

**HF Connecting Health
Nurse Practitioner-Led Clinic**



We Care & We Connect

ANNUAL REPORT 2017-2018

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Vision, Mission & Commitment

Provision of culturally competent and socially inclusive primary health care services with a focus on mental health through collaborative services, education, advocacy and research.



Equitable access to quality primary health care

- Responsive
- Accountable
- Integrated
- Accessible
- Collaborative
- Innovative

Message

FROM THE PRESIDENT

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 5th year of existence and I'm pleased to advise that the Clinic has had a banner year. The number of rostered patients has increased to over 2300 patients and when you include non-rostered patients, we have provided services to over 3,300 patients. We also provided onsite and offsite health related groups, workshops and community programs to reach out to 800 participants.

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 collaboration partners. All of our staff take great pride and care in ensuring our patients receive a high level of service which caters to the patient's specific needs.

A few key accomplishments of the Clinic that should be highlighted are as follows:

1. Successful recruitment of an experienced nurse practitioner and other professionals to join our Board;
2. Under the Board's leadership, we successfully completed the 2018-2021 Strategic Plans;
3. With the professional input from the TD Give to Grow project team and in Partnership with Hong Fook Mental Health Association and its Foundation, the Clinic received invaluable feedback to develop the branding and social media strategies to allow Hong Fook to better communicate to the populations they serve, and ultimately support their vision, mission and values. More importantly, we now have a better understanding and implementation plan in profiling the nurse practitioner role in the primary care setting for the communities we serve;

The upcoming 2018-2019 year will be an exciting year for the Clinic as we start to implement our new Strategic Plan as we strive to better serve our patients and our communities with key strategic partnerships with other organizations.

I also want to take this opportunity to thank the Ministry of Health and Long Term Care for its continuous and valuable support including:

1. the additional recruitment and retention funding that was provided which allows us to keep a very stable workforce and qualified professionals on the team; and
2. for the recognition of needing to invest in Scarborough to improve access to health care for Scarborough Families which was recently announced on April 4, 2018 as part of the Ontario Budget for the upcoming year.

Finally, my sincerest gratitude to our staff for all of their hard work over the past 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,
HF Connecting Health Nurse Practitioner-Led Clinic

Message

FROM THE EXECUTIVE DIRECTOR

Welcome to the HF Connecting Health Nurse Practitioner-Led Clinic (HFCHNPLC) annual report for fiscal year 2017-2018. I am proud of how our dedicated staff work to provide the equitable, culturally competent and quality health services to our clients and their family members in the Scarborough and its surrounding areas. In our rostered client population, 66% of them are not speaking English as their first language. Our clinic ensures the unserved and underserved have access to the team based primary care.

