

Annual Report 2021-2022

Joint Message from Our President & Executive Director : Katherine Wong & Bonnie Wong

Annual General Meeting
Date: Tuesday, June 28, 2022

Welcome to the 9th Annual General Meeting of HF Connecting Health Nurse Practitioner-Led Clinic (Clinic). Globally this has been another challenging year with the COVID-19 pandemic which has dramatically changed how we live and work. On behalf of the Clinic, we want to let you know that our thoughts are with those who are affected by this pandemic.

The Clinic is carefully moving towards possibly pandemic recovery and to reshape a new normal by embracing changes as opportunities. Our first priority is the health and safety of our clients, service users and staff. To that end, we have been working closely with health authorities e.g. Scarborough Ontario Health Team (SOHT), Toronto Public Health and Ministry of Health (MOH) to assure we are doing all we can, in addition to COVID precautions, to align our practices and contribute to positive health outcomes.

Among the Clinic's clients, the non-vaccinated rate continues to drop. Many clients were initially skeptical of the COVID-19 vaccination. Changes were made possible by the collaboration, communication and team work of Clinic staff to ensure vaccines are available at the Clinic and to persistently educate with the "vaccine conversation" in English and in clients' preferred Cantonese/Mandarin languages. We continue to provide vaccine shots.

Increasing access to Clinic services is another priority. With funding support from the Alliance for Healthier Communities and the MOH, we established an online system for Clinic clients to directly book telephone appointment for their preferred time with their Nurse Practitioner (NP) to meet non-urgent health needs.

In collaboration and coordination with community partners, in-person programs have resumed at the Clinic with small volumes of clients such as foot care with Foot Care Academy. We are thankful to receive 2 grants from the Federal government: one would help to reach more seniors with increasing frequency of the New Horizon for Seniors 55+ Fit Program and the second, would help hire 2 summer students to support administrative duties and the Client Satisfaction Survey.

Recently the Clinic's Lead NP and consulting psychiatrist were invited to present their experience in providing care during the pandemic at the Diversity and Equity in Mental Health and Addictions Conference with the theme to promote inclusion, diversity, equity and anti-racism (IDEA) and system transformation in COVID-19 recovery. The virtual conference with over 130 participants was hosted by Hong Fook Mental Health Association in partnership with 10 other organizations including hospitals, mental health organizations, primary care organizations and universities.

For this year the Clinic's strategic direction is a refinement of its previous 2018-2021 Strategic Plan. In a regular process of this work, the next Plan would have been developed for 2022. With necessary priority on managing the COVID-19 pandemic and pivoting with various precautions, staff, management and the Board agreed to work with the three themes still relevant towards the Clinic's Mission and Vision. (Please see Strategic Plan in the Clinic Website)

We want to take this opportunity to thank the MOH for ongoing funding and encouragement and we look forward to receive their support for our Clinic service expansion; we have been receiving daily community requests to accept new clients.

We express our heartfelt gratitude to our clients, frontline staff, collaborating physicians and psychiatrists, Board and Committees, community partners and volunteers for their trust and support and look forward to growing and thriving together.

Special acknowledgement to Ministry of Health, Government of Ontario

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

55+ Fit + Wellness Check Up—Senior lead exercise



55+ Fit + Wellness Check Up—Exercise session



Kind words from our clients—*Growing Healthy Together*

"As a new comer I don't know any services available for pregnant women in Scarborough. This program helped me to learn about pre and after birth information . I like your easy exercise tips which are very helpful for pre and post mothers. All guest speakers are very nice and kind to answer questions or repeat content if we don't understand. Thank you so much for the gift item and it is very helpful. "

Welcoming our Newest member of the clinic—*Helen Li, Registered Social Worker*

As I am writing this, I have been with the clinic for exactly four months. The past four months have been a special phase in my life. I used to work with many other social workers in social services in the past many years in York Region, as well as a few years in Durham Region. I am a rookie in health care and working with colleagues from other disciplines. I do not feel lonely even though I am the only social worker on the team. Life is a journey of continuous learning. I have learned so much from both my peers and patients. There is a unique sense of comradeship in the clinic under the leadership of our supervisor. I sincerely want to take this opportunity to thank each member of the team, especially my supervisor. They have been patient, caring, and supportive in helping me settle in and fulfill my roles. I am impressed by their professionalism, intelligence, commitment, expertise, and their strong sense of justice. I look forward working with my team to provide the best care to our patients. I am glad to be here and I am proud to be a member of this wonderful team.

