

SUMMERVILLE

Family Health Team



**2021 – 2022
ANNUAL REPORT**

www.summervillefht.com

A MESSAGE FROM:

Andrea Stevens, Executive Director & Board Chair, Dr. Christopher Gilchrist

Dear Summerville Patients, Families, Caregivers, and Partners,

On behalf of Summerville Family Health Team (SFHT), we are pleased to present our Annual Report for 2021-2022. Since being established in 2007 as one of the first Family Health Teams in Ontario, SFHT has been striving to provide patient-centred, high quality, integrated and accessible primary care in our community.

Despite ongoing pressures of the pandemic and ever-changing public health guidelines, the Summerville team has made significant progress in achieving our Vision of being Vital to the health and wellbeing of our patients and the community we serve.

- **Providing more than 50,000 patient visits – approximately 60% of these were in-person**
- **Contributing to the COVID vaccination strategy, for our patients at all sites, as well as in the community**
- **Addressing a significant community need through our COVID, Cold and Flu Care Clinic**
- **Contributing pharmacy resources to the only community-based Paxlovid Clinic in the province**
- **Launching a unique COVID@home program and remote care monitoring initiatives for both COVID patients, and people in need of palliative care**
- **Engaging our patients through our annual Summerville Patient Experience Survey with almost 3,000 responses and using the survey as a means of inviting patients to be part of our first patient focus group for our new Strategic Plan**
- **Developing our own patient survey for the COVID, Cold and Flu Care Clinic, which received flying colours for both direct patient care and overall reception and environment**
- **Establishing a new partnership with Canadian Cancer Society and Women's College Hospital to implement a unique preventative program for South Asian Women**
- **Reaching more than 700 people through our Healthy Aging webinar series, in partnership with Peel Senior Link**
- **Continuing to offer a variety of educational and clinical programs to meet the needs of our patients addressing issues related to mental health, nutrition, smoking cessation, palliative care, memory loss, and our newest one – Sleep!**

None of this work would be possible without our amazing team of health and administrative professionals who always put the needs of our patients front and centre. Finally, we would like to thank our dedicated Board of Directors, partners, and funders who continue work with us to improve the health and well-being of our community. With our utmost gratitude and warmest regards.

Andrea Stevens
Executive Director

Dr. Christopher Gilchrist
Board Chair

About Summerville

The Summerville Family Health Team (SFHT) was established in 2007 as one of the first Family Health Teams in Ontario. Summerville strives to deliver a coordinated continuum of care for patients across their lifespan, from neonatal to end-of-life care. SFHT is comprised of a variety of health care providers including physicians, registered nurses, nurse practitioners, social workers, registered dietitians, health promotion specialists, clinical pharmacists, a physiotherapist, and administrative staff who work across five clinical practice sites and serve more than 60,000 patients.

In addition to providing direct patient care, the SFHT offers a number of workshops and educational events to help patients manage an existing condition, prevent future illness or enhance overall health.

In 2009 the Family Medicine Teaching Unit (FMTU) was established in partnership with Trillium Health Partners and the University of Toronto. The FMTU was established to play a more active role in the education of future family doctors and to increase access to health care for our community.

