

Annual Report 2019-2020

Message from Our President:

Katherine Wong

Dear Colleagues and Friends of the Clinic,

Welcome to the 7th Annual General Meeting of HF Connecting Health Nurse Practitioner-Led Clinic (Clinic).

The Clinic has had an astonishing year providing care and services to 4,213 patients; consisting 2,871 rostered patients and 1,342 non-rostered patients. Outreach health education workshops and onsite/offsite programs co-facilitated with community partners respond to multifaceted health needs of Clinic users.

With the appearance of novel coronavirus/COVID-19, our day to day living has been impacted. Although life as we have known it is changed, the Clinic adjusts to achieve our mandate and to provide care and support to connect with clients, families and the community. The Clinic interdisciplinary team members with PPE in line with infection prevention and control protocols provide face-to-face and virtual client-centered physical and mental health care. The interventions help clients manage anxiety and stress living during the COVID-19 pandemic.

With last year's move, the Annual Client Satisfaction Survey indicates clients are now familiar with this location.

Highlights of initiatives in the past year include the following:

- In meeting community needs, the Clinic developed a partnership with Toronto Public Health to submit an application for Ministry of Health (MOH) funding for a dental clinic for low income seniors. The application is now in the second phase with design submissions.
- Actively participating in MOH transformative health system developments, at this stage the Clinic is established as a formal primary care partner in the Scarborough Ontario Health Team.
- Keen advocacy undertaken with funders and community stakeholders is promoting the need for primary care in a strong effective health care system.

I want to take this opportunity to express gratitude to the MOH team for their ongoing support especially during these fiscal constraint times.

To our community partners I want to express gratitude for their collaboration and contribution to comprehensive client care.

To the Clinic team on behalf of myself and the Board our most sincere gratitude for your ongoing hard work and dedication to provide care to meet the needs of population groups served as always and most especially during this unprecedented time.

Yours Truly,
Katherine Wong, President

Annual General Meeting

Date: Wednesday, July 8, 2020

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 all supporting community partners and agencies for your continuous support
Special acknowledgement to Ministry of Health, Government of Ontario

Message from Executive Director

Bonnie Wong

It's time to take a look back at what we accomplished together last year and show how the clients, partners, community stakeholders and the government inspires us to do more.

After settling well in the new clinic location, our clinic staff had to dive into the learning mode to prepare for the electronic medical record system migration from the use of the Nightingale on Demand to the TELUS PS system. Despite it is a similar type of electronic system, there is a new learning curve to everyone. We are proud to have a very smooth transition under the leadership of Cheryl Yip, the interim Lead Nurse Practitioner with minimum hiccups. We would like to welcome Cheuk Law, Lead NP's return after 8 months of parental leave; and congratulate on Cheryl's new addition to her family with endless joy and happiness. We also welcome our health promoter, Joy Fang's return from her one-year maternity leave.

Being at the forefront in serving the Asian immigrants, HF Connecting Health Nurse Practitioner-Led Clinic board and staff have recognized that many of our Chinese clients and their families are distressed due to the immediate health impacts of the COVID-19 virus and the consequences of physical isolation. Many individuals might have relatives in China or they are frequent travelers are afraid of infection, dying and losing family members; have been physically distanced from loved ones and peers. Some of them are facing economic turmoil having lost or being at risk of losing their income and livelihoods. Frequent misinformation and rumors about the virus and deep uncertainty about the future are common sources of distress.

Since early January, there have been efforts initiated to ensure care for clients with health and mental health conditions. The clinic has set up preventive and safety measures:

- Set up the isolation room;
- Stock up and monitor PPE supplies;
- Increase infection and prevention control;
- Offer alternate service delivery arrangement e.g. keep the clinic open with reduced hours, provide phone consultation and assessment ;
- Set up telephone screening at the booking of appointment and on site screening at the entrance;
- Offer virtual group activities;
- Ask clients to self-quarantine if they have recent travel or in close contact with any confirmed cases

Our clinic continues to engage with our board, staff, collaborating physicians and clients by providing them with the daily government situation reports, information about new guidelines, resources and training or workshops. Many of our planned groups and programs are cancelled due to social distancing. Virtual care is a new way of practice to many of our staff and clients. We are learning and adapting together with our clients, our partners and our community. We will continue to reinforce the importance of self-care and ensure COVID-19 does not evolve from a health pandemic into a mental health pandemic.

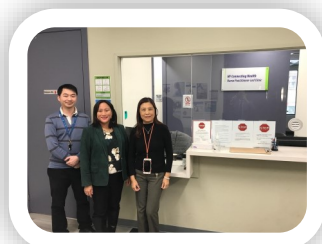
We are confident that we come back strong, resilient and healthy.

Bonnie Wong , Executive Director

Visit from MP Jean Yip at the beginning of the pandemic. To understand how NPLC implement additional measures to minimize the risk for patients and staff working in the clinic.

We are so proud to work along with our Collaborating Physicians:

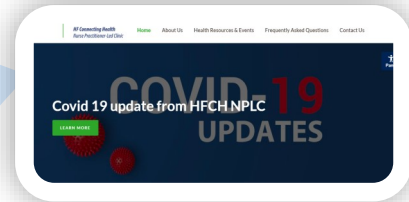
- *Dr. Pradeepan Arulchelvan, General Practitioner*
- *Dr. Alethea Correa, General Practitioner*
- *Dr. Alan Fung, Psychiatrist*
- *Dr. David Lam, General Practitioner*
- *Dr. Debbie Leung, Psychiatrist*
- *Dr. Ted Lo, Psychiatrist*
- *Dr. Alvin Tam, General Practitioner*



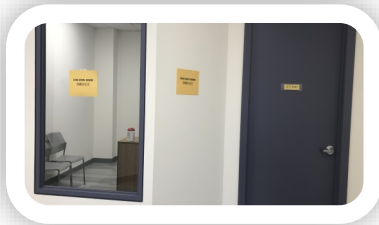
We care & We connect

AND We also RESPONDED quickly to COVID 19 situation

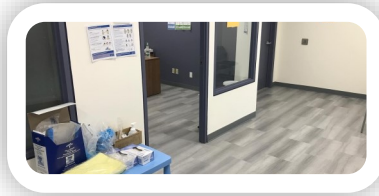
We stay connected with our clients. We implemented additional screening measures. Well Baby visits for immunization and clients who are pregnant will be seen in-person with screening measures and PPE. In March, since the State of Emergency was declared we conducted 80 phone consults for our clients.



