



Montfort Academic Family Health Team

# Annual Report 2019 - 2020

# Our Vision and Mission

*This year, as part of our strategic planning, we revised our team's vision and mission.*

## **Vision**

Personalized care excellence delivered in a learning environment for future healthcare professionals.

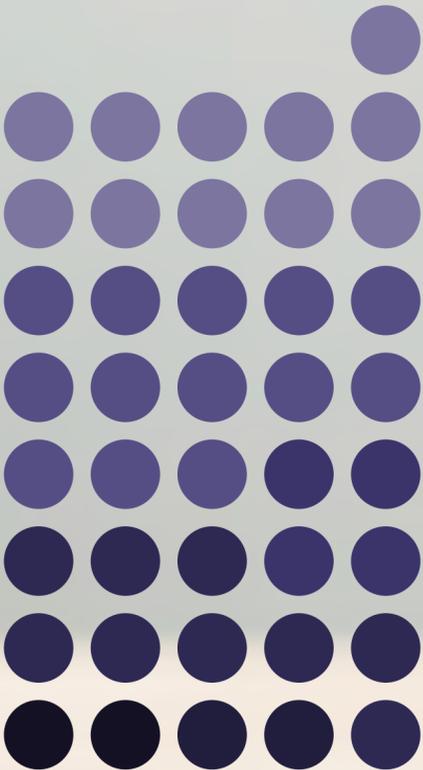
## **Mission**

The mission of the MAFTH is to offer exemplary interprofessional evidenced-based care, in both official languages, to our patients. In addition, the MAFTH wants to ensure a francophone environment for learners from a variety of backgrounds and disciplines while continuing to collaborate and innovate with its regional, national and international partners.



# The Team

*The team is comprised of 41 members, bringing a variety of skills, ideas, and perspectives that contribute to our success.*



- 11** interdisciplinary health care providers
- 13** administrative personnel
- 4** visiting physicians specialists
- 9** family physicians
- 2** technical consultants
- 2** management personnel



# Our Patients

Total enrolled: 7,631 patients



Age



● Female Francophone  
● Female Anglophone

● Male Francophone  
● Male Anglophone

# Linguistic Profile

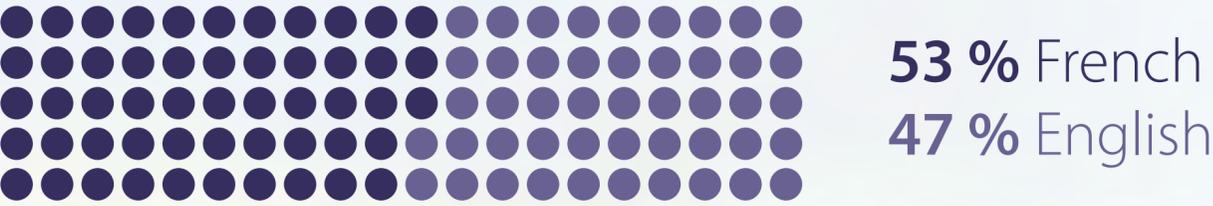
*As part of our Quality Improvement Plan, we conducted a survey to determine each patient's preferred official language for service, as well as their mother tongue.*

*This data was recorded in the patient's chart, which will allow us to better meet their needs in the future.*

## Mother tongue



## Preferred official language



# Number of Appointments

This year, our physicians conducted **18,073** visits with our patients, and our interdisciplinary team conducted **6,693** visits with our patients.

# Activities

*The medical team is involved in the governance and strategic management of the organization. It also contributes to other activities, such as care in hospital and university settings.*

**FHT Meetings : 196 hours**



**Committees : 75 hours**



**Meetings : 129 hours**



**Hospital tasks : 558 days**



**Administration : 2 624 hours**



# Teaching

*Teaching represents a large portion of the activities at the MAFHT. 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.*

## Teaching activities

**76** professional teaching days

**1,296** clinical teaching days

**2,363** non-clinical teaching days



A photograph of a man and a woman in conversation. The man, on the left, has a beard and is looking towards the woman. The woman, on the right, has dark curly hair and is smiling. They are both wearing light-colored t-shirts. The background is a bright, out-of-focus indoor setting.