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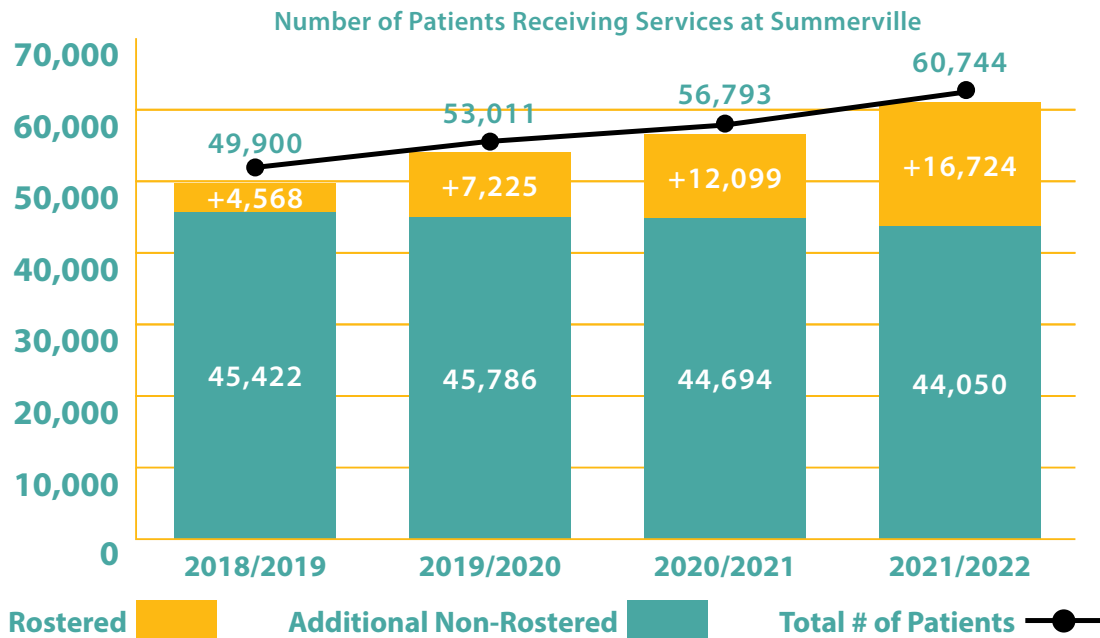
STRATEGIC PLAN

This is the third year of the current Summerville Strategic Plan (2019-2022) and this report will showcase our accomplishments in each of the Strategic Priorities.

ENHANCE THE PATIENT EXPERIENCE

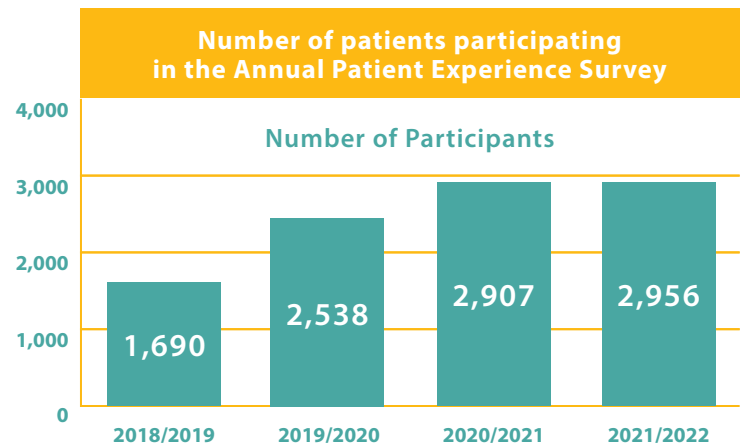
Committed to patients' health and wellbeing

Summerville's Interdisciplinary Health Care Providers conducted more than 50,000 patient visits – almost 60% in-person appointments. More than 5,000 COVID-19 vaccines were administered at our clinics.



Annual Patient Experience Survey

The Summerville Family Health Team Patient Experience Survey (PES) was conducted in early 2022 and generated almost 3,000 responses with 250 respondents indicating they would be interested in participating in focus groups to help plan for the future.



Results from the 2019 – 2022 Surveys can be found on the Summerville website www.summervillefht.com under the About Us menu item

Returning a Friend

Three years ago we instituted a formal “complaint process” providing patients an option to submit complaints through our website. It is also used for compliments - including one from a very appreciative parent who had brought her toddler to our after-hours clinic. The resident physician assessed the patient and recommended going to the hospital, however, the child’s favourite toy was left behind. He went out of his way to return the toy to the ED and find the family. The mother was very grateful and used our website portal to thank the resident, and wanted to make sure that the organization knew how “his kindness and compassion” were greatly valued.



