



Montfort Academic Family Health Team

Annual Report

2020 - 2021

Patient Population and Visit Statistics

Number of appointments:

19,942 **and** **6,658**
medical appointments interdisciplinary care visits

Language profile:

53 : 47
(French : English)

Population at the MAFHT:

7,648
enrolled patients



Composition of the team

The team is comprised of 39 members, bringing a variety of skills, ideas, and perspectives that contribute to our success.

2

managers

9

family physicians

10

interdisciplinary health care providers

12

administrative staff members

4

visiting specialist physicians

2

technical consultants



Activities

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

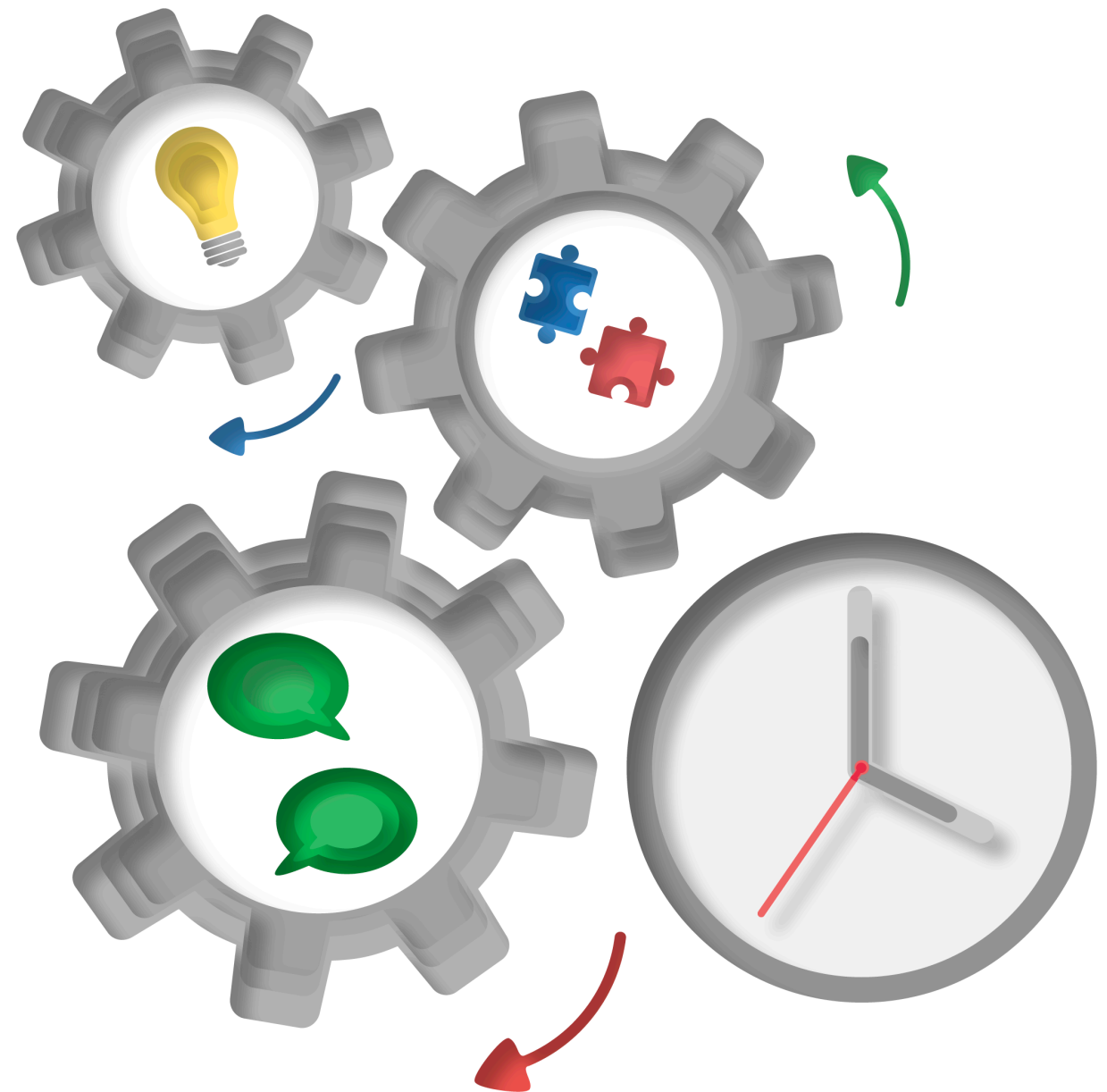
157 hours
meetings with FHT

44 hours
committees

134 hours
meetings

446 days
hospital tasks

3,124 hours
administration



Teaching

ESFAM is proud to be a teaching unit of the Department of Family Medicine at the University of Ottawa. We work to provide medical and other health professions learners with the best possible education in French.

This year, due to the COVID-19 pandemic, the team did fewer clinical teaching days, however, we were able to increase our non-clinical teaching days and as a result, our total number of teaching days increased from 3,735 last year to 4,268 this year.

