



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.

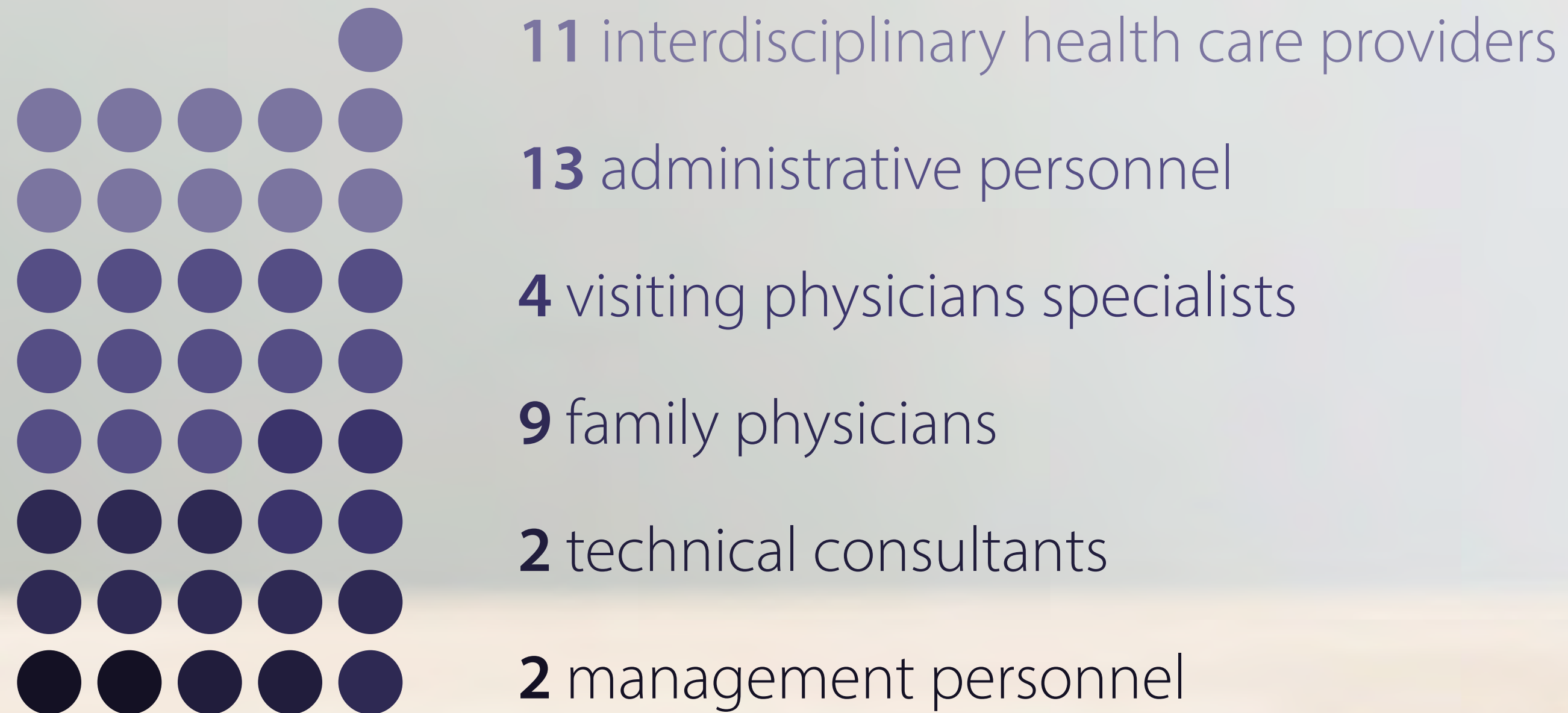
Mission

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.



