, physical and communicative impairments. The activities are planned to provide mental, physical and social stimulation. The HOPE-ADP strives to promote maximum independence and maintain quality of life for clients and caregivers.

### **Social Enterprise for Canada – Ontario Early Years (OEYC)**

Brighter Beginnings- A-OK and Child Development Programming: OEYC and VCHC continue to provide programs twice per week that focus on school readiness, child development and creative activities.

### **Diabetes Services at the Health Centre of Maple and Peace Medical Centre**

The VCHC's Diabetes Education team has established two new partnerships with local doctor's offices in the Vaughan area. The VCHC's Diabetes Education Team provides one-on-one appointments for clients of the Health Centre of Maple and Peace Medical Centre that focus on prevention and management of Type 2 Diabetes and Pre-Diabetes.



Young Families Program



HOPE ADP Event



Youth Summer Camp



Youth Hip Hop Program



Young Families Program



Hope Adult Day Program



Chronic Disease Management Program

# Chronic Disease Management Programs at VCHC

**Chronic diseases** are health conditions that stay with you for a long time. Usually they progress slowly over a period of time. Some of the conditions include heart disease, diabetes, chronic kidney disease, asthma and chronic obstructive pulmonary disease (COPD), depression, and arthritis.

**Chronic Disease Management (CDM)** is care and support that is provided on an on-going basis to support individuals living with the chronic disease. This includes medical care, knowledge, skills and resources that can help them better manage their day to day activities and lead a better quality of life. This may include regular visits and support from your family physician, other primary care providers, community-based programs or referrals to specialists, programs and services.



## VCHC Offers 2 Chronic Disease Management Programs:

### Diabetes Education Program:

*is staffed by Registered Dietitians, Registered Nurses and Chiropodist (Foot care specialist) who are also Certified Diabetes Educators. Services include:*

- Individual counseling sessions
- Group programs on basic/intermediate diabetes education, weight management, cholesterol, insulin, nutrition labelling and so on
- Physical activity programs from personal trainer

### Chronic Obstructive Pulmonary Disease Program: (COPD)

*is staffed by a Registered Respiratory Therapist who is also a Certified Respiratory Educator. Services include:*

- Individual counseling sessions
- Spirometry tests
- Smoking cessation
- Physical activity programs from personal trainer
- Support for nutrition, stress management, medications, breathing techniques

Diabetes Education Program



Diabetes Healthy Living Fair





VCHC Clinical Services

## About Health Quality Ontario

**“Health Quality Ontario's mission is derived from its legislated mandate as outlined in *The Excellent Care for All Act (2010)*. This landmark bill, passed unanimously, aims to transform the health care system by creating greater public accountability, ensuring that executives, clinicians and health care organizations focus on quality, increasing the patient's voice in the shaping of the system and using the best scientific evidence to drive change”**

*Source: <http://www.hqontario.ca/about-us/mission-vision-values> To find out more about Health Quality Ontario, please visit: [www.hqontario.ca](http://www.hqontario.ca)*

Quality Improvement continues to be a priority at the VCHC. Although, the VCHC has implemented Quality Improvement Plans since opening its doors in 2009, last year the Centre took its quality improvement plans up a notch by working closely with Health Quality Ontario in creating and implementing a quality improvement plan that focused on 4 priority areas:

- 1. ACCESS**
- 2. INTEGRATION**
- 3. PATIENT CENTERED**
- 4. EQUITY**

On the next page is a table on how the VCHC addressed each of the priority areas, as well as its accomplishments in those areas which translated into efficiencies that positively impacted the services provided to our clients.