65

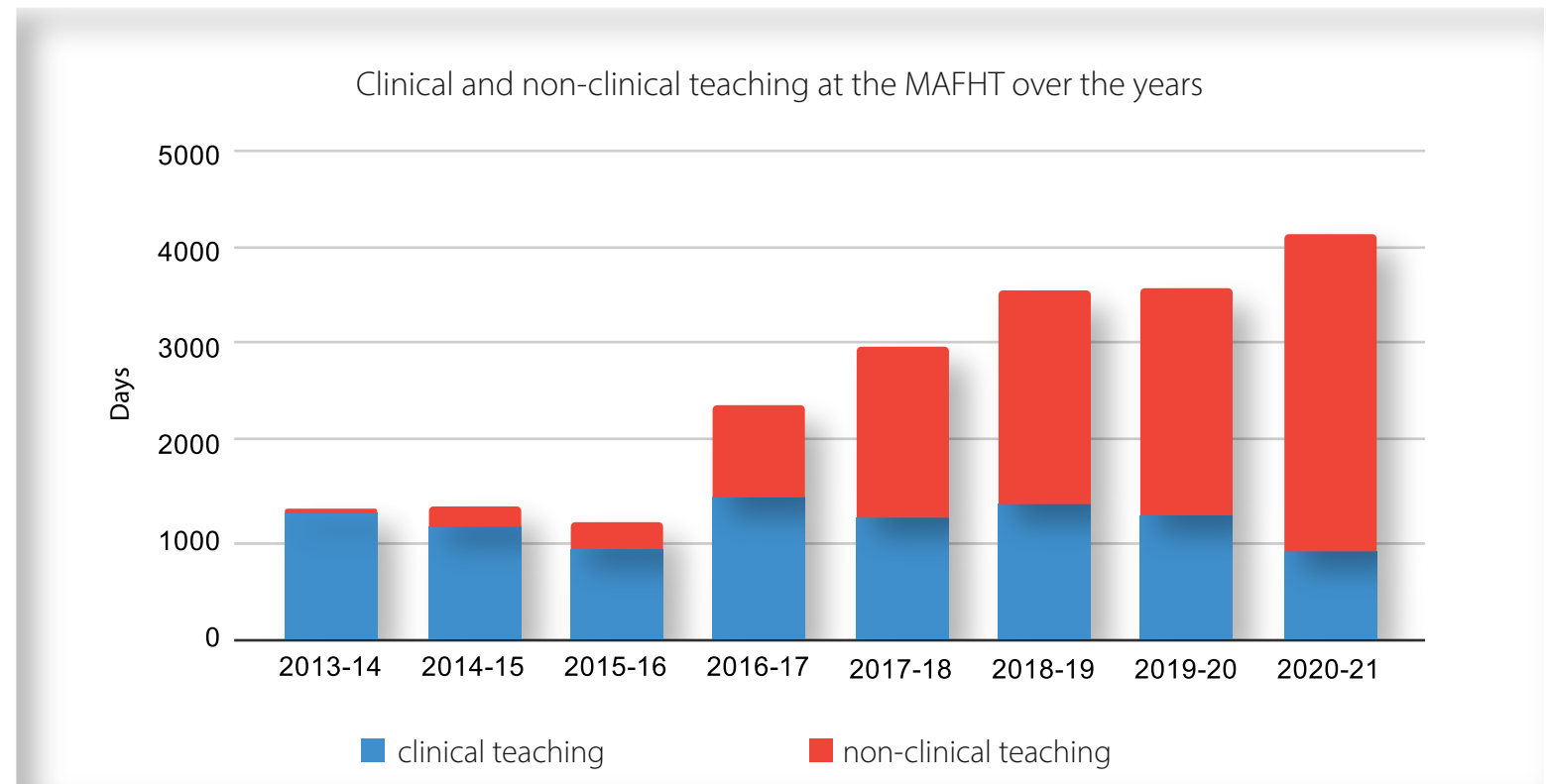
professional teaching
days

916

clinical teaching days

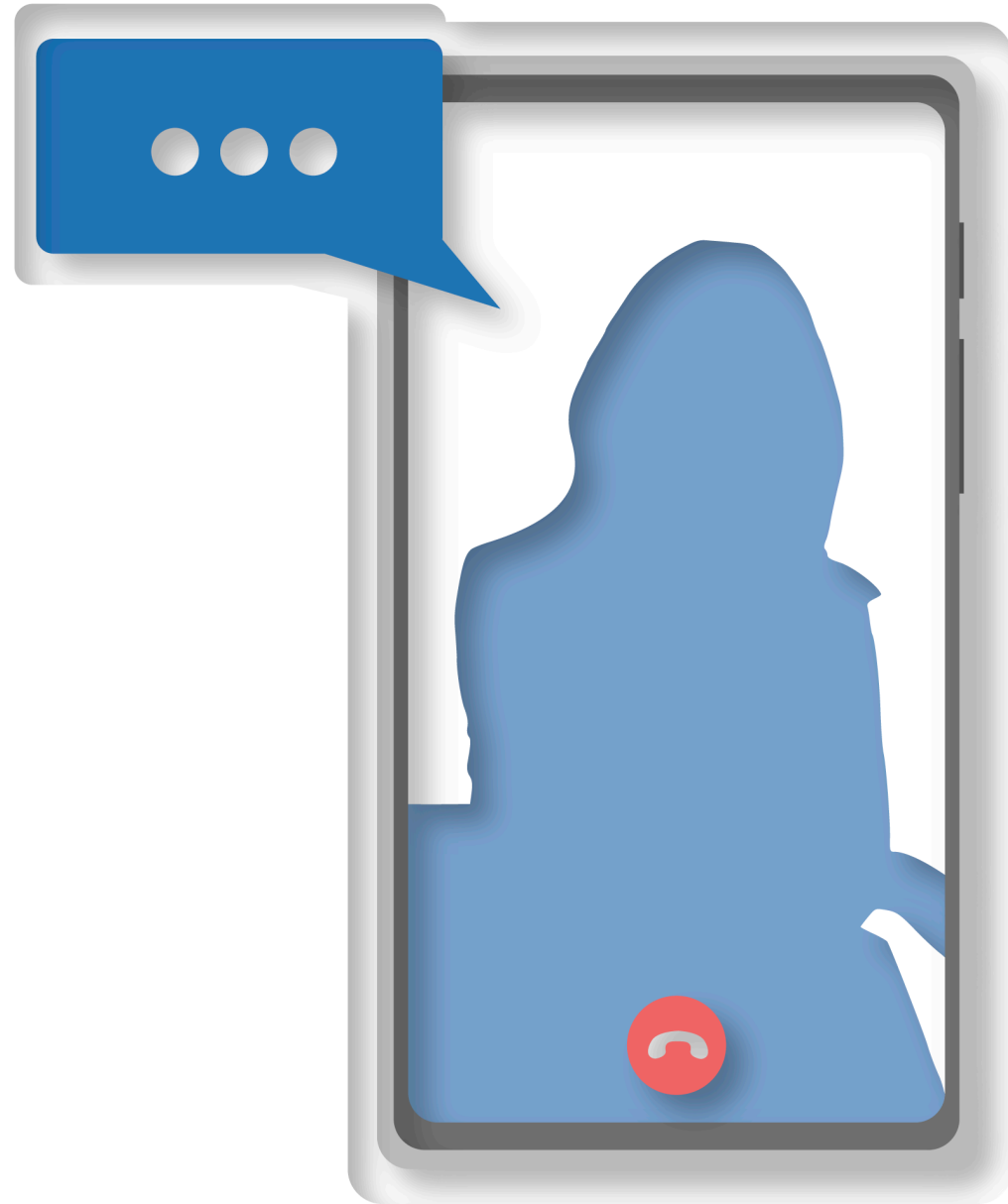
3 287

non-clinical teaching
days



Programs and Services

During the 2020-2021 year, due to the COVID-19 pandemic, our programs and services were adapted for a virtual environment. Team members worked collaboratively to ensure a smooth transition to virtual care delivery, without diminishing the quality of patient services.



Mental Health Program

160

evaluations

(includes psychological, psychiatric or psychosocial assessments)

121

new encounters for therapy

(either with the social worker or the psychologist)

101

patients were matched
to community services



Polypharmacy Program

394

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

363

medication reconciliations
completed



Services Offered by Our Health Educator

80%

of patients completed their
sessions within a 12-month period

57.4%

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.



The Memory Clinic

6

clinic days

This year, the program was on hold for the first two quarters due to COVID-19. During this time, the team explored virtual care possibilities and options for the memory clinic and they participated in the development of a new format (a hybrid of virtual and in-person appointments). The memory clinics were relaunched with the new format in the third quarter.