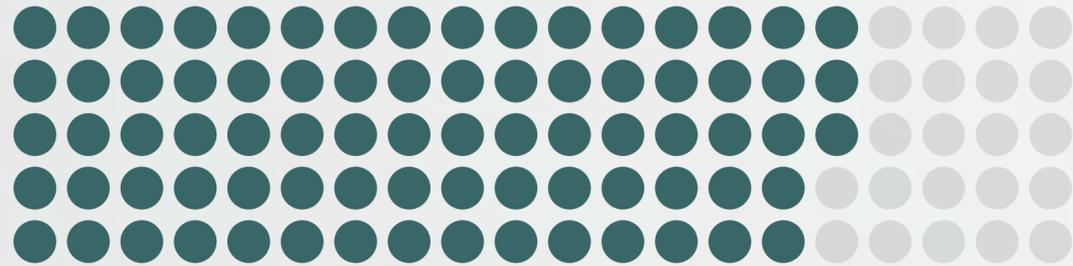
## Our Programs and Services

*Our team continues to offer specialized programs and services to enrich the care our patients receive. In the following pages, we highlight the accomplishments of our programs and services.*

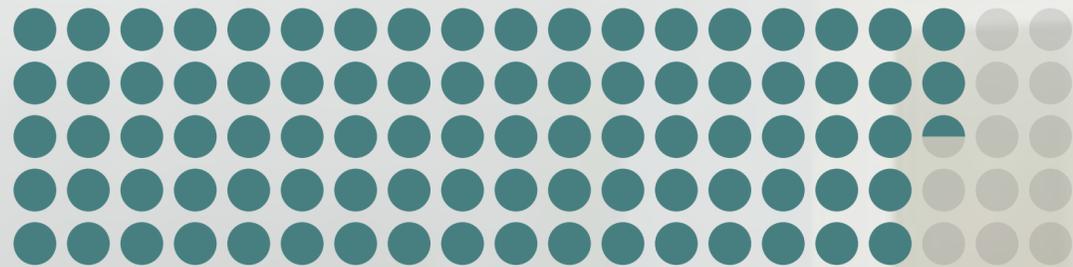
# Smoking Cessation

*By adopting The Ottawa Model for Smoking Cessation, we are providing our patients with evidence-based treatments.*

**78%** of patients who smoked were advised to quit smoking



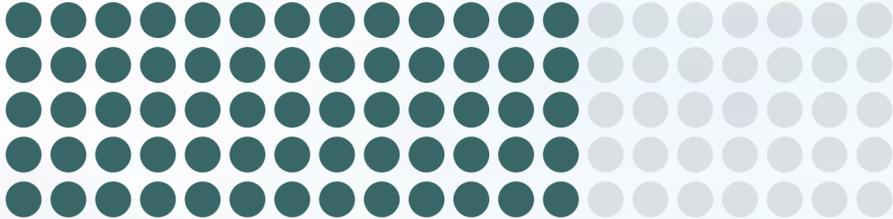
**87.5%** of patients who completed a Quit Plan visit made a plan to quit smoking



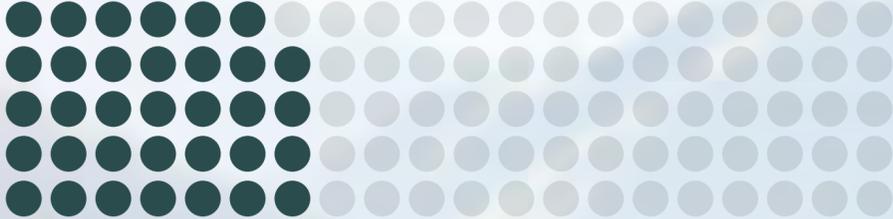
# Services Offered by Our Health Educator

*Our Health Educator helps patients adopt healthier lifestyle habits, including increasing their physical activity. She works with patients to establish health goals and helps them develop a plan that they can follow to achieve them.*