Broad Range of Program Offerings

More than 1,700 people participated in our wide range of programs in 2021-2022, which are facilitated by Summerville practitioners, and often involve subject matter experts from a broad range of community partners.

A highlight of the Summerville programming is the CHANGE Program, a 12-month intensive nutrition and exercise program led by a Summerville Registered Dietitian and a Registered Kinesiologist from Metabolic Syndrome Canada. CHANGE is intended for patients with Metabolic Syndrome, a health disorder that involves 3 of the following conditions: high fasting blood sugar, high triglycerides, low HDL cholesterol, high blood pressure, and/or large waist circumference. The program also involves regular appointments with a physician or nurse practitioner and bloodwork every 3 months.

In 2021-2022, 58 patients participated in the CHANGE program. Measured outcomes with CHANGE participants have shown reduced cardiovascular risk, an increase in physical activity, and less sedentary time.

“Group sharing was helpful. New information about healthy eating and movement – I have learned quite a bit from this program. Having resources sent after the sessions were very helpful. I can always go back to the information. It was an easy program, it felt effortless or easy to make lifestyle changes. I liked the virtual sessions as I did not have to commute and felt very comfortable at home to join the sessions.”

– Input from a participant of the 2021-2022 CHANGE program

Unlike the regular Summerville programs, the Healthy Aging Series, developed in collaboration with Peel Senior Link, has been created to specifically be of interest to older persons, although it is open to anyone and families and caregivers are welcome to attend. Healthy Aging offers stand-alone, monthly webinars on topics such as Digital Literacy, Cybersecurity, Food and Nutrition, Seated Yoga, Power of Attorney 101, and more. Since April 2021, almost 700 people have virtually attended one or more Healthy Aging session, and post-session evaluations have consistently been positive.



A few comments from participants:

"Very helpful for seniors like me."

Digital Literacy

"I found it very helpful. It was a wonderful presentation, easy to understand and follow and something I feel so much better for having been able to attend. It was very relevant to the times."

Introduction to Cybersecurity

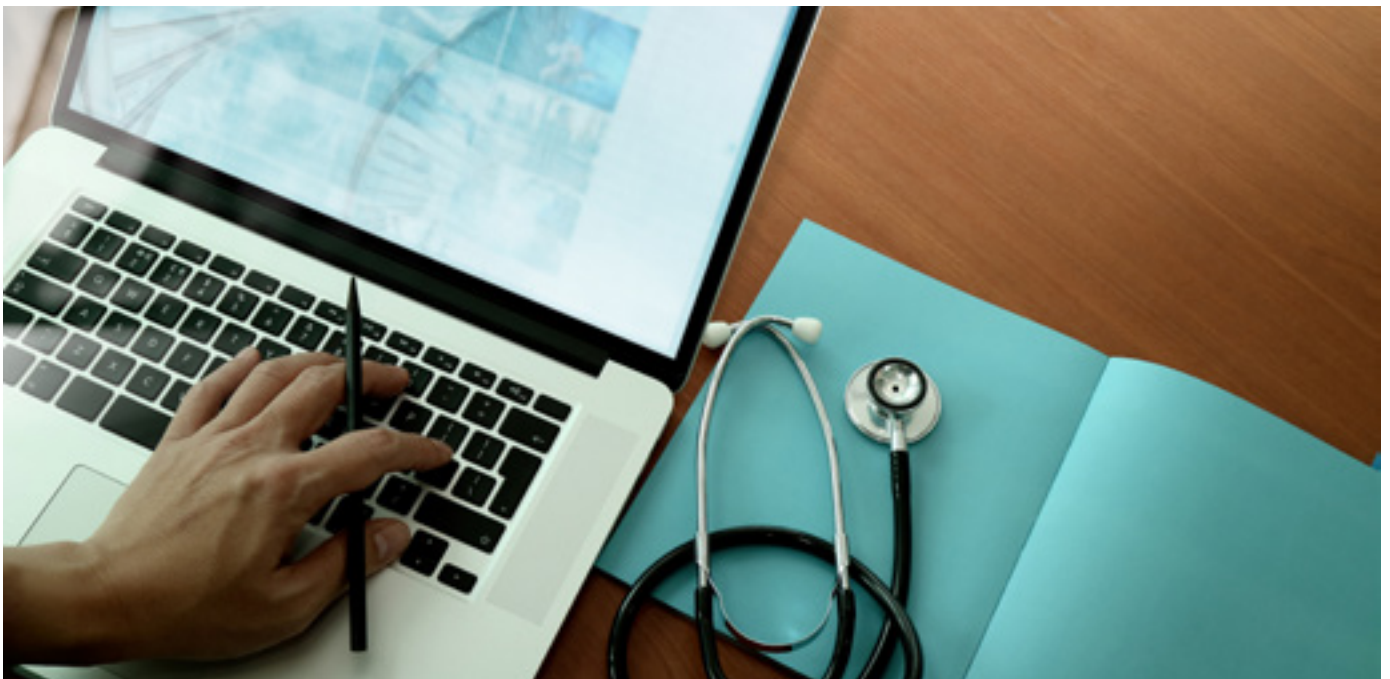
"I didn't think I was that immobile and stiff ... I've already started looking for YouTube videos on seated yoga for older adults ... I really want to continue this type of movement to keep agile ... thank you for the email to register, I'm grateful."

