



Montfort Academic
Family Health Team

ANNUAL REPORT 2016 - 2017



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OUR VISION

The vision of the Montfort Academic Family Health Team (MAFHT) is to maintain and improve the health of our patients by providing comprehensive and integrated care in both French and English, and to educate the francophone primary care physicians of the future.

OUR MISSION

The Mission of the MAFHT is to provide our patients with access to top-quality comprehensive and continuous care; work with the University of Ottawa to offer our medical students and students of other allied professions the best possible French-language education; continually develop, evaluate and refine evidence-based best practices for team-based family medicine; and as a member of the University of Ottawa's Department of Family Medicine, fulfill our responsibilities to develop the physicians of the future.

BY THE NUMBERS

OUR TEAM

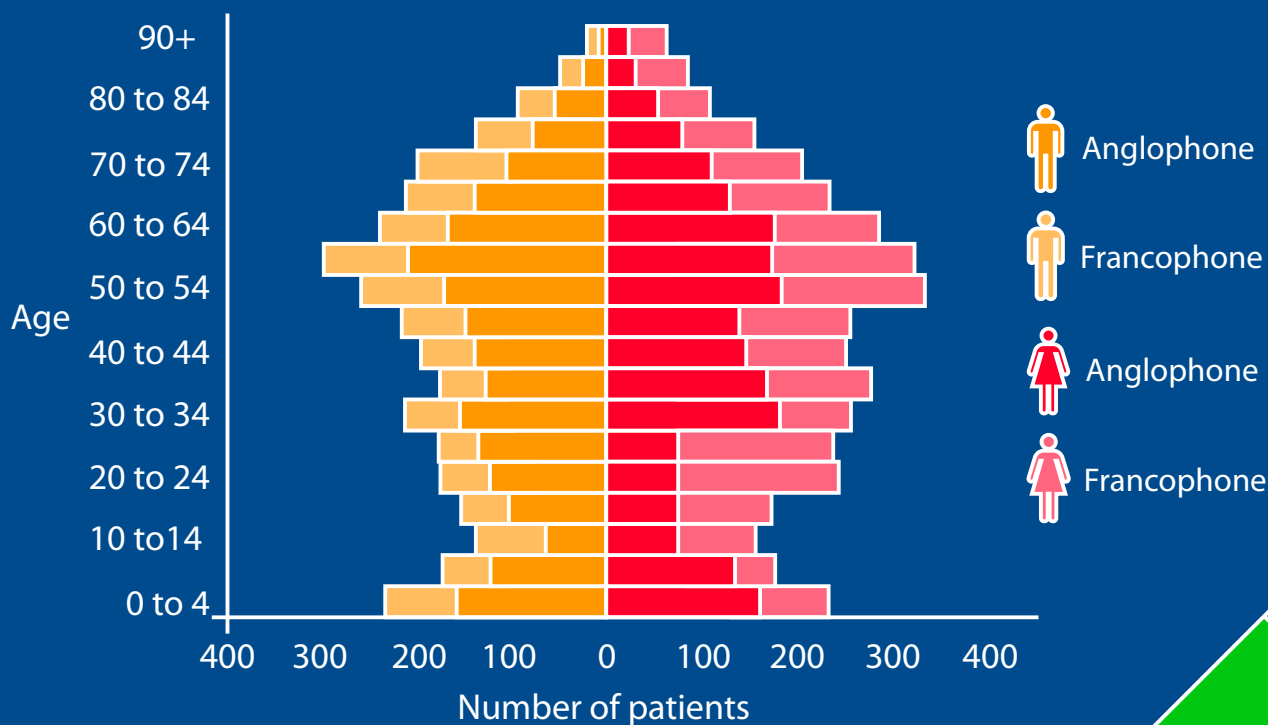
physicians	9
visiting physicians	7
allied healthcare professionals	10
administrative personnel	13
management personnel	2

APPOINTMENTS

medical visits	19 849
interdisciplinary healthcare visits	11 048

PATIENTS

total	7987
linguistic profile (FR : EN)	40 : 60





EDUCATION

The Montfort Academic Family Health Team is proud to be a teaching unit of the Department of Family Medicine at the University of Ottawa. We strive to offer our medical students and students of other allied healthcare professions the best possible French-language education.

We recognize the importance and benefits of our educational partnerships. For example, students at the MAFHT occasionally have the opportunity to join our team after completing their placement; this year, we hired 2 former students. Furthermore, we look to form new partnerships wherever possible; this year we hired an allied health professional who also teaches at a local francophone college, La Cité collégiale.

This year, we reported **2,445 medical teaching days**, nearly double the number of days reported last year, and **139 professional teaching days**.



PROGRAMS AND SERVICES

DIABETES PROGRAMS


The Diabetes Management Program was launched 2 years ago with 8 waves completed this year. The program had 37 participants this year and 26 patients completed the program. Implementation of this program has allowed us to better monitor our patients with diabetes and to simplify care for this chronic condition. For example, the majority of our patients with diabetes aged 40 or over, completed two or more glycated haemoglobin (HbA1c) tests within the past 12 months (**82.9%**). It is important to note that the provincial average is only 47.5%.

