

### Program Highlights

#### Promoting Nutrition Month

In responses to National Nutrition Month, HFCHNPLC coordinated two cooking programs in March 2019. By attending the program, participants learned how to create inexpensive meal using ingredients and cooking methods that are unfamiliar to their own practice. Goal of program aims to provide new knowledge to enhance participants potential on creating low cost healthy meals which they can replicate at home for themselves or their family.

#### Introducing the new Canada's Food Guide

Invited by the Community Paramedic-Led Clinic and Hong Fook Mental Health Association, HFCHNPLC introduced the new Canada's Food Guide at two Toronto Community Housing locations. By using an interactive approach, participants learned about the new recommendations and guidelines, as well as other practical skills such as label reading, mindful eating, and increasing awareness of food marketing.

#### Collaborating with Community Partners

Striving to enhance community health, HFCHNPLC continues to work collaboratively with various community partners and provided a total of 61 workshops/health promotion events to 644 participants this year. These programs include Breast Feeding Group, Stress Management presentation, Active Living Style event, Healthy Eating Series, Brain Fitness Workshop, and Baby Massage program.

***"From April 2018-March 2019, the clinic provided a total of 61 workshops/health promotion events to 644 participants."***

### Professional Development



Knowing our work can directly impacts the public's health and well-being, our interprofessional team acknowledged life long learning and continued education are essential in our practice. Making us better providers to meet the ever changing needs from our clientele.

With the legalization of recreational cannabis this year, our team learned new information and resources by attending together the Cannabis Awareness Training facilitated by Hong Fook Mental Health Association.

Some other professional development courses attended by our team members included;

- Health Professionals Introduction to Cannabis webinar series by Michener Institute
- Intrauterine Contraception (IUC) Insertion and Preceptorship Program by SOGC
- Advanced CBT for Insomnia in Those With Comorbid Conditions
- Emotion-Focused Family Therapy
- Conflict Resolution
- Acceptance and Commitment Therapy



Cooking Program



Canada's Food Guide Presentation



Active Living Event at SPLC

#### New address

**3660 Midland Ave, Suite 201  
Scarborough ON M1V 0B8**

**416-479-7600**

**www.hfchnplc.ca**



Staff team at new office on May 29, 2019

*New address for HFCHNPLC  
beginning May 29, 2019*

**3660 Midland Ave,  
Suite 201, Scarborough,  
ON. M1V 0B8  
416-479-7600**

## Annual Report 2018-2019

### Message from Our President

Jason Park

Dear Colleagues and Friends of the Clinic,

I have the pleasure of welcoming you all again to this year's AGM. The Clinic is celebrating its 6<sup>th</sup> year of existence and I'm pleased to advise that the Clinic has had another successful year of operation despite issues with our previous location. The number of rostered patients has increased to over 2700 patients and when you include non-rostered patients, we have provided services to over 3900 patients. We also provided onsite and offsite health related groups, workshops and community programs to reach out to many residents in our community.

Once again patient satisfaction continues to be extremely high as evidenced by the results of our Client Satisfaction Survey and the comments received directly by the Clinic staff and community partners. Providing a high level of service and the utmost care to our patients is one of the primary motivations for the Clinic staff and its leadership.

Also, we have recently moved into our new office at 3660 Midland Avenue which is close to our previous location. Although it took a collective effort from both our staff and Board to make this transition as smooth as possible in order to ensure timely and uninterrupted service was still available to our patients, everyone is very excited about the new office. We truly believe the new office will enhance the Clinic's ability to serve its patients in a better environment for years to come.

We have also implemented many aspects of the new Strategic Plan approved last year including the following:

Our clinic has refreshed our partnership with Hong Fook Mental Health Association to build capacity for culturally competent service; provide opportunity for our board and committee members to attend their culturally competent training; and provide opportunity for the staff team to co-creating the Cannabis facts and risks fact sheet to be translated into 5 different languages as well as attending the cannabis training offered by Hong Fook .

I also want to take this opportunity to thank the Ministry of Health and Long Term Care for its continuous and valuable support including financial support especially in these times where all public agencies are subject to fiscal constraint.

