



Montfort Academic Family Health Team

# **ANNUAL REPORT**

## **2017-2018**

## A MESSAGE FROM THE EXECUTIVE DIRECTOR

The year 2017-2018 marks the 6<sup>th</sup> anniversary of the Montfort Academic Family Health Team. This year, our patients have continued to benefit from outstanding services and excellent access to care. Our team can proudly say that it ranks among the top performers in the province on a number of performance indicators.

At this time of the year, we take a few moments to reflect on the changes and the achievements that we've made within our organisation. We have worked to reach more people with our resources in 2017-18, as well as refining some of our program offerings to better serve those involved. I encourage you to consult our annual report.

This innovative retrospective highlights some of our successes over the last 12 months. As always, it is thanks to our workers, our funders, and our partners that we are able to continue providing a stimulating environment for the education of future health professionals and the delivery of primary care.

André Veilleux  
*Executive Director*

# OUR TEAM

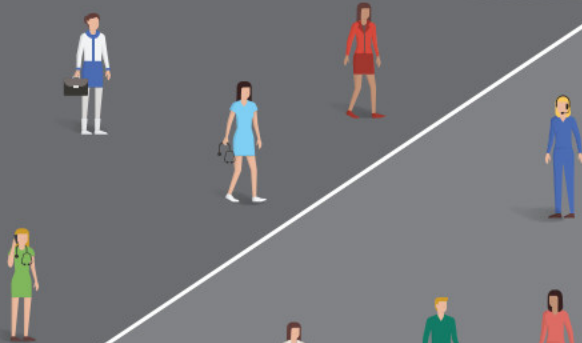
9 family physicians



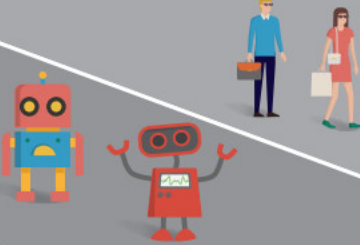
10 allied healthcare professionals



4 visiting physicians



2 management personnel



2 technical support personnel



12 administrative personnel

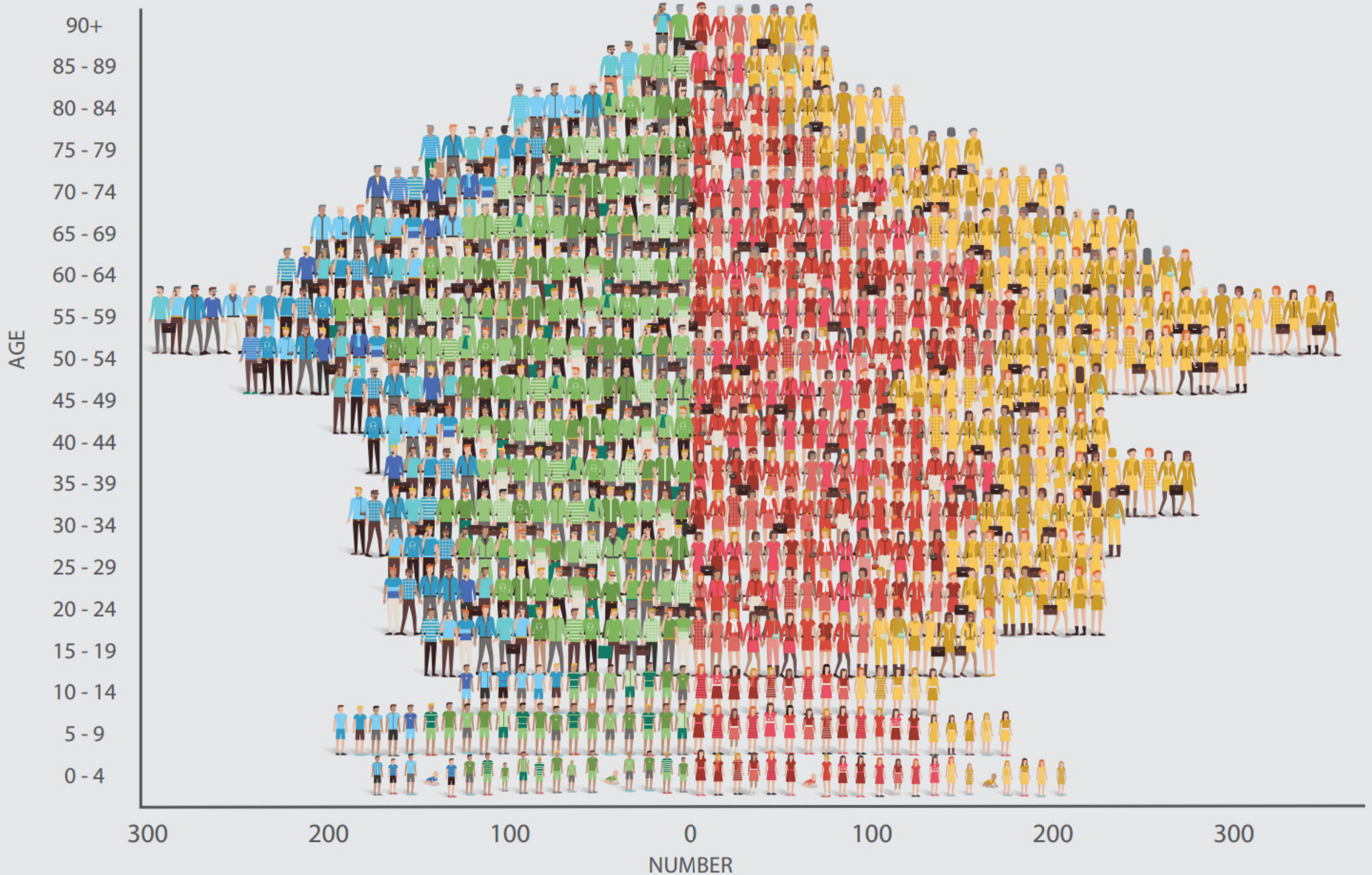
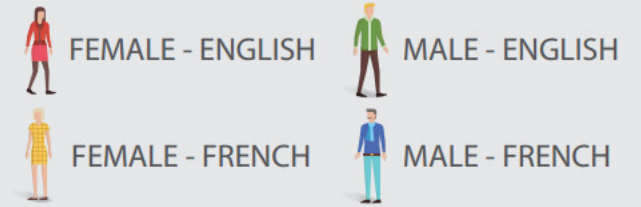




