



MONTFORT

Équipe de santé familiale académique
Academic Family Health Team

ANNUAL REPORT

2022-2023



MESSAGE FROM THE EXECUTIVES

This past year proved to be challenging for the Montfort Academic Family Health Team. Much like many businesses in our community, our team has been impacted by rising costs of goods and services, labour shortages, growing demand for care, and no funding increases from government. While we strive to offer top quality care to each patient we care for, we have struggled to deliver the level of service we aim to provide. This past year, we prepared for the departure of a physician, which has left many with a temporary gap in access to reliable primary care. We also endured countless weeks of severe staff shortages, which has resulted in us failing to meet the needs of many individuals in a timely fashion. This being said, our team members have consistently shown up every day with enthusiasm and a desire to keep supporting our patients, all in addition to their clinical, academic, and administrative functions in other organizations. We are particularly proud of their efforts and thank them for their continued engagement towards our mission and visions. Please find, in the following pages, some highlights from our past year's offerings.



André Veilleux
Executive Director



Dr Lyne Pitre
President

PATIENT POPULATION AND VISIT STATISTICS



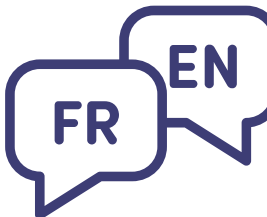
20,155

Medical appointments



8,636

Interdisciplinary care appointments



49.5% : 50.5%

Language profile: French - English



7,621

Enrolled patients



COMPOSITION OF THE TEAM

The team is comprised of 95 members, who each bring a variety of skills, ideas, and perspectives contributing to our collective success.



3

Managers

10

Interdisciplinary
health care providers

9

Family
physicians

13

Administrative
staff members

6

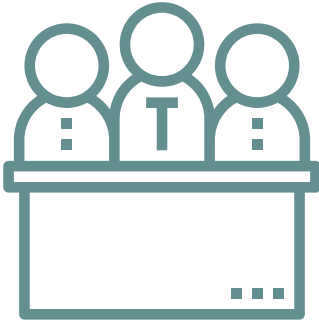
Visiting specialist
physicians

54

Learners

ACTIVITIES

Our physicians are involved in the governance and strategic management of the organization. They also contribute to related activities, such as care in hospitals and other university settings.



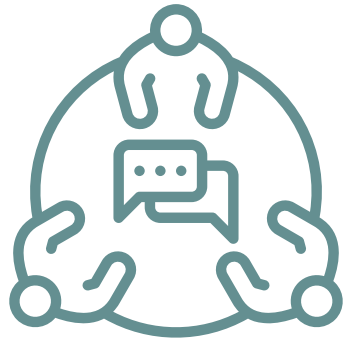
10

Committee meeting hours



140

Collaborative care meeting hours with team members



111

Governance meeting hours



306

Hospital care days



3,319

Clinical and educational administration hours

TEACHING

MAFHT is proud to be a teaching unit of the Department of Family Medicine at the University of Ottawa. We work to provide medical residents and learners in other health professions with the best possible education in French.



This year, we welcomed learners for a total of:

1,446

Clinical teaching days

2,953

Non-clinical teaching days

404

Professional teaching days

Clinical teaching days represent days during which patients are present for teaching, while non-clinical teaching days represent days where indirect care and theoretical education is provided.

SPECIALIZED TEACHING CLINICS

The specialized teaching clinics at the MAFHT are clinics that are integrated into the Family Medicine Residency Program in collaboration with the University of Ottawa. Our specialized clinics are structured around the active participation of our learners and are therefore fully integrated as part of our teaching philosophy.