22

patients evaluated
by the team



Smoking Cessation

99.1%

of patients who smoke were advised
to take action to stop smoking

13

smoking cessation/reduction planning visits

76.9%

of patients who completed a quit plan visit
made a plan to quit smoking

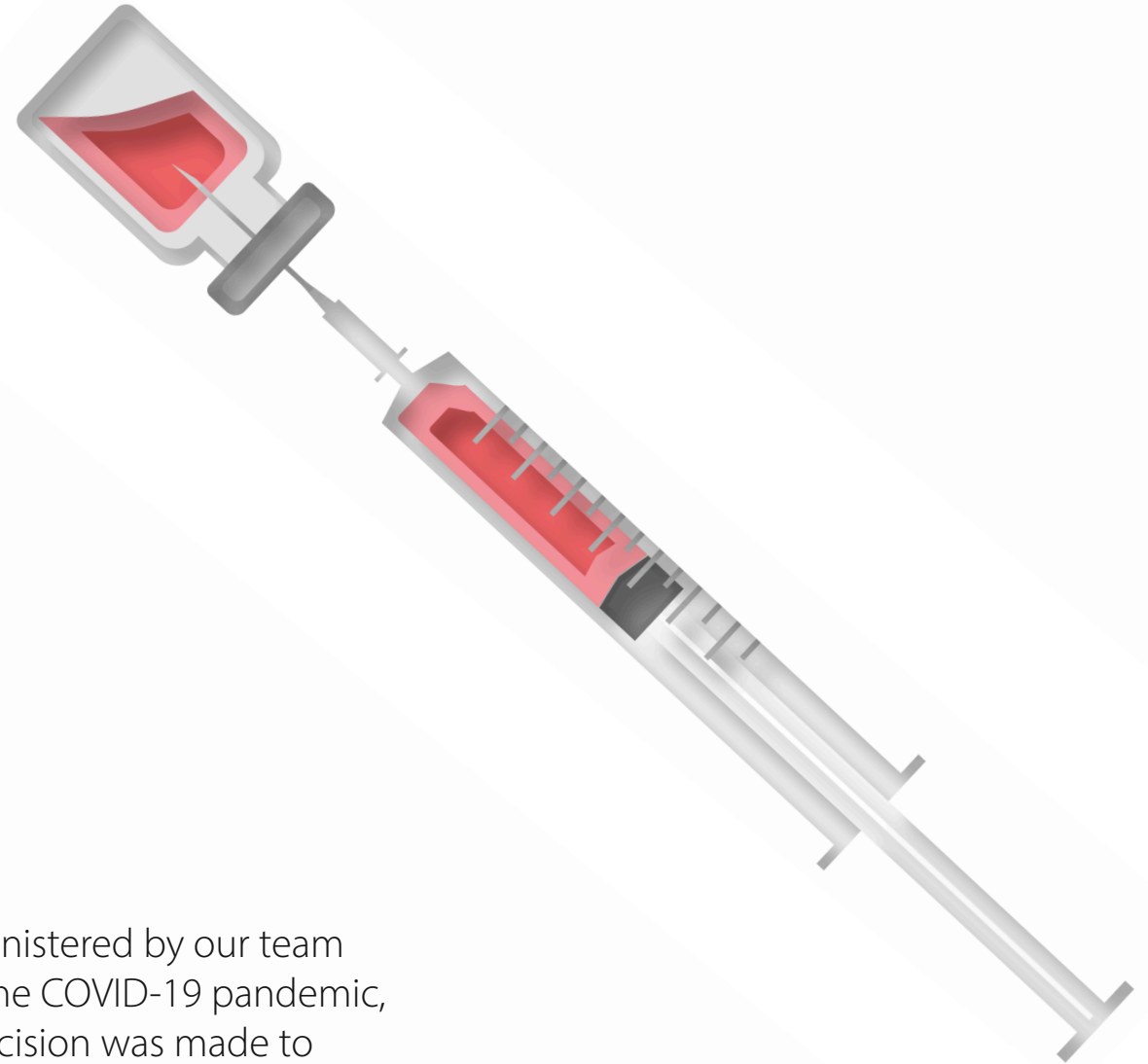


Immunizations

2,305

visits for child or adult
immunizations

This year we saw a reduction in the number of vaccinations administered by our team compared to the previous year (3,356 visits in 2019-20). Due to the COVID-19 pandemic, the team saw fewer patients in person, and in some cases the decision was made to reschedule the vaccination to a later date.