# OUR PATIENT POPULATION

linguistic profile (FR : EN) - 40 : 60

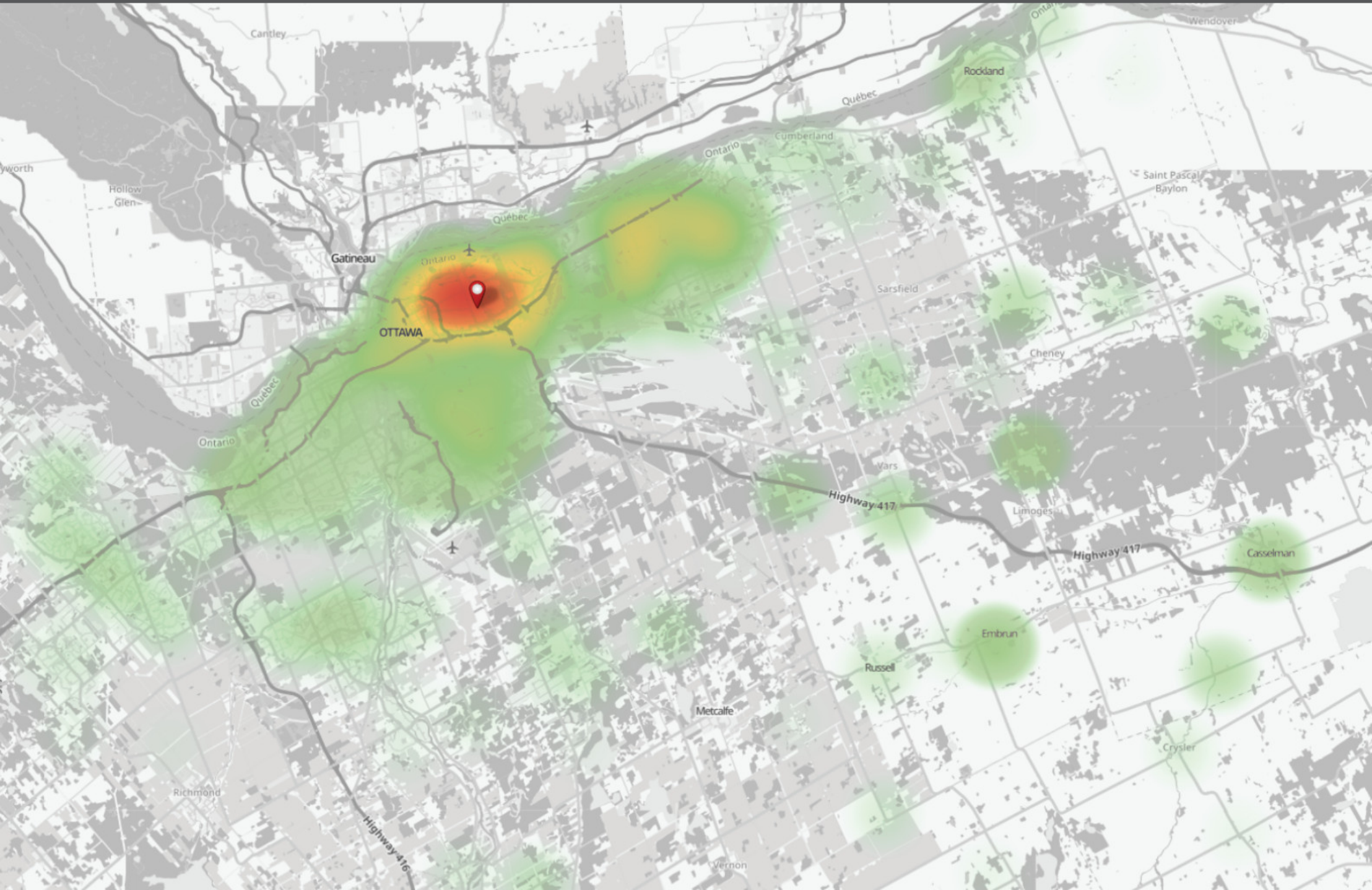
total enrolled - 7551





# PATIENT GEOGRAPHIC DISTRIBUTION

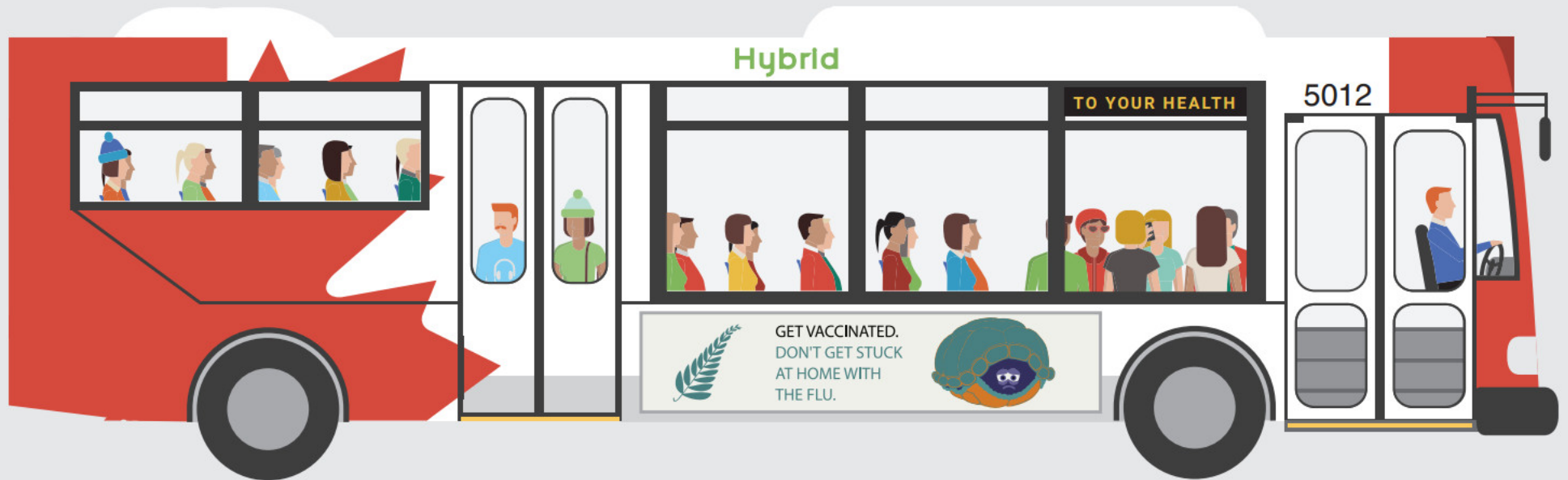
Our patients live mostly in the eastern part of Ottawa; in Vanier and also in Orléans. We have patients who live in the outlying areas as well, from places such as Rockland, Embrun, Casselman, and Limoges.



# NUMBER OF APPOINTMENTS

This year our doctors completed 19,951 patient visits and our interdisciplinary team completed 10,942 patient visits.

A city bus seats 38 passengers. Our number of visits is the equivalent of about 813 bus loads of people!