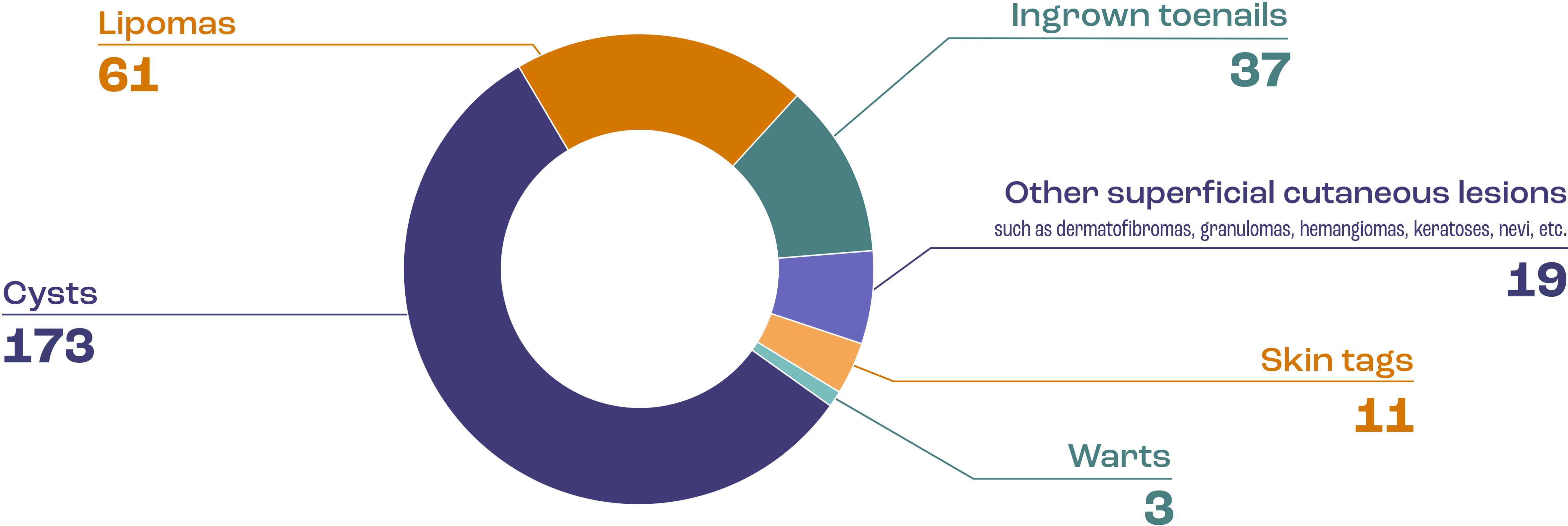


SPECIALIZED TEACHING CLINICS

MINOR PROCEDURES

The Minor Procedures Clinic allows family medicine residents to become familiar with routine procedures that can easily be completed in a family doctor's office.

This year, we had **304** appointments for minor surgical procedures and **50** follow-up appointments.



SPECIALIZED TEACHING CLINICS

CONTRACEPTION



The Contraception Clinic provides an opportunity for our female population to explore varied means of contraception. Our main approaches to contraception provided through this specialised clinic are the intrauterine device and the subcutaneous contraceptive implant. Residents are given the opportunity to practice the procedural techniques required to provide this service in a general practice setting.

This year, we provided **13 days of clinic**. **53 patients** were seen for contraception, either an IUD or a contraceptive implant. **34 insertions** were completed.

SPECIALIZED TEACHING CLINICS

MEMORY

Our Memory Clinic is based on the multidisciplinary MINT Memory Clinic model. It aims to provide timely diagnoses, follow-up planning and support for families and patients with cognitive impairment.

This year, we returned to our original face-to-face appointment format, offering a total of **12 clinic days**, during which **41 patients** were cared for. The team conducted **18 initial visits**, and **23 follow-up** visits.



