

SUMMERVILLE

Family Health Team



**2022 – 2023
ANNUAL REPORT**

www.summervillefht.com

A MESSAGE FROM:

Andrea Stevens, Executive Director & Susannah Margison, Board Chair

Dear Summerville Patients, Families, Caregivers, and Partners,

On behalf of Summerville Family Health Team, we are pleased to present our Annual Report for 2022-23. Since being established in 2007 as one of the first Family Health Teams in Ontario, Summerville has been striving to provide people-centred, high-quality, integrated and accessible primary care in our community.

We continue to work towards achieving our **Vision** of being vital to the health and well-being of the community we serve while adhering to our **Values** of Collaboration, Excellence, Innovation, Inclusivity and Compassion. As we recover from the pandemic, we are proud of the following highlights from 2022-23:

- Updated the Summerville Strategic Plan for 2023 – 2025, with input from patients, staff, external stakeholders
- Continued to support and care for more than 50,000 patients of whom the vast majority were seen in-person
- Reached a new high of 94% of patients who feel that they are always or often involved in their own care decisions
- Introduced a wide range of new programs directly related to mental health and addictions
- Revamped our Summerville-wide Diabetes Program to offer services to pre-diabetes patients as well as those with complex needs, using an interdisciplinary team including an endocrinologist
- Developed new partnerships such as Arthritis Society, Osteoporosis Canada, and Canadian Hearing Services
- Addressed a significant community need through our COVID, Cold and Flu Care Clinic, providing care to more than 4,500 patients in 2022-23
- Contributed pharmacy resources to the only community-based Paxlovid Clinic in the province and co-presented on this innovative partnership at the 2022 provincial AFHTO conference
- Delivered several dedicated, preventative health care clinics including a focus on cancer screening
- Reached more than 750 people through our Healthy Aging webinar series, in partnership with Peel Senior Link
- Implemented a workplace “Pulse Survey” which demonstrated significant increases in “strong sense of teamwork”, “working to full scope of practice” and “opportunities for professional growth”
- Continued to offer a variety of health education and clinical programs to meet the needs of our patients, addressing issues related to mental health, diabetes management, heart health, nutrition, smoking cessation, palliative care, sleep, anxiety and memory loss – 2,381 participants attended these programs.

None of this work would be possible without our amazing team of health professionals and administrative staff 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 to work with us to improve the health and well-being of our community.

With our utmost gratitude and warmest regards,

Andrea Stevens
Executive Director

Susannah Margison
Board Chair

About Summerville

The Summerville Family Health Team 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. Summerville 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 care for more than 50,000 patients.

In addition to providing direct patient care, Summerville offers a number of workshops and health education events and programs 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. Typically, there are 15 – 17 residents as part of the team.

BOARD OF DIRECTORS

2022-2023

Ms. Susannah Margison

Chair

Ms. Adeela Yaqub

Vice Chair

Mr. George Gafrey

Treasurer

Ms. Susanne Craig

Secretary

Dr. Angela Lalla

Dr. Mervyn Meharchand

Dr. Vincent Park

Dr. Amy Reinhart

Dr. Monica Sethi

Dr. Carlo Cifelli

ex officio, Family Health Organization Lead Physician

Ms. Andrea Stevens

ex officio, Executive Director

STRATEGIC PLAN

Summerville's new Strategic Plan for 2023-2025 was launched in January 2023. In developing the Plan, the overall consensus from internal and external stakeholders was that the existing Mission/Vision/Values are still relevant and that the Strategic Priorities remain significant. It was determined that common themes for areas of focus include: improved access to services, Equity, Diversity, Inclusion (EDI), community outreach, staff wellness, youth and mental health, workload, digitization with improved use of technology and internal collaboration. Other areas of focus included health equity, virtual care, pandemic recovery and keeping patients out of hospitals and emergency rooms.

As a result, the overall theme for Summerville's new Strategic Plan is **"Internally Strong, Externally Relevant"**. The Vision has been simplified to reflect our overall goal of being **"Vital to the Health and Well-being of the Community We Serve"** and the Mission and Values have been modified to reflect a greater emphasis on equity and inclusion, as well as centering on people as a whole, as opposed to just our patients.

ENHANCE THE PATIENT EXPERIENCE

Committed to Patients' Health and Well-being

Summerville's interdisciplinary health care providers care for more than 50,000 patients. According to our health record data, there are 51,113 patients enrolled at Summerville and 50,502 active patients who have received services at Summerville in the past five years.