Growing Healthy Together—Registered Dietitian session



Kind words from our clients—*Growing Healthy Together*

"This is very good program and helpful for pregnant mothers. Although this is my third baby, I have learned many new pre and post-natal related information here. I never attended any prenatal groups and this is my first prenatal group. Also, this program helped me to connect with Family Home Visitor support and very helpful for my situation. I like the staff group they are very friendly and kind. Thanks for sending me the gift item. It is very useful for baby."

We Care & We Connect

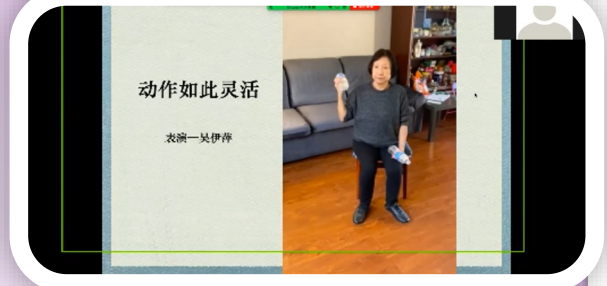
Transforming our services and programs in difficult times
to stay connected with our clients & our community

Message from Our Lead Nurse Practitioner— Cheuk Fai Law

The past two years have been challenging for everyone in the world because of the COVID-19 pandemic from different aspects. As the city and the nation re-open, our clinic has opened up more in-person days for our clients with phone call screening prior to visit to ensure everyone's safety. Our phone call consults also remain as part of our services for clients who prefer to stay home. We continued to work hard and strive to stay connected with all our clients. To assist the government vaccine roll out plan, we also provided individual check-ins regarding COVID-19 vaccine education to minimize hesitations from our clients. We have also revamped our community programs and adapted to a virtual platform, in order to continue to provide support for our community and to reduce social isolation for populations that are in need. With additional funding from the New Horizon for Seniors Program, we were able to provide much more services and programs and support the seniors with language barriers throughout this challenging time. In response to the increased demand on the healthcare system and to maintain continuity of care for clients with COVID-19, our clinic implemented a systematic COVID-19 monitoring program, COVID@Home Monitoring in Primary Care. It created the opportunity for clinicians to provide appropriate care, prevent emergency room visits, and support early detection of worsening cases. Our clinic has registered as one of the sites to provide COVID-19 vaccine for the community. Along with the Alliance for Healthier Communities, we have also adapted the online booking system for clients to better access our services at their convenience.

We as a clinic continue to follow the directions from the government to re-design our programs and services to continue serve our community. Together, we will get stronger and bring life back to the new "normal".

55+ Fit + Wellness Check-up—Senior demonstration



Message from Our Amazing Partner— Strides Toronto— Growing Healthy Together

"Our partnership with the HF Connecting Health Nurse Practitioner-Led Clinic has been invaluable in allowing us to continue to provide virtual pre and postnatal programming. Especially with the increase in mental health issues among vulnerable populations, partnering with HF Connecting Health Nurse Practitioner-Led Clinic has furthered our reach to communities we might not otherwise be serving. In particular, we have been able to mutually benefit from access to other service providers within the clinic, and in turn, provide our instrumental, administrative, and staffing supports to the program and participants. We are very pleased to continue this work with the HF Connecting Health Nurse Practitioner-Led Clinic."

Growing Healthy Together—Registered Dietitian

High Allergen Foods 高过敏原食品

- Don't wait too long to introduce 不要等太久才介绍
- Can start to introduce between 6-9 months 可以在6-9个月开始介绍
- Offer only one of these foods per day 每天只提供其中一种食物
- Wait at least 2 days before giving another allergenic food 至少等待2天，然后再给予其他变应原性食物
- Give first thing in the morning 早上给第一件事



Team Achievement

Our staff has been continuing to grow and obtaining further certificate to better serve our clients and our community

By our Nurse Practitioner—Cheryl Yip

- National Medication Abortion Training Program by National Abortion Federation (NAF)
- Etonogesterol Subdermal Implant Clinical Training
- MoCA recertification
- CoVaxON