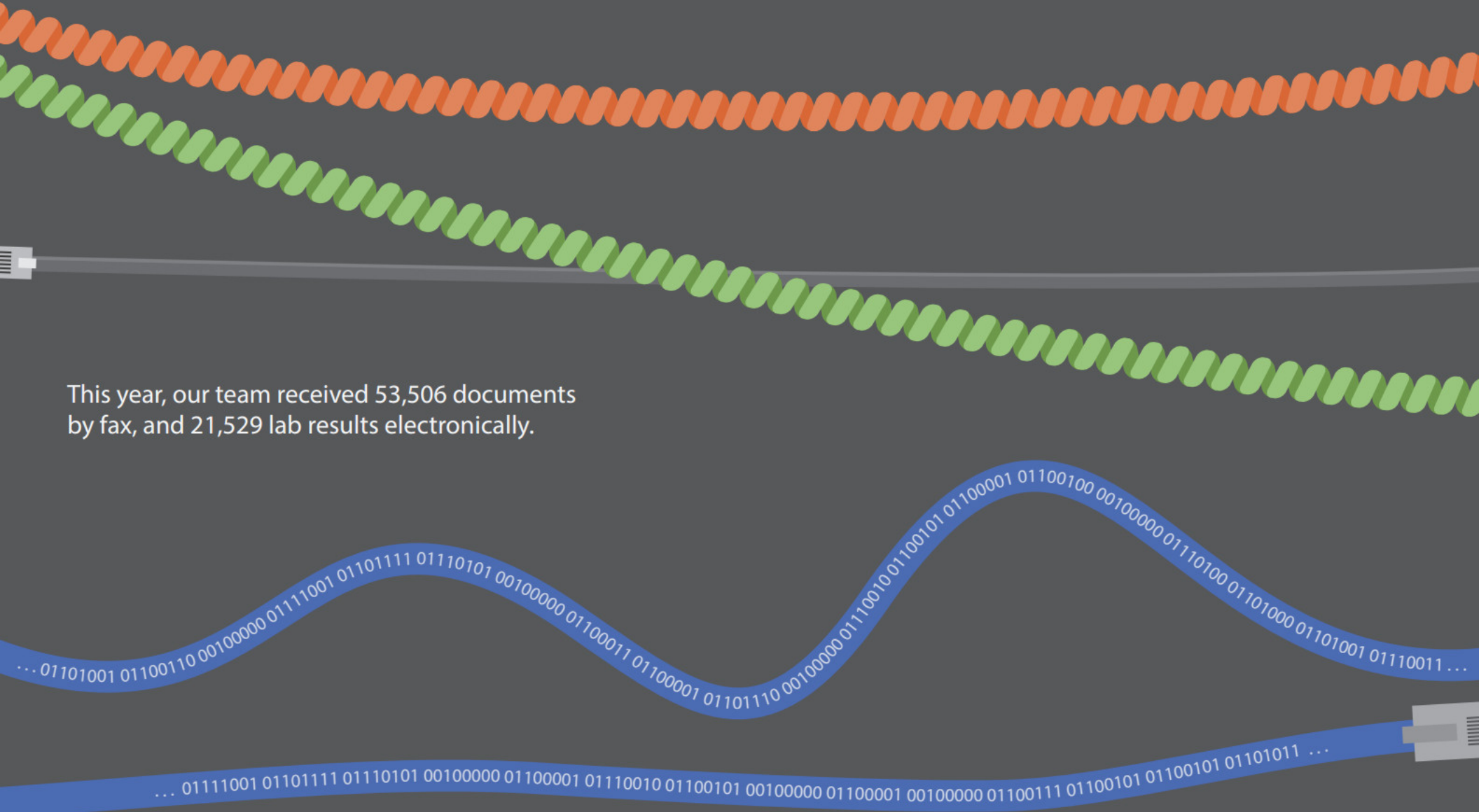




# EXTERNAL COMMUNICATIONS

On an average weekday, our team receives 287 phone calls, and makes another 183 outbound phone calls.

This year, our team received 53,506 documents by fax, and 21,529 lab results electronically.



# STEPS TOWARDS BEING PAPERLESS

Our e-fax, electronic laboratory results, and document management systems handled 207,039 pages worth of information.

That's about 414 packages of paper!

By handling these documents electronically, we saved the equivalent of about 25 trees!