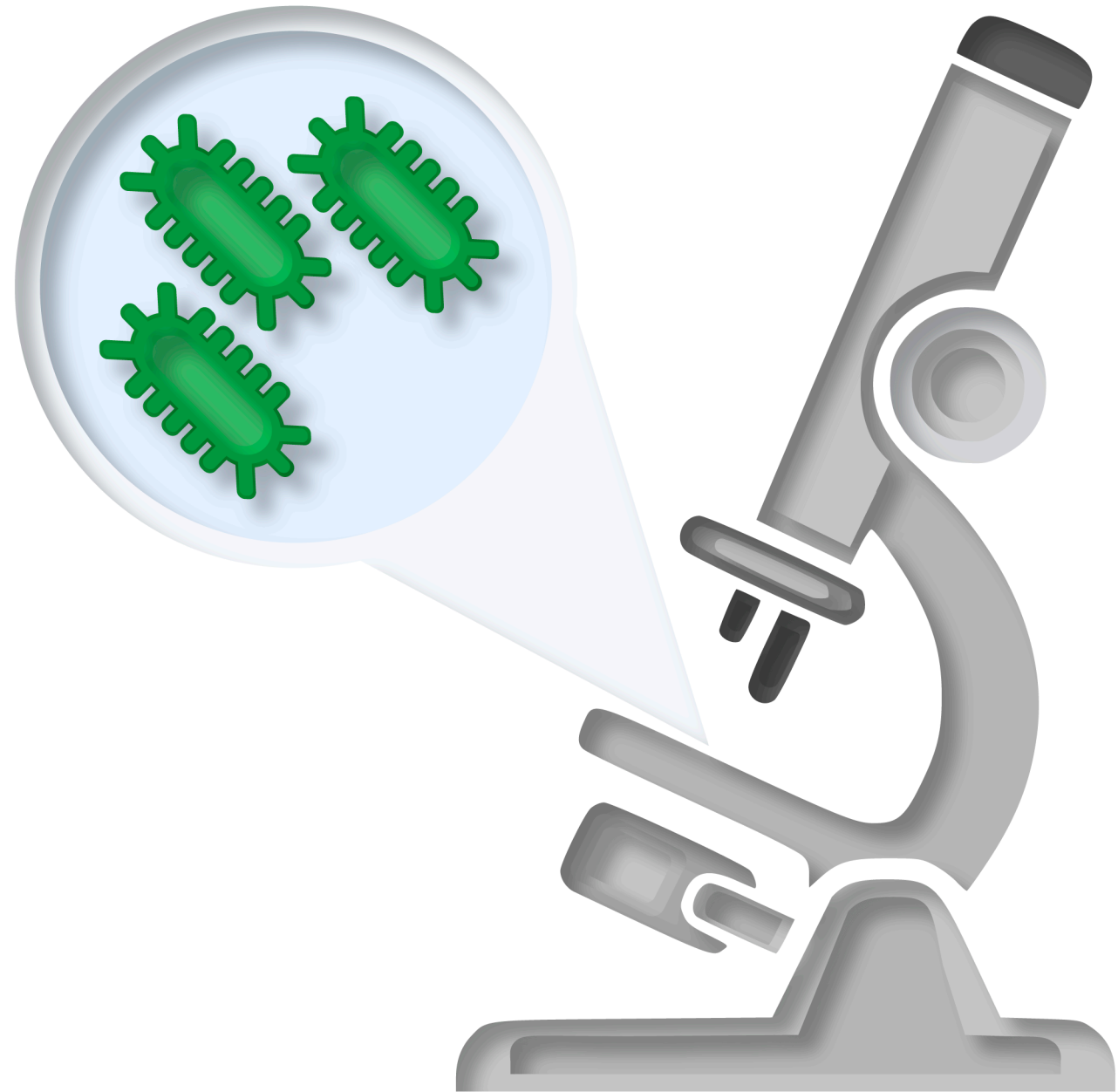


Sexually transmitted infections (STIs)

14

patients received treatment for STIs

In partnership with Ottawa Public Health, we offer free, on-site treatment for chlamydia, gonorrhea, and syphilis.