As the pandemic continued on into its third year, our interdisciplinary health care providers (IHPs) increased their time at our clinics to ensure that in-person appointments were available as needed. By the fourth quarter of 2022-23, our IHPs were providing 86% of their appointments in person. We also reached a new high of 94% of patients who felt they were always or often involved in their care decisions.

We continued to offer a wide range of evidenced-based clinical and education programs, including streamlining our Diabetes Program across all sites, and engaging a new endocrinologist as a Summerville specialist.

Annual Patient Experience Survey (PES)

Summerville has retired its own PES, last conducted in early 2022 and is now participating in the provincial Patient Experience Survey, led by the University of Toronto Department of Family and Community Medicine (DFCM).

The DFCM survey is administered twice per year to different subsections of our patient population. In addition to saving time and resources for our team, the survey also allows us to review comparative data with 16 other Family Health Teams in the province.

Expanded After-Hours Care

Summerville Family Health Team recognizes that medical issues may arise outside of regular clinic hours. The Summerville after-hours clinics run on weekday evenings, Saturdays and Sundays, for urgent needs only and are not intended for emergency care. After-hours clinics are available to all Summerville patients and are not site specific. An up-to-date schedule of after-hours clinics can be found here [Hours Of Operation](#).

The expansion of after-hours clinics from July 1, 2022 onwards has also led to increased access by our patients and significantly improved our same day/next day indicator from 30% to 53% in our most recent survey.

Mental Health and Addictions Support

As a result of dedicated funding to support mental health and addictions, Summerville was able to offer several new initiatives including:

- A series of Mindfulness for Stress Management workshops
- Nutrition and Mental Health presentations
- Seated Yoga sessions
- Family Education Group: For Families and Friends of People with Addictions Concerns

The funding also allowed us to pilot Healthy Diet, Healthy Mind, a program to support patients who have financial challenges accessing nutritious food. Grocery store gift cards (\$50 each) were provided to patients in need during the month of March (Nutrition Month).

“As I told the speaker, I really appreciated her human/emotional approach to this nutrition session. It gave it a more holistic (and definitely realistic) view of the topic. On top of that, she included the cultural/heritage element. Loved it!”

From a participant of a Nutrition and Mental Health presentation

“Having a qualified instructor who was so willing to learn this form of yoga gave me more confidence in doing it. I can do yoga from YouTube but I have no clue if my move is correct. The Yoga instructor’s presence in the room was reassuring.”

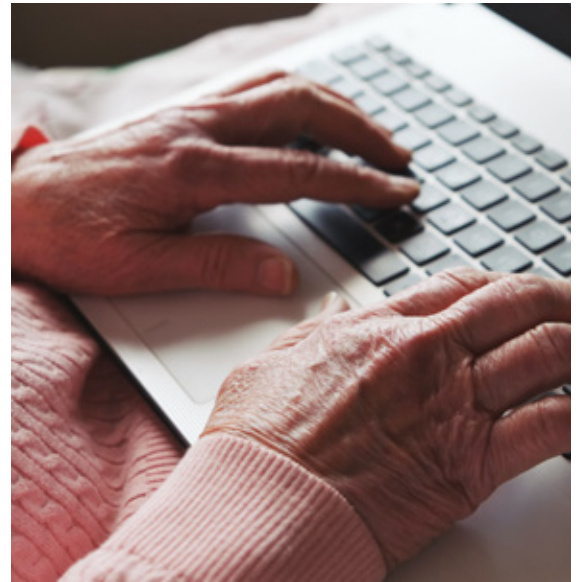
From a Seated Yoga Session participant



Broad Range of Program Offerings

More than 2,380 people participated in our wide range of programs in 2022-23, which are facilitated by Summerville practitioners, and often involve subject matter experts from a variety of community partners.

The Healthy Aging Series, developed in collaboration with Peel Senior Link, has been created to specifically be of interest to seniors, although it is open to anyone, with families and caregivers welcome to attend. Healthy Aging offers stand-alone, monthly, webinars on topics such as Tips for Living with Arthritis, Cybersecurity, Medication Safety, Managing Chronic Pain, Getting the Most Out of Your Health Care Appointment and Strategies for Managing Low Mood. From April 2022 to March 2023, 11 sessions have been offered with 565 people attending one or more sessions.