# TEACHING

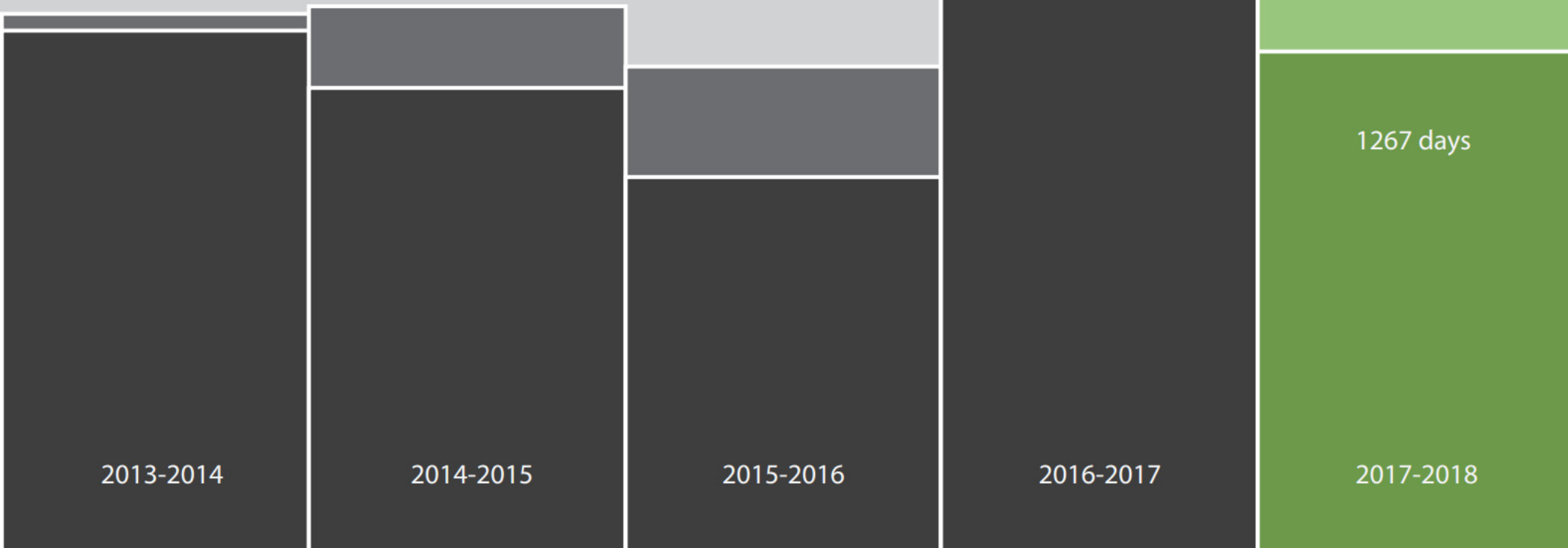
Teaching represents a large portion of the activities at ESFAM. The team is proud to be a teaching unit of the Department of Family Medicine at the University of Ottawa; we are working to provide medical students and other health professionals with the best possible education in French.



Non-clinical medical education days



Clinical medical education days



# OUR PROGRAMS AND SERVICES

## Diabetes Programs

During the past year, the number of references to the Diabetes Management and Diabetes Prevention programs have decreased, suggesting that we have reached our program population capacity. We now rely on patients who have been newly diagnosed with diabetes or prediabetes, or patients who gained interest in participating in the programs.

In October 2017, the team decided to offer the group educational sessions for the Diabetes Programs together. The clinical data from patients will continue to be measured separately as there are different targets for patients with diabetes and those with prediabetes. During the development of the Diabetes Management and Diabetes Prevention programs, the educational sessions were designed to eventually be offered together. To date, we have seen success with this new approach.





## Mental Health Program

- 201 evaluations
- 116 new appointments for therapie
- 112 patients assisted with navigation of resources