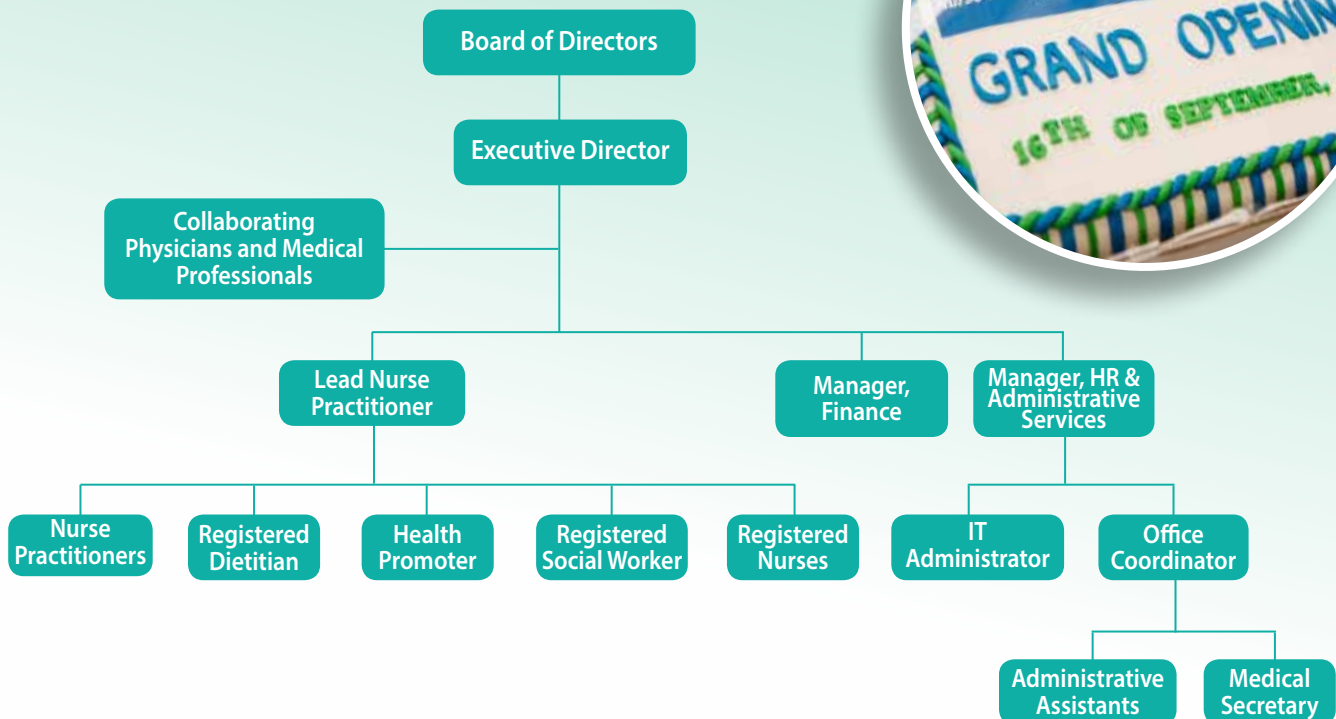
This report demonstrates how our programs support and carry out our vision of “equitable access to quality primary health care”.

About HFCHNPLC

The clinic was established in 2013 and by 2018 employed 13 full-time and part-time staff and served 2,317 rostered clients, and 1,039 non-rostered clients, among all, there were 399 refugee claimants. The clinic inter-professional team includes nurse practitioners, registered nurses, registered social worker, registered dietitian, health promoter, collaborating physicians and specialists (psychiatrists and pediatrician); and continues to accept new patients to provide full range of health services.

Our service to the community is guided by our philosophy of care, “holistic, empathy and dignity”.

Organizational Chart



Message

FROM THE EXECUTIVE DIRECTOR

Nurse Practitioner-Led Clinic Strategic Plan 2018-2021

OUR STRATEGIC THEMES	AWARENESS, PRECEPTION & BRAND	CULTURAL COMPETENCY	COLLABORATION WITH HFMHA
OUR STRATEGIC GOALS	HF Connecting Health NPLC will expand our presence and share information and resources to better serve the communities and individuals within Scarborough and surrounding areas	NPLC will be identified as the Centre of Excellence for culturally competent care	NPLC will have developed and implemented a direct referral process for Mental Health patients and the Mental Health Association will refer Primary Care patient to NPLC
OUR STRATEGIC OBJECTIVES	<ul style="list-style-type: none"> • Optimize HF Connecting Health NPLC’s brand to reflect its vision, mission, and values • Revisit and finalize the marketing strategy to increase awareness & visibility of NPLC • Develop an outreach strategy to increase the reach of NPLC and its services to the Asian community. • Expand our reach to other targeted groups 	<ul style="list-style-type: none"> • Codify language and culturally specific knowledge and create an evidenced-based resource centre • Develop a cultural competency education toolkit • Form/refresh partnerships with other service providers to build capacity for culturally competent service 	<ul style="list-style-type: none"> • Wrap-Around Mental Health and Interdisciplinary Primary Care



Message

FROM THE EXECUTIVE DIRECTOR

The 2018-2021 strategic plan lays out the strategic themes and objectives for the clinic over the next three years. This plan provides a roadmap for our future and is intended to be a living document to spur innovation and drive alignment. With the clinic vision as our guide, we will accomplish so much more together than we ever could alone. The completion of this plan will achieve a major milestone towards our journey to be the Centre of Excellence for culturally competent care; provide overarching priorities for the cross agency [partnership with Hong Fook Mental Health Association (Hong Fook)] mental health services alignment; reaffirm our core functions and essential services; establish core values to provide a blue print to work together and with the community we serve; and collectively address the health needs of our client populations.