MENTAL HEALTH PROGRAM

147

Evaluations

(Psychosocial, Psychological,
Psychiatric)

196

**Patients navigated to
community services**



79

New therapy patients

POLYPHARMACY PROGRAM



439

**Chart reviews, clinical visits,
and follow-ups with
the pharmacist**



259

**Completed medication
reconciliations**



SERVICES OFFERED BY OUR HEALTH EDUCATOR



83%

**Patients who completed
their sessions within a
12 month period**



42%

Patients who achieved their goals

*Generally, only 8 % of goal-setters are successful in reaching their objectives



SMOKING CESSATION PROGRAM

We currently do not have the capacity to offer smoking cessation visits. Our only certified smoking cessation counselor is our nurse, but she has limited availability to schedule Quit Plan visits with patients, as she spends almost all of her time providing direct primary care and supporting essential services within the clinic. We are exploring options for the coming year to re-launch this program.



IMMUNIZATIONS

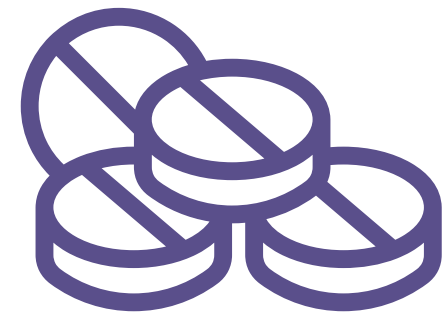


1,315

Adult and childhood immunizations

SEXUALLY TRANSMITTED INFECTIONS (STIs)

In partnership with Ottawa Public Health, we offer free, on-site treatment for chlamydia, gonorrhea, and syphilis.



27

**Patients who
received treatment**



NUTRITIONAL COUNSELLING WITH OUR DIETITIANS

During 2022-2023, the MAFHT had **489 visits** for nutritional counselling with dietitians. This is lower than in previous years (741 visits in 2021-22). We experienced prolonged vacancy for the dietitian position, which explains the reduction in our offering.



PATIENT SATISFACTION

This year, we administered our 10th annual regional patient survey. This survey enables our team to understand key elements of the patient experience and identify areas for improvement, by comparing our results with those of Family Health Teams in our region. 482 of our patients shared their opinions.

It's important to note that significant changes were made to the survey this past year, including the rewording of most questions and the introduction of new ones. These changes make it difficult to benchmark our performance against previous years.



Here are a few highlights from the MAFHT

PATIENT-CENTRED CARE

99%

of our patients felt comfortable discussing their health concerns with their healthcare provider (compared to an average of 97% for all FHTs in the region).

86%

of patients reported that they felt involved in decisions regarding their care (versus 84% on average for all FHTs in the region).

SATISFACTION

94%

of patients are satisfied with the ability to communicate with their healthcare provider or doctor in the language of their choice (versus 93% on average for all FHTs in the region).

94%

of patients would recommend our clinic to friends and family (versus 91% on average for all FHTs in the region).

Comments from our patients

““ Your doctors are really competent. I would feel very comfortable with any of them. You have my 100% confidence. ””

““ Warm and smiling team. ””

““ Welcoming, compassionate and approachable. In short, a team with its heart in the right place. ””

““ The administrative staff is exceptional and always professional. ””



EXTERNAL COMMUNICATIONS



Received

64,748

documents electronically

Sent

30,351

documents electronically



To date, approximately **49%** of our patients have signed up to receive emails. In the year **2022-23**, we sent over **10,000** e-mails to patients.



