



Montfort Academic Family Health Team

# ANNUAL REPORT

2015 - 2016



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## Our Vision

The vision of the Montfort Academic Family Health Team (MAFHT) is to maintain and improve the health of our patients by providing comprehensive and integrated care in both French and English, and to educate the francophone primary care physicians of the future.

## Our Mission

The Mission of the MAFHT is to provide our patients with access to top-quality comprehensive and continuous care; work with the University of Ottawa to offer our medical students, residents and learners of other allied professions the best possible French-language education; continually develop, evaluate and refine evidence-based best practices for team-based family medicine; and as a member of the University of Ottawa's Department of Family Medicine, fulfill our responsibilities to develop the physicians of the future.



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## By the Numbers

### Team

physicians	9
visiting physicians	6
allied healthcare professionals	9
administrative personnel	15
management personnel	2

### Appointments

medical visits	20 312
interdisciplinary healthcare visits	10 785

### Patients

total	7650
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## Education

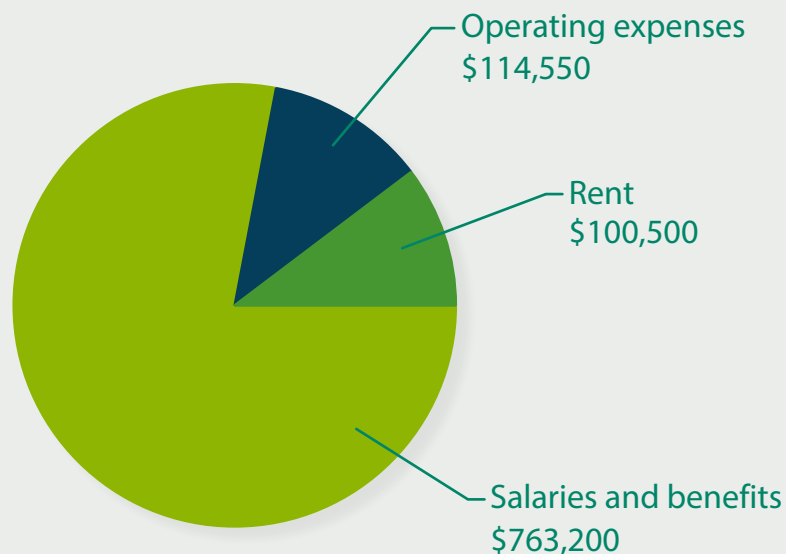
The Montfort Academic Family Health Team is a teaching unit of the Department of Family Medicine at the University of Ottawa. We strive to offer our medical students and students of other allied healthcare professions the best possible French-language education.

This year, we reported **1,228** medical teaching days and **27** professional teaching days.



## Finances

### FHT Expenses 2015-2016







## Patient Experience Survey



This year, the QIDSS (Quality Improvement Decision Support Specialists), in collaboration with the executive directors of the FHTs in the Champlain LHIN administered the third annual Patient Experience Survey; 20 of the 21 FHTs participated; a total of 8,706 surveys were completed (a target of 400 surveys were asked of each FHT). The MAFHT surveyed 372 patients, corresponding to a margin of error of **+/- 4.94%** (the goal was to achieve a margin of error of less than 5%). A big thank you to all those who responded to the survey!

The goal of the Patient Experience Survey is to understand the key elements of patients' experiences in the Champlain LHIN area based on key performance indicators. While each FHT is distinct and cares for a unique population, the results of the survey can help FHTs establish their own priorities for improvement. The MAFHT achieved excellent results; some of them are highlighted below.

We aim to keep our patients out of the Emergency Room for non-urgent health concerns. When asked if "In the past 12 months have you gone to the Emergency Room or a different clinic because you could not get an appointment in the time period you wanted?" **83.66%** of the patients surveyed at the MAFHT answered "no". The average in the Champlain LHIN was 82.67%.

Lastly, almost all patients at the MAFHT are satisfied with being able to communicate with their healthcare provider or doctor in their language of choice; **99.45%** of the MAFHT participants responded that they were satisfied or very satisfied, whereas the average response in the LHIN was 97.82%.



## Programs and Services

### Diabetes Programs

The Diabetes Prevention Program was launched in September 2014 and to date 6 waves have been delivered. The program has had 24 participants and 16 patients have completed the program. On average, those who have completed the program have **lowered their HbA1c by 4.49%**

The Diabetes Management Program was launched in October 2015, completing 3 waves with 19 participants in total. Furthermore, we had **603** clinical visits for diabetes management.

### Smoking Cessation

This year we had **33 Quit Plan visits** and **93%** of patients who identify as smokers were advised to take steps towards quitting.

### IUD Program

Our team offers an on site Intrauterine Device (IUD) insertion program, available to all female patients of the MAFHT seeking a simple method of contraception. During this past year, **19 women benefited from this service.**

### Memory Clinic

The MAFHT is proud to offer the primary care Memory Clinic for patients who have concerns about their memory or have noticed impairments in their ability to perform usual activities of daily living. This year, the Memory Clinic team completed **13 Memory Clinic days** whereby **46 patients** were seen.



## Polypharmacy

Polypharmacy (the use of multiple medications) is common among the elderly. This year, we had **213 clinical visits and follow-ups** with our pharmacist for cases regarding polypharmacy.

## Mental Health Program

Our Mental Health Program aims to help people improve their mental health by offering assessments, therapy, education and assistance in navigating community resources.

This year, the Mental Health team completed **156** evaluations, which include psychological, psychiatric and psychosocial evaluations. In total, the team had **974** visits with patients for mental health services.

## Sexually Transmitted Infections (STI)

Through a partnership with Ottawa Public Health, we offer **free onsite treatments** for chlamydia, gonorrhoea, and syphilis. During the 2015/2016 year, **13 patients received treatment** for sexually transmitted infections through this program.

## Immunizations

This year, the MAFHT had **3,238** visits for child and adult immunizations!

## Nutritional Counselling

During the 2015/2016 year, the MAFHT's dietician completed **231** nutritional counselling visits.



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