**65%** of patients completed their sessions within a 12-month period



**34%** of patients achieved their goals \*



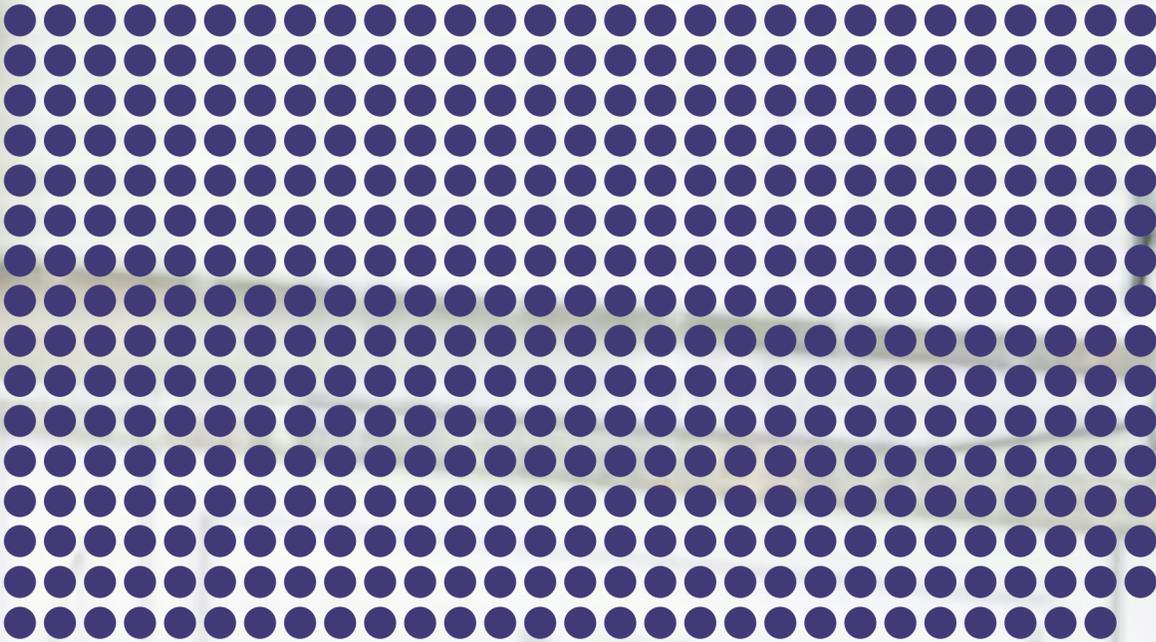
*\* Important to note: only 8% of goal-setters are successful in reaching their goals without the expertise and encouragement we offer.*



# Nutritional Counselling

*Our Dietitians meet with patients of all ages and health status to help them improve their diets. They help patients understand concepts in nutrition, to distinguish facts from fiction, and to create and achieve realistic objectives.*

**463** visits for nutritional advice



# Diabetes Program

*This program offers diabetes education from a variety of health professionals. This year, the MAFTH explored different approaches to reach more patients, one of them being the feasibility of offering electronic/virtual services for the diabetes program.*

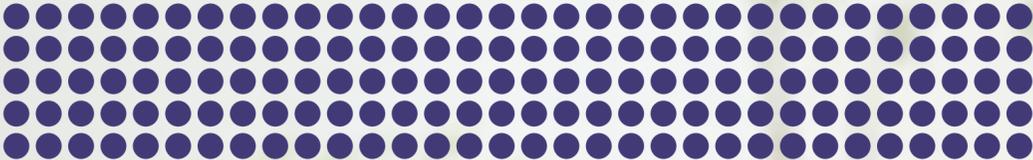
*We are also focusing on diabetes management with a goal of increasing the number of patients with well-controlled diabetes.*



# Mental Health Program

*Our Mental Health Program aims to help people improve their mental health by offering assessment services, psychotherapy, education and assistance in navigating community resources.*

**160** psychological, psychiatric, and psychosocial assessments



**113** new encounters for therapy (either with the social worker or the psychologist)



**50** patients were matched to community services



# Memory Clinic

*The Memory Clinic aims to help patients suffering from memory issues by providing a specialized and effective interdisciplinary assessment. In addition, the Memory Clinic is dedicated to offering support to caregivers by providing appropriate information and community resources whenever possible.*