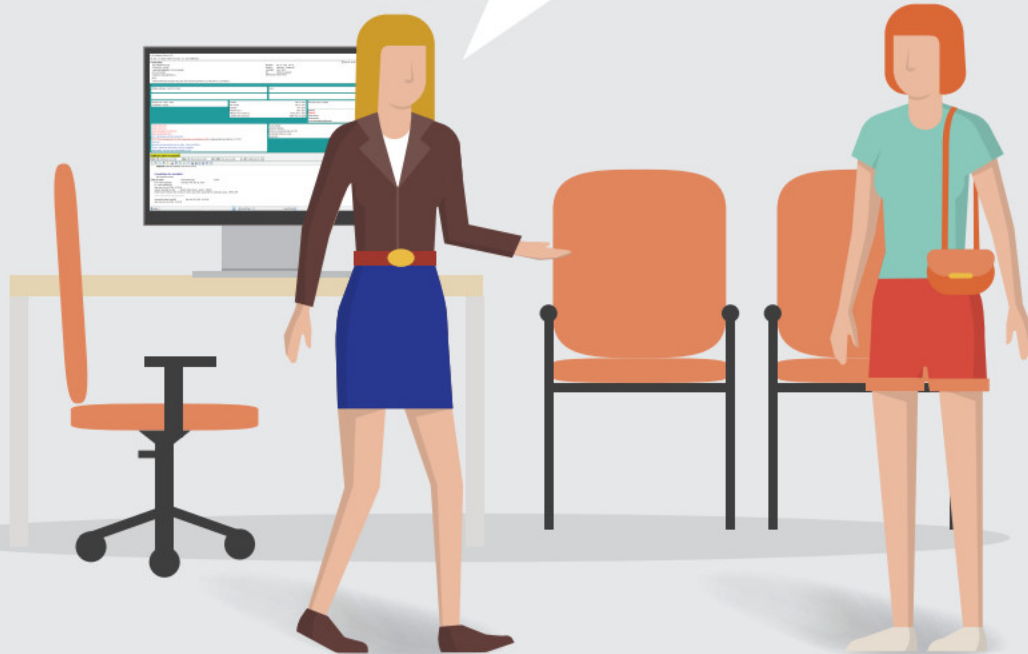
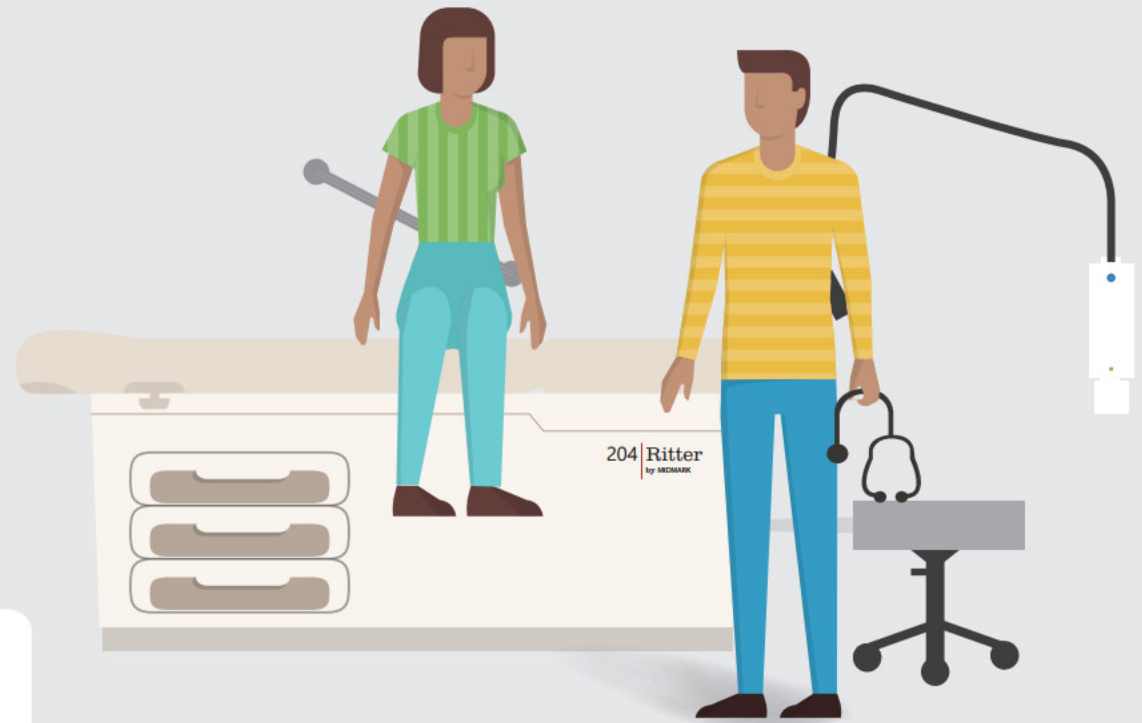


## IUD Insertion Program

- 21 patients benefited from this service

## Sexually Transmitted Infections

- 21 patients received treatment for an STI (Chlamydia, Gonorrhea, or Syphilis)