Website update



Separate path for high risk clients



Set up isolation room

Kind words from Our Collaborating Physician

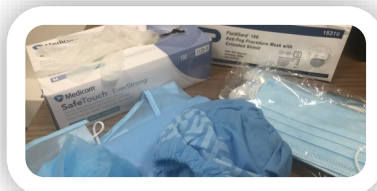
It has been both an honor and privilege to work with the team at HF Connecting Health Nurse Practitioner Led Clinic (HFNPLC). Not only are all the clinicians' high caliber, they and their entire staff provide a professional, supportive, friendly, inclusive, and empathic environment for all who are lucky to enter their doors. It is for this reason that working as a collaborative physician at HFNPLC remains a highlight of my month. I have learned a lot by sharing ideas here especially with the plethora of interesting cases to work on. It is inspiring to see how HFNPLC remained present as an essential support for their patients with the unprecedented and uncertain times the Covid 19 pandemic has presented in 2020. Thanks for including me as a colleague; I look forward to working here for many years to come.

— A.J. Correa MD MPH CCFP FCFP

From our Lead Nurse Practitioner

The NPLC staff continue to work during this pandemic to provide essential health care to our patients and the community. Now more than ever, our patients ask us for help, for information, for a sense of safety. NPLC staff demonstrate the commitment toward our patients by answering these requests, facing our internal fear and the external danger head on and staying in our positions. It reminded all of us that it is "more than a job" when we chose this line of work.

— Cheuk Fai Law, NP



Stocked up PPE

Kind words from our client ...

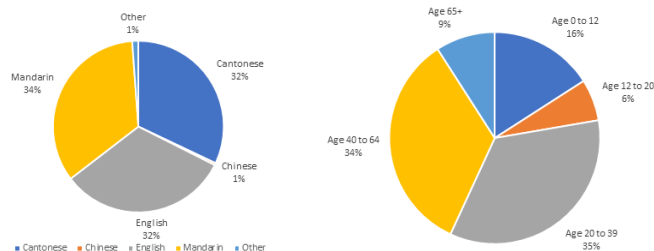
We love NPLC! Although we live quite a distance away from NPLC and there are a lot of walk-in clinics and family doctors in our area, we've chosen to remain with NPLC. We don't mind the extra drive. It's definitely worth it. Our appointment is always on time. Irene and Elaine at the front desk are always polite and very warm. Our nurse, Suzanna, is thorough, knowledgeable, and caring. During this time of a global pandemic, you want and need your health care practitioners to make you feel safe and be reassuring. That's exactly what the staff at NPLC delivers. We can't imagine going back to seeing a family doctor who makes you wait for 2 hours then sees you for 5 minutes and gets annoyed if you have too many follow up questions. I wish there's more NPLCs in Toronto as well as an NPLC serving every ethnic background in this multi-cultural city. I think our tax dollars would be better spent funding existing NPLCs as well establishing new ones throughout the province. To all NPLC staff, thanks for the hard work and professionalism.

—Renato

How did we do this year?

- We have registered a total of 2869 clients as of March 31st, 2020. Between April 1, 2019 to March 31, 2020, we accepted total of 390 new registered clients.
- We have hosted a total of 51 workshops/ seminars with a total of 458 participants between April 2019 to March 2020.
- According to our patient satisfaction survey, 95% of our clients are either likely or extremely likely to recommend our clinic to their family and friends. We would like to thank our clients for their continuous support.

Fig 1—Languages Spoken By Clients Fig 2—Client Age Distribution



We continuously improve ourselves professionally to further improve our high quality of care for you

- NPLC as a team, receives regular Privacy Trainings.
- Ms. Rachel Zeng, Registered Social Worker, who received certification on MoCA, Cognitive Behaviour Therapy and additional training for Emotion-Focused Family Therapy, Body Image and Self Esteem and Mindfulness for Anxiety and Sleep.
- Ms. Joy Fang, Health Promoter, received her Master in Business Administration in 2019 during her Maternity Leave.

Acknowledgement

Board members:

Bonnie Wong, Executive Director

Gem Lee-Herder, Secretary

Janet Law, Member

Jason Park, Co-Chair of Joint Nomination Committee

Katherine Wong, President and Chair of SDQ Committee

Randy Park, Vice President

Sum-Ming Yu, Treasurer and Chair of Finance & Human Resources Committee

Varada Saraf, Member

Financial Statement

(Per Audited Financial Statement)

For year ended March 31, 2020

Revenue

Ministry of Health	\$	1,547,518
Deferred revenue	\$	57,697
Interest income	\$	16,021
Other revenue	\$	10,365
Total	\$	1,631,601

Expenses

Clinical salaries and benefits	\$	934,646
Management and administrative	\$	235,513
Premises	\$	240,201
Amortization	\$	57,697
Information technology	\$	55,877
Professional fees	\$	57,744
Office and general	\$	67,619
Insurance	\$	11,265
Total	\$	1,660,562
Net deficit for the year		(\$28,961)