**43** patients evaluated by the team



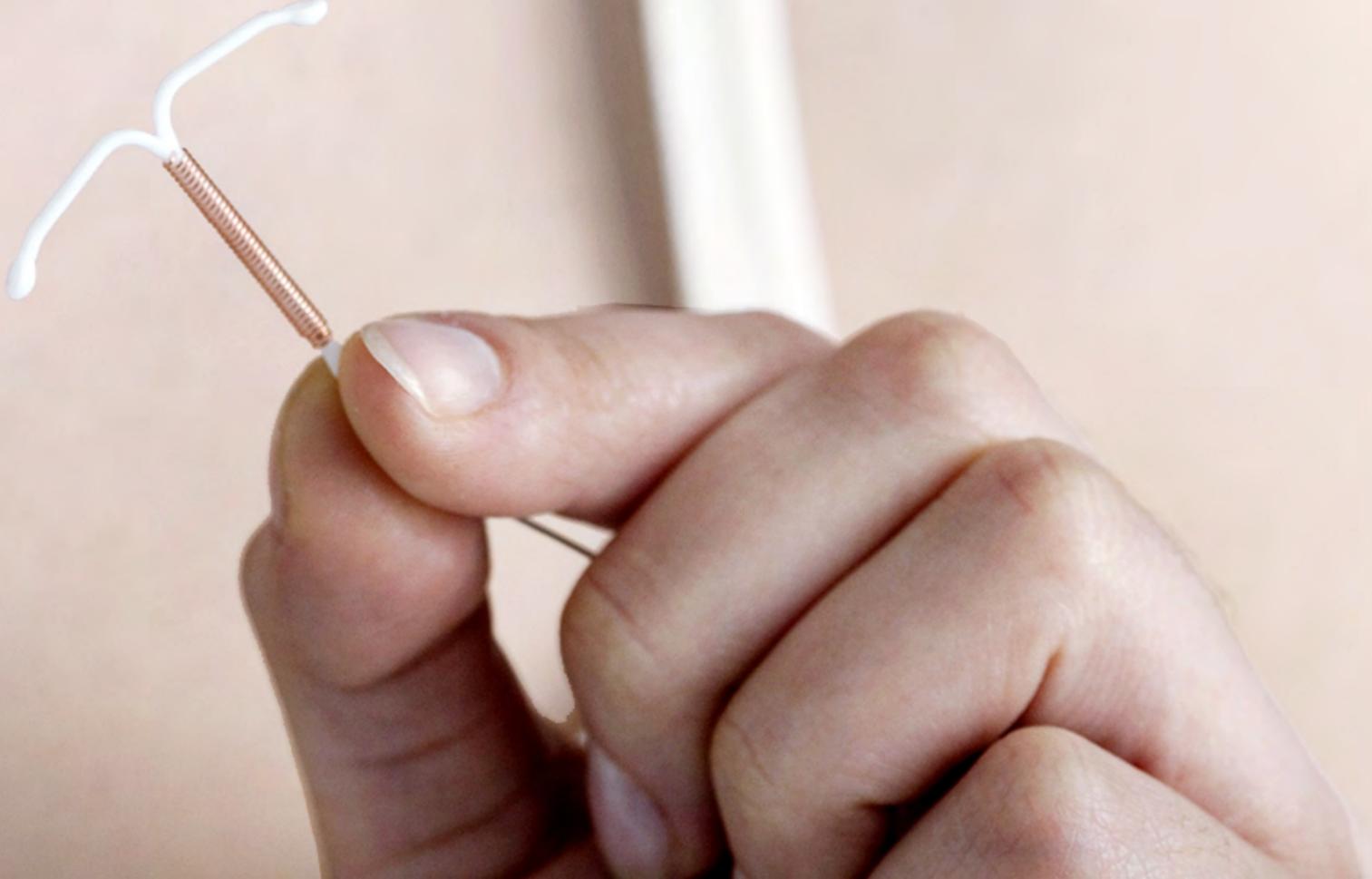
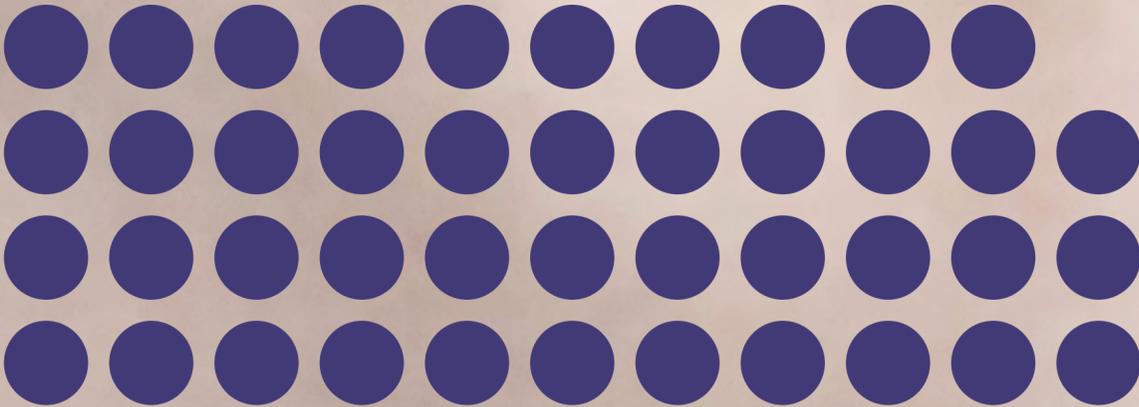
**14** clinic days