Seated Yoga

Further details on both the Summerville regular programming and the Healthy Aging Series can be found on the Summerville website (www.summervillefht.com) under the Programs and Services menu item.

Patient Communication

Timely and relevant patient communication was essential during the pandemic. Summerville sent regular emails, monthly at a minimum, to all our patients with email addresses to provide up-to-date information regarding vaccines, vaccine clinics, COVID, and programs. The Summerville website (www.summervillefht.com) was updated as public health information evolved and a dedicated coronavirus tab was created to house information and updates on vaccines, boosters, links to testing centres and pharmacy vaccine locations.



INCREASE COMMUNITY AND STAKEHOLDER ENGAGEMENT

Founding Partner in one of the first Ontario Health Teams



Mississauga Health is a partnership of local health care organizations and providers who are committed to ensuring patients, families and caregivers in the Mississauga community have better and more seamless access to the care they need, when and where they need it. Members represent primary care, home care, community care, acute care, long-term care, social services, associations, and community organizations.

Responding to Emergency Community Requests

In the summer of 2021, our staff responded to an emergency request from Ontario Health by providing primary care services to evacuees from Cat Lake and refugees from Afghanistan.

COVID-19 Response

Since December 2020, Summerville has managed the COVID, Cold & Flu Care Clinic at CarePoint Health in partnership with Credit Valley Family Health Team, Primary Care Network, Ontario Health and Peel CMHA.

Mississauga COVID, Cold and Flu Care Clinic offers a safe location where patients over the age of 12 months can receive treatment for symptoms common to COVID-19 and the flu. The clinic saw more than 15,000 patients and 93% said they would recommend the clinic to others.

"This visit was one of the most outstanding examples of exemplary health care. Everything was above & beyond. The one thing that stood out was the staff, all of them, from reception, to physician & nurse. This facility gets an A++ from me. I have retold my experience several times. You are so far above the standard. Thank you for helping me through a scary experience and taking excellent care of me in a patient, caring way."

– Respondent from the patient survey at the Mississauga COVID, Cold and Flu Care Clinic, September 2021

Direct Pharmacist Support

Direct pharmacist support was provided to Mississauga Medical Arts for the first community-based Paxlovid clinic.

Remote Care Monitoring

Summerville FHT is involved in the M-OHT's Remote Care Monitoring Program, which is partially funded through Ontario Health. A successful proposal was submitted related to Digital Health to enable patients to use a digital platform, as well as receiving remote care from our team of NPs and RNs.