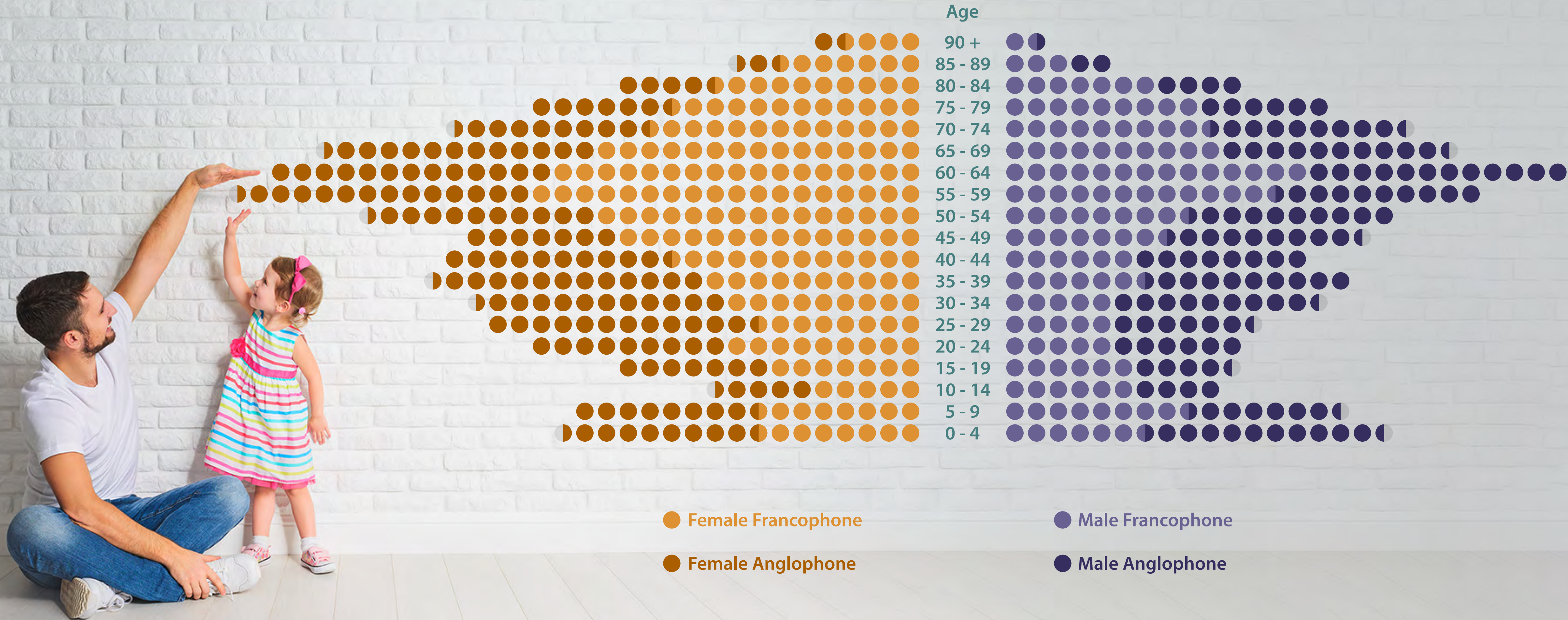
The Team

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



Our Patients

Total enrolled: 7,631 patients



Linguistic Profile

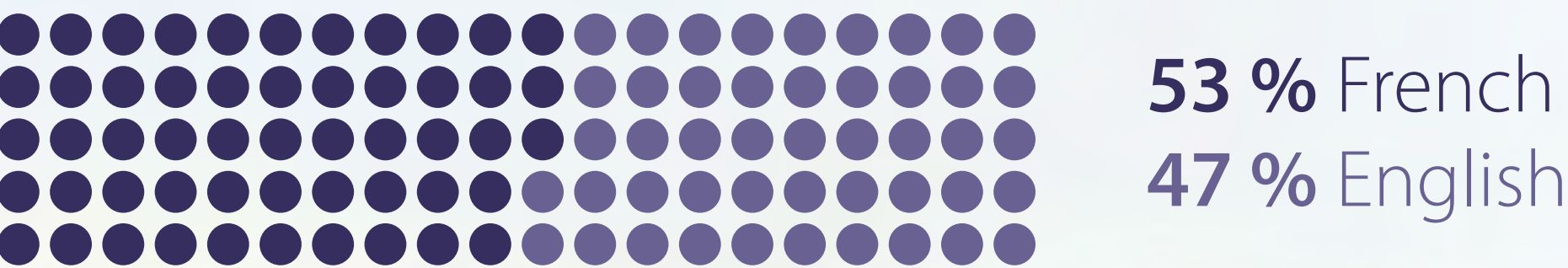
As part of our Quality Improvement Plan, we conducted a survey to determine each patient's preferred official language for service, as well as their mother tongue.

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

Mother tongue

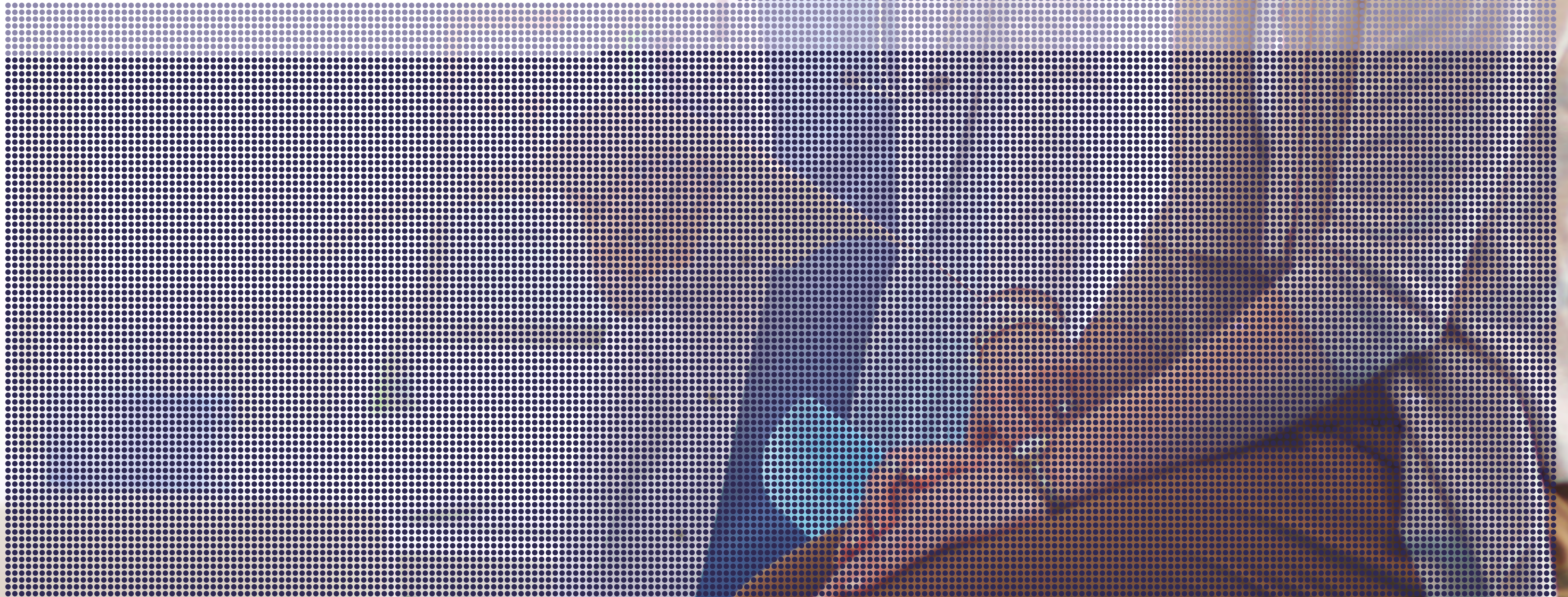


Preferred official language



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



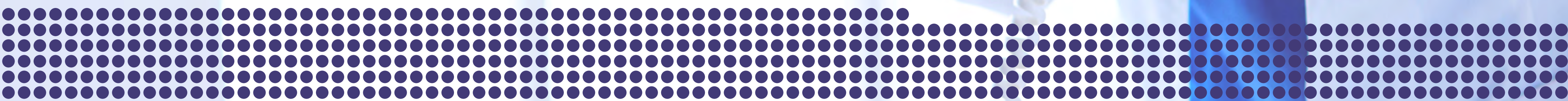
Committees : 75 hours



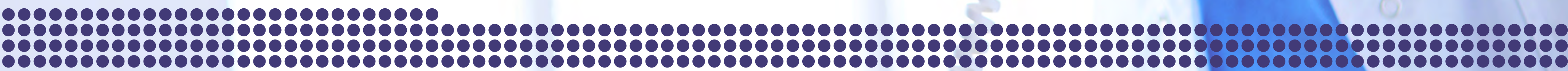
Meetings : 129 hours



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 man with a beard and a woman with dark hair are shown in a close-up, medium shot. The man is on the left, looking towards the woman on the right. The woman is smiling and looking towards the camera. They are both wearing light-colored shirts. The background is a bright, out-of-focus indoor setting.

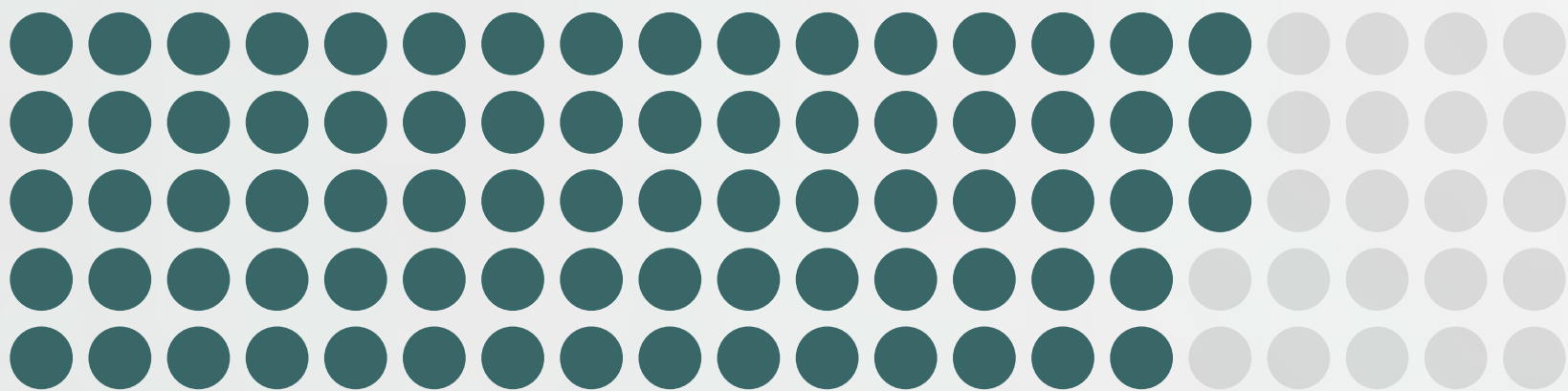
Our Programs and Services

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.