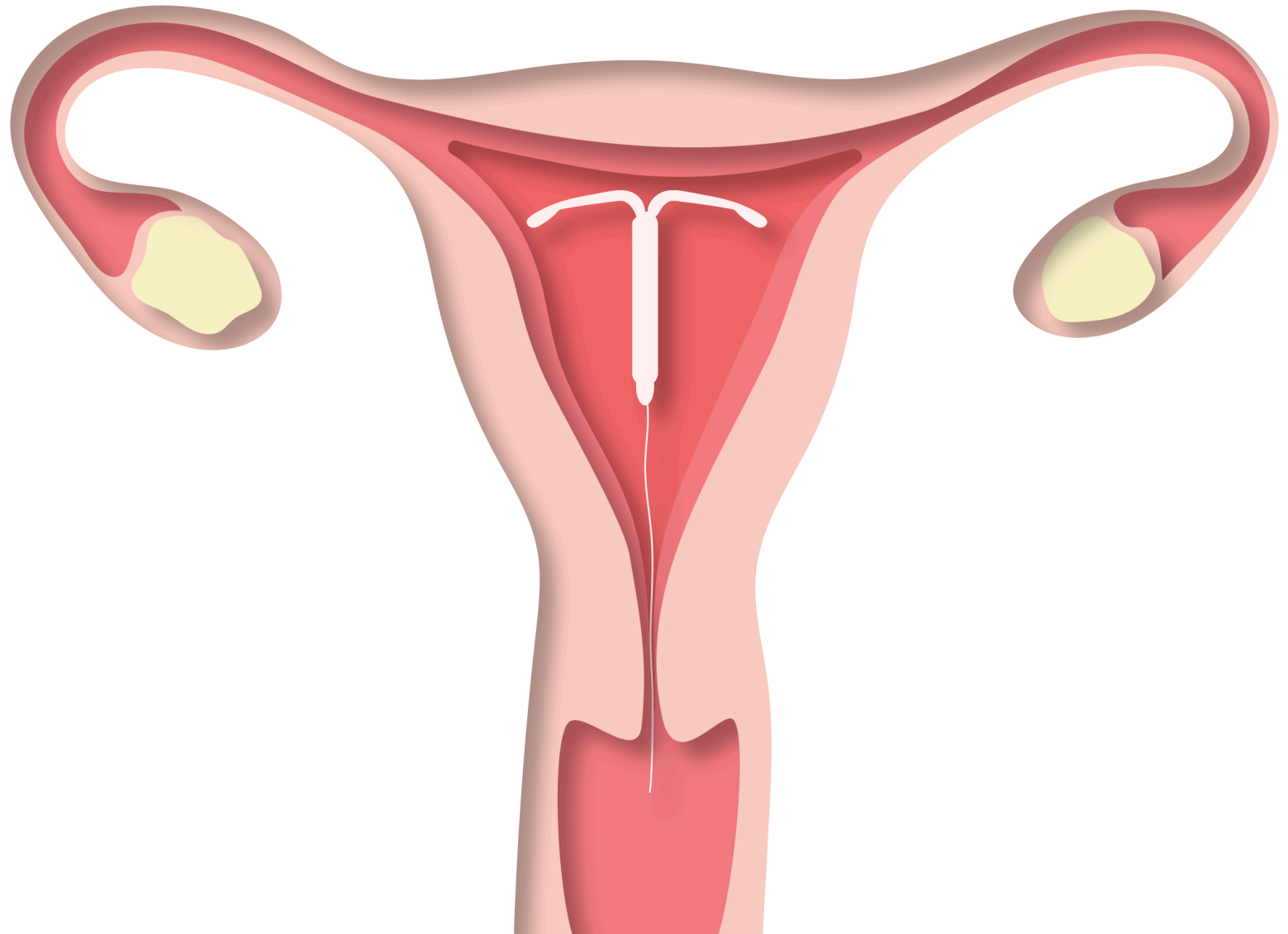


IUD Program

34

patients benefited from
this service this year

Note: this program was cancelled in the first quarter due to COVID-19. The program was restarted in the second quarter, and now includes a clinic dedicated entirely to training.