# Maintaining Quality Improvement

PRIORITY AREA	TASK	ACCOMPLISHMENTS
<b>ACCESS</b>	Access to primary care (Doctors and Nurse Practitioners) when needed	<ul style="list-style-type: none"> <li>• Increased the scope of the Registered Practical Nurse to provide more clinical support to the doctors and nurse practitioners.</li> <li>• Reviewed scheduling appointment process for follow-up appointments and group multi-family members visits;</li> <li>• Reviewed staff coverage for the clinic and increased coverage on busiest days</li> <li>• Increased use of the telephone for follow-up regarding lab results;</li> <li>• Trialed use of secondary exam room, plus help from medical assistant;</li> <li>• Decreased the length of appointments: based on presenting problems</li> </ul>
<b>INTEGRATION</b>	Timely access to primary care upon discharge from hospital	<ul style="list-style-type: none"> <li>• Ensuring VCHC clients are aware that they need to schedule a follow-up appointment with their primary care provider within 7 days of being discharged from hospital</li> <li>• Identified clients who may be eligible to receive services at the South West York Region Health Link</li> <li>• Started the process of implementing the Hospital Report manager (HRM) to receive hospital reports right after discharge</li> </ul>
<b>PATIENT CENTRED</b>	Receiving and utilizing feedback regarding the client experience within primary care	<ul style="list-style-type: none"> <li>• Client experience survey conducted throughout the year with very positive feedback</li> <li>• Facilitated clinical rounds with psychiatrist to review cases/strategies to help provide better support and care to clients in most need; a fibromyalgia support group was offered</li> </ul>
<b>EQUITY</b>	Health Promotion programs are relevant to clients' needs	<ul style="list-style-type: none"> <li>• Developed an internal referral system for doctors, nurse practitioners, and other clinicians to refer to health promotion programs</li> <li>• Developed an internal referral process for providers to refer to health promotion programs;</li> </ul>

For VCHC's past and current Quality Improvement Plans, please visit our website: [www.vaughanhealthcarehc.com](http://www.vaughanhealthcarehc.com)

# Breaking Barriers: Language Interpretation Project

Healthy Eating and Cooking on a Budget program



A high percentage of new Canadians are unable to communicate in English with their health care provider. In Vaughan alone, 27% of the population speaks a language other than English. Many VCHC clients are new Canadians experiencing language barriers.

The VCHC expressed interest in addressing this issue and was selected by the Central Local Health Integration Network to design, implement and coordinate a regional interpretation project for all community organizations.

***The goal of the project is to eliminate language barriers and***

- ***Increase access to health care and social services.***
- ***Allow for more accuracy when communicating with service providers***
- ***Eliminate the stress of not knowing the English language***

Currently 25 community based agencies are working with the VCHC to access interpretation services for their clients.

This project served **872 individuals** between November 1, 2013 and March 31, 2014

The interpretation services are provided in 3 modalities - in person, video and telephone-- to allow convenience to the client and the provider.

# Accomplishments

*Last year, the VCHC served more than 11,000 clients and met all its funding targets.*

For example:

## 1 Clinical Targets:

We ensured that VCHC clinical clients received the necessary health education and tests to closely monitor and prevent conditions such as seasonal flu, cervical, breast and colorectal cancer, diabetes and chronic obstructive pulmonary disease.

## 2 Number of Clients Served by Practitioner:

We worked relentlessly on identifying and increasing efficiencies through our quality improvement plan to ensure that more clients had access to clinical services.

## 3 Financial Targets:

Last year was another example of how the VCHC utilized its financial resources efficiently to serve more than 11,000 clients.



# Community Engagement Activities



Active in Vaughan Seniors Program Celebration  
- funded by New Horizons

Year after year, the VCHC continues in its efforts to consult with the local community and respond to its needs. In 2013, we held conversations with the community through the following events and activities:

## **Community Consultation and Student and Volunteer Appreciation Event: July, 2013-**

The VCHC held its annual Community Consultation event with VCHC's Executive Director, Isabel Araya, and the management team present. The VCHC reported its accomplishments in the last year and provided clients and community members with an opportunity to provide their input and feedback; the event also included its annual 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.

## **Open House – October, 2013**

As part of Community Health and Wellbeing week, the Centre held an open house and invited community members to VCHC. Community members met our staff, toured the facility, learned more about the work that VCHC has been doing in the Vaughan community and provided us with feedback.

## **Community Advisory Council Meetings**

The VCHC held its regular Community Advisory Council meetings and received feedback on programs, services, quality improvement plans, etc.

## **5<sup>th</sup> Year Anniversary Celebration – February, 2014**

On Wednesday, February 19, 2014, the VCHC celebrated its 5<sup>th</sup> anniversary. The VCHC's Board Chair, Executive Director, partners, clients, students, volunteers and staff took the podium to express the difference the VCHC has made in their lives.

## **Deputation at City of Vaughan – February, 2014**

The Vaughan CHC's Executive Director, Isabel Araya, made a deputation to the City of Vaughan Council – Committee of the Whole. The deputation focused on explaining to Council why the VCHC's 5<sup>th</sup> anniversary

# Community Engagement Activities

sary is a significant milestone in the history of health care delivery in the City of Vaughan. The deputation was very well received and the VCHC was awarded a plaque with congratulations on behalf of the City Council.