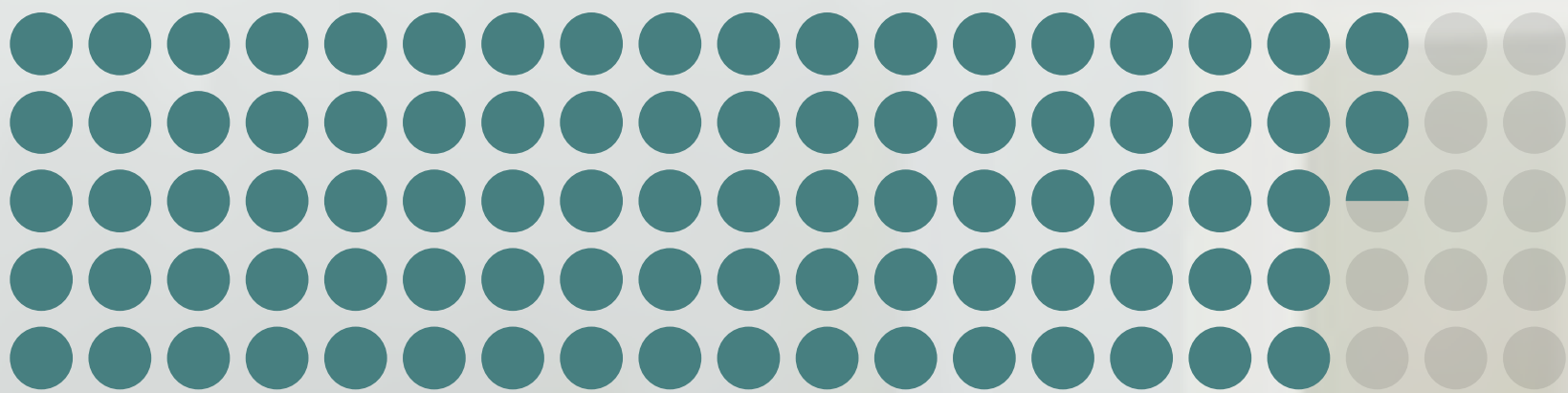
Smoking Cessation

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



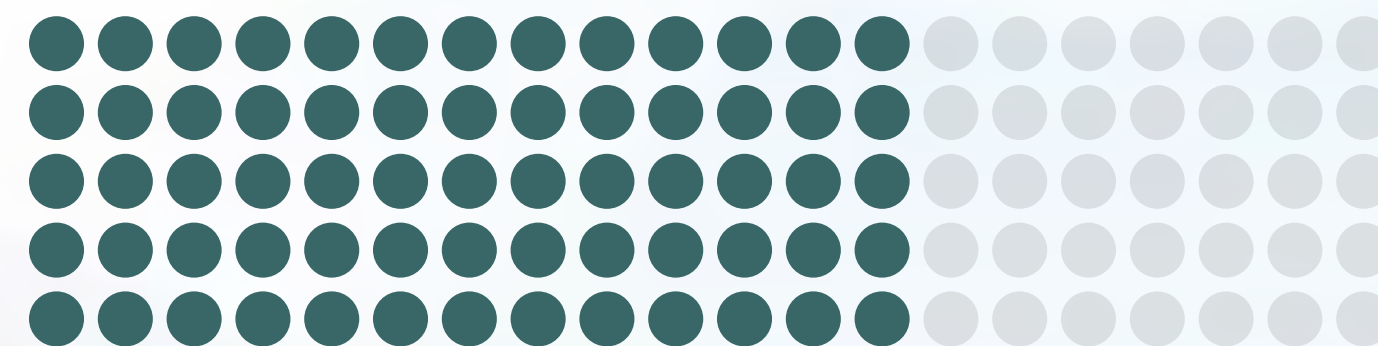
87.5% of patients who completed a Quit Plan visit made a plan to quit smoking