A few comments from participants:

Medication Safety & Preventing Medication Errors

"Many of the things I have been doing were reinforced as correct"

Introduction to Cybersecurity

"Register for do not call list and make stronger passwords"

Tips for Living with Arthritis

"I learned how important exercise is to alleviate the discomfort of arthritis."

We also ask for patient input through an online evaluation questionnaire that is sent to all participants following our monthly Healthy Aging webinars. Patients identify topics of interest, which are used to develop future topic schedules.

Further details on the Summerville regular programming and the Healthy Aging Series can be found on the Summerville web site www.summervillefht.com under the Programs and Services menu item.

Mississauga COVID, Cold and Flu Care Clinic (CCFCC)

We have also continued to provide services to non-rostered patients, specifically through the Mississauga CCFCC and the COVID@home program.

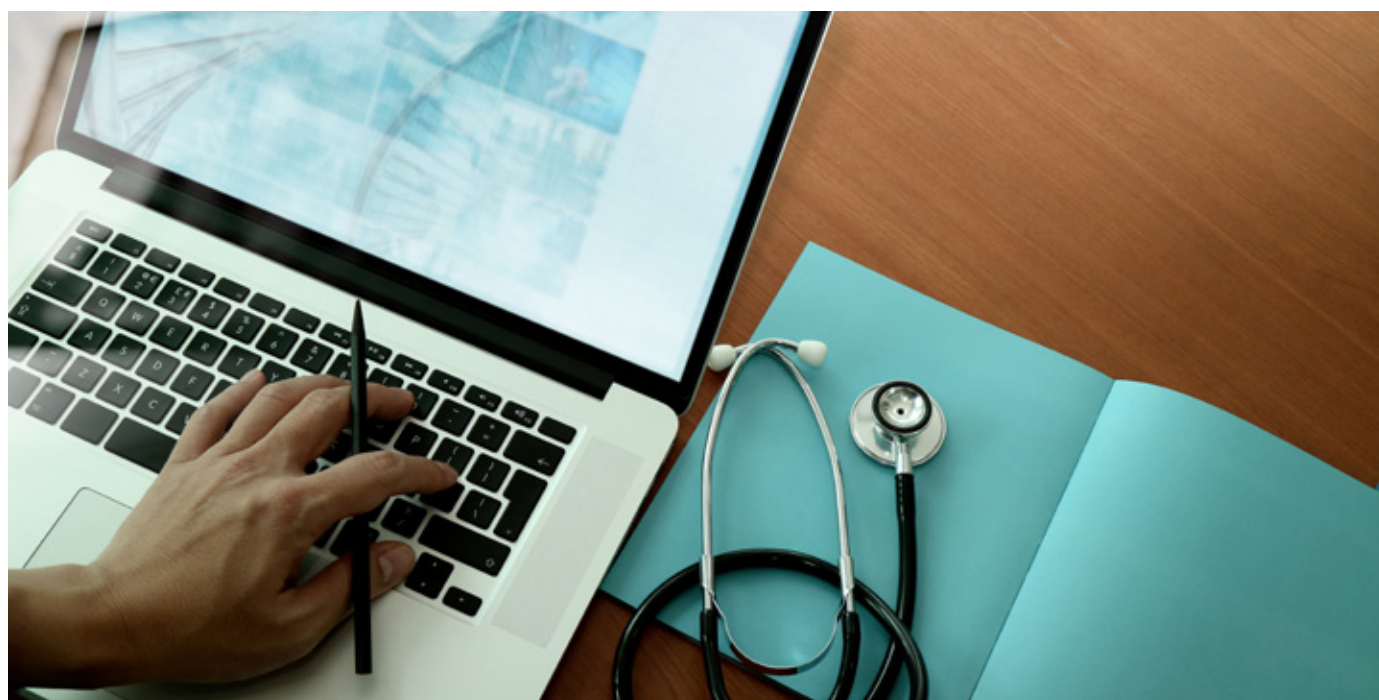
Summerville has managed the Mississauga CCFCC since it was established in December 2020. The clinic has provided a much needed service in our community, particularly since Peel was one of the hardest hit regions in the country. During the past fiscal year, 4,556 patients were seen at the clinic. There were three community clinics that were operating under the auspices of the Mississauga Ontario Health Team, and although Ontario Health funding ceased on March 31, 2023, two of the clinics continued to operate until April 30, 2023 to lessen the burden on our local Emergency Department. COVID@home was also a joint initiative with Credit Valley Family Health Team and CarePoint Health. Summerville administrative staff looked after central intake for the program, and 67 patients were seen by providers from Summerville in the past year.