# IUD Insertion Program

*Our team offers an on-site IUD Insertion Program, to all of our eligible female patients that are seeking a simple method of contraception.*

**43** patients have benefited from this service this year



# Service for the Treatment of STIs

*Through a partnership with Ottawa Public Health, we offer free onsite treatments for Chlamydia, Gonorrhoea, and Syphilis.*

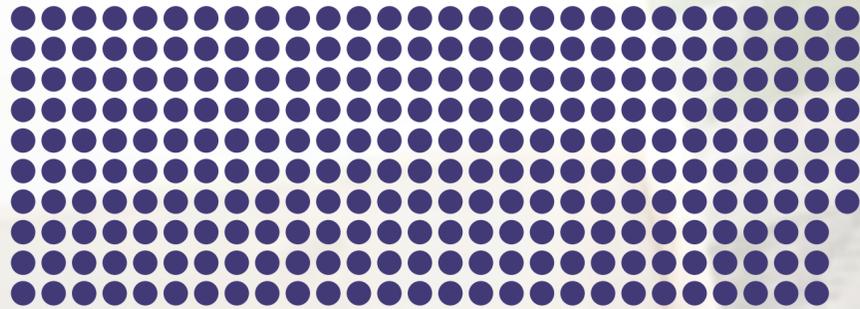
17 patients received treatment for STIs



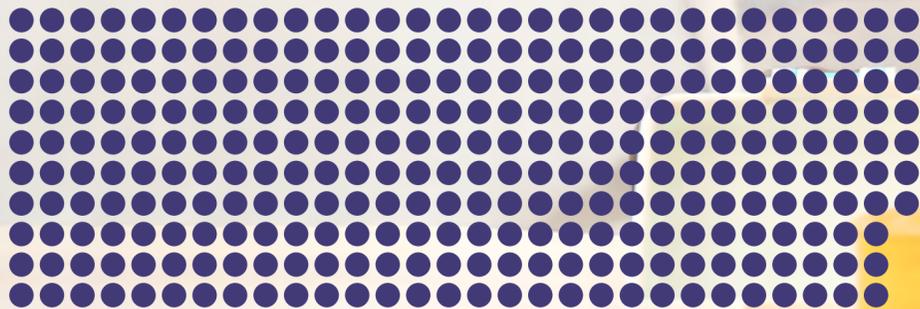
# Polypharmacy Program

*Our clinical pharmacist conducts medication reviews following a primary care provider's referral, meeting with patients (either in person or via telephone) to discuss their medications and medication management.*