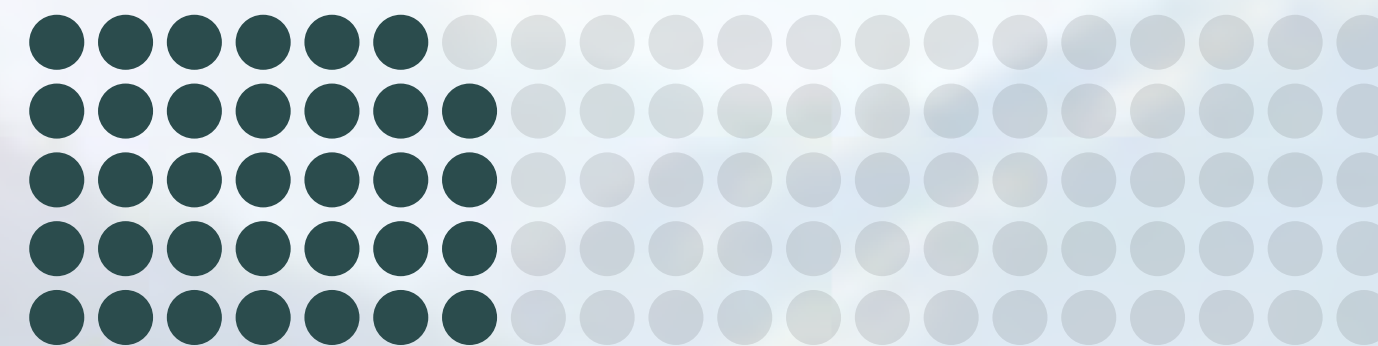
Services Offered by Our Health Educator

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 *



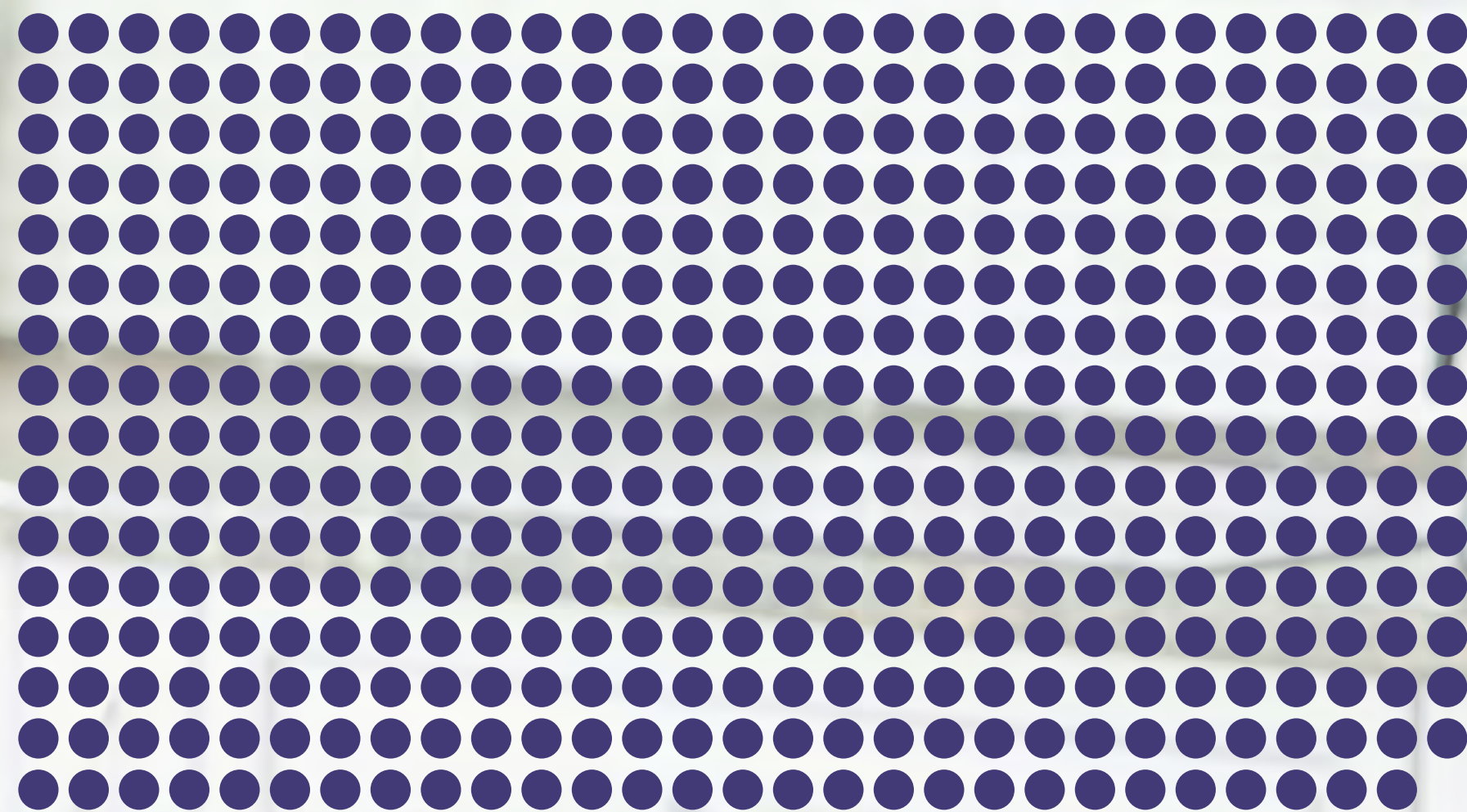
** Important to note: only 8% of goal-setters are successful in reaching their goals without the expertise and encouragement we offer.*



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.

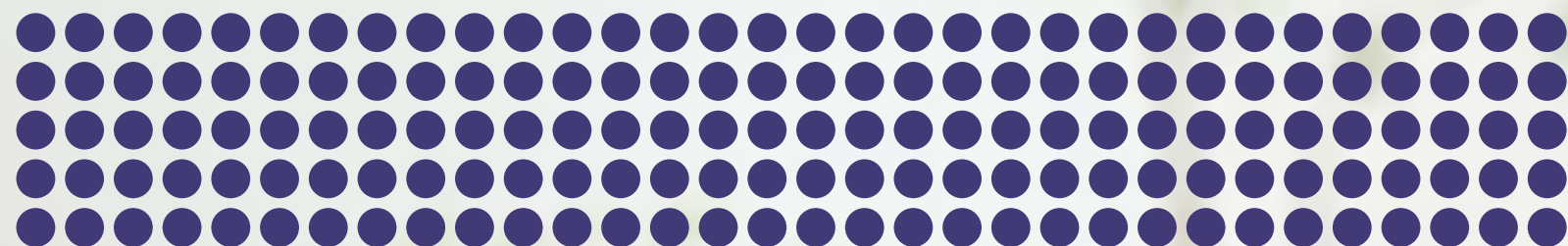
We are also focusing on diabetes management with a goal of increasing the number of patients with well-controlled diabetes.



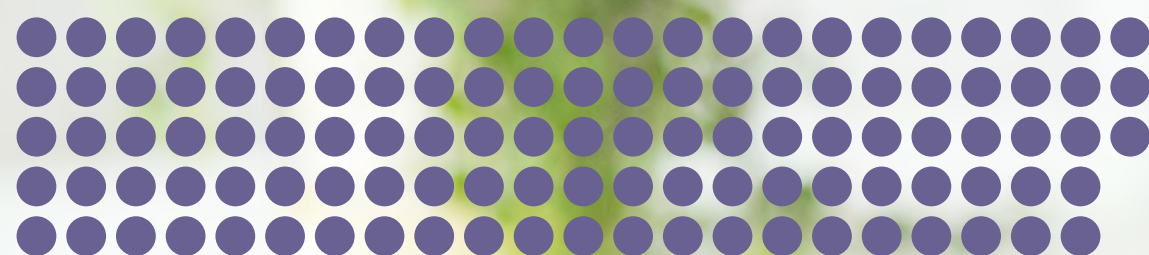
Mental Health Program

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

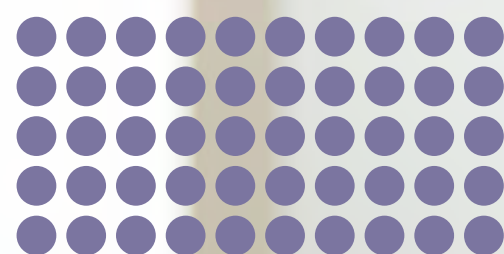
160 psychological, psychiatric, and psychosocial assessments