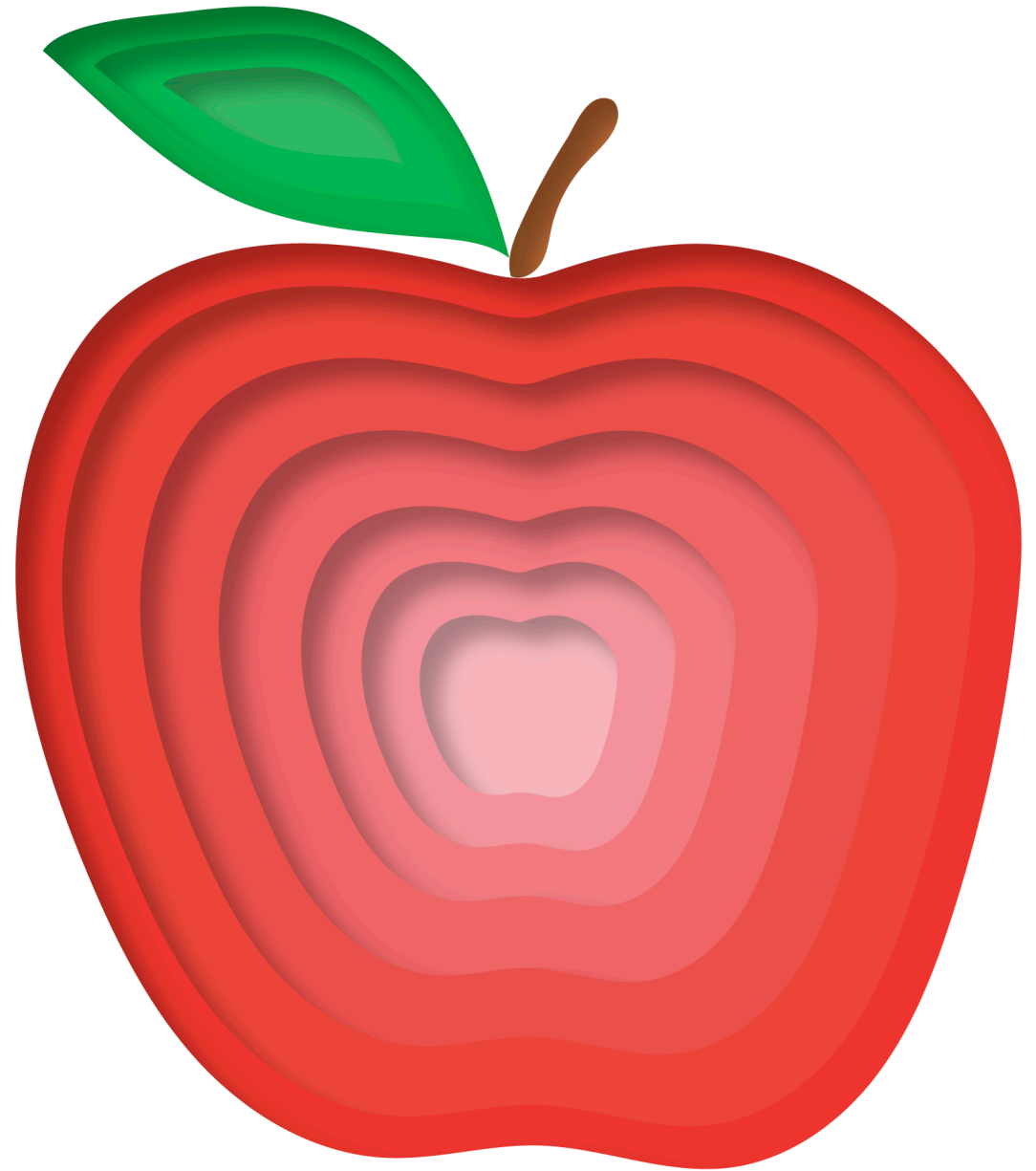


Nutritional Counselling

745

visits with
our dietitian

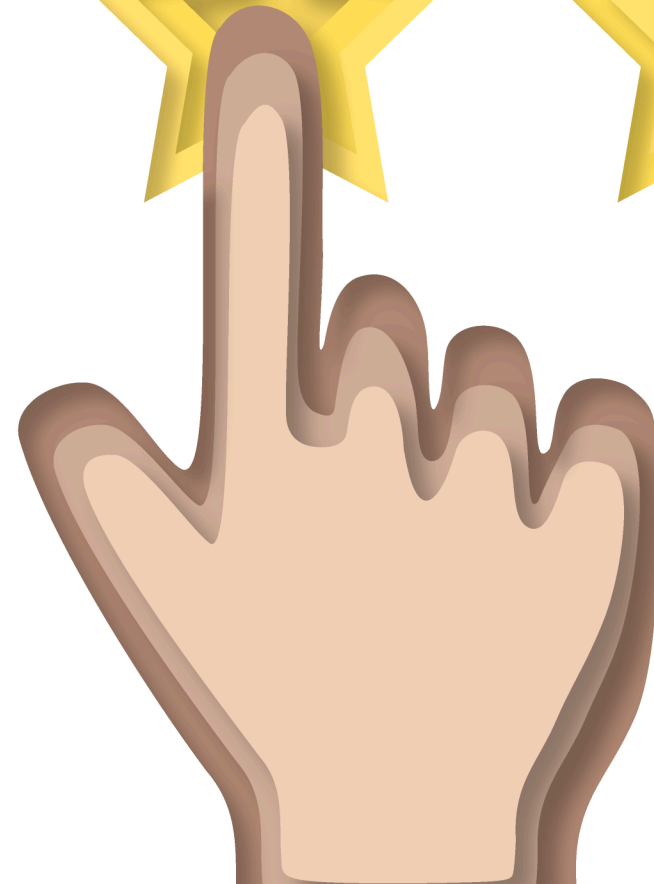
This represents a 60% increase from last year (463 visits in 2019-20). We believe the increase can be attributed to an increase in dietitian hours from 3 days per week to 4; as well as the adoption of virtual visits being more convenient for some patients.



Patient Experience Survey



This marks the eighth anniversary of the annual patient survey. This year, ESFAM launched virtual care in response to COVID-19; questions specific to virtual care were added to the survey. We surveyed 335 patients, yielding results with a margin of error of ± 5.23 .



Patient Experience Survey

Here are some highlights from our survey results:

75.3 %

of patients find that virtual care made accessing care more convenient
(compared to 72.2 % on average for the LHIN)

92 %

of patients found that virtual care saved them time
(compared to 78.6 % on average for the LHIN)

84.3 %

of patients are satisfied with the level of care they received through the virtual visit
(compared to 83.5 % on average for the LHIN)

74.9 %


of patients feel that their health concerns were addressed with a virtual visit and a follow-up appointment in-person was not required
(compared to 81.7 % on average for the LHIN)

67.3 %


of patients are likely to choose to receive virtual care again.
(compared to 63% on average for the LHIN)

Patient Experience Survey

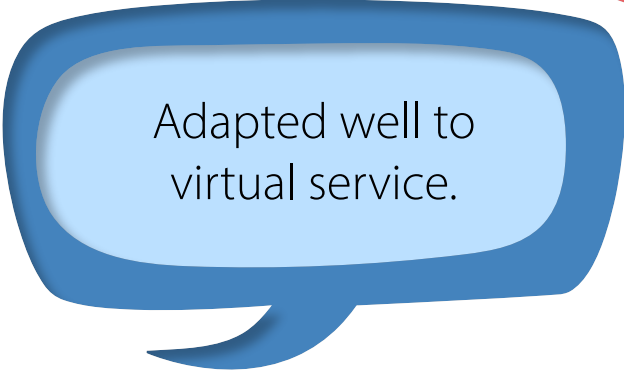
Here are some comments from our patients:




Wonderful communication and assistance from all employees.