Received

179,869

telephone calls

Placed

28,137

outgoing calls

FINANCES

FHT

Human Resources

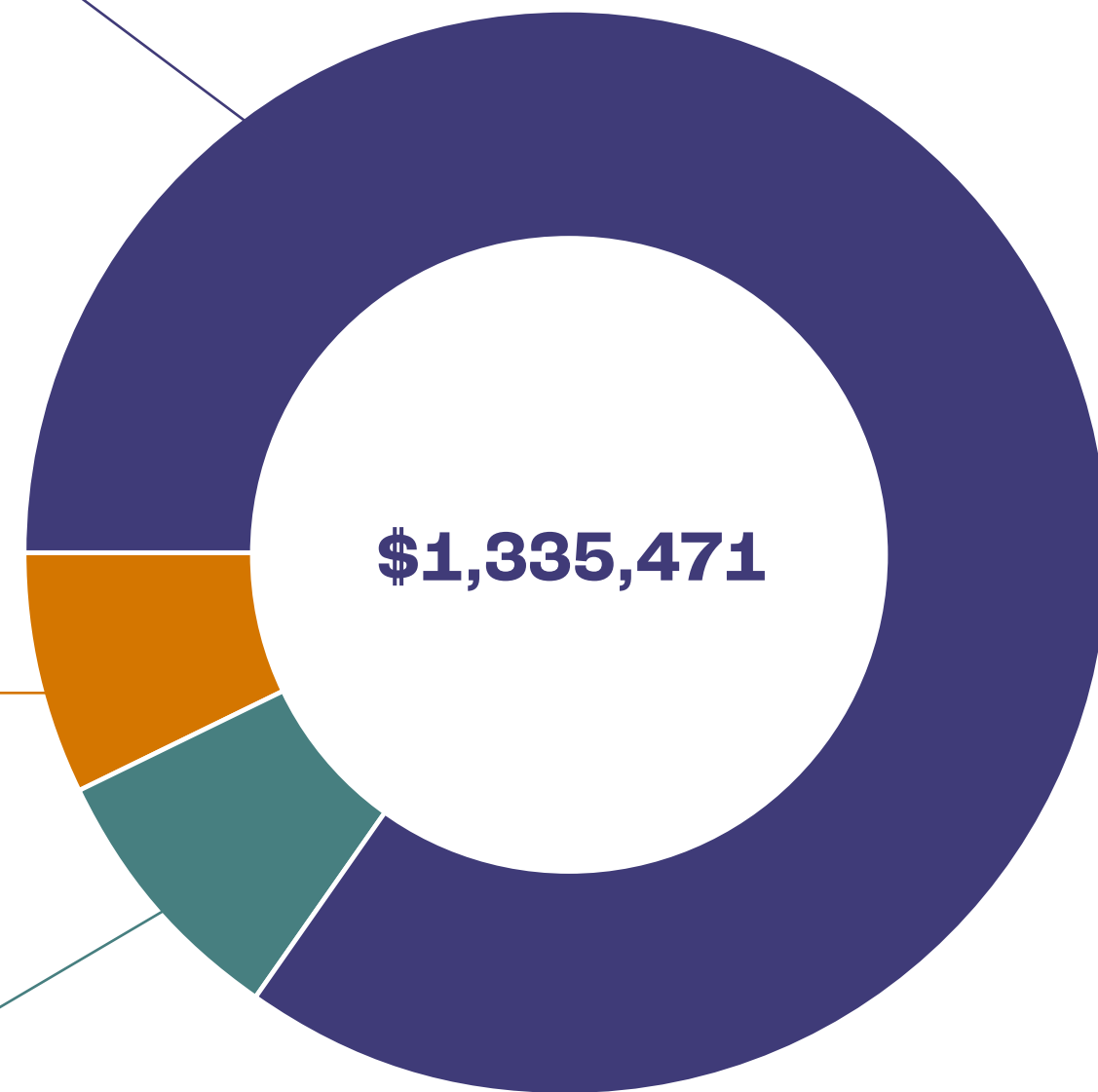
\$1,132,046

Rent

\$93,736

General Overhead

\$109,689



FHT From the Financial Statements audited by the Chartered Professional Accountants of Logan Katz LLP

