



Montfort Academic Family Health Team

# Annual Report

## 2018 - 2019

# A Message from the Executive Director



I invite you to review the Montfort Academic Family Health Team's 2018-2019 annual report. This document highlights the exceptional work of the team over the past 12 months. In particular, I would like to point out that our physicians and allied health professionals have taught more days this past year than in any previous year. This is a testament to the fact that we are all the more committed to training those on their path to becoming the face of our future health systems.

Through periodic performance evaluations, we are beginning to see that some of our programs are reaching a certain maturity. Achieving the goals we set to reaching a target number of patients now allows us to make some changes to our programs and to implement new initiatives. Through the development of a new strategic plan, our team will be able to redirect some efforts to better meet the needs of our community. These improvements will be implemented while taking into account the systemic changes that will accompany the development of Ontario Health Teams.

Finally, I thank our team members for their tremendous work, our partners for their generous contributions, and our patients for their loyalty to us.

# Our Team

**11** allied healthcare professionals

**41**  
members

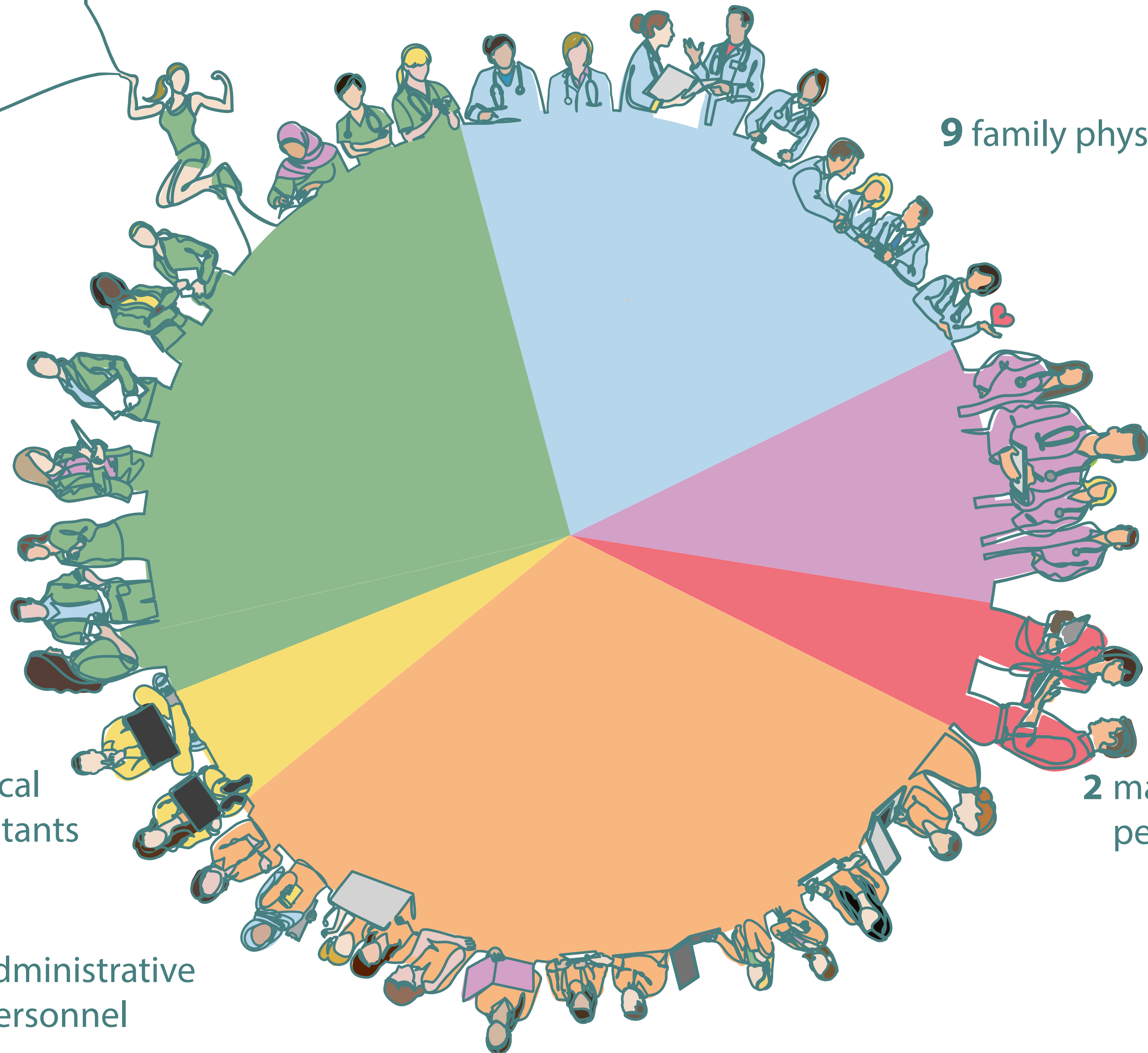
**2** technical consultants

**13** administrative personnel

**9** family physicians

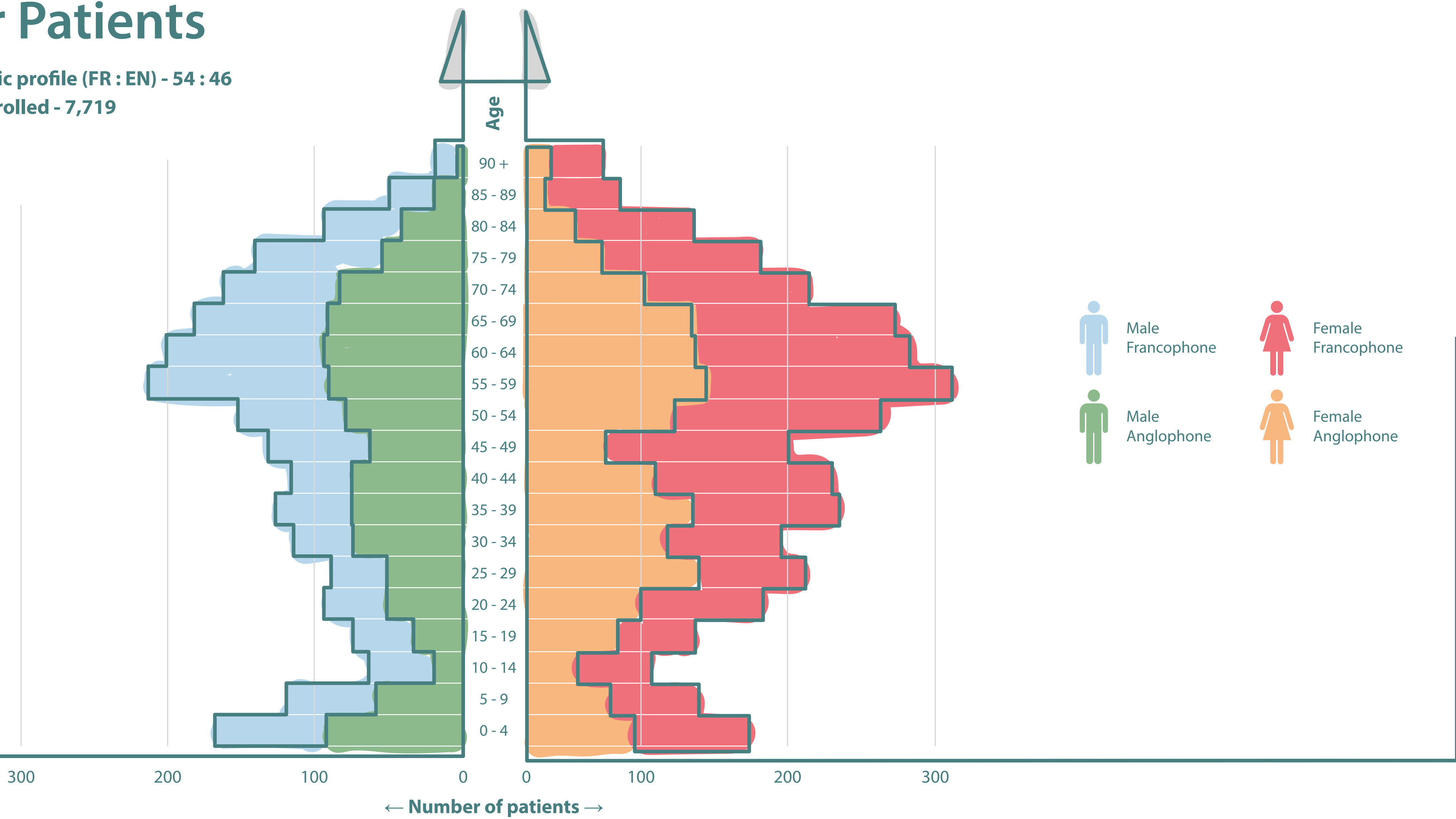
**4** visiting physicians

**2** management personnel



# Our Patients

Linguistic profile (FR : EN) - 54 : 46  
Total enrolled - 7,719





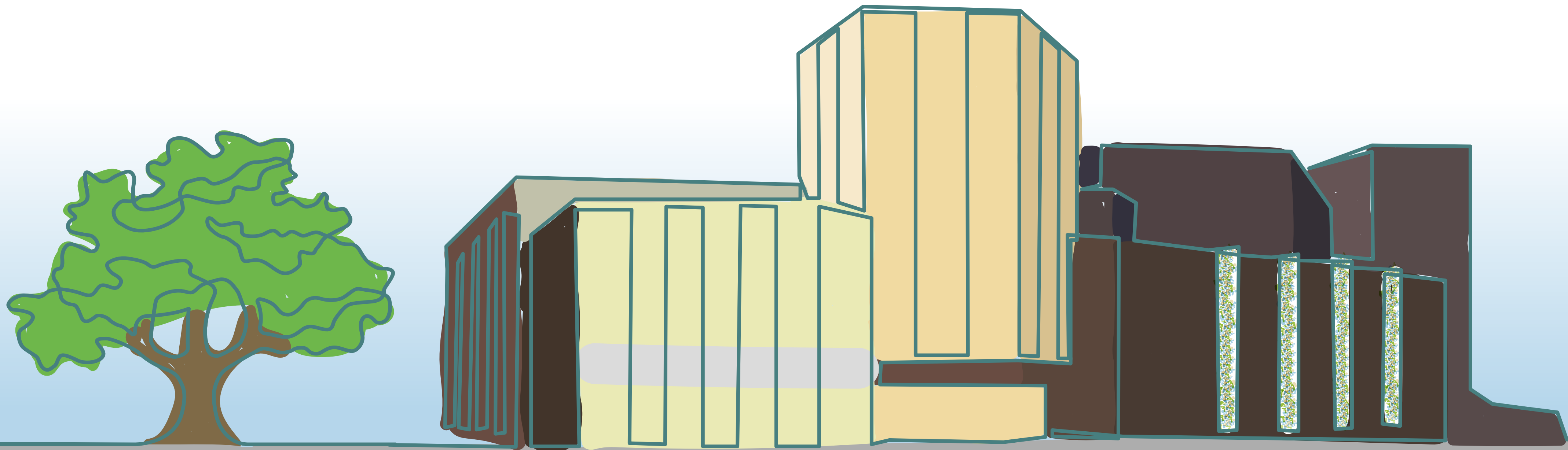
Our patients live mostly in the eastern part of Ottawa; in Vanier and also Orleans. We have patients who live in the outlying areas as well, from places such as Rockland, Casselman, and Limoges.



# Number of appointments

This year, our physicians completed **19,096** patient visits  
and our interdisciplinary team completed **10,222** patient visits.

Southam Hall at the National Arts Centre can accommodate 2,065 people.  
Our number of visits is the equivalent of about 14 times the capacity of this theatre!

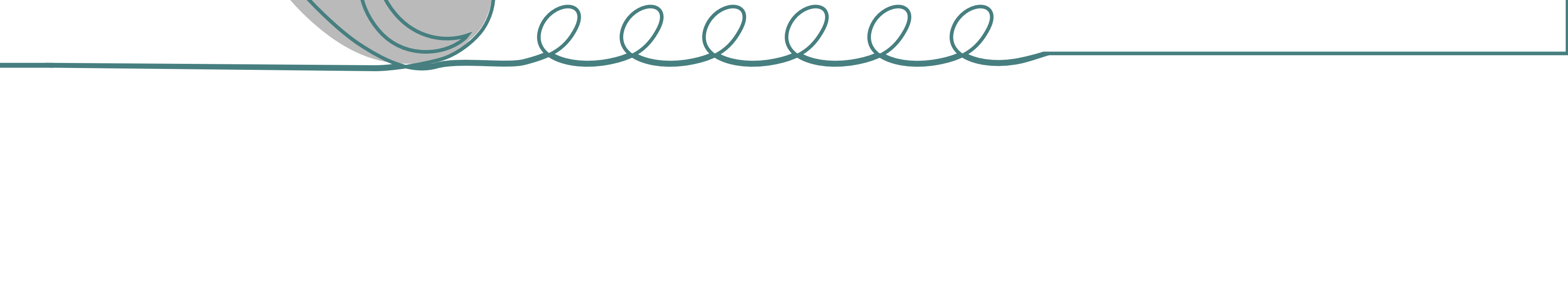
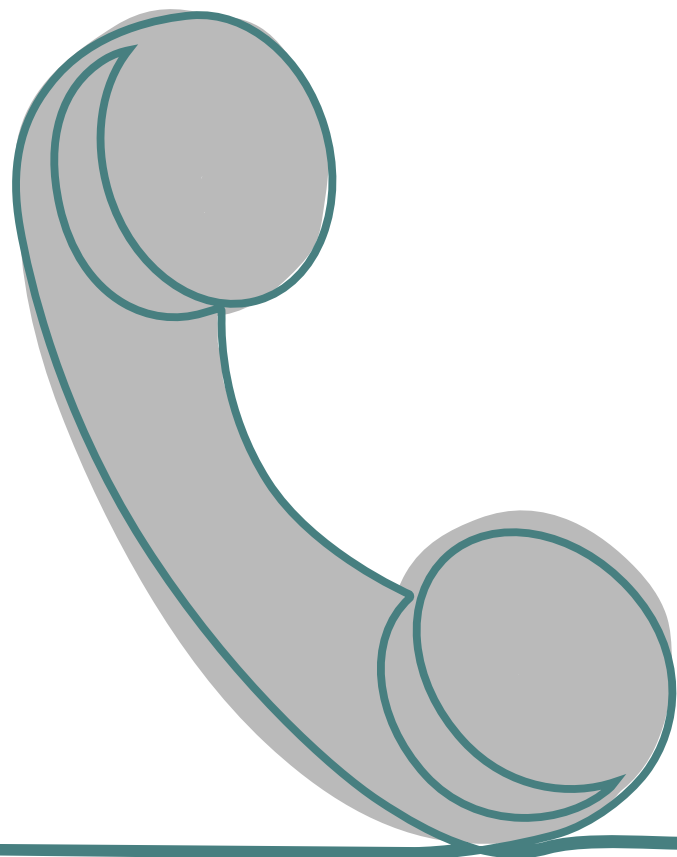


# External Communications

We received **77,274** documents electronically,  
and sent **23,540**.



This year, our team received **97,284** phone calls  
and made **37,716** outbound phone calls.