Patient Communication

Timely and relevant patient communication was essential during the pandemic, and continues to be a priority. Summerville sends regular emails, monthly at a minimum, to approximately 26,000 patients to provide up-to-date information regarding a range of topics including health education program schedules, extended after-hours clinics, physician departures and arrivals, and special clinics such as those for preventative care. In 2022-23, approximately 40 emails were sent to patients.

Patient emails continue to have a consistently high open rate of 60 – 65%, demonstrating this is an effective means to communicate and keep in touch with our patients.

In March 2023, we also used our patient email list to recruit for two vacant community Board positions. As of June 2023, two out of nine Board positions will be filled by Summerville patients.



INCREASE COMMUNITY AND STAKEHOLDER ENGAGEMENT

Founding Partner in One of the First Ontario Health Teams



Summerville is a core partner in the Mississauga Ontario Health Team and continues to be involved in several of their priority initiatives.

COVID-19 Response

Since December 2020, Summerville has managed the Mississauga CCFCC in partnership with CarePoint Health, Credit Valley Family Health Team, the Mississauga/Halton Primary Care Network, Ontario Health and Peel CMHA. From April 1, 2022 until March 2023, 3,808 total assessments and 1,135 COVID-19 tests were performed.

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.

Showcase the Benefits of Interdisciplinary Care

On February 27, 2023, Federal Minister of Health, the Honorable Jean-Yves Duclos visited Summerville along with the Minister of Seniors, the Honorable Kamal Khera, and Kavita Mehta, CEO of the Association of Family Health Teams of Ontario (AFHTO). This event provided an opportunity to not only highlight Summerville’s achievements, but also to showcase the benefits of interdisciplinary primary care. Senior staff from Trillium Health Partners also attended to speak to the collaboration with the Summerville Family Medicine Teaching Unit and the University of Toronto.



Collaboration and Partnerships

Collaboration with community partners is a key priority for Family Health Teams. As the entry point to the health care system for many Ontarians, primary health care providers need to partner with other health and social service organizations in the communities they serve.

These partnerships can improve patient navigation, expand the suite of supports available to patients, and facilitate seamless transitions in all steps of the patient's journey. Meanwhile, care providers benefit from more efficient and coordinated service delivery. 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 helping patients to navigate through the system. For example:

- Collaboration with Home and Community Care Services for home care supports
- After-hours clinics were expanded to address urgent care needs of all Summerville patients, seven days/week
- Our medical record system is linked to hospitals, labs, specialists, and community programs, which allows for consistent updating of patient information
- Summerville is in the process of implementing the provincial e-referral program with the eHealth Centre of Excellence
- Use of Central Intake for referrals to mental health programs, Diabetes Programs, and others



DEMONSTRATE EXCELLENCE IN LEARNING AND INNOVATION

Summerville Learning

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

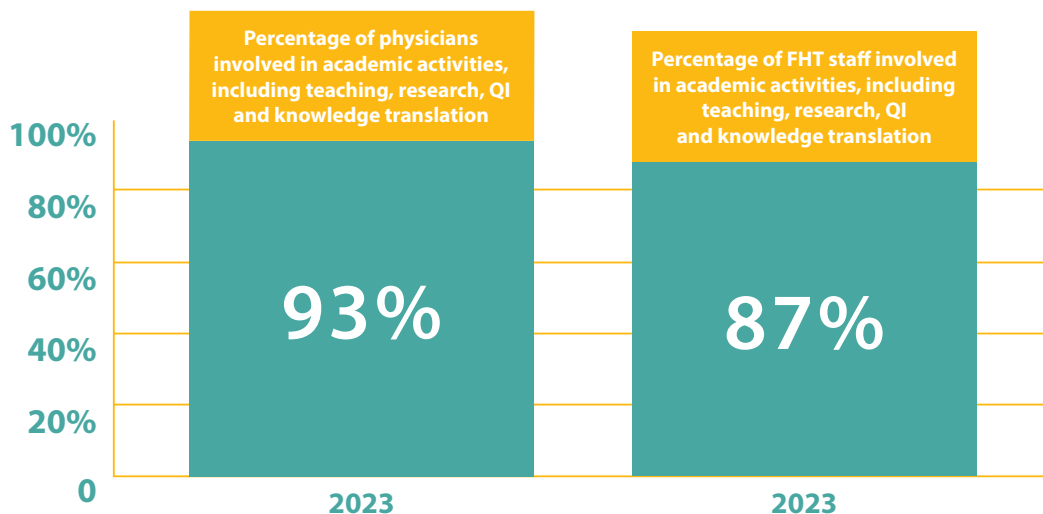
- The majority of our Summerville providers were involved in Quality Improvement initiatives throughout the year. Working groups were focused on hospital discharge and medication reconciliation, opioid usage, and preventative care.
- Preventative care clinics were piloted during the fiscal year, and will be continued into next year. One of our patients who attended the clinic wrote *"I appreciate the email nudge reminding me that I was overdue for a pap test and the organization of the "Women's Health Clinic" where I can easily schedule a 15 min appointment. While I was at the clinic, staff noticed I was due for my tetanus booster and asked if I wanted to get my flu shot, and so I was able to get a pap test, tetanus booster, and flu shot all together at one time."*
- Our lead pharmacist presented, along with pharmacists from Credit Valley Family Health Team, CarePoint Health, and Dr. Sohal Goyal from Mississauga Medical Arts, at the 2022 AFHTO Conference on the joint Paxlovid™ Clinic, an initiative of the Mississauga Ontario Health Team.