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

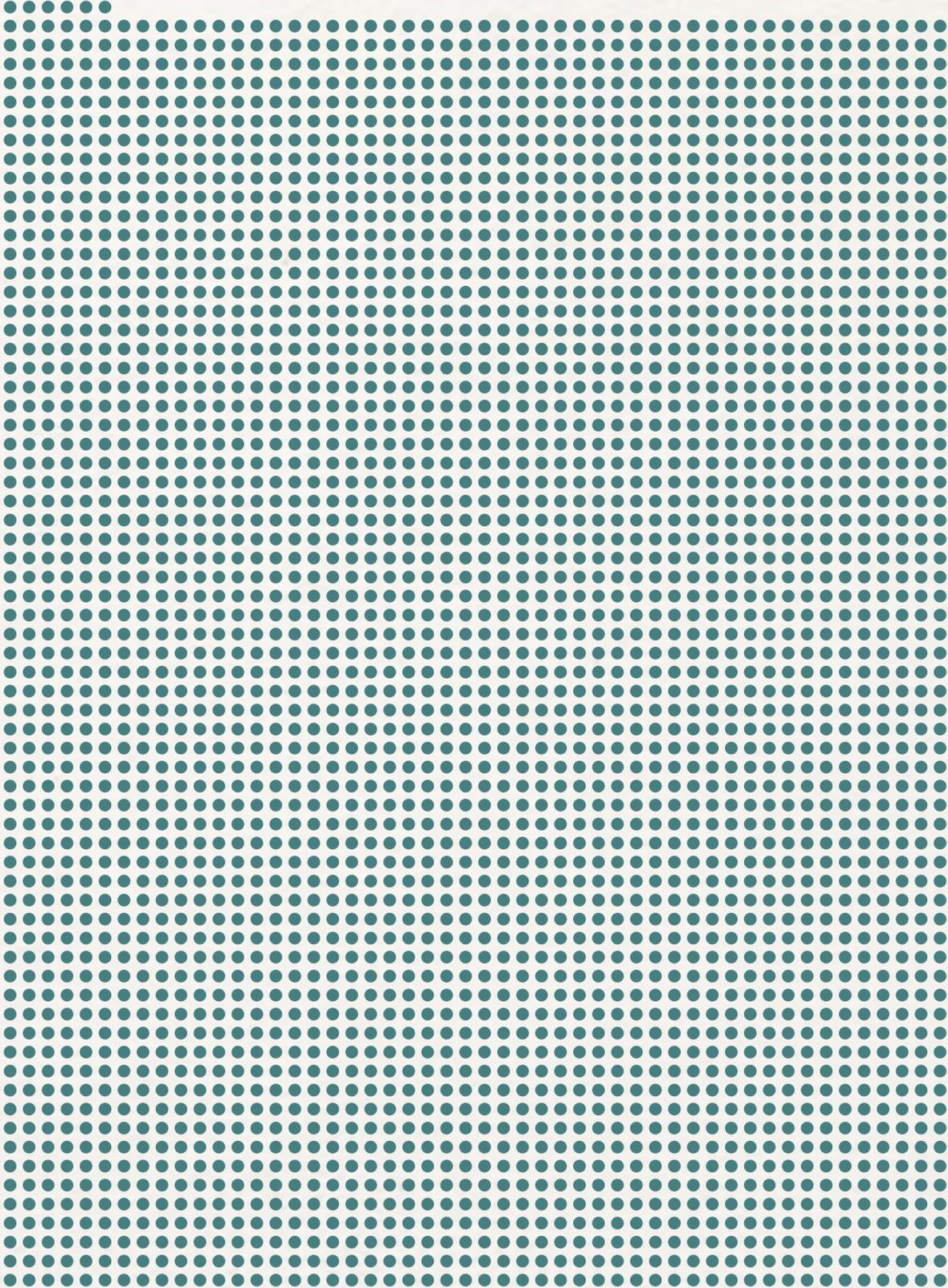


**297** medication reconciliations completed



# Immunisation

**3,356** visits for child and adult immunisations



# Patient Experience Survey

*This year marks the seventh anniversary of the annual patient survey.*

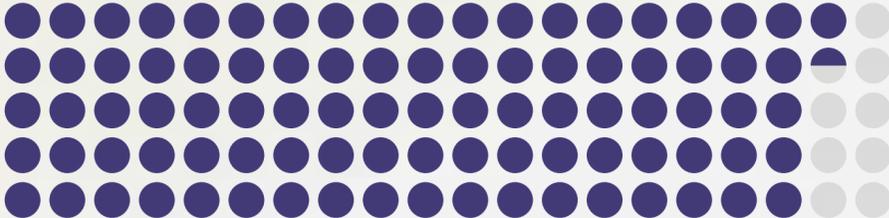


# The results

*We invited patients to participate in this survey during the months of September to January. During this period, we collected 404 questionnaires, which allowed us to achieve a margin of error of  $\pm 4.74\%$ .*

*Here are some of the results.*

Patients feel comfortable discussing their personal health issues with their health care provider.



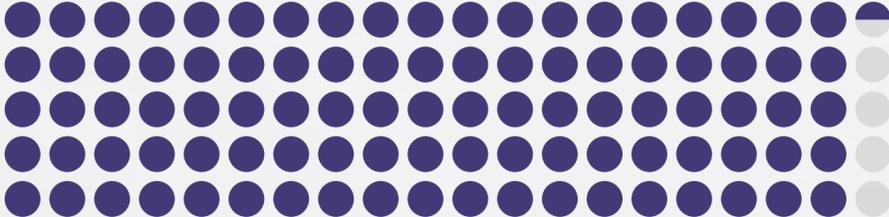
MAFHT

LHIN average

91.6%

91.2%

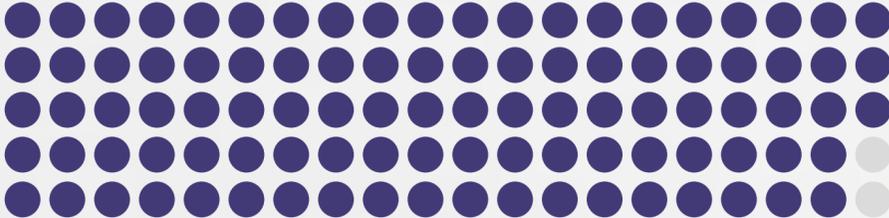
Patients would recommend the services of the MAFHT clinic to friends and other family members.