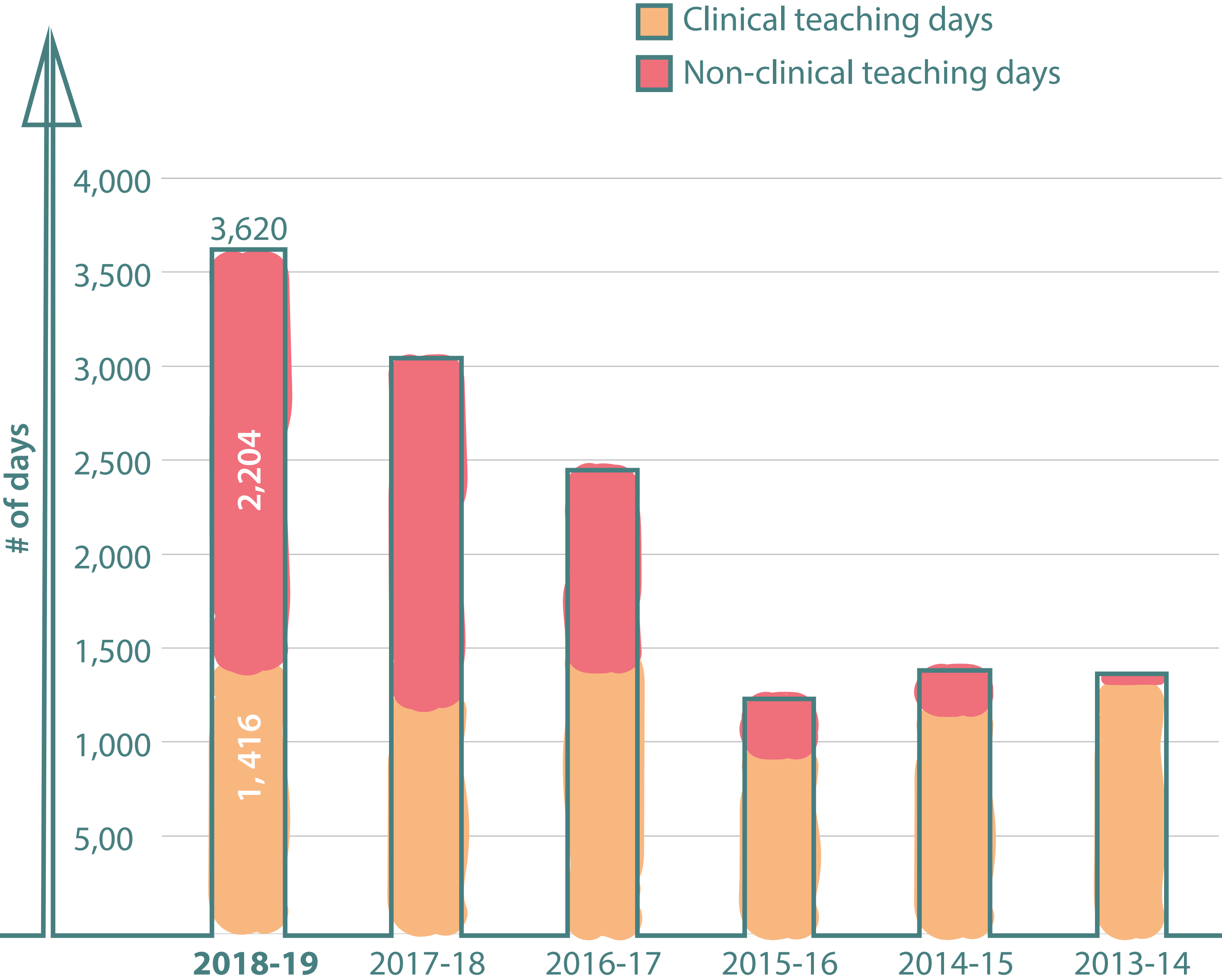
# Teaching

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.

**36** professional teaching days



# Medical Teaching



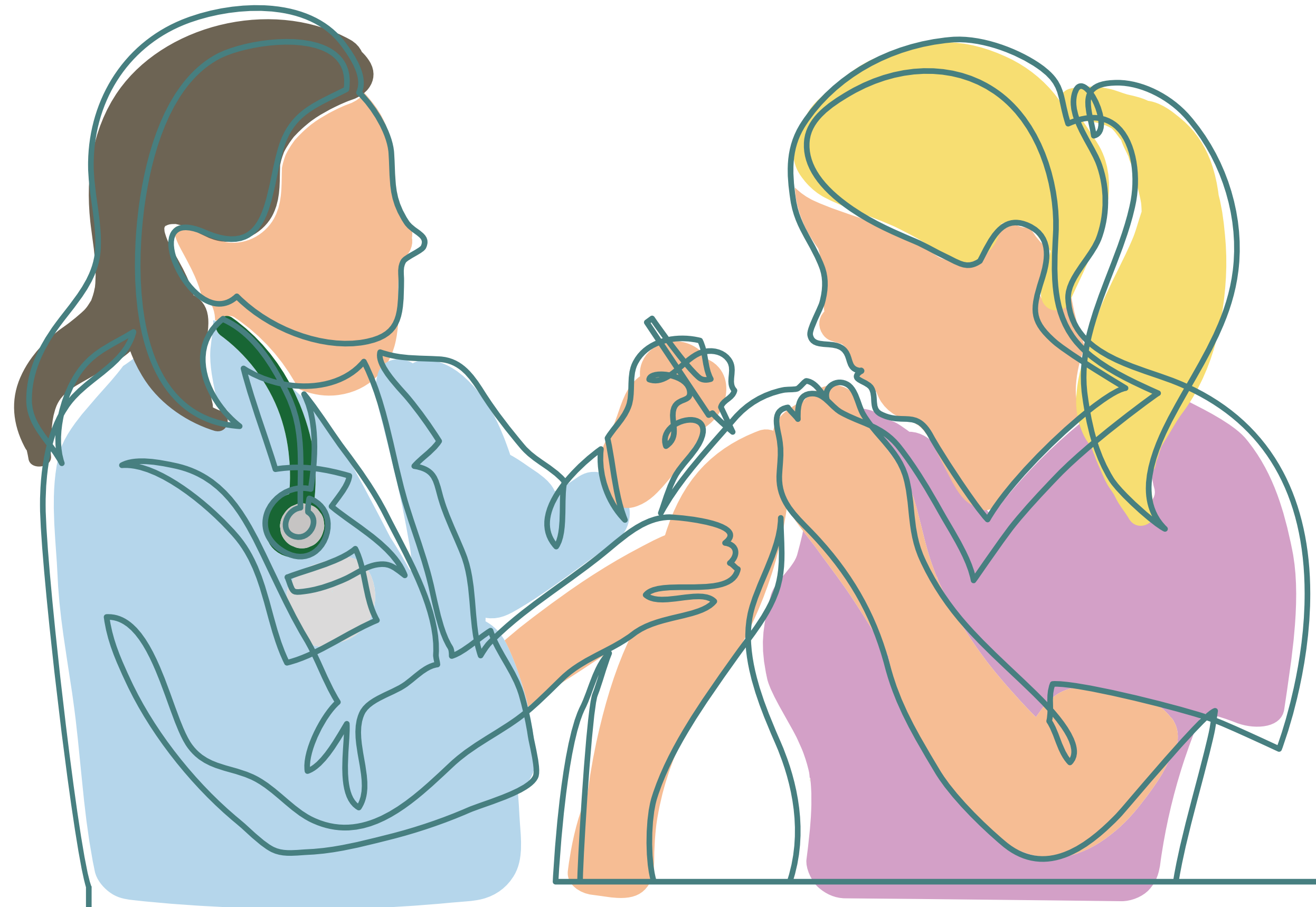


# Our Programs and Services

# Immunizations

**2,747**

visits for immunizations  
(children and adults)