As a next step to achieve full potential of this plan, we will all need to work collaboratively and in alignment, as we identify opportunities and focus our efforts to improve our goal: **WE CARE, WE CONNECT.**

Accomplishments

- Averaged 743 patient visits per month
- Awarded Connecting Ontario membership to access hospital records in order to better communicate with the patients who attended hospital care to receive timely discharge and follow up visits
- All NPs have obtained control substances certificates
- In partnership with Hong Fook:
 - (1) successfully held the partner appreciation event in May 2017 to recognize the community partners at the Scarborough Civic Centre. Susan Pigott, Chair of the Ontario Mental Health and Addictions Leadership Advisory Council was invited to be the keynote speaker at the event with over 120 guests

- (2) awarded and Completed the United Way of Greater Toronto TD Give to Grow project in March 2018 to develop the clinic's 2nd marketing strategy

- (3) supported HF's funding proposal to the Ministry of Citizenship and Immigration to serve the new immigrants and refugees, HF was awarded 18 months funding to hire 2 community support workers

- (4) successfully established the Asian Community Psychiatric Clinic (AC) satellite site at the NP clinic to provide open access for psychiatric care

- 2 distinguished awards included:

- (1) Order of Ontario - Dr. Peter Chang, one of the individuals who greatly assisted in establishing the NP clinic, was awarded the Order of Ontario in February 2018 in recognition of his contribution in Asian mental health

- (2) Canada 150 Medal- Bonnie Wong, Executive Director was awarded the medal in March 2018 in recognition of her contribution in the Scarborough community.

- Completed the 2018-2021 Strategic Plan and multi-year operational plans

I would like to take this opportunity to thank the ministry's commitment to increase the recruitment and retention funding to support the health sector to have a stable workforce; to thank the clinic board and all the committee members for their invaluable advice and support to guide the growth of the clinic.

Moving forward, we will be celebrating our 5th anniversary in September 2018 and continue to collaborate with the ministry, LHINs, sub-region health planning tables, AOHC, NPAO, local hospitals and the other health and community services agencies and stakeholders to improve health access, to increase health literacy and to address the health issues to increase equity and reduce health disparity.

Bonnie Wong
Executive Director
HF Connecting Health Nurse Practitioner-Led Clinic

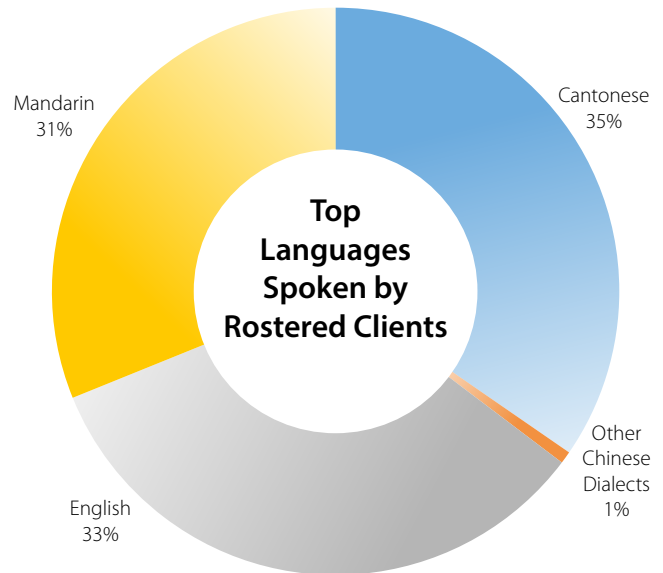
Service Feedback & Statistics

How did we do over these years?

We always take our patients feedback very seriously.