Finally, my sincerest gratitude to our staff for all of their hard work over the last year. Your dedication to your profession, our patients and the Clinic is very extraordinary and we are all very appreciative of your efforts!

*Yours truly,*

**Jason Park  
President, Board of Directors  
HF Connecting Health Nurse Practitioner-Led Clinic**

**Annual General Meeting  
Date: June 26th, 2019**

#### Our Vision

Equitable access to quality primary health care

#### Our Mission

The clinic shall provide culturally competent and socially inclusive primary health care service with a focus on mental health through collaborative services, education, advocacy and research.

#### Special recognition to our community partners for 2018-2019

- Aisling Discovery
- Foot Care Academy
- Hong Fook Mental Health Association
- Scarborough Health link
- Toronto Public Health

#### List of board members

**Jason Park, President**

**Katherine Wong, Vice President and Chair of Service Development and Quality Committee**

**Bonnie Wong, Executive Director**

**Sum-Ming Yu, Secretary**

**Randy Park, Treasurer and Chair of Finance & Human Resources Committee**

**Chris Jones, Member**

**Gem Lee-Herder, Member**

**Helen Cao, Member**

**Varada Saraf, Member**



## Message from Executive Director

Bonnie Wong



Managing changes has become the major theme of this year.

We have to share the happiest news that three of our clinic staff are on maternal and parental leaves and they include: Cheuk Fai Law (Lead Nurse Practitioner), Samantha Lin (Registered Dietitian) and Joy Fang (Health Promoter). We also have Karen Cheung, part-time Registered Nurse who was on a short term leave of absence. Even though it has been a hectic time to manage the staff turnover, we have successfully

recruited experienced and competent relief staff. Welcome to Cheryl, Yuting, Vivien, and Karman.

Despite of the staffing issues, we were facing homeless issue at the end of last year. Our plaza owner sold the property in June 2018. The new plaza owner increased our rent threefold. With the pressure on the significant rental increase, we have to spend not only hours of time but also weeks and months of time to negotiate the current lease extension but also to do new site search. We have consulted our government, Ministry of Health and Long-Term Care to provide us with guidance and advice to proceed with managing this housing crisis. Unfortunately that there will not be additional or new funding which can help us to manage this financial crisis. We have to reach out to the local MPP and local City Councillor for support and referral.



Fortunately, we were able to find a new clinic site which would only be one block north of our current location and the new space is a little larger than the previous clinic. We moved in there by the end of May 2019. The changes and challenges are non-stop. We have to be very mindful to manage the extra expenses incurred from the renovation, restoration and moving costs, to manage the service interruption during the week of the move and also the communication about the relocation of the clinic to all the clients, their family caregivers, community partners, and other stakeholders. The volume of work has been unbelievable.

With the new changes in the Ontario Government, the requirement to actively participate in the local Ontario Health Teams development has consumed extra energy. We are very delighted to confirm that we are part of the Scarborough Ontario Health Team initiative led by the Scarborough Health Network together with over 30 organizations. We are confident that we will be a part of the larger health system of care in Scarborough to improve client care quality and experience; to support the smooth transition of client care and to build a healthier and stronger diverse communities that we serve.

I have to thank and congratulate to our new lead NP, Cheryl and clinic staff, who are caring deeply, working fearlessly and changing lives to our clients, for their contribution and accomplishments. I would also like to thank the Ministry, the local politicians i.e. MPP Aris Babikan and City Councillor Jim Karygiannis, and the clinic board of directors as well as the different standing committees for their endless support and guidance to assist the clinic to manage all the changes and challenges. You are all wonderful caring individuals to work with in managing adversity and exploring new opportunities. Thank you!