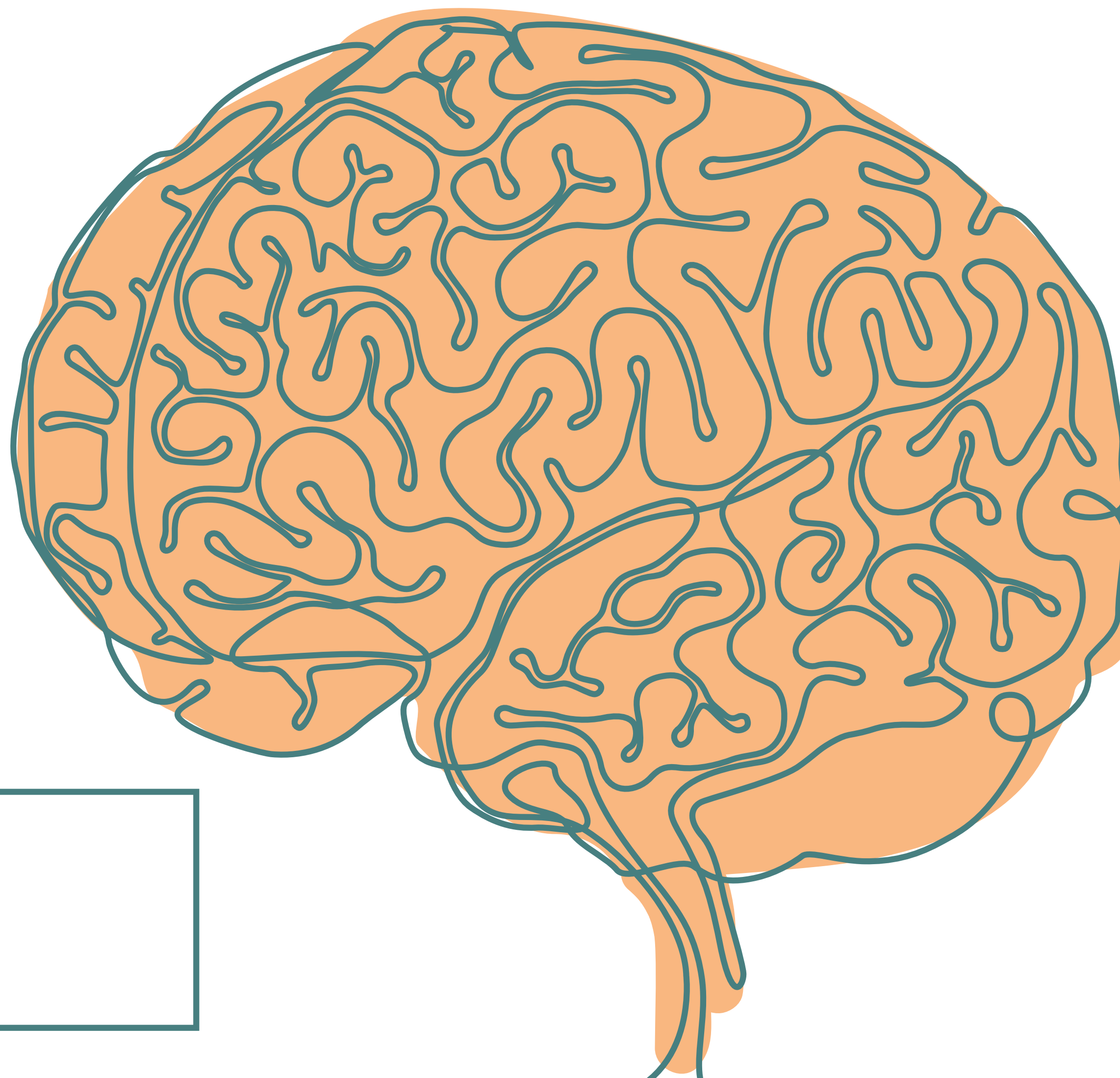


# Memory Clinic

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.

**14** clinic days

**48** patients evaluated



# 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.

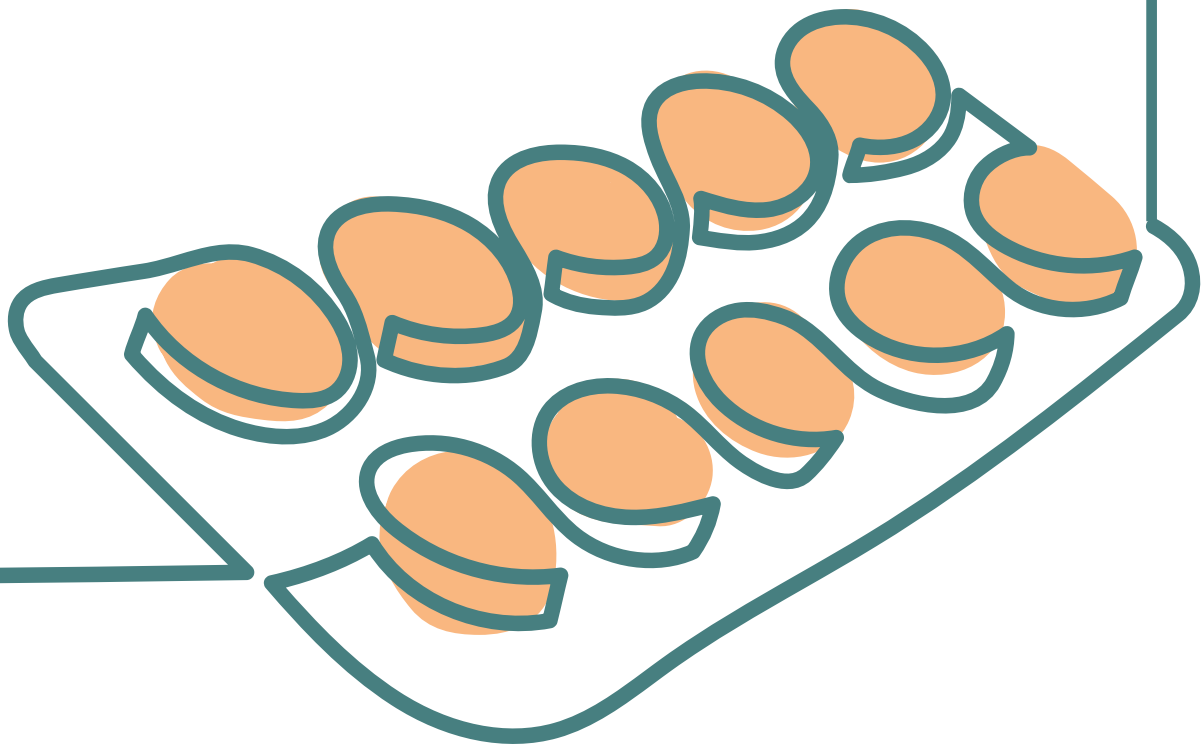
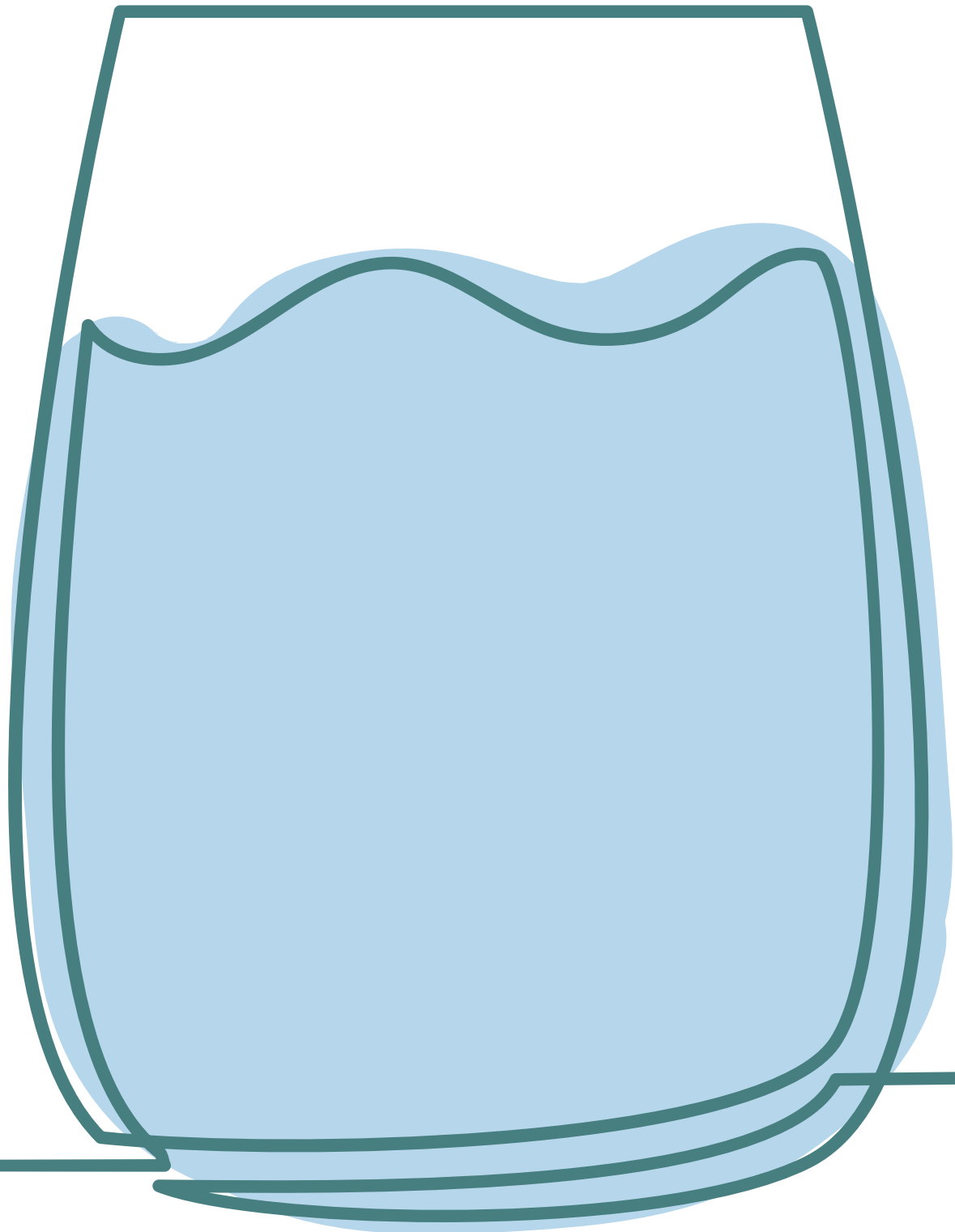
**208** psychological,  
psychiatric, and  
psychosocial  
assessments