1. Since 2014,

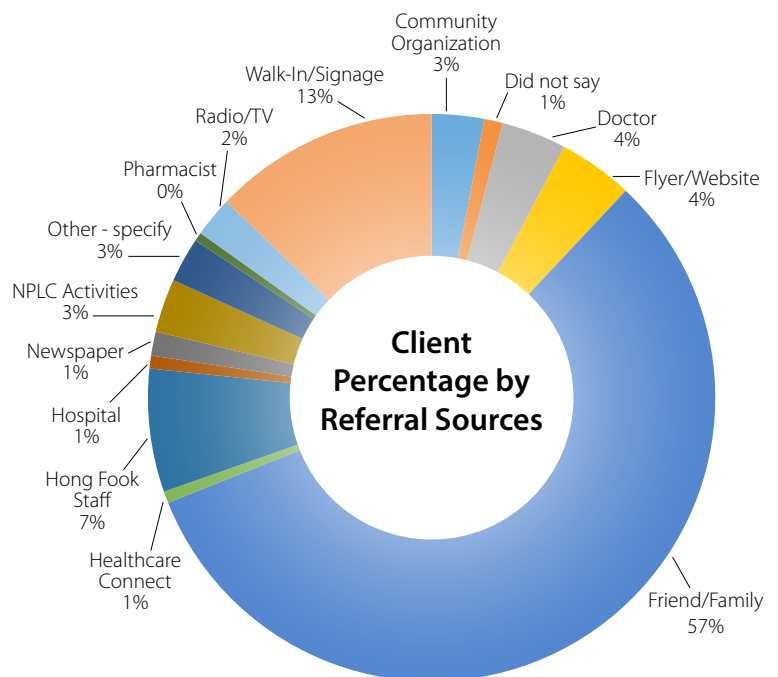
- a. Over 98% of our clients always agreed that our nurse practitioners always give them opportunities to ask questions about their treatment,
- b. Over 96% of our clients always agreed that they are always involved in decision making in regarding to their treatment and care with our nurse practitioners.
- c. Over 99% of our clients agreed that our nurse practitioners spend sufficient time in their appointments.
- d. Over 94% of our clients mentioned that they will recommend our clinic to their family and friends.



We would also like to thank our clients for their continuous support. Since 2013, "Family and Friends" has always been our number 1 referral sources.

According to the needs of our clients and the community, we also host numerous community events:

- April 1 2013- March 2014: total with 24 workshops / health promotion events with 545 participants
- April 1 2014- March 2015: total with 90 workshops / health promotion events with 1955 participants
- April 1 2015- March 2016: total with 44 workshops / health promotion events with 1,761 participants
- April 2016-March 2017: 56 workshops / health promotion events with 1,890 participants
- April 2017- March 2018: 70 workshops / health promotion events with 865 participants



About

OUR NURSE PRACTITIONERS

Cheuk Fai Law, *Lead Nurse Practitioner*

Cheuk Fai Law is our lead nurse practitioner. In 2007, Mr. Law graduated from McMaster University's Bachelor of Science in Nursing. He began his nursing career at St. Joseph's Healthcare in Hamilton, where he worked on the med/surgical floor, critical care unit, and intensive care unit.

He later obtained his Master Degree of Nursing from York University and became a Registered Nurse Practitioner in 2012. In addition, he also further his studies in the field of health care and become a certified diabetic educator.

His beliefs in holistic care and passion for primary care have led him to his current position in HF Connecting Health Nurse Practitioner-Led Clinic.

He was one of the first staff for the clinic. He was part of the planning team and has involved in every step of the way throughout these 5 years. In 2014, he was promoted to the Lead Nurse Practitioner position. He has been actively involved in multiple committees for the clinic and NPLC leadership group. Under his leadership, the clinic has successfully implemented several critical protocols and programs. He is easy to talk to, he is also well-respected by his clients. He always makes his clients at ease while sharing personal information with him. He is always seeking various channels to improve in both personal level and as a team and strive to provide best possible care to our patients and community.

Cheryl Yip, *Nurse Practitioner*

Cheryl Yip graduated from University of New Brunswick/Humber ITAL collaborative Bachelor of Nursing program in 2003. After graduation, she worked at Mackenzie Health Emergency Department serving all ages of the population. She decided to expand her nursing experience by working in a trauma center in California. Upon returning to Canada, she joined a flight nursing company to repatriate patients back to their home country. During this time, she felt compelled to do more for the community. Cheryl decided to further her education by returning to school and becoming a Nurse Practitioner. After graduating from the Master's of Nursing/Nurse Practitioner program at Athabasca University in 2014, Cheryl began her career as a Nurse Practitioner in a remote community in Northern Ontario. In January 2015, she joined HF Connecting Health Nurse Practitioner-Led clinic.

Her primary goal as a Nurse Practitioner is to empower the community to make healthier decisions for themselves and their families while mitigating the current issues of health care equity in underserved areas.