95.5%

93.7%

Patients are satisfied with the ability to communicate with their health care provider or physician in the language of their choice.

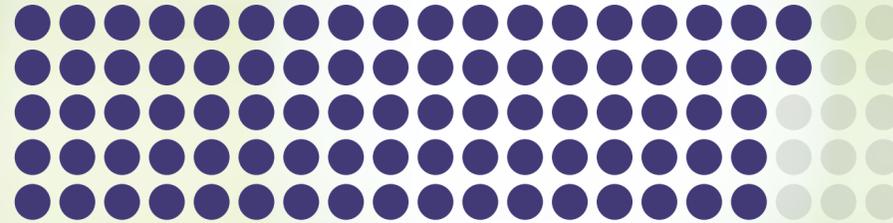


98.3%

98.3%



Patients reported participating as much as they desired in decisions about their care.



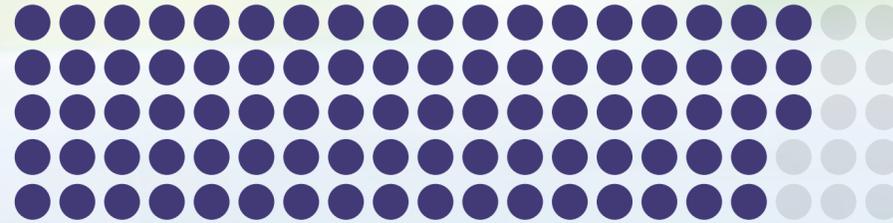
MAFHT

86.9%

LHIN average

90.5%

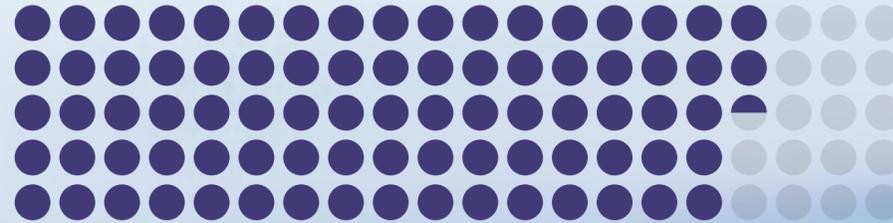
Patients are satisfied or very satisfied with the types of wellness programs and services offered by health care professionals.



88.3%

86.3%

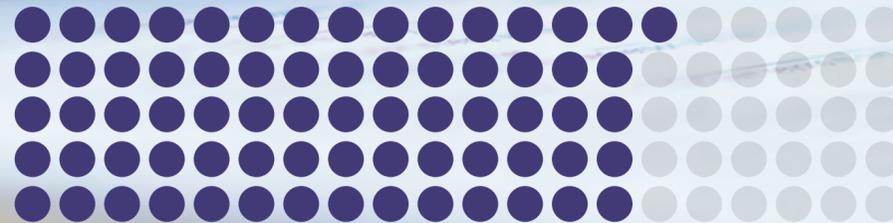
Satisfaction with wait time between making an appointment and seeing a nurse or dietitian.



82.4%

82.8%

Satisfaction with the wait time between making an appointment and seeing a social worker or psychologist.



71.0%

64.1%



# Some comments from our patients



“ Always welcomed in French and English. ”

“ One thing the team does well is referrals for interdisciplinary health care. ”

“ Addressing several issues rather than just one at a time. ”

“ You make health a whole, you take care of the emotional well-being of the patients. ”

# In-house

## Challenges

This year, the MAFHT faced several challenges that made the objectives of the Quality Improvement Plan more difficult to achieve. Here are the challenges that the team faced during the 2019-2020 year:

- Participation in the East Ottawa Ontario Health Team required team members to devote time to their initiatives rather than to those of the FHT
- Two physicians were away from the clinic for extended periods of time.
- The demand for teaching has increased.
- There was higher staff turnover than in previous years.
- There was an increase in workload in a short period of time for physicians and administrative support staff due to the implementation of a more robust electronic records management system at one of our community partners.
- A budget that has not increased in basic provisions and that has not adjusted for inflation.