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



# 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.



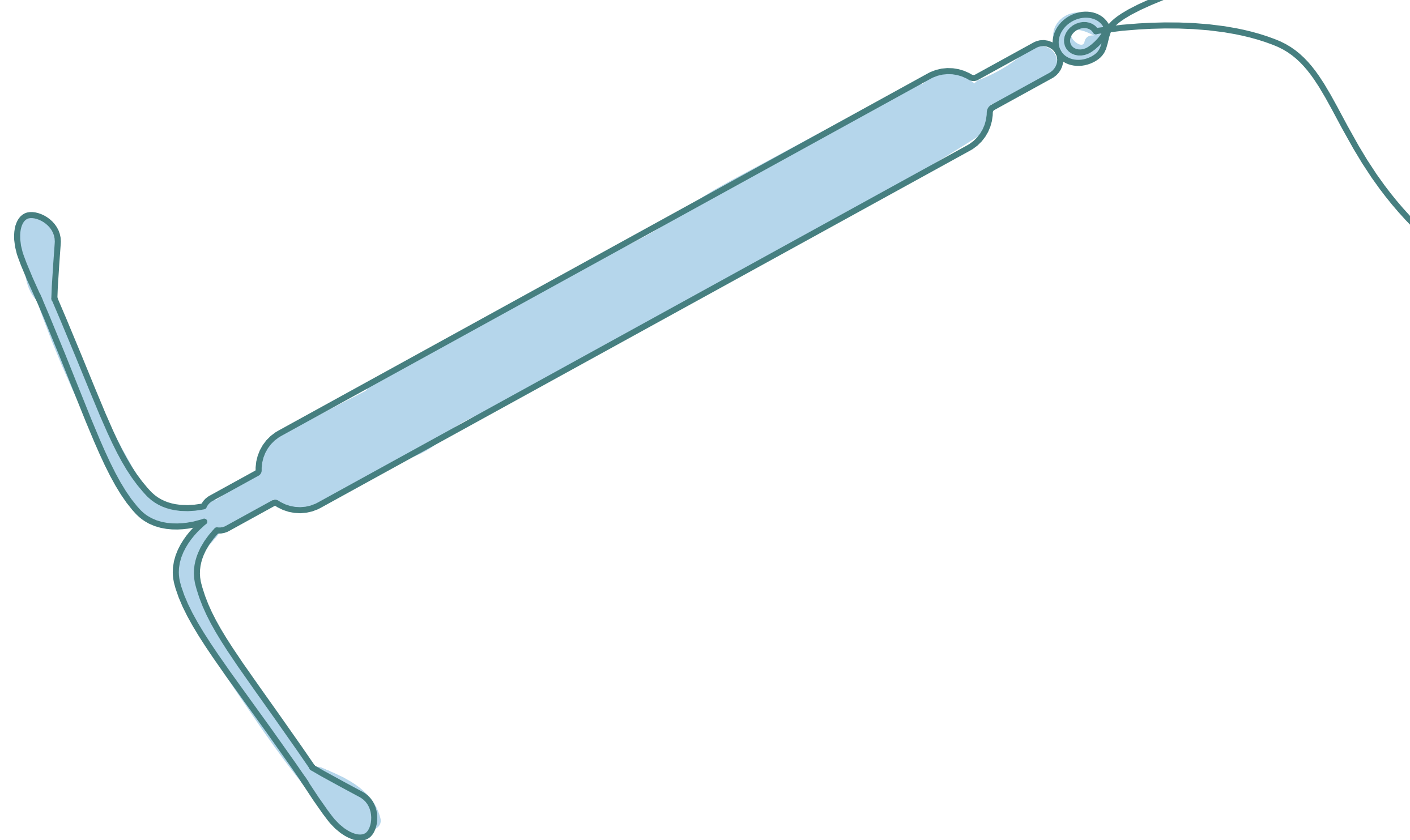
**287** chart reviews, clinical visits, and follow-ups with the pharmacist

**326** medication reconciliations completed



# IUD Insertion Program

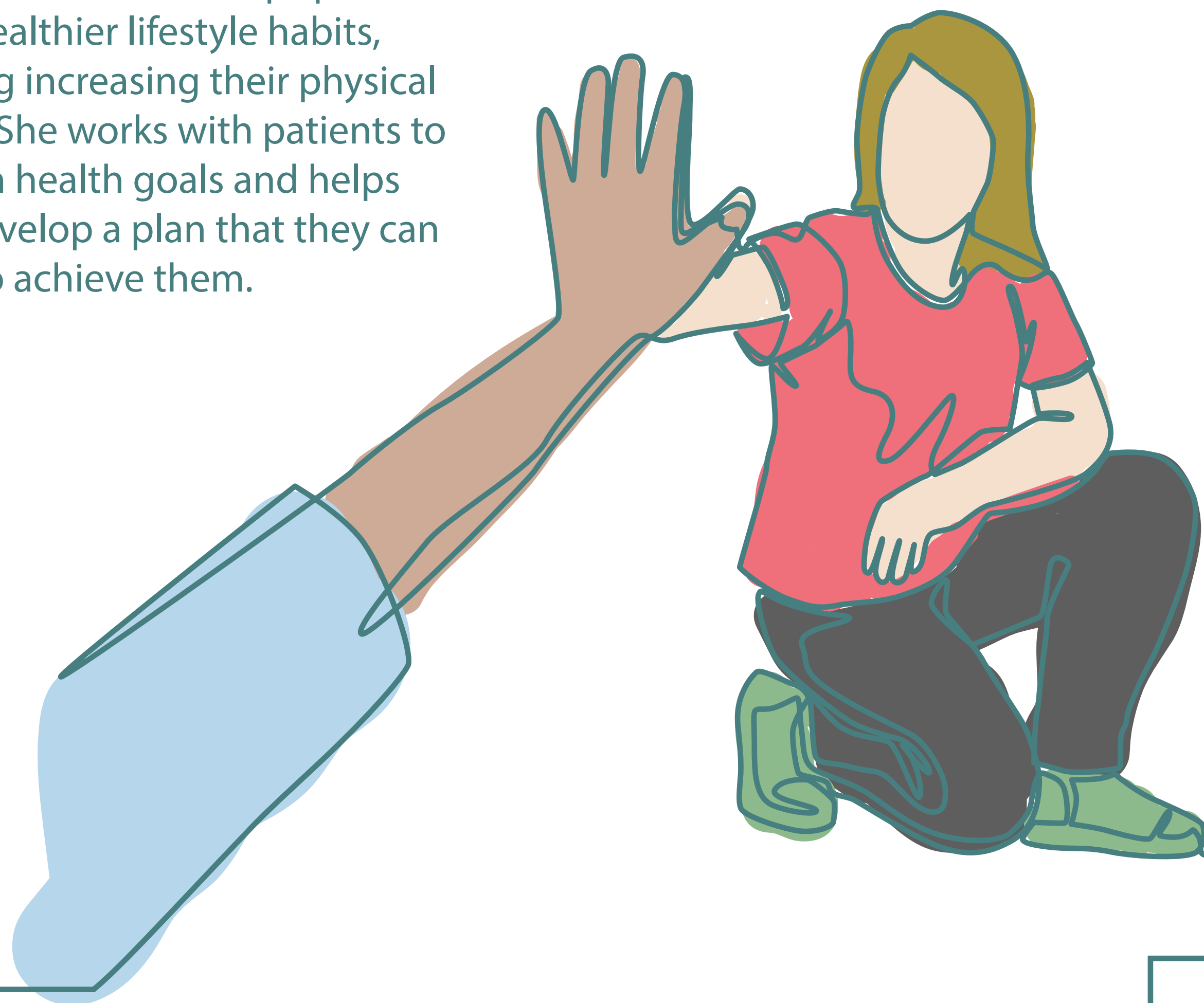
Our team offers an on-site IUD Insertion Program, to all of our eligible female patients that are seeking a simple method of contraception.