About

OUR NURSE PRACTITIONERS

Susanna Fung , *Nurse Practitioner*

Susanna has been working at the HF connecting Health Nurse Practitioner-Led clinic for 3 ½ years. Shortly after she graduated from the Primary Health Care Nurse Practitioner NP program in 2009, she was employed by Access Alliance multicultural Health and Community Health services.

In 2015, Susanna has joined HF Connecting Health Nurse Practitioner-Led clinic for its unique model of care where NPs can carry out their broadened scope of autonomous practice. Susanna states that she especially enjoys working collaboratively with the clinic inter-professional team which consists of administrative staff, registered dietitian, registered social worker, health promoter, consulting physicians and consulting psychiatrists. She believes that having such a team can provide excellent quality care, not only meeting clients' medical but psycho-social needs. She is especially passionate in smoking cessation counseling, for the area of health promotion and disease prevention.

Susanna came with 24 years of extensive clinical and nursing experience, includes working in different RN roles in the hospital settings, such as medical, general surgery, ear/nose/throat, plastics, ophthalmology, neuro-surgical / medico-surgical intensive care and neuro-vascular interventional radiology. In her nursing experience, she was with the St. John Ambulance bridgade for more than 10 years, provided many opportunities to interact with many cultural and diversified team members. Learning about other cultures helped in expanding her world views. On her spare time, Susanna enjoys playing badminton and tennis, live music, dancing, gathering with friends/ family and traveling.



Flora Lo, *Nurse Practitioner*

Flora Lo graduated in 1998 with a Bachelor of Nursing from University of Toronto. Flora then worked at Princess Margaret Hospital and Scarborough Grace Hospital as a Registered Nurse for four years in Toronto. She was accepted into the Master degree Family Nurse Practitioner program at D'Youville College, New York in 2000 and graduated in 2002. She has extensive experience in primary care. She has been working as a Nurse Practitioner at a Family Practice Clinic in Markham and South Riverdale Community Health Centre for 14 years, 2 years at Central LHIN Home and Community Care and Scarborough Academic Family Health Team with a focus in Complex Vulnerable Chronic Disease Management/Palliative end-of- life care. Flora joined HF Connecting Health NPLC in March 2018. Her interests include equitable health care, illness prevention, Community health maintenance and promotion, chronic disease prevention and management, support health improvements and quality of life with the aim of optimizing the health of people. She continues to advance her knowledge base and skill set in these areas. When not at NPLC, she enjoys spending time with her 2 furry kitty kids Tangy and Cloudy.



Thoughts

FROM OUR PARTNERS & COLLABORATING PHYSICIANS

Toronto Public Health **Breastfeeding Support Group**

The HF Connecting Health Nurse Practitioner-Led Clinic in partnership with Toronto Public Health, opened its very first language specific breastfeeding support group in October of 2017. The Breastfeeding support group provides an opportunity for families to discuss, attain support and encouragement, and learn about breastfeeding with professionals and peers before and during their breastfeeding experience. The breastfeeding support group is facilitated in Mandarin and Cantonese every 2nd and 4th Tuesday of the month from 1-3pm. All pregnant and breastfeeding families are welcome to attend.

Marcia Bicette, RN, BScN, IBCLC, Lactation Promotion Specialist

Aisling Discoveries Child and Family Centre **Growing Healthy Together**

Aisling Discoveries Child and Family Centre, through the groups offered by the Growing Healthy Together Parenting Program, has enjoyed a partnership with HF Connecting Health Nurse Practitioner-Led Clinic for almost two years. In that time, we have provided Infant Massage, Nobody's Perfect and Parent Child Mother Goose groups at the centre. Our staff have greatly enjoyed using the friendly, clean space and equipment to run groups. More importantly, though, we have appreciated the supportive staff at the centre, who have done a great job of promoting our groups and registering participants, and enthusiastically supported our partnership. We look forward to continuing our positive relationship to enhance service to our mutual participants.

Loraine Bairstow, Program Supervisor

Toronto Public Health **Peer Nutrition Program**

PNP have been working with the clinic for five years and it has been great. We conduct two different groups, one in Mandarin and the other in Cantonese, twice a year. Participants like the location and accessibility of the clinic which makes a difference. We also enjoy the friendly working environment with the great staff and the room is always organized and the space is clean. We find that this helps participants feel comfortable to learn and share with each other. We look forward to continue our working relationship with the clinic to serve the community.