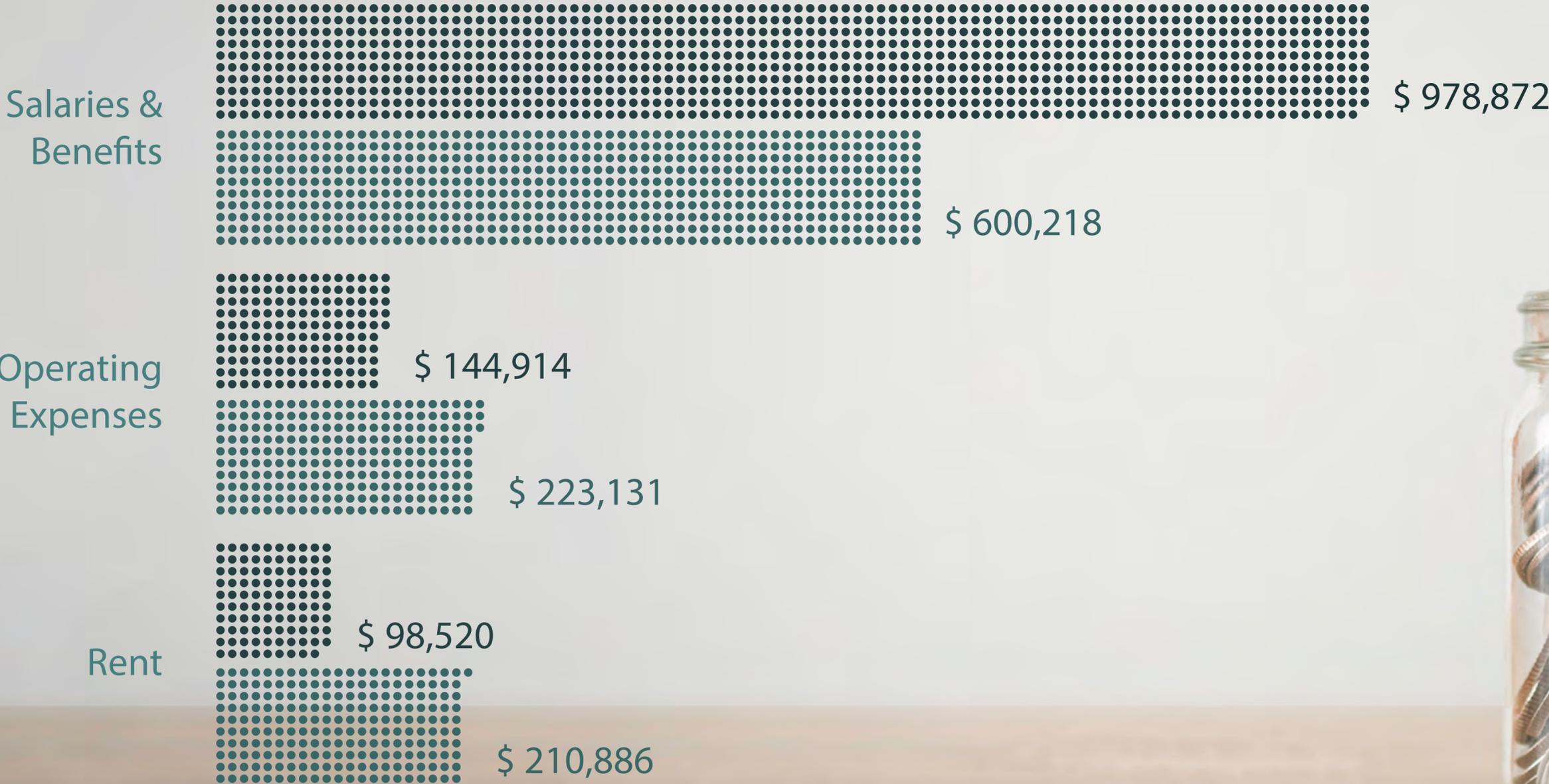


## Strategic Plan

Another activity we undertook this year was the development of our organisational strategic plan for the years 2020-2025. We held team planning sessions led by our quality improvement partners and committed to actively participate in the development of our vision, missions, values and strategic direction. The strategic plan is available on our website.

# Finances

● FHT Expenses   ● FHO Expenses



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



## Board of Directors

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