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



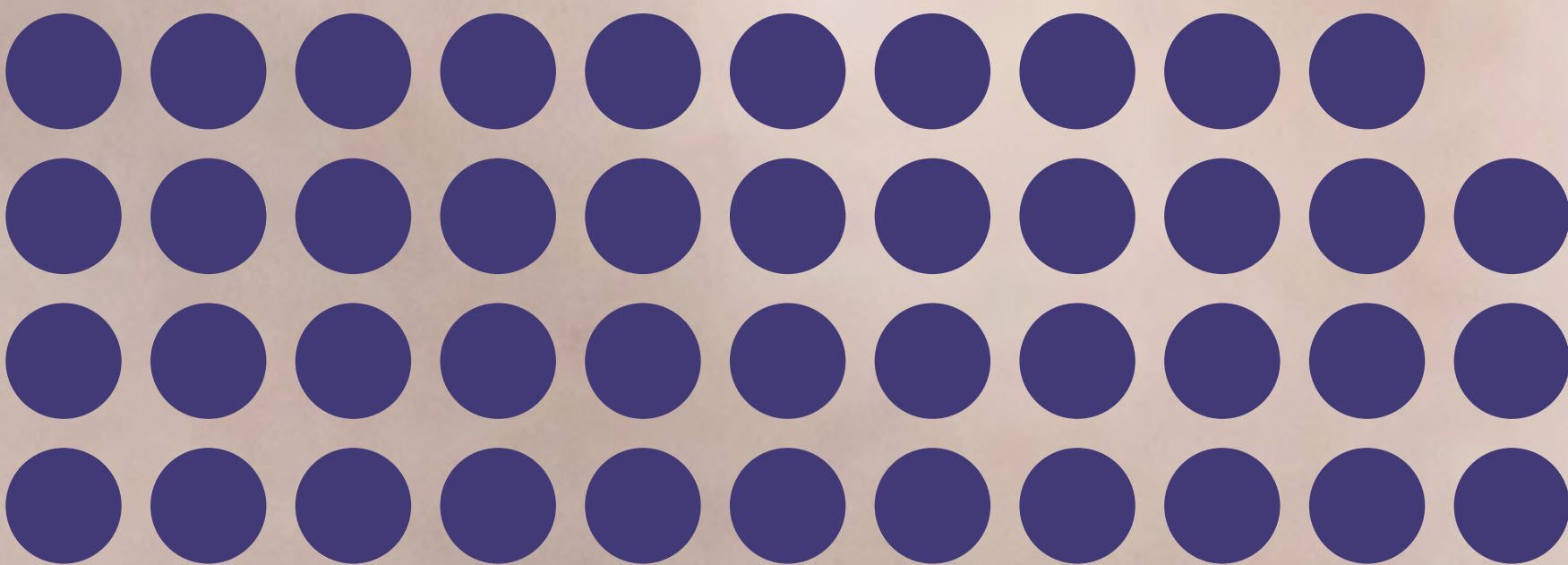
14 clinic days



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.

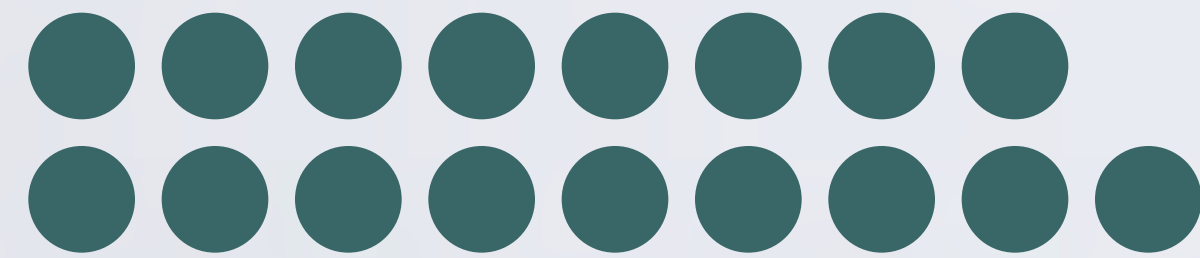
43 patients have benefited from this service this year