## New Horizons: Active Seniors in Vaughan Program Celebration – March, 2014

The VCHC celebrated the conclusion of the New Horizons Funding for the Active Seniors in Vaughan program. Three seniors were successfully trained to provide physical activity programs to other seniors in the City of Vaughan.

## Client Experience Survey – 2013-2014

The VCHC conducted its annual Client Experience Survey between the months of January – March 2014 for the fiscal year ending March 31, 2014. The VCHC will continue surveying clients on a monthly basis for the new fiscal year and presenting its results on a quarterly basis to the Quality Improvement Committee.

**266 Clients Surveyed**

- 86%** of respondents always or often feel that the staff members are easy to talk to and encourage them to ask questions.
- 46%** of respondents are able to receive an appointment with a Family Doctor or Nurse Practitioner on the same day or next, when needed.
- 80%** of respondents believe the VCHC has a positive impact on their community.
- 89%** of respondents believe the VCHC's Family Doctors and Nurse Practitioners spend enough time with them during their appointments.
- 82%** of respondents agree or strongly agree that they would refer a family member or friend to the VCHC.
- 83%** of respondents strongly agree or agree that the programs and services have helped them to improve their health and well-being.



VCHC's Open House



Student and Volunteer Appreciation Event



VCHC's 5th Anniversary



Name	Designation
<b>Anderson, Joanne</b>	Nurse Practitioner
<b>Aman, Erum</b>	Medical Secretary Relief
<b>Araya, Isabel</b>	Executive Director
<b>Bello, Peter</b>	Chiropodist, Diabetes Education Program
<b>Berdugo, Sara</b>	Registered Dietitian, Diabetes Education Program
<b>Chau, Yuki</b>	Receptionist, 1st Floor
<b>Chopra, Alka</b>	Diabetes Education Program Coordinator
<b>Dickie, Kathryn</b>	Certified Respiratory Educator, Chronic Obstructive Pulmonary Disease Program
<b>Dilo, Ketrina</b>	Social Worker
<b>Dmuchowski, Kaz</b>	Chiropodist
<b>Donmez, Nilay</b>	Community Dietitian
<b>Dr. Ahmad, Fuad</b>	Family Physician
<b>Dr. Tran, Teresa</b>	Family Physician
<b>Dr. Uljanitski, Sofia</b>	Family Physician
<b>Gonzales, Sabrina</b>	Community Dietitian
<b>Greco, Nina</b>	Administrative Assistant
<b>Haldenby, Amy</b>	Nurse Practitioner
<b>Hinch, Daniel</b>	Social Worker – Maternity Leave Contract
<b>Kalmanson, Elena</b>	Nurse Practitioner
<b>Khatchatourian, Ana</b>	Health Promotion Team Lead
<b>Khardas, Victoria</b>	Community Health Worker – Maternity Leave Contract

Name	Designation
<b>Kuperman, Raya</b>	Medical Relief Secretary
<b>Lo, Kelly</b>	Community Health Worker
<b>Mazzuca, Christa</b>	Physiotherapist
<b>McFarlane, Clearie</b>	Registered Practical Nurse
<b>Mesa, Adelaida</b>	Medical Relief Secretary
<b>Milewska, Ewa</b>	Registered Dietitian, Diabetes Education Program
<b>Munawar, Asthma</b>	System Navigation Case Manager
<b>Nikovola, Violeta</b>	Registered Diabetes Nurse Educator
<b>Noce, Pina</b>	Casual Support
<b>Parastesh, Roshanak</b>	Registered Diabetes Nurse Educator
<b>Petrella, Natalie</b>	Diabetes Medical Receptionist
<b>Reale, Melissa</b>	Registered Diabetes Nurse Educator
<b>Sabolic, Cindy</b>	Community Health Worker
<b>Salmon, Stacey</b>	Community Health Worker
<b>Shahsamand, Frishta</b>	Medical Secretary
<b>Ta-Young, LoAn</b>	VCHC Programs and Services Director
<b>Teixeira, Fatima</b>	Medical Secretary Team Lead
<b>Velaga Surya</b>	Registered Dietitian, Diabetes Education Program