**37**  
patients have  
benefited from this  
service this year

# 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.



## 64%

of patients completed  
their sessions within a  
12-month period

## 43%

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.*

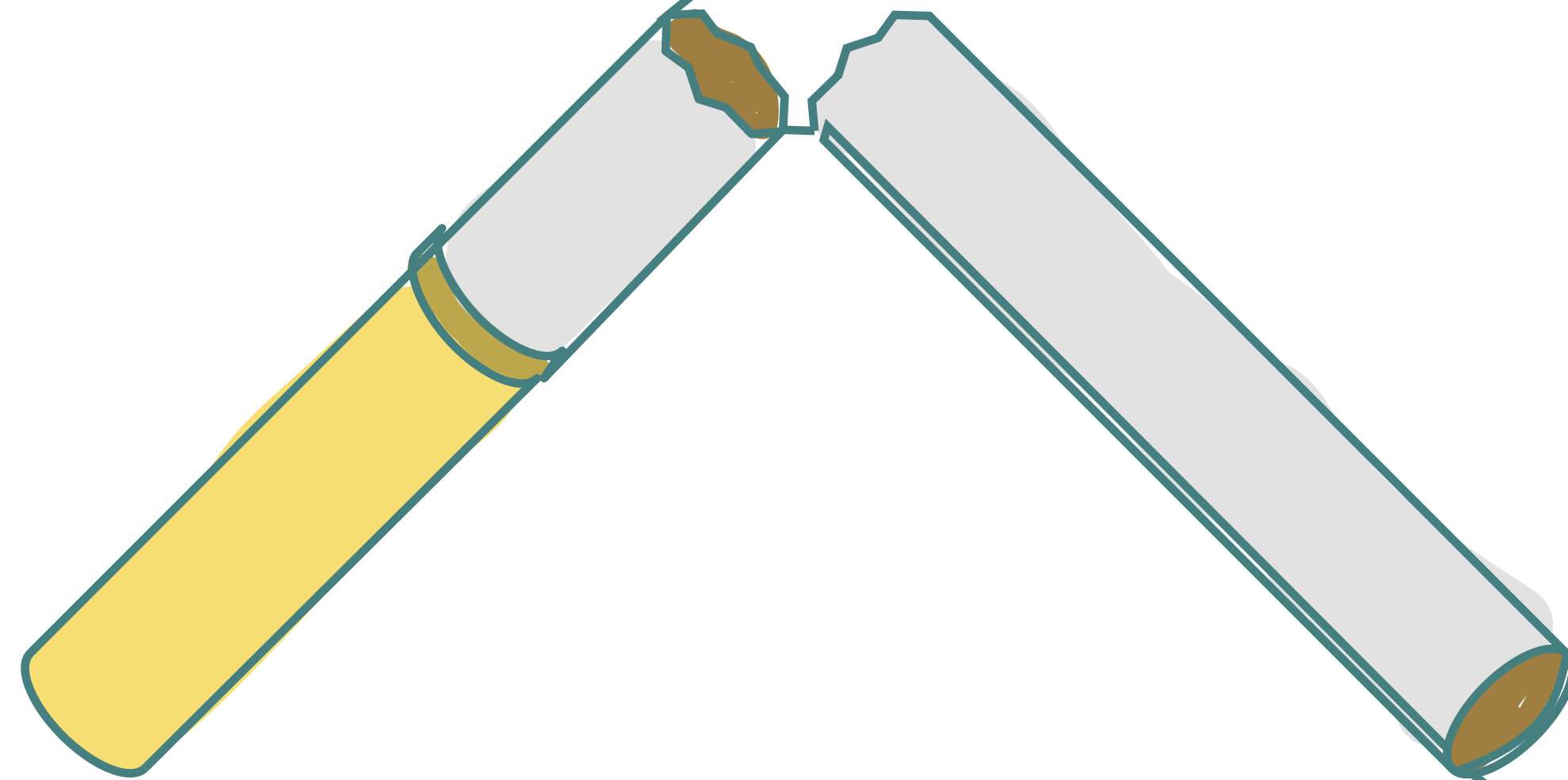
# Nutritional Counselling with Our Dietitians

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.



# Smoking Cessation Program

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



**88%**

of our patients who are smokers were advised to take steps to stop smoking

**18** patients quit smoking

# Service for the Treatment of STIs

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

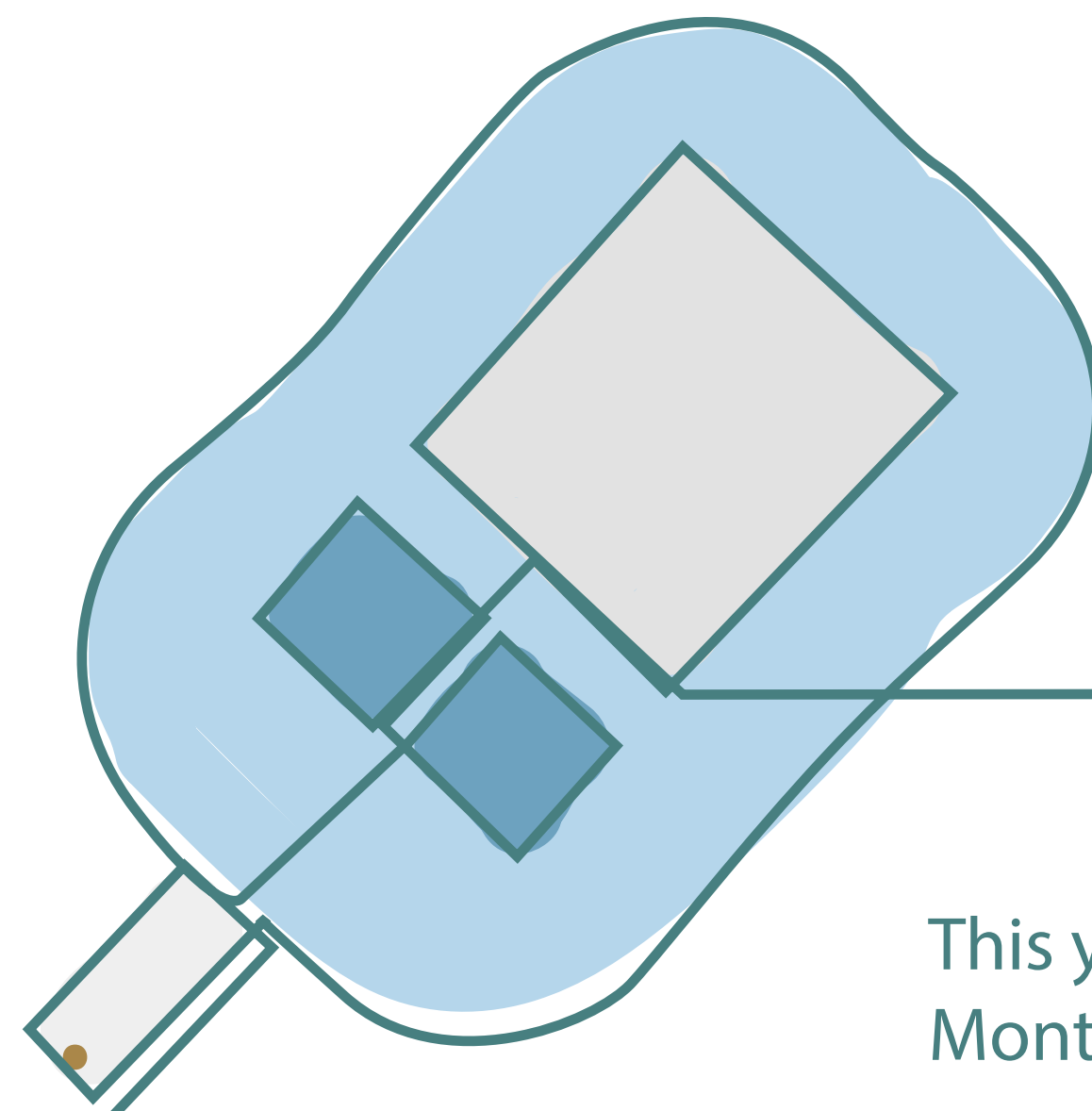
**22** patients received  
treatment for  
STIs