Service for the Treatment of STIs

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

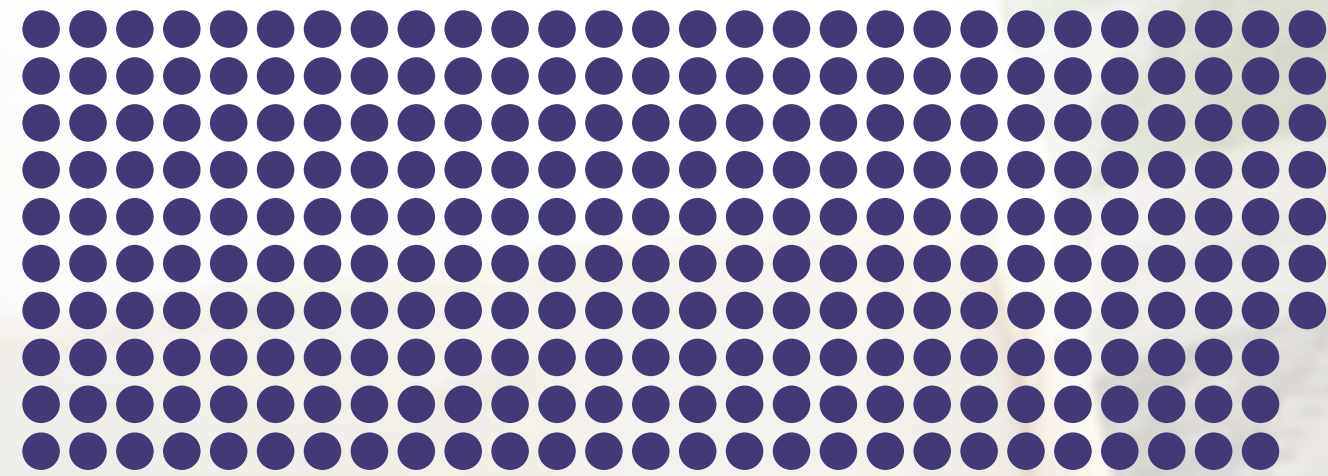
17 patients received treatment for STIs



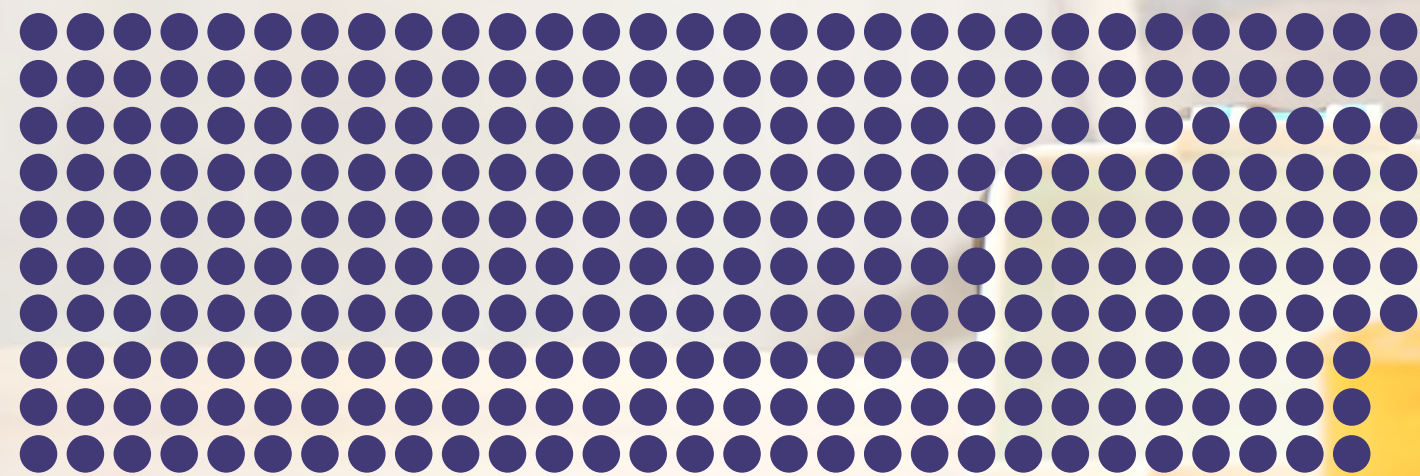
Polypharmacy Program

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

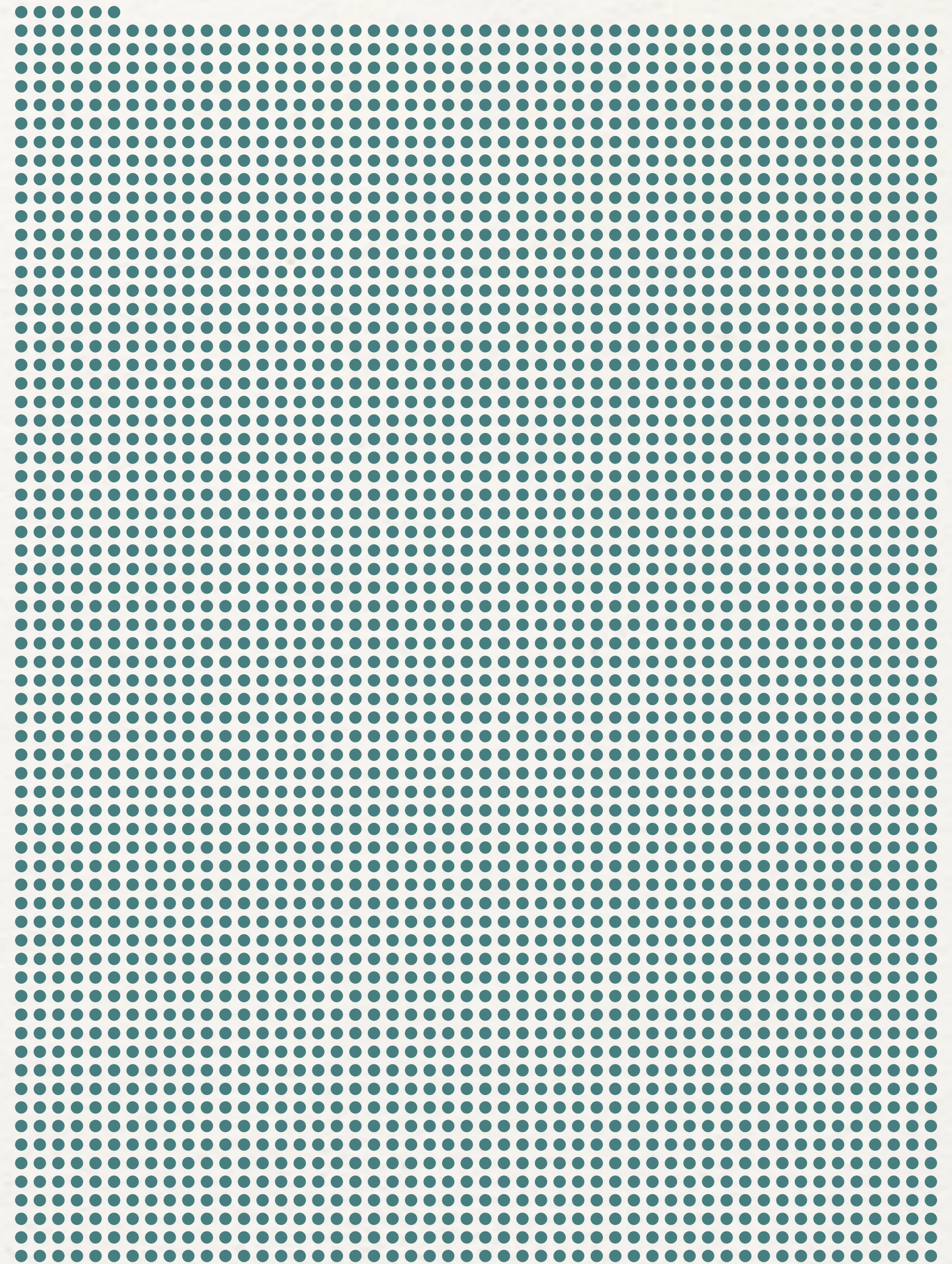


297 medication reconciliations completed



Immunisation

3,356 visits for child and adult immunisations



Patient Experience Survey

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

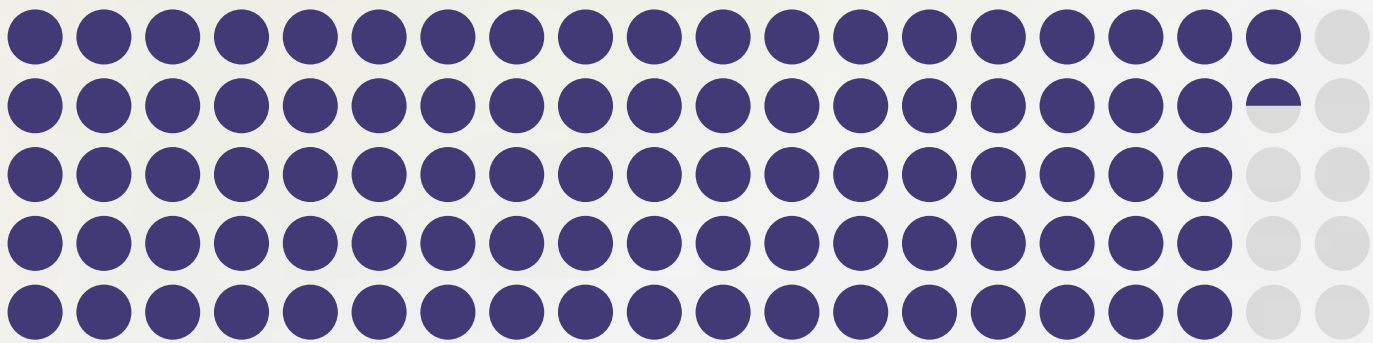


The results

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.