The Diabetes Prevention Program completed 7 waves with 30 participants and 16 patients completed the program. On average, those who have completed the program have **lowered their HbA1c by 2.2%**.





SERVICES OFFERED BY THE HEALTH EDUCATOR



The Health Educator helps patients adopt a healthier lifestyle by determining their fitness level and developing a realistic program that they can follow to achieve their health goals. We had a high demand for the health educator's services; more than **150 referrals this year**, and nearly 100 initial visits were organized. **30% of patients who started their program with the health educator met their goals.**

For comparison, only 8% of goal-setters are successful when setting goals on their own without the expertise and encouragement we offer.

POLYPHARMACY

Polypharmacy (the use of multiple medications) is common among the elderly. The pharmacist completes a medication review of our at-risk patients and meets with them to discuss managing their medication. This year, our pharmacist conducted **130 visits** for medication reviews, clinical visits and follow-ups.



IUD PROGRAM

Our team offers an on site Intrauterine Device (IUD) insertion program, available to all female patients at the MAFHT seeking a simple method of contraception. This year we restructured the program to enable a more efficient process for our providers and our patients. This includes a partnership with a visiting physician who assists with consultations with interested patients and IUD insertion procedures. Through this program, **32 women benefitted from this procedure, an increase of 60% from the previous year.**

KEY STATISTICS FROM OTHER MAFHT PROGRAMS

SMOKING CESSATION

- 24 Quit Plan visits
- 91% of patients who identify as smokers and were advised to take steps towards quitting

SEXUALLY TRANSMITTED INFECTIONS (STIs)

- 21 patients received treatment for STIs (either for chlamydia, gonorrhoea or syphilis)



MENTAL HEALTH PROGRAM

- 186 evaluations (includes psychological, psychiatric and psychosocial evaluations)
- 203 patients received assistance with navigation of community resources

MEMORY CLINIC

- 42 patients were seen and evaluated by the Memory Clinic team
- 12 Memory Clinic days

IMMUNISATIONS

- 2,732 visits for child and adult immunisations

NUTRITIONAL COUNSELLING

- 442 nutritional counselling visits with the dietitian





PATIENT EXPERIENCE SURVEY

This year marks the fourth anniversary of the annual Patient Experience Survey, administered by the QIDSS (Quality Improvement Decision Support Specialist), in collaboration with the executive directors of the FHTs in the Champlain LHIN. 20 of the 21 FHTs participated; a total of 12,006 surveys were completed (a target of 400 surveys were asked of each FHT). The MAFHT surveyed 415 patients, which corresponds to a margin of error of +/- **4.57%**, a significant reduction following the previous year. A big thank you to all those who responded to the survey!

The goal of the Patient Experience Survey is to understand the key elements of patients' experiences in the Champlain LHIN area based on key performance indicators. While each FHT is distinct and cares for a unique population, the results of the survey can help FHTs establish their own priorities for improvement. The MAFHT achieved excellent results; some of them are highlighted below.

The patient's experience is important, notably the opportunity to participate in the decision-making process with regards to their health. Nearly all of the participants at the MAFHT (**96.1%**) reported having participated as much as they wanted in the decisions about their care and treatment. This is an 8% increase from last year (2015-16: 87.74%); and surpasses the average of 92.8% in the region. The Ontario average was 85.9% according to the Ministry's annual report.

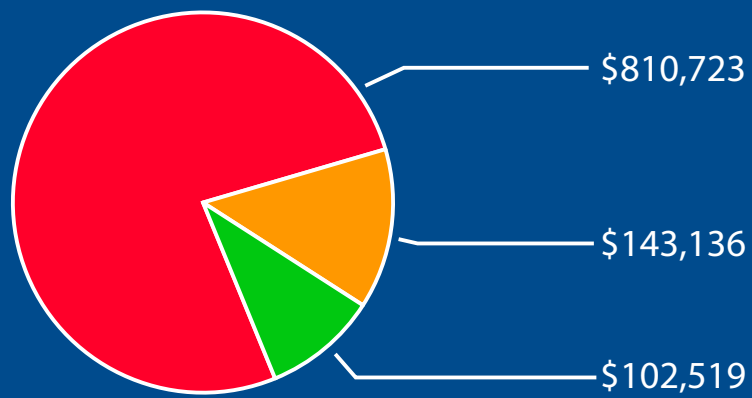
Patient engagement was identified as a priority for the MAFHT last year and the results of the survey indicate that patients are very satisfied with the efforts of the team to involve them in the management of their health. Almost all of the MAFHT participants indicated that physicians and other healthcare providers spend enough time with them (**94.8%**) and give them the opportunity to ask questions about the recommended treatment (**96.1%**). The average for these indicators in the Champlain region were 90.7% and 93.0%, respectively.

Lastly, almost all patients at the MAFHT are satisfied with being able to communicate with their healthcare provider or doctor in their language of choice (**99.2%**), a result that is slightly higher than the regional average of 98.1%.



FINANCES

FHT Expenses 2016 - 2017



Salaries and Benefits

Operating Expenses

Rent

Data is excerpted from the financial statements dated March 31, 2017, and audited by the McKechnie & Co. accounting firm.