# Diabetes programs

Through our ongoing offer of diabetes education, we have reached those who are interested in exploring diabetes in a group format. Over the next year, we will explore different approaches to reach even more patients. We are now focusing our efforts on diabetes management with the goal of increasing the number of patients who's diabetes is well controlled.



This year, our team collaborated with the Research Institute at the Montfort Hospital, Dr. Céline Aguer, and her team as a partner in a research project on diabetes and mental health.

# Patient Experience Survey

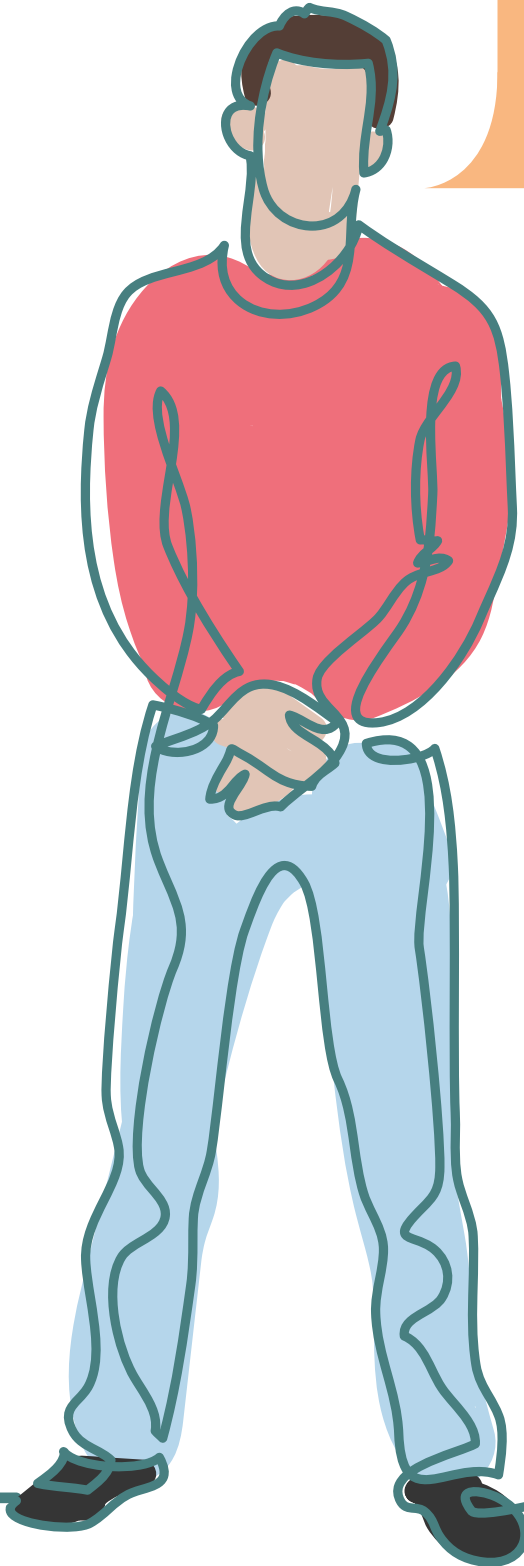
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# This year marks the sixth anniversary of the Annual Patient Experience Survey.

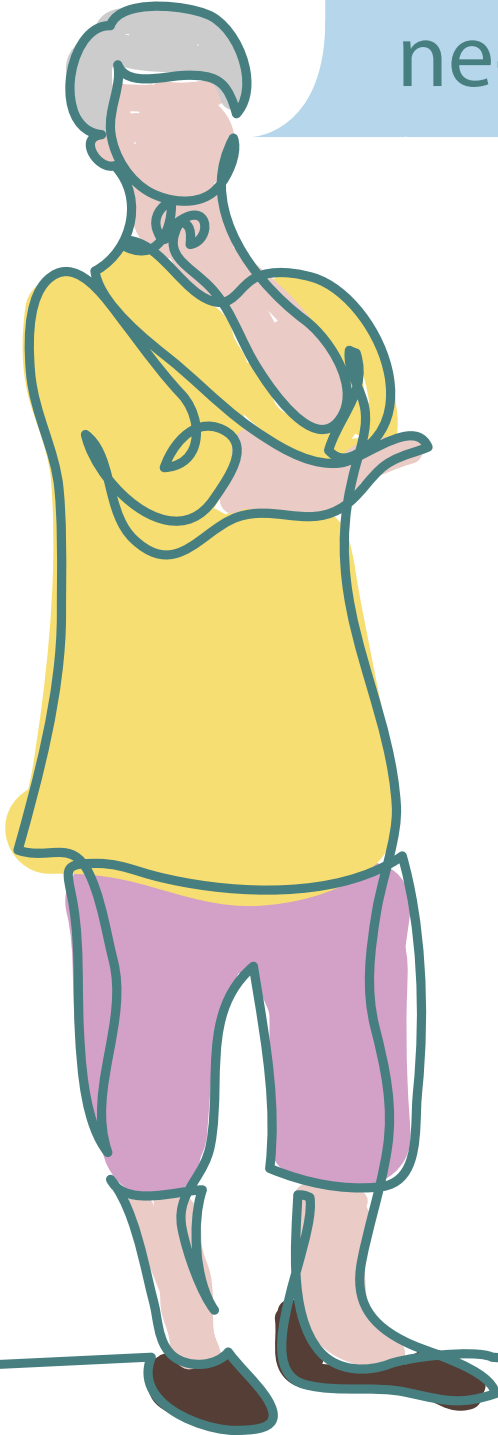
Number of patients surveyed at the MAFHT: 494  
Margin of error: ± 4,26%

	MAFHT	LHIN average
Patients feel that when visiting their doctor, he/she lets them say what is important to them.	97.9%	95.2%
Patients feel that when visiting their doctor, he/she takes their health concerns seriously.	96.7%	95.2%
Patients are satisfied with the ability to communicate in their language of choice.	99.0%	98.0%


# Some comments from our patients



I appreciate the opportunity to be served in my mother tongue.



Physicians listen to patients, and take the time to make sure that everything is heard and that the patient's needs are met.



I always receive excellent care from the physicians and staff.