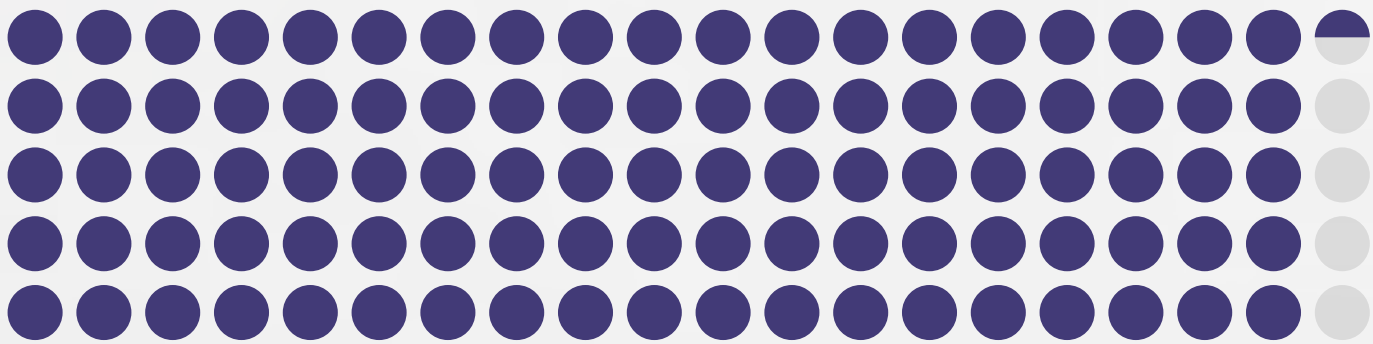
Patients feel comfortable discussing their personal health issues with their health care provider.



MAFHT
LHIN
average

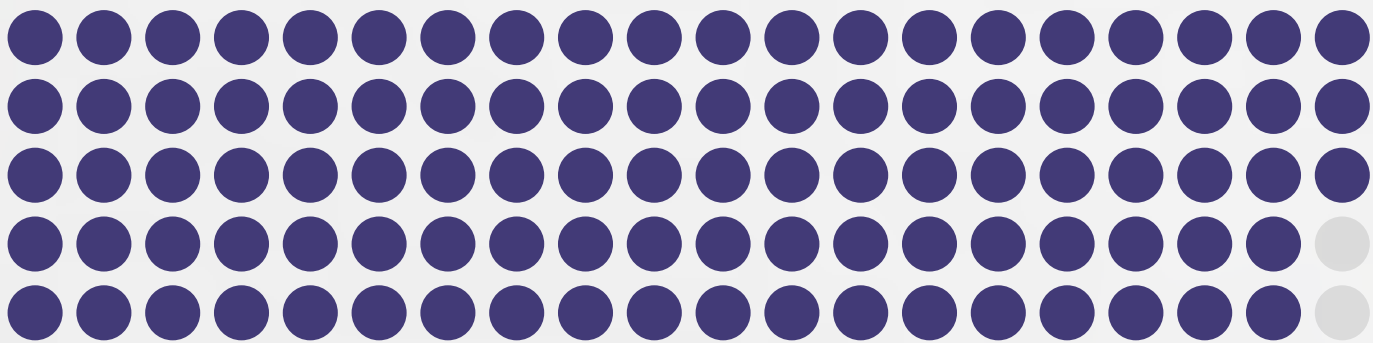
91.6%
91.2%

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



95.5%
93.7%

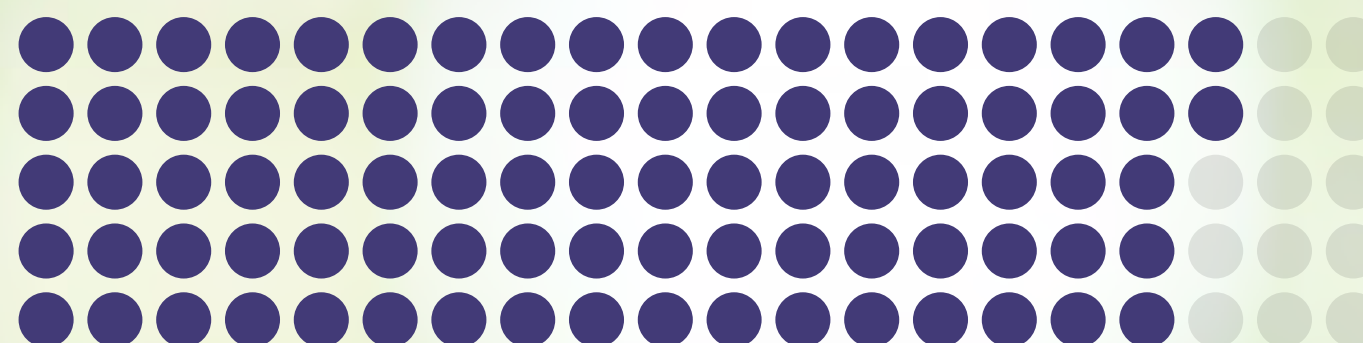
Patients are satisfied with the ability to communicate with their health care provider or physician in the language of their choice.



98.3%
98.3%



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



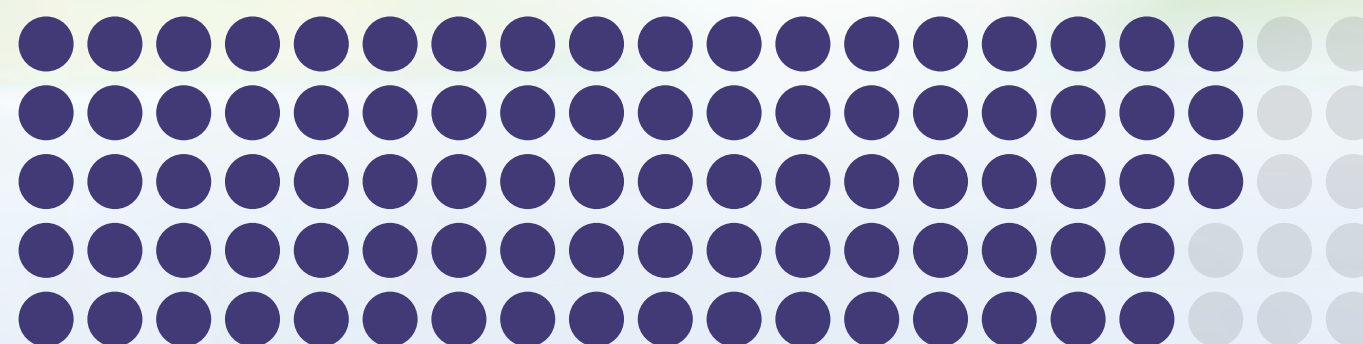
MAFHT

86.9%

LHIN
average

90.5%

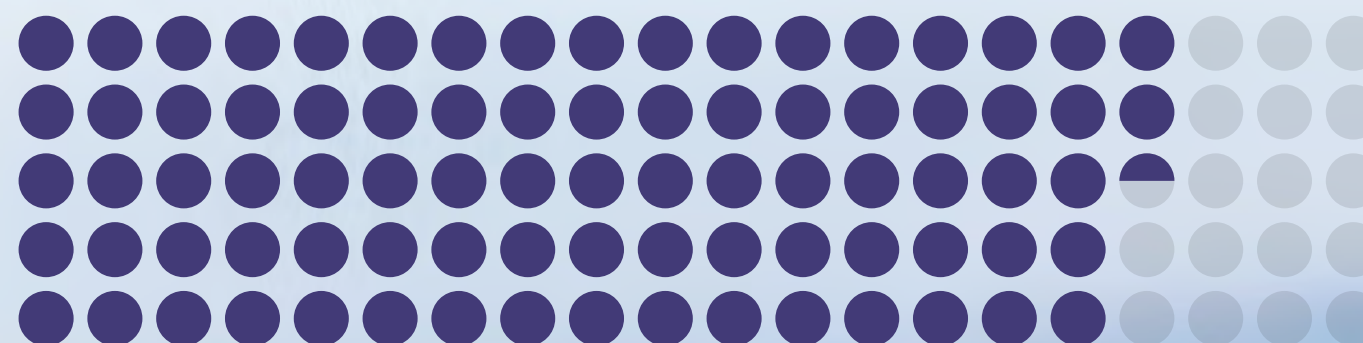
Patients are satisfied or very satisfied with the types of wellness programs and services offered by health care professionals.