Summerville also continued to be involved in various research initiatives, including the BETTER Women study and Utopian, as well as participating in the provincial DFCM Patient Experience Survey, which was administered twice during the past fiscal year to more than 18,000 patients.

Quality Improvement at Summerville

Quality Improvement is an ongoing priority at Summerville. During 2022-23, work continued in the following key areas:

- As part of our focus on Hospital Discharge Follow-up in our 2022-23 Quality Improvement Plan, 70% of patients who were discharged from hospital were seen within seven days and the majority of the remainder were seen within 14 days, to prevent readmissions.
- In addition, medication reconciliations with these patients were prioritized and we reached 46.8%, surpassing our target of 45%.



STRENGTHEN INTERNAL COLLABORATION AND COHESIVENESS

Priorities from the 2023 Workplace Pulse Survey

Summerville is dedicated to improving the workplace and strengthening collaboration across all teams and clinics. In the past year, we continued to focus on several themes that arose from the survey results related to:

1. Team Work

- Strong sense of teamwork among all parts of Summerville (FHT and FHO), 72% (vs 66% in 2020)
- Management encourages all Summerville teams to work together, 76% (vs 50% in 2020)

112 team members from all sites and job positions were invited to participate in an employee survey in January 2023. 75% of the team voiced their opinions

2. Job Satisfaction

- I am excited about going to work, 72% (both years)
- I am satisfied with my job overall, 86% (vs 92%)
- I am valued for my work at Summerville, 77% (both years)
- Agreed or strongly agreed that team morale was positive overall, 78% (vs 69%)
- I am able to make decisions affecting my work, 83% (vs 84%)

3. Professional Growth

- I am satisfied with the opportunities I have to apply my talents and expertise, 78% (vs 80%)
- I am satisfied with my opportunities for professional growth, 68% (vs 61%)

Actions from the 2020 Workplace Survey Results

These results build on similar themes from our previous workplace survey in 2020. The Summerville Collaboration Committee, representing physicians, providers and staff from all five sites, has been busy focusing on various activities to support our team members, including professional development opportunities, technology support, social and wellness activities. A number of activities were implemented during 2022-23:

- Mindfulness workshop for staff
- Seated Massage at all sites during “Random Acts of Kindness Week”
- In-person holiday party and virtual Gingerbread Showcase
- Training in technology related issues, including virtual care
- Lunch & Learn sessions on various clinical topics



SUMMERVILLE

Family Health Team



Central

101 Queensway West, 5th Floor
Mississauga, Ontario L5B 2P7
905-272-9700

Apple Hills

1221 Bloor Street
Mississauga, Ontario L4Y 2N8
905-625-1241

Family Medicine Teaching Unit

101 Queensway West, 7th Floor
Mississauga, Ontario L5B 2P7
905-272-9900

Harborn

89 Queensway West, Suite 510
Mississauga, Ontario L5B 2V2
905-273-4380

Etobicoke

190 Sherway Drive, Suite 211
Etobicoke, Ontario M9C 5N2
416-621-9700