Ying Wang, Community Nutrition Educator
Cecilia Chiu, Registered Dietitian

The HF Connecting Health Nurse Practitioner-Led Clinic is funded by the Ontario Government. It provides total health care to patients, with team members consist of nurse practitioner, registered nurse, dietitian, social worker and clinic manager. The clinic offers various programs such as health promotion, disease prevention, chronic disease management and care co-ordination. It helps those with unmet health needs, many of whom are new immigrants. As a family doctor, I have the pleasure of collaborating with the clinic, sharing them with my experience and idea of managing various physical and mental conditions. It is amazing that we all work together towards the same goal: to provide comprehensive medical care with empathy and dignity.

Dr. David Lam, Collaborating Physician

Thoughts

FROM OUR PARTNERS & COLLABORATING PHYSICIANS

Congratulations to the team at HF Connecting Health Nurse Practitioner Led Clinic on 5 successful years! It has been inspiring to see this multidisciplinary team of nurse practitioners, dietician, social worker, health promoter along with administrative staff fully integrate their culturally and socially responsible principles into a unique holistic system that identifies and services the challenging needs of the community. It has truly been a pleasure working alongside such a dedicated and inspiring team! I look forward to seeing HF soar to even greater heights of success!

Dr. Alvin Tam, *Collaborating Physician*

As a psychiatrist with immense interests in cultural psychiatry, primary care mental health, and mental health promotion in the Asian communities of Canada, it has been a privilege for me to provide collaborative psychiatric care at the HF Connecting Health Nurse Practitioner-Led Clinic (HF NPLC) since its inception – and to have co-lead a pioneering research study based at the Clinic. It is a definite delight and honour to be celebrating the 5th anniversary of the Clinic, and to have witnessed the significant impact the HF NPLC team has played in mental health care in an ethnically diverse population – from Scarborough and beyond. Every member of the interprofessional team – the receptionists and administrative staff, nurse practitioners and other nursing staff, social worker, dietician, health promoter and the collaborating physicians – has played an instrumental role for the Clinic's success. I look forward to continuing to contribute to the Clinic in the years and decades to come!

Dr. Alan Fung, *MD, ScD, FRCPC, FAPA*
Psychiatric Consultant

"Health for all", "Equal access" are the new expressions that have shaped the present primary care. Ministry of Health and Long Term care has recognized that the Toronto population is changing as about 70% are born outside Toronto and Scarborough. Since it is a home for many immigrants, we are faced with a daunting task of meeting the health needs of a diverse crowd of people.

Access to primary health care should be the same for both the English speaking and non-English speaking patient. To meet the growing demand of health care and to fulfill the obligation of equal access, the Ministry of Health created Nurse Practitioner (NP)-Led clinics.

It has been a pleasant journey and a privilege to be part of HF Connecting Health Nurse Practitioner-Led Clinic for the past 2 years. The clinic is located in an ideal setting in the center of the community that it services. The Clinic infrastructure is well organized with minimal wastage of money, skills and time.

Every single Nurse Practitioner is well committed to serving the community with care and dedication. The primary care providers are able to deal with common medical issues, which prevent unwanted emergency visits to patients and health cost.

Primary care teams like HF Connecting Health Nurse Practitioner-Led Clinic definitely plays a vital role in healthcare and we need more such clinics to meet the growing demands of health needs in all communities.

Dr. Pradeepan Arulchelvam, *Collaborating Physician*

Road Map

MAJOR MILESTONES

Programs & Activities

- Grand opening
- November 28th Health Fair in partnership with SSIP

2013



AGM



Grand Opening



Health Fair - Partnership with SSIP



Info Session with SSIP, Toronto Public Health



Clinic Info Session



Toronto Public Health Food Skill Program



Tamil Naming Contest



AGM 2014

2014

- Annual Celebration in September
- May 3rd, Health Fair in partnership with SSIP and Toronto Public Health
- Tamil Naming contest
- Major media campaign
- Regular radio station education series
- Strengthening Families Together in partnership with Schizophrenia Society of Ontario
- Research Project – iCAS in partnership with North York General Hospital and York University
- Launched Peer Nutrition Program in partnership with Toronto Public Health
- Food Skill Program Series in partnership with Toronto Public Health