88.3%

86.3%

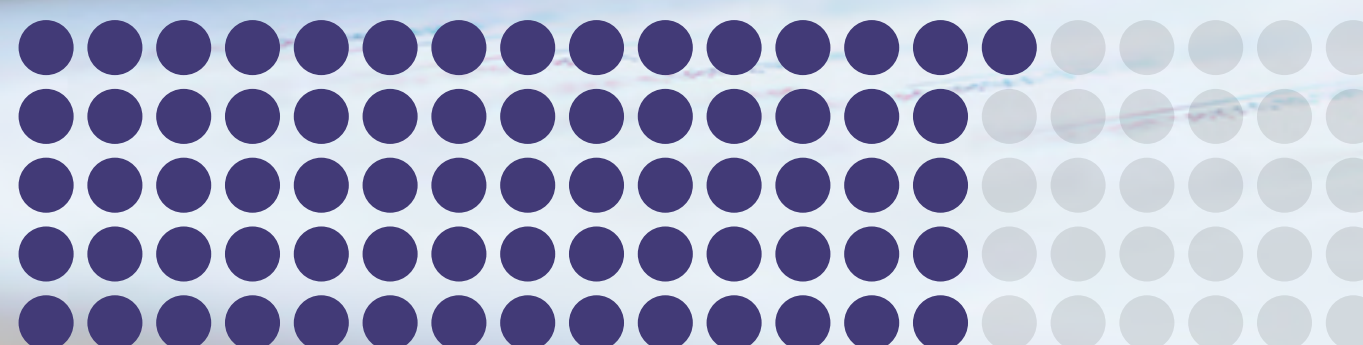
Satisfaction with wait time between making an appointment and seeing a nurse or dietitian.



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

A diverse group of patients, including a woman with long brown hair, a woman with curly dark hair, and several men, are sitting in a row and clapping. They are all smiling and looking towards the right side of the frame. The background is a bright, white brick wall with large windows.

“ 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.





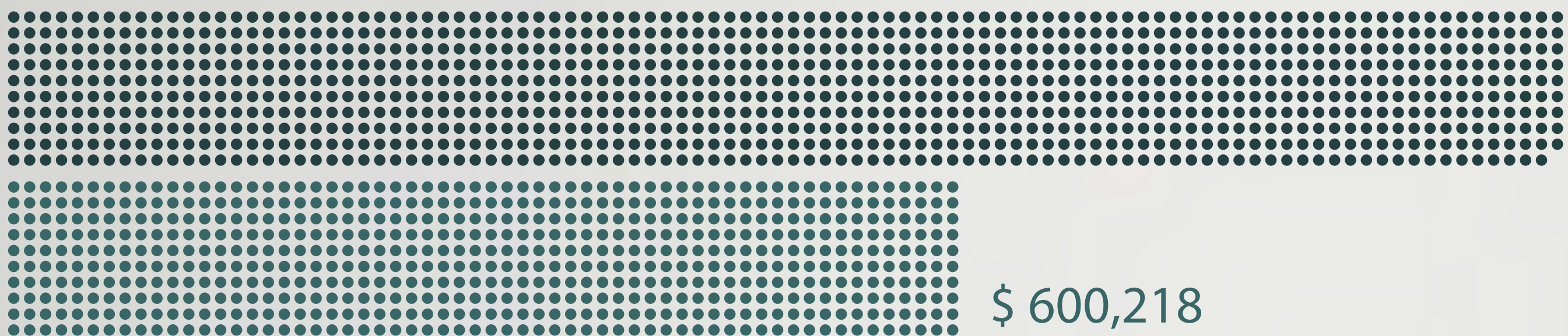
Strategic Plan

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

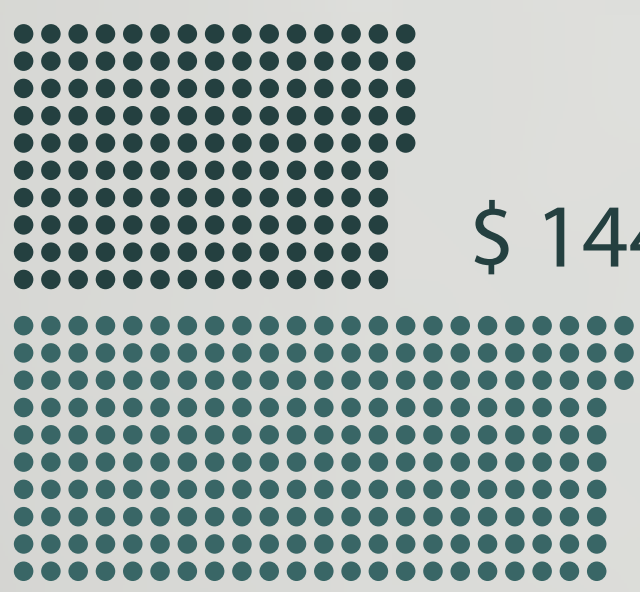
Salaries &
Benefits



\$ 978,872

\$ 600,218

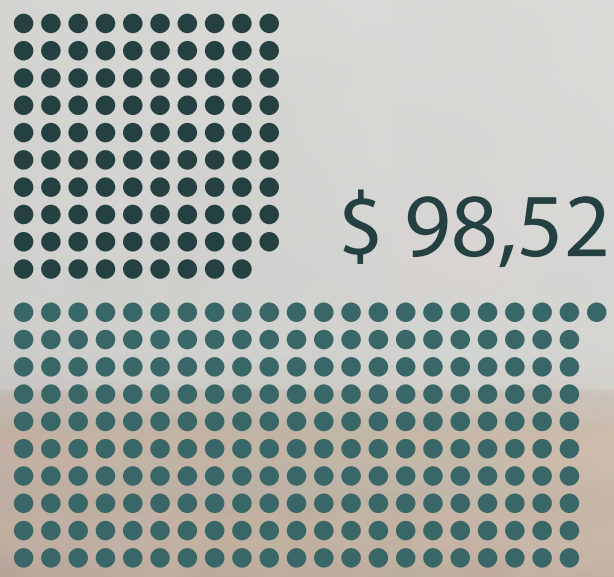
Operating
Expenses



\$ 144,914

\$ 223,131

Rent



\$ 98,520

\$ 210,886



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



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