COVID@home

Summerville is also a core partner in the Mississauga COVID@home program. The program is for patients deemed to be at average risk or high risk by their physician. The program provides additional support from patient monitoring teams that have been established at Summerville FHT, Credit Valley FHT and CarePoint Health. Summerville provided NP, RN and physician support. Originally, Home and Community Care Services provided intake to this program, however, when they no longer had the resources for this task, Summerville assigned one of our administrative staff to provide intake for the full program. Oximeters are delivered to the patients if they did not already have one through another M-OHT Partner, Heart House Hospice. The COVID@home program has served more than 85 people in the past year, and has been successful in keeping these high risk patients out of hospital.

Covid-19 Vaccines

In March 2021 Summerville successfully completed a 2-week vaccine pilot initiated by Peel Public Health. More than 900 vaccines were given during this time period. Physicians and staff from all sites jumped in to make the pilot a success.

Following the pilot, Summerville continued to offer vaccines integrated within our regular services until January 2022. Patients were contacted by phone and targeted email blasts. The dedicated Coronavirus web page was revised and updated multiple times, to reflect the ongoing expansion of offerings of the different vaccines and for patients of various age groups. And, when vaccines were approved for children 5 – 11, we ran clinics to protect our little patients.



Collaboration and Partnerships

No single health entity can do everything on its own. Meeting the complex medical needs of a large community, and those with chronic conditions and co-morbidities, requires collaboration. There is an increasing call for integrated team-based approaches in primary care that utilize the various strengths of a collection of available community health resources. Partnerships, both formal and informal, are becoming more prominent and expected. Moreover, there is a greater emphasis on interdisciplinary approaches and making greater use of the full complement of service providers. Summerville is committed to enhancing its collaborative initiatives and participating at a system level.

One highlight of new partnerships is the BETTERWomen Program launched in the past year. It's a research study with Women's College Hospital and the Canadian Cancer Society. The program specifically targets South Asian Women between the ages of 40-65 with an evidence-based, peer coaching intervention to enable healthy behaviour changes to reduce the risk of cancer and heart disease.

DEMONSTRATE EXCELLENCE IN LEARNING AND INNOVATION

Summerville Learning

Promoting continuous learning opportunities for practitioners and staff is a priority at Summerville. Some highlights:

- **Poster presentation at AFHTO on the COVID, Cold & Flu Care Clinic: 93% would recommend the clinic; 90% rated their overall experience “very good or excellent”**
- **University of Toronto students worked with our Dietitians on special project addressing pre-diabetes**
- **Experiential Diabetes program for medical residents with interdisciplinary team**
- **Privacy training for all FHT and FHO staff and physicians**

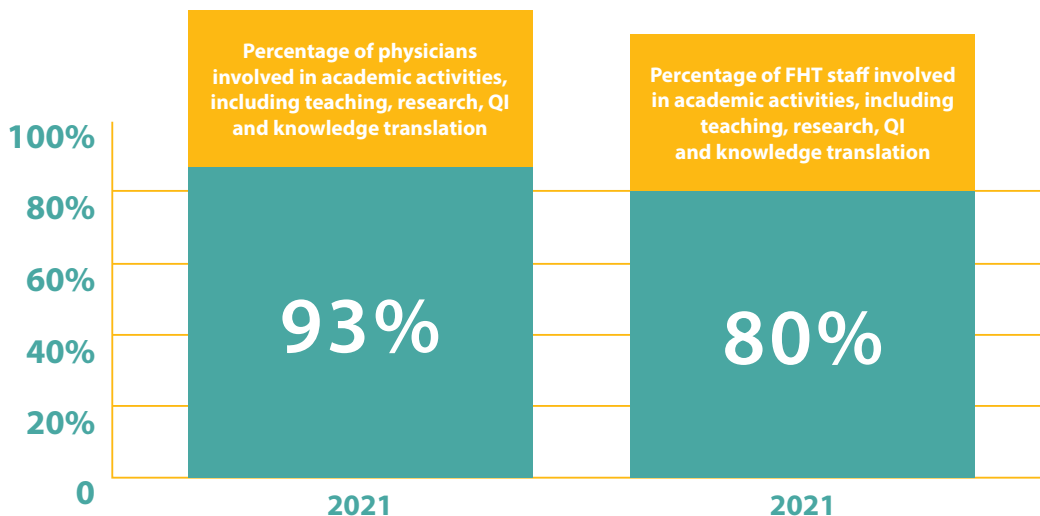
A number of joint policies were developed and implemented to keep our staff and patients safe in light of COVID-19:

- COVID-19 Close Contact Policy
- COVID Safety Planning Policy
- COVID-19 Vaccination Policy

Quality Improvement at Summerville

Quality Improvement is an ongoing priority at Summerville and despite the pandemic, work has continued in key areas.

- **7 – day post hospital discharge - 92% of patients discharged from hospital were notified within 48 hours and 64% were seen within 7 days**
- **Opioid risk management – this initiative focused on patients who were at high risk due to their use of both opioids and benzodiazepines; providers increased use of risk mitigation strategies while also supporting decrease in use through tapering, targeted patient discussions and educational resources**
- **Medication reconciliation – Our interdisciplinary team has targeted patients who were discharged from hospital for thorough medication reviews; we reached 30% of patients in the past year**
- **Palliative care planning – Our quality improvement working group established an internal supportive care clinic for patients in need of palliative care**



STRENGTHEN INTERNAL COLLABORATION AND COHESIVENESS

Priorities from the 2020 Workplace Survey

Summerville is dedicated to improving the workplace and strengthening collaboration across teams and clinics. In the past year, we continued to focus on several themes that arose from our 2020 Workplace Survey.

112 team members from all sites and job positions were invited to participate in an employee survey in November 2020. 98% of the team voiced their opinions

- 1. Improving Opportunities for Professional Growth**
- 2. Providing More Job Autonomy**
- 3. IT Enhancements to Support Patient Care**
- 4. Relieving Stress and Self-care**

Informed by results of the 2020 Workplace Survey, a number of activities were implemented:

MINDFULNESS SERIES IN NOVEMBER 2021 AND FEBRUARY 2022

VIRTUAL HOLIDAY PARTY

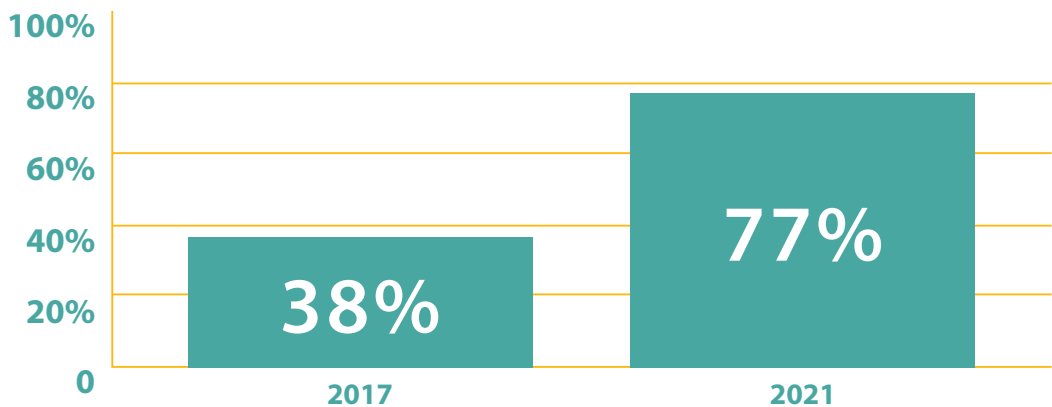
IT HARDWARE SURVEY AND UPDATES

EMR TRAINING SESSIONS

PROFESSIONAL DEVELOPMENT PORTAL

BI-MONTHLY NEWSLETTER

Percentage of team members who “would recommend Summerville as a place to work”



SUMMERVILLE

Family Health Team



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