By our Registered nurse—Karen Cheung

- Joint Health and Safety Training Part I
- Motivational Interview Training

By our Health Promoter—Joy Fang

- Continuing Education to obtain her second Master Degree, specialized in Public Health at University of Liverpool

55+ Fit + Wellness Check-up—Registered Nurse session



How do we do this year 2021-2022 Our Clients says

- According to our patient satisfaction survey,
 - 92% of our clients would recommend our clinic to their family and friends
 - 92% of our clients rated their experience in our clinic as “good,” “very good” or “excellent”
 - 90% of our clients feel welcome in our clinic
 - 76% of the clients reported that our clinic staff spend enough time with them
 - Close to 80% of the clients felt to be involved as much as we can in their treatment plan
 - 76% of the clients reported “very satisfied” or “Satisfied” with our overall experience of virtual care
 - More than 60% of the clients from the survey reported that they may continue choosing care through virtual/phone when in-person visit is more available in the future.
 - 100% of the 55+ Fit + Wellness Check-up participants felt this series of program is helpful.
 - 100% of the 55+ Fit + Wellness Check-up participants felt this series of program has helped them making healthier choices
 - Through this program, 100% of the 55+ Fit + Wellness Check-up participants felt the support from government during pandemic
 - 100% of the participants from Growing Healthy Together reported to have positive experience from the courses.

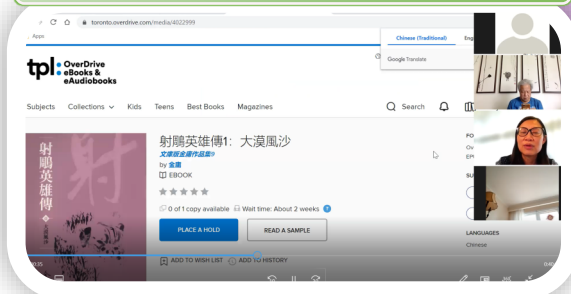
55+ Fit + Wellness Check up—Registered Dietitian session

CoQ10

- 是一种抗氧化剂 Is an antioxidant
- 随着年龄的增长, 会降低, 但大多数健康人有足够的
Levels decrease as we age but most healthy people have enough
- 尚未确定推荐的每日剂量
There isn't a recommended daily dose determined yet
- 通常每天 30 - 90 毫克
But usually between 30 - 90 mg a day
- 脂溶性 Fat soluble



55+ Fit + Wellness Check-up—Chinese Library Resources



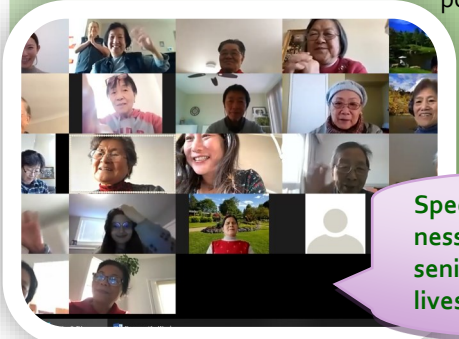
Special Acknowledgement for the New Horizon for Seniors Program (NHSP) Funding from the Employment and Social Development Canada

With sincerely gratitude from our community, our seniors and our clinic, we would like to thank the New Horizons Seniors Program Funding from Government of Canada.

HF Connecting Health Nurse Practitioner-Led Clinic was approved for the small community grant for year 2021-2022. Because of the funding, we were able to coordinate the senior program, 55+ Fit with wellness check-up, to support our seniors in the community over the COVID-19 pandemic time. Our goal is to empower and support our seniors, to promote active living through their network and to reduce social isolation of seniors in the community. Hundreds of seniors in the community with language barriers have participated and benefited from this program series. They have expressed that their well-being has significantly improved with the virtual/phone peer support system and weekly seminars. They have also expressed (100% of the survey result) that this program had made them more active and healthier. They have also obtained more knowledge and information to make healthier choices.

Thank you to the New Horizons for Seniors Program, Government of Canada for the funding to support HF Connecting Health Nurse Practitioner-Led Clinic. It had made and will continue making a significant difference in the lives of hundreds if not thousands of seniors in our community.