Road Map

MAJOR MILESTONES

Programs & Activities

- Family Day
- Women's Health Active Fair in partnership with Ontario Chinese Health Coalition and YMCA
- Media and promotional campaign
- Different health series of workshops with Toronto Community Housing

2015



Family Fun Day



Workshop with Toronto Community Housing



Women's Health Active Fair

2014 - 2015 Media Report

- Total radio promotion advertising: 56
- Online newspaper promotional advertising : 6 weeks
- Completed weekly health articles – 16 weeks
- Over 10 radio health talks including topics of Diabetes, Hypertension, Osteoporosis, allergy etc.



Visit of MPPs

2016

- Launched Breastfeeding Support Group in partnership with Toronto Public Health
- Annual Celebration Event
- MPP visit 2016
- Launched School Clinic Project in partnership with Toronto District School Board.
- Foot Care Clinic in partnership with Foot Care Academy
- Brain Fitness Program in partnership with Suco

2016 Media Report

- Chinese Media Tour on July 15 to increase the awareness of NP, NPLC and our model of care.
- There were over 1000 spots/inserts of media about our clinic and events in both Chinese and Tamil.
- We have also delivered over 17,500 post cards to over 7300 apartments and over 10,000 houses in Scarborough area.

- Annual Celebration in October
- Continuing our ongoing partnership with Toronto District School Board, Toronto Public Health, Foot Care Academy and Suco for different programs
- Launched Growing Healthy Together with Aisling Discovery, with various different programs: Baby Massage, Nobody's Perfect and Mother Goose

2017



Media coverage of Breastfeeding Support Group



Breastfeeding Support Group

Road Map

MAJOR MILESTONES

Promotional Materials

2013

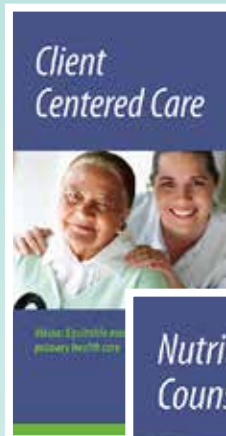
- Exterior window posters
- Clinic 1st version brochure
- NPLC calendar 2014

2014

- Display board - EN/CH
- Program booklets - calendars
- NPLC Calendar 2015
- Grocery bag, water bottle, stress ball, pen, post cards

2015

- Clinic video in 4 languages: www.hfclinic.ca
- Website revamp
- Brochure revamp



Mural posters



Nutrition
Counselling

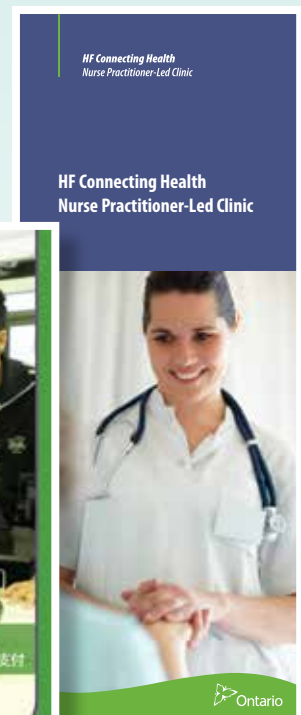
Mission: Provide culturally competent and socially inclusive primary health care services with a focus on mental health through collaborative services, education, advocacy and research.

Our commitment: Responsive.
Accessible. Accountable. Collaborative.
Integrated. Innovative.

Calendars



Brochures



Client Stories

Mathew

Everyone in the clinic is very friendly and professional. I was given sufficient time in my appointment to discuss my concerns. I would certainly give a 10 out of 10 for the clinic.

Catherine

I had 2 visits at your clinic in the past month. I am glad that I made the decision to receive services at your clinic – both the nurse practitioner and registered nurse I met with are very professional and experienced. Mr. Law was very thorough and attentive when going through my medical history. I did not feel rushed during my visit and this made me very comfortable sharing my medical issues with him. On the second visit when he went through my blood work results he demonstrated that he was very knowledgeable and was very proactive in suggesting ways to address and follow up with my medical concerns. The registered nurse who did examination on me was highly skilled and experienced. The entire examination process was handled in a very respectful and professional manner. I would certainly recommend your clinic to anyone who is looking for comprehensive health care services.