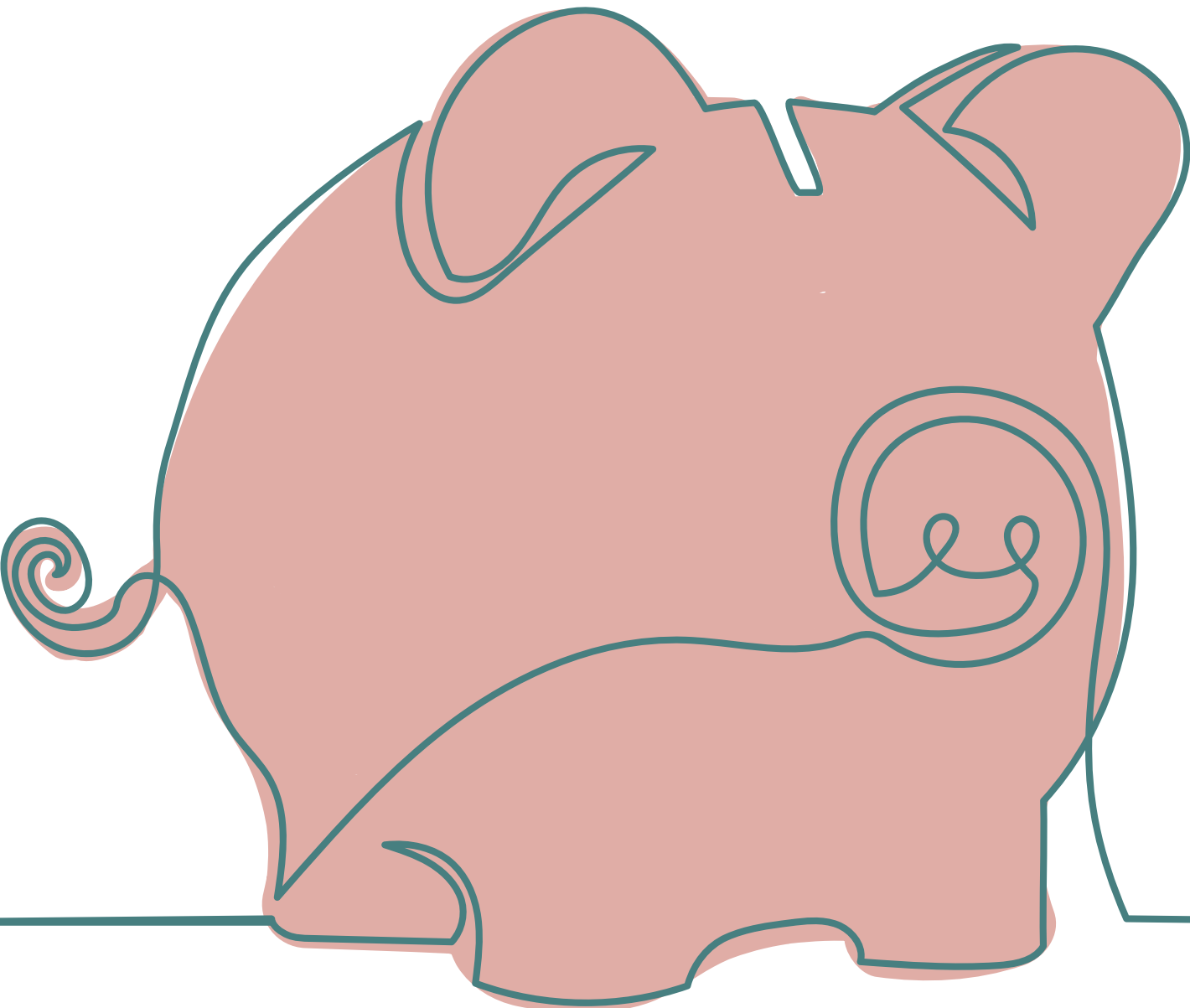
# Finances

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**FHT Expenses 2018-2019**

Salaries & Benefits	\$ 951,827
Operating Expenses	\$ 138,625
Rent	\$ 98,517
<b>Total</b>	<b>\$ 1,188,969</b>



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

## Vision

The vision of the Montfort Academic Family Health Team (MAFHT) is to maintain and improve the health of our patients by providing comprehensive and integrated care in both French and English, and to educate the francophone primary care physicians of the future.

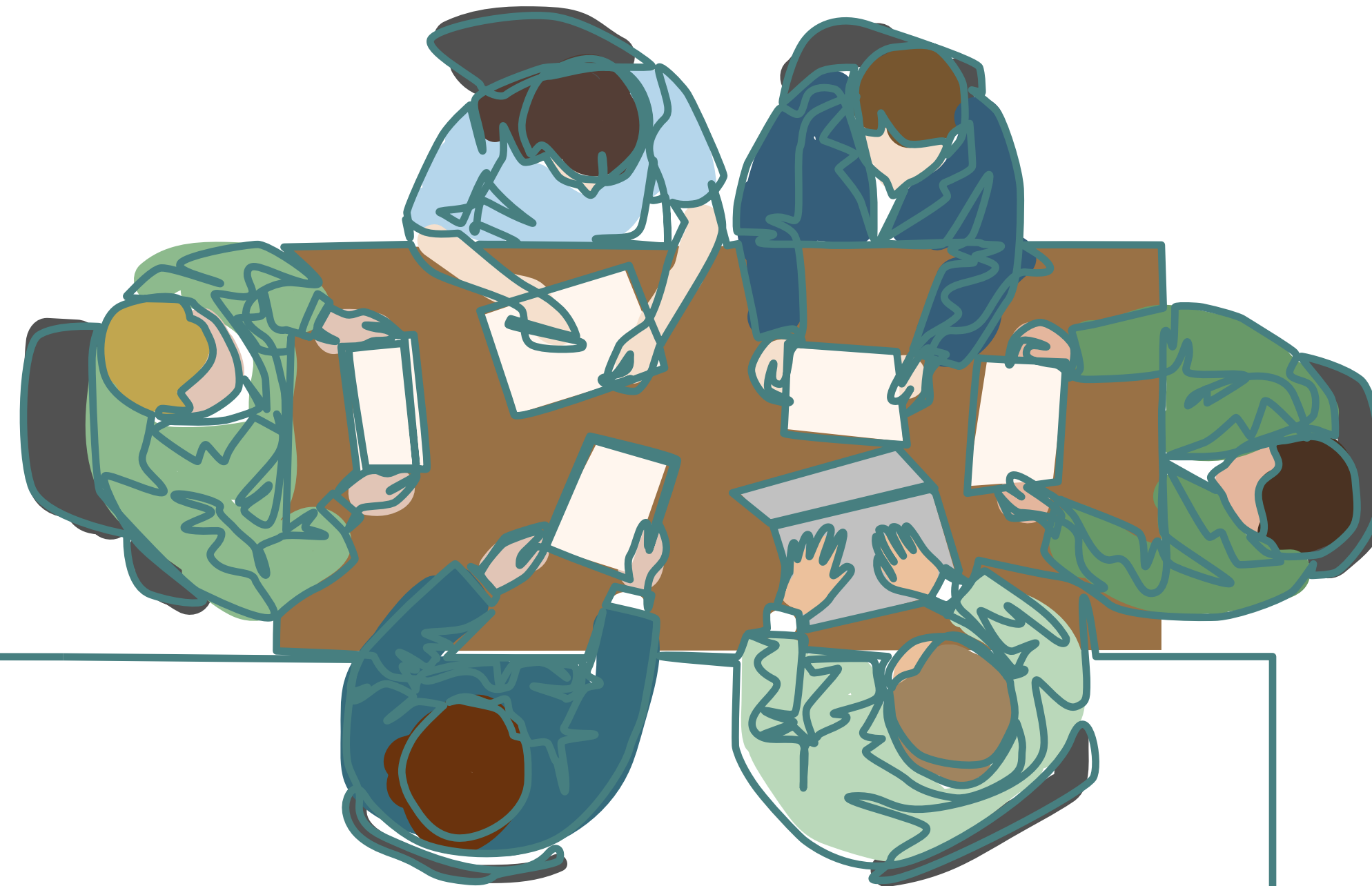
## Mission

The Mission of the MAFHT is to provide our patients with access to top-quality comprehensive and continuous care; work with the University of Ottawa to offer our medical students and students of other allied health professions the best possible French-language education; continually develop, evaluate and refine evidence-based best practices for team-based family medicine; and as a member of the University of Ottawa's Department of Family Medicine, fulfill our responsibilities to develop the physicians of the future.



## Board of Directors

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André Veilleux, Executive Director



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