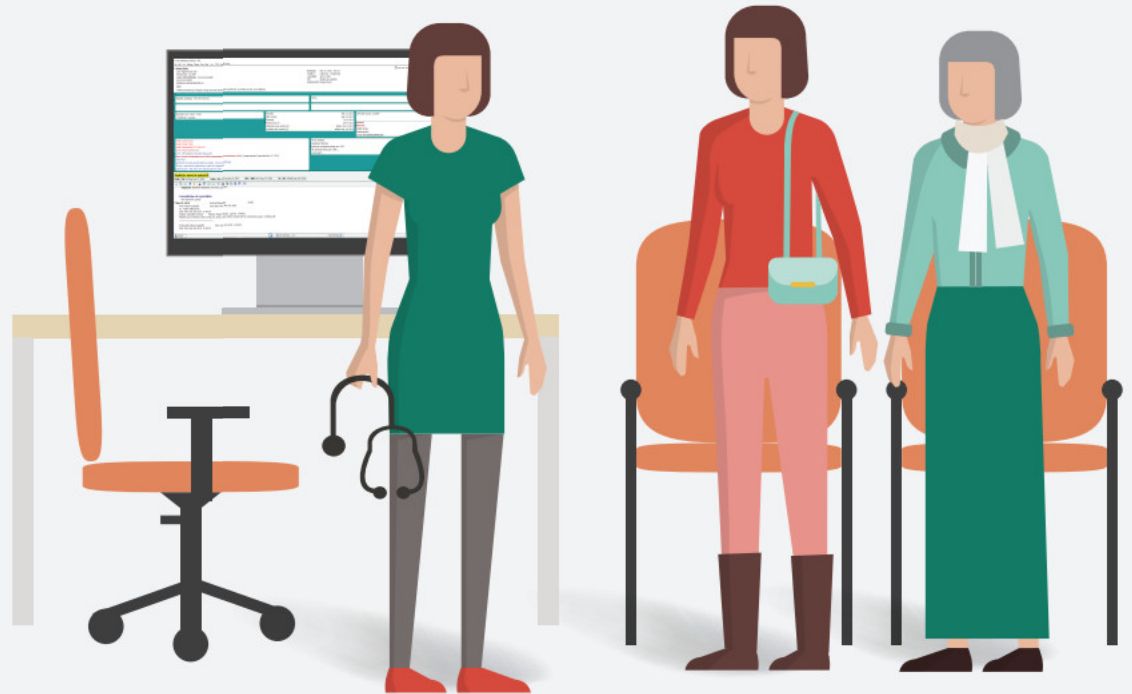
## Smoking Cessation

- 28 quit plan visits
- 92% of patients who are smokers, that had an appointment within the last year, were advised to quit