Edwin Chan

All staff are friendly and patient. Most of all, they provide a variety of languages, makes me feel relax and relived. They also answer my questions with details and provide me more useful information. HF CH NPLC has mostly essential services for daily needs. They are reliable and responsible. I would recommend HF CH NPLC to others who are in need.

Renato

I always look forward to my appointment at HF Connecting Health NPLC. I'm always greeted by warm and friendly staff. The clinic is neat and clean. The nurse practitioners are knowledgeable and are able to attend to my health concerns each and every time. I come out of the clinic with the sense that I was well taken care of, not just that I was simply seen by a medical professional.

Jamie

The clinic provides the best hospitality! When I was new to Canada and I did not know much about the health-care system, they provided me the most considerate option(s). Other than speaking in English, Cantonese and Mandarin, they are also capable for taking care of patients especially for newcomers. Indeed, there is no doubts that all the staffs have always been doing a good job.



Client Stories

Sophie

I have been a patient at HF Connecting Health since August 2013. That was a time when I have some medical challenges, I could not get an appointment with my own family physician (over 25 years). The Nurse Practitioner at the clinic helped me navigate the medical system with patience and professionalism. I am able to make same day appointments with the NP's, and they are always very punctual with the appointments. I, as a patient, feel that I am in very good hands with my medical family, from the friendly receptionists, dietitian and NP's.



Anonymous

I have been a resident of Scarborough for over 30 years, and I have been seeing my General Practitioner (doctor) for just as long. However, over the past few years, my doctor has been increasingly less accessible. It is almost impossible to make an appointment, and patient calls often go unanswered. If you have an acute illness, you have no choice but to go to a walk-in clinic or the ER!

As my generation grows older, we will experience more medical problems. But today's doctors are not equipped to handle this influx of aging Baby Boomers. Therefore, I had heard of Nurse Practitioners, but I did not know where I could find a clinic until I stumbled upon this one. I had been searching for a new doctor, without any luck, so I decided to give the clinic a chance.

The receptionist kindly explained to me how to become a patient. It involved calling Service Ontario and de-registering my doctor. I was able to see a Nurse Practitioner (NP) that same week. My NP is wonderful. He is very approachable, accessible, and attentive, especially when taking my medical history. I felt taken care of. Before that, I felt like an "orphan." My NP even repeated an important test to double-check that no mistakes were made by previous healthcare providers. I found the experience at the clinic "more human" than my experience with my former doctor.

It does weigh on me that if I could have gotten in to see my doctor earlier, my underlying health problems could have been taken care of, and I could have taken sick leave. But because of my doctor's inaccessibility, my medical problems were exacerbated. My pain today is a direct result of this.

That is why I am grateful for the opening of this clinic. I hope that many more people feeling "orphaned" by their doctor, consider Nurse Practitioners as a valid and more accessible option for their healthcare.



Financial Statements



FINANCIAL STATEMENTS

For year ended March 31, 2018

REVENUE	\$
Ministry of Health and Long-Term Care	1,527,429
EXPENSES	\$
Clinical Salaries And Benefits	878,449
Management And Administrative	219,473
Premises	148,851
Amortization	93,878
Information Technology	59,239
Professional Fees	61,086
Office And General	56,755
Insurance	9,698
TOTAL	\$1,527,429
EXCESS OF REVENUE OVER EXPENSES	—



Acknowledgement

AND BOARD MEMBERS

Board Members:

Jason Park	<i>President</i>
Ken Chan	<i>Vice-President (Ended in December 2017)</i>
Katherine Wong	<i>Secretary</i>
Roy Park,	<i>Treasurer</i>
Clara Tsang	<i>Secretary</i>
Randy Park	<i>Member</i>
Chris Jones	<i>Member</i>
Pamela West	<i>Member</i>



List of Board Committees:

- Services Development and Quality Committee
- Finance and Human Resources Committee
- Nominations Committee

We would also like to take this opportunity to thank our community partners, board members, collaborating physicians and mostly our clients, for their continuous support and feedback. We strive to provide best possible care for our clients and community.

We welcome feedbacks at all times, so that we can improve our services to better serve the community.





***HF Connecting Health
Nurse Practitioner-Led Clinic***

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