For more information, please visit New Horizons for Seniors Program – Community-based projects.



Special acknowledgement for MP Jean Yip, joining our 55+ Fit + Wellness Check up program. This is our virtual holiday celebration. The seniors expressed their gratitude of this program had enriched their lives.

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

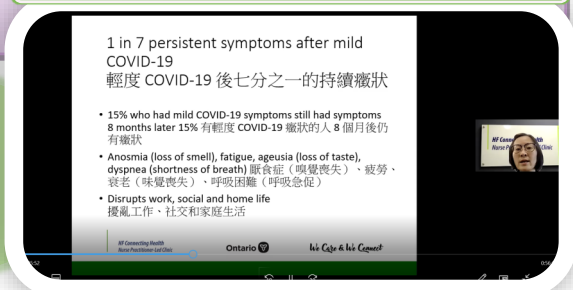
To better serve the community, to hear your voice and to better understand your needs

We have established our Client Engagement Committee for HF Connecting Health Nurse Practitioner-Led Clinic. This committee currently has 5 members and 1 staff. Two of the members are the frequent participants of our programs; while other three members are our clinic service users. Our first scheduled meeting was held on April 29th, 2022.

If you or know of anyone who may be interested in joining this committee, please email us at info@hfchnplc.ca OR jfang@hfchnplc.ca

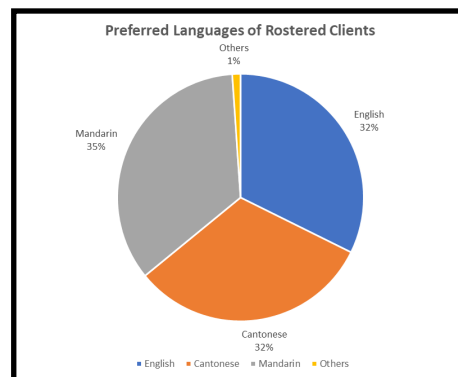
COVID-19 Vaccination Education Seminars by our Nurse Practitioner– Ms. Flora Lo in an attempt to build vaccine confidence or to address vaccine hesitancy and to increase the awareness of vaccination to protect ourselves and our community.

COVID 19 Vaccination Education Seminar

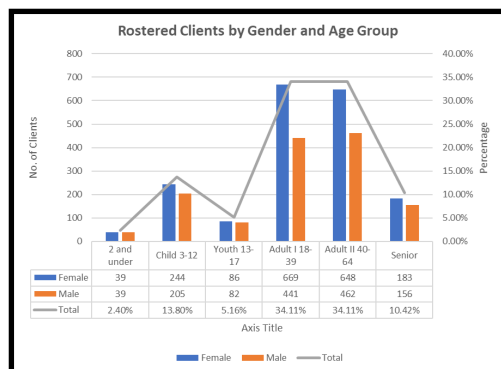


Some statistics about us this year

- We have registered (rostered) a total of 3,254 clients as of March 31st, 2022.
- We have served a total of 4,735 clients as of March 31st, 2022.
- We have provided a total of 202 flu shots to our clients and community.
- Currently, we have approximately 300 clients on our waiting list.
- We have hosted a total of 123 virtual workshops/seminars with a total of 2,789 participants between April 2021 to March 2022.
- We conducted a total of 1,710 in-person appointments and 4,487 phone consultations for our clients between April 2021 to March 2022.
- On our Facebook page, we have posted more than 100 posts and shares in between April 2021—March 2022.



We would like to thank our clients, our community partners for their continuous support.



Financial Statement

For year ended Mar 31, 2022

Revenue

Ministry of Health	1,570,175
Amortization Grant	27,925
Interest Income	5,684
Other Revenue	22,386

Total	1,626,170
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Expense

Clinical Salaries and Benefits	968,033
Management and Administrative	262,176
Premises	206,018
Amortization	27,925
Information Technology	56,934
Professional Fees	45,985
Office and General	55,035
Insurance	7,455

Total	1,629,561
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Net Deficit for the Year	(3,390)
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Acknowledgement

Our Board members:

Alan Ng, Member

Andrew Wong, Member

Bonnie Wong, Executive Director

Gem Lee-Herder, Co-chair of the Joint Nomination Committee

Janet Law, Secretary

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

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

Varada Saraf, Member