## Memory Clinic

- 12 clinic days
- 46 patients evaluated

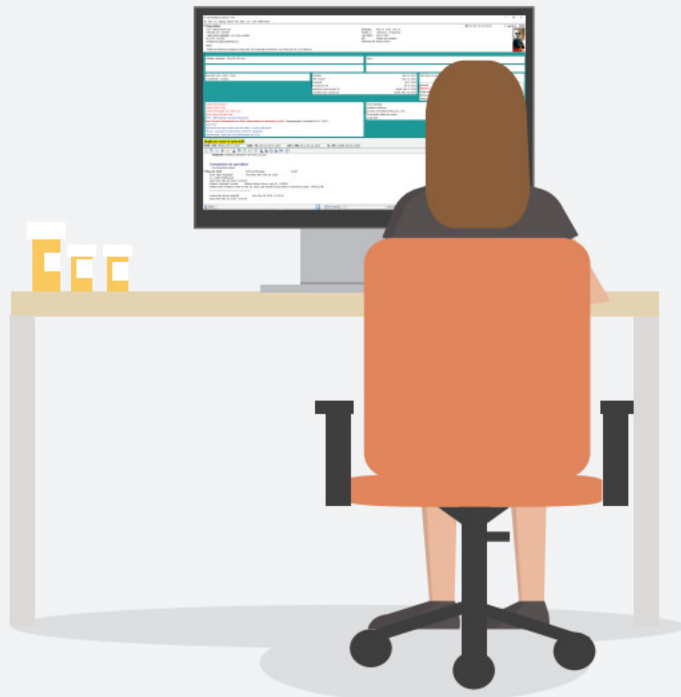
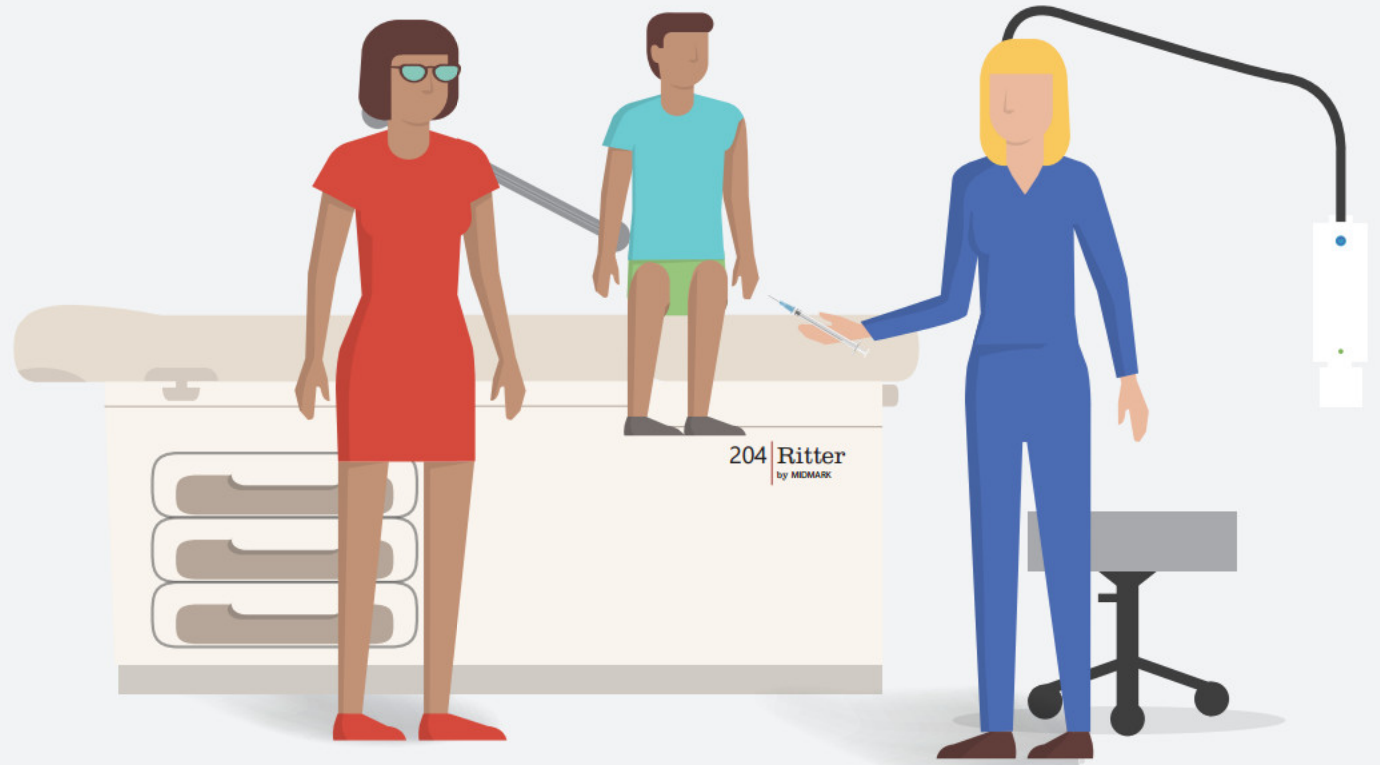


## Nutritional Counselling

- 503 appointments with our Dietitian

## Immunisations

- 2,611 visits for adult or child immunisations



## Polypharmacy

- 302 chart reviews, clinical visits, and follow-ups
- 328 medication reconciliations completed



## Services Offered by Our Health Educator

- 69% of patients completed their sessions during a 12-month period
- 22% of patients attained their goals

*\* Only 8 % of people succeed in attaining their goals without the expertise and encouragement that we offer.*



# PREVENTIVE HEALTH CARE SERVICES

During the last year, our team has ensured that 74% of our eligible patient population is up-to-date with their cervical cancer screening.



We have also ensured that 99% of our eligible patient population is up-to-date on their childhood vaccinations.





# PATIENT EXPERIENCE SURVEY

Number of patients surveyed at ESFAM: 418

Margin of error: ± 4.66%

## Patient-Centred Care

I feel comfortable talking with my healthcare provider about personal problems related to my health condition.



I feel that my doctor let's me say what is important to me.



I feel that my doctor takes my health concerns seriously.



I feel that my doctor shows concerns about my feelings.



ESFAM's grade:

A+

A+

A+

A+

Average grade of other Family Health Teams in our region:

A

A+

A+

A

## Patient Engagement

My healthcare provider gives me the opportunity to ask questions about the recommended treatment.



My healthcare provider involves me in decisions about my care and treatment.



A

A

A

A

## Patient Satisfaction

I am able to communicate with my healthcare provider in the language of my choice.



A+

A+

# FINANCES



## FHT Expenses 2017-2018

Salaries & Benefits  
..... \$888,825

Operating Expenses  
..... \$149,080

Rent  
..... \$100,416

**Total**  
..... **\$1,138,321**

\* Data is excerpted from the financial statements dated March 31, 2018, and audited by the McKechnie & Co. accounting firm.





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