Bonnie Wong

Executive Director

HF Connecting Health Nurse Practitioner-Led Clinic

## Financial Snapshot

Financial Statement (Per Audited Financial Statement) For year ended March 31, 2019	
<b>Revenue</b>	
Ministry of Health and Long-Term Care	\$1,587,007
<b>Expenses</b>	
Clinical salaries and benefits	\$ 902,989
Management and administrative	\$ 222,805
Premises	\$175,265
Amortization	\$ 88,624
Information technology	\$ 55,901
Professional fees	\$ 68,452
Office and general	\$75,595
Insurance	\$11,318
<b>Total</b>	<b>\$1,600,949</b>
<b>Net deficit for the year</b>	<b>(\$13,942)</b>



## Stories From Our Clients

"I learned about the HF Connecting Health NPLC back in 2015 from a friend of mine. At that time, my family doctor was just retiring and I was in need to search for another primary care provider. My friend heard about the challenges I went through during the search and told me about your clinic. After learning about the role of Nurse Practitioner, the services available by an interprofessional team, and the extended office hours (until 8pm) on certain days, I have decided to give this clinic a try and I am glad I did! This one stop service is very convenient, and the extended hours allows me to access services without the need to take time off from work. So far, I have utilized not only the services from the nurse practitioners but also from the dietitian. Thank you for all the services your clinic provide."

- Lai



Promotional Items

"The term Nurse Practitioner was something new to me 5 years ago. I first came across this term when I received the clinic's flyer in my mail. I was curious to learn more because my doctor at the time had just moved to a different neighborhood, and I wondered if seeing a nurse practitioner at this clinic may be an option for me. After visiting the clinic, I was impressed by the staff's patience while answering my inquires. I also learned nurse practitioners can provide me with the primary care needs that I am looking for. So I decided to register and became a client. I am very happy with my decision and have recommended several friends to the clinic since. It makes such a difference when staff are friendly, patient, and thorough with follow ups."

- Law W.L.



Breast Feeding Support Group



Cooking Program



Canada's Food Guide Presentation

## How Did We Do In 2018-2019?

We have registered a total of **2761** clients as of March 31st, 2019, with an increase of **454** clients in comparison to March 31, 2018.

- The top three age ranges served are adult between 18-39 y.o. (36.54%), adult between 40-64 y.o.(34.19%), and children between 3-12 y.o. (13.47%).
- The top three sources of referral are via Family or Friends (76%), Doctor (7%), and from Hong Fook Staff (4%). See Fig.1
- The top three languages spoken by clients are Cantonese (33%), Mandarin (33%), and English (32%). See Fig.2

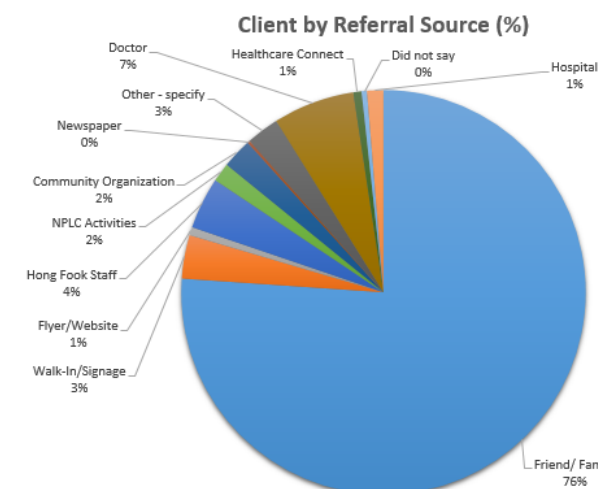


Fig.1

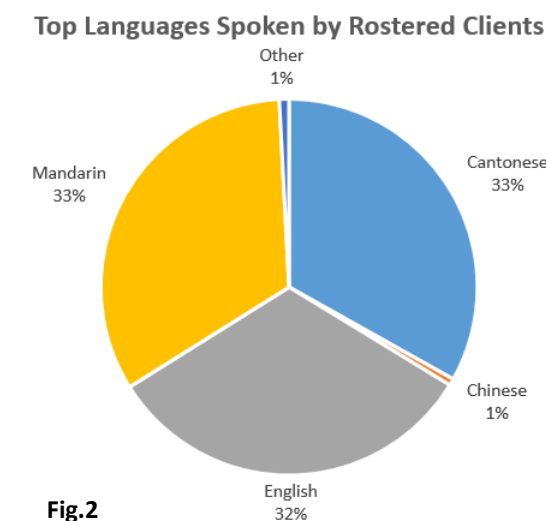


Fig.2