FHO

Human Resources

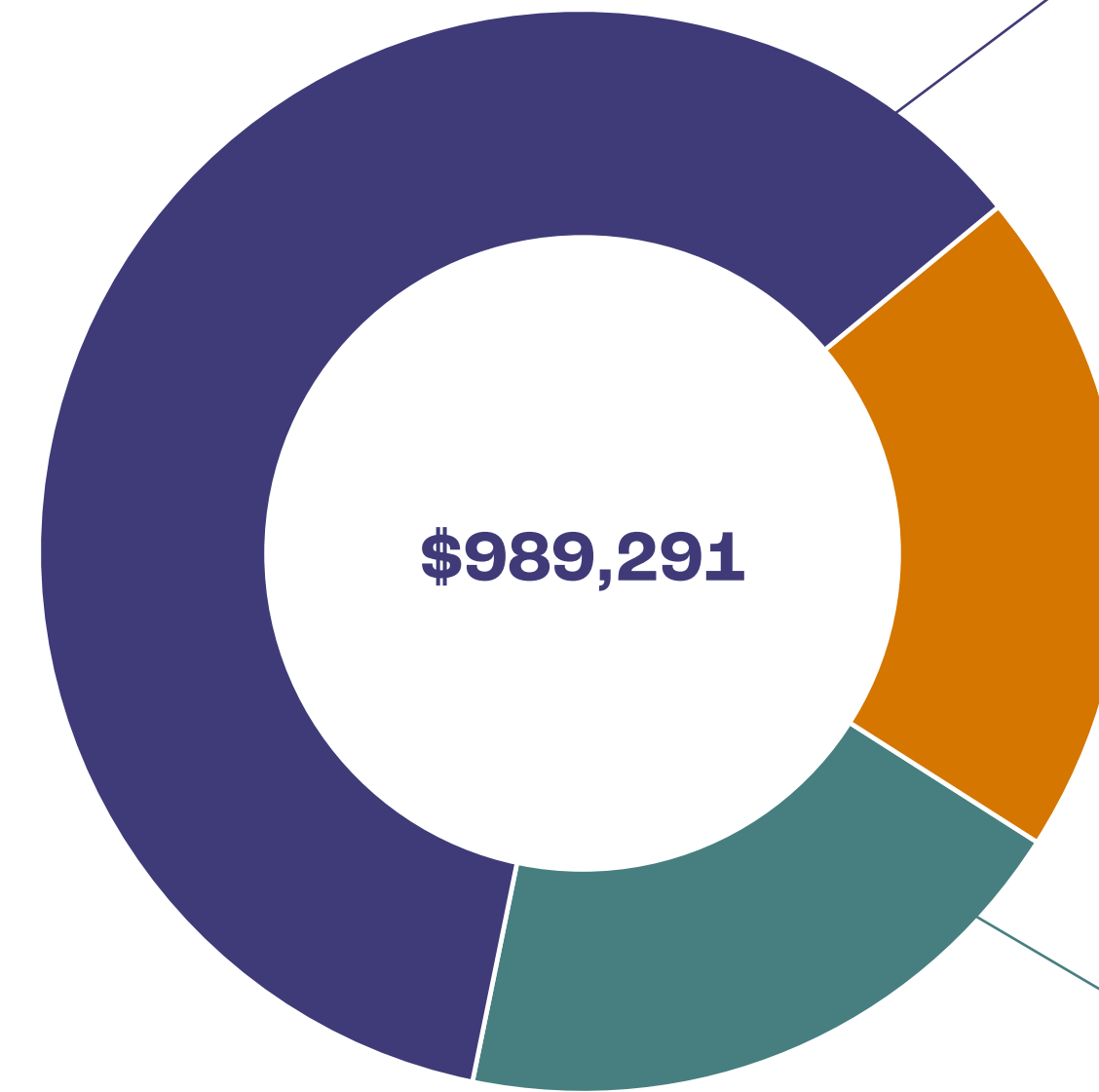
\$603,011

Rent

\$198,717

General Overhead

\$187,563



FHO From the Financial Statements reviewed by the Chartered Professional Accountants of Logan Katz LLP

BOARD OF DIRECTORS

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Director of Medical Education

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Andr e Veilleux

Executive Director