Doctors are truly interested in well being of patient.



Adapted well to virtual service.

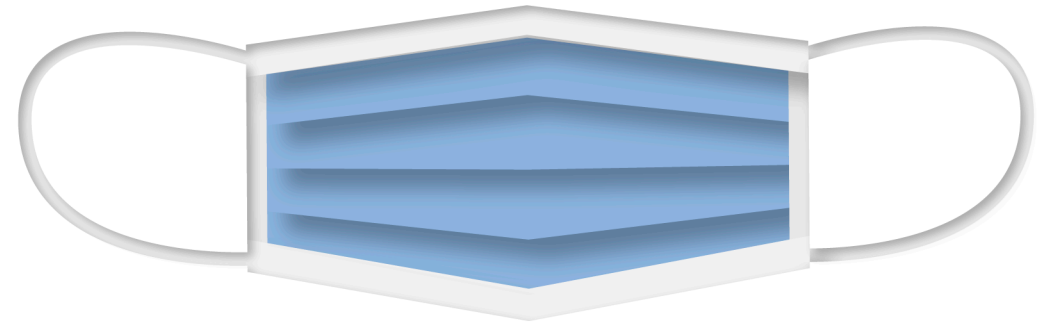


I appreciated the coordination for the flu shot. It was very efficient.

In-house

This year, the MAFHT faced several challenges, especially due to the COVID-19 pandemic. The MAFHT responded quickly to the pandemic, putting measures into place to ensure the safety of our patients and staff. It should be noted that there was no disruption in the delivery of health services during the transition period. Here are some highlights from the year:

- ✓ We offered on-site COVID-19 testing for staff, learners, family members of staff and other tenants of 745 Montreal Road.
- ✓ All appointments were converted to telephone visits, or virtual visits. The provider calls the patient at the predetermined appointment time. Only patients requiring a physical examination were required to come for an in-person follow-up after their initial appointment.
- ✓ All of our caregivers were equipped to work from home (e.g., laptop, VPN access), and flexible work schedules were put in place to meet staff needs.
- ✓ The MAFHT, coordinated and led an effort to purchase personal protective equipment (PPE) for 30 clinics in the Champlain region. This resulted in a 50% savings on regular purchasing costs. A big thank you to Two Men and A Truck Ottawa for providing storage space and help with distribution, free of charge.
- ✓ Our team developed tools that allow patients to upload photos and other files for delivery to their health care provider; receive email communications from the MAFHT (e.g., sending a lab requisition; and conduct video appointments (virtual visits).



Finances

FHO Expenses

\$209,486

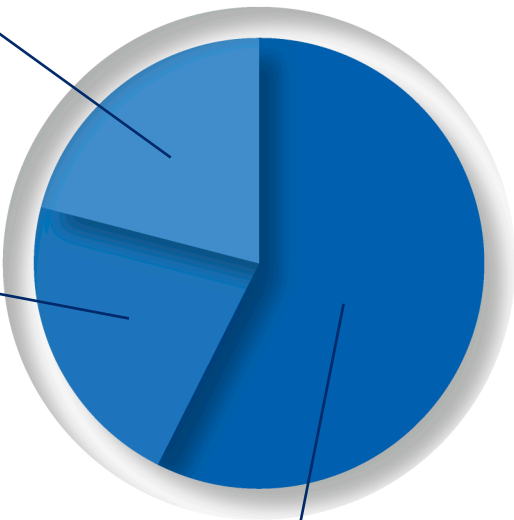
Rent

\$215,659

Operating Expenses

\$573,532

Salaries and benefits



FHT Expenses

\$93,131

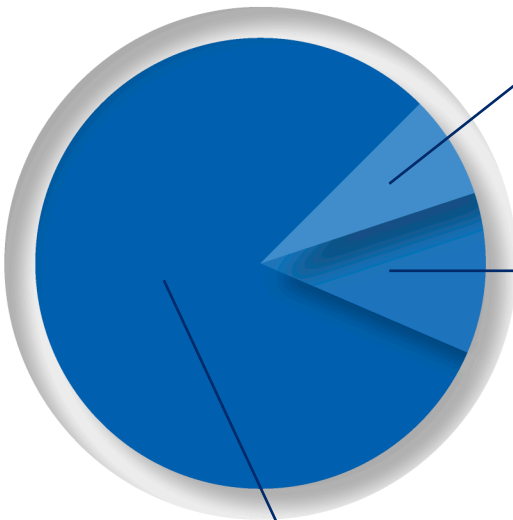
Rent

\$144,502

Operating Expenses

\$1,014,902

Salaries and benefits



Board of Directors

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Dr. Hélène O'Connor, Director of Medical Education

Dr. Anne-Marie Auclair, Treasurer

André Veilleux, Executive Director

(Medical Director - vacant)



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