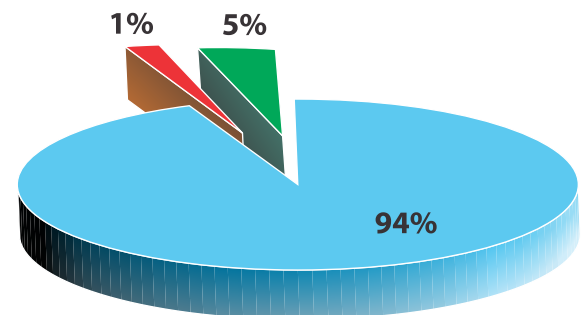
Vaughan CHC is subject to the Public Salary Disclosure Act. More information is available by contacting the Executive Director.

## Sources of Revenue

Central Local Health Integration Network	\$ 4,404,436
Ontario Trillium Foundation	\$ 63,400
Other Revenue	\$ 234,355

**\$ 4,702,191**

- Central Local Health Integration Network
- Ontario Trillium Foundation
- Other Revenue

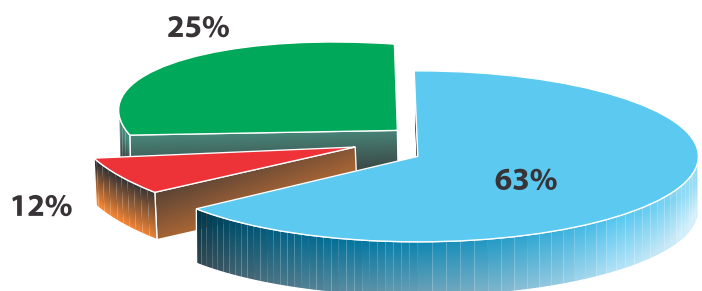


## Expenses by Type

Salaries and Employee Benefits	\$ 2,871,495
Occupancy Costs	\$ 556,206
Direct Service and Supplies	\$ 1,169,892

**\$ 4,597,593**

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



## Funders

- Central Local Health Integration Network
- Ontario Trillium Foundation
- Human Resources and Development Canada
- The Regional Municipality of York

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

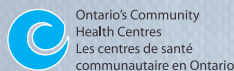
# Partners

- Bernard Betel Centre
- Canadian Mental Health Association of York Region
- Canadian Red Cross Society
- Centre for Addiction and Mental Health
- City of Vaughan
- Charlston Public School
- Columbus Medical Arts Centre
- Elspeth Heyworth Centre for Women
- Forest Run Public School
- Fossil Hill Public School
- Hamilton Health Sciences
- Heart and Stroke Foundation
- Highland Medical Centre
- Human Endeavour
- Jewish Russian Community Centre
- Joseph A. Gibson Public School
- Macedonian Seniors Club
- Mackenzie Health Richmond Hill Hospital
- Mackenzie Glen Public School
- March of Dimes
- Middlefield Medical Centre
- New Life Community Services
- Peace Medical Centre
- Regional Municipality of York
- Roberta Bondar Public School
- Seneca College
- Southlake Regional Health Centre – York Thoracic Surgery
- Social Enterprise for Canada -Ontario Early Years
- Together for Vaughan
- The Health Centre of Maple
- Thornhill Medical Centre
- University Health Network
- Vaughan Mills Mall
- Vitanova Foundation
- Woodbridge Medical Centre Family Health Team
- York University
- York Region District School Board
- York Region Community and Health Services

## Funding Provided by:

This project is funded in part by the Government of Canada.

Canada

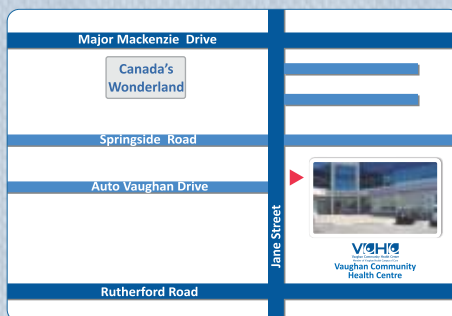


### Vaughan Community Health Centre

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(Jane & Rutherford)

Tel: 905-303-8490 Fax: 905-303-0320

[www.vaughanhealthcarehc.com](http://www.vaughanhealthcarehc.com)



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



[facebook.com/vaughan.VCHC](https://facebook.com/vaughan.VCHC)

*This community report is available in an alternative format.*