



SASKATOON COMMUNITY CLINIC EMBRACING MEDICARE



ANNUAL REPORT 2011-12



**Saskatoon
Community
Clinic**





Groups of citizens throughout the province, with the support of a few doctors, believed so strongly in the concept of Medicare that they set up their own co-operative health clinics. They were passionate and brave in their efforts to start Clinics on their own with few resources and so little support in the medical community.

Some history . . .

The Community Health Services (Saskatoon) Association was born directly out of the struggle for medicare. The election of 1962 gave the provincial government the mandate to introduce the Medical Care Insurance Plan, a plan that would provide health services to Saskatchewan families regardless of ability to pay. It was the first of its kind in Canada and created a great divide between doctors and the government. Citizens were divided as well, some supporting the doctors and other supporting the concept of Medicare. On July 1, 1962 the Medical Insurance Plan came into law and on that day Saskatchewan doctors closed their offices and refused to see patients, providing services only through emergency departments. At the same time groups of citizens throughout the province, with the support of a few doctors, believed so strongly in the concept of Medicare that they set up their own co-operative health clinics. They were passionate and brave in their efforts to start Clinics on their own with few resources and so little support in the medical community. In Saskatoon the group rented space in the Avenue Building and began seeing patients on July 3, 1962. At the time, few would have foreseen that their courageous efforts would still be alive today as the Saskatoon Community Clinic, a flourishing primary health care co-operative.

The spirit and hopes of those pioneers continue at our Downtown and Westside Clinics. Key features of our model, built through the determination and hard work of many over the past fifty years, include:

- Interdisciplinary primary health care teams;
- A focus on health promotion and disease prevention;
- Specialized programs and services to meet the needs of groups most at risk for example: seniors, people living with chronic conditions, Aboriginal persons, low income people and people with mental health conditions;
- Community ownership and involvement in primary health care.

The Association has a long and proud history of serving our members and clients. Our staff and Board look forward to a future in which our pioneering health care model is available in all communities.

This annual report is dedicated to the members, volunteers, staff and partners who have contributed to the vitality of the Community Clinic during the past 50 years. The photos demonstrate the unique partnership between providers and users of health services that has been central to the vision of the Association since its inception.

Board of Directors' Report

By Anne Doucette, President

A Year of Celebration

It is a year of celebration of 50 years of Medicare and Community Clinics in the province of Saskatchewan as well as a time to look forward. It is also the International Year of Co-operatives as declared by the United Nations which is an additional reason to celebrate our history and our future. We kicked off our year at the Semi-annual meeting when the Honourable Roy Romanow spoke on the future of health care in Canada.

Some of our anniversary plans include:

- Having several different souvenir items
- Plans for a special evening of dramatic reading, speeches and visiting among members at the Bessborough on July 3, the day the Clinic opened
- A graphic novel on our history
- A special event in the fall about Aboriginal health issues
- And our final event of the year will be an evening with Stephen Lewis, former UN Secretary-General Special Envoy for HIV/AIDS in Africa, on November 9, 2012.

We are also planning to have banners in downtown Saskatoon to recognize this significant anniversary of Medicare. Finally, Stan Rand's book about the history of Community Clinics, *Privilege and Policy*, is being re-printed.

The Member Services Committee has been active in organizing member events including a series of noon hour workshops on our history, today's Association and co-operatives. They also completed a report and are considering recommendations to involve more aboriginal and low income people in member and volunteer activities.

The Operations Committee has been busy this past year with contract negotiations with CUPE, Department Heads and our physician group. Major planning across the organization has been underway for the change to electronic medical records (EMR). We have received some additional funding and support from the Ministry of Health for this transition. Staff are being trained and there will be an impact on services during the implementation phase. We ask for patience and understanding as we move into this new era of health records. Once this is completed later this year it will give our staff a valuable tool for taking better care of clients. The Board has approved a balanced budget for 2012-13 on a total budget of over \$11.5 million.

The Political and Social Action Committee lent its support in the community regarding renewal of the 2014 Canadian Health Accord and on the issue of affordable housing. Continued cooperation between the federal and provincial governments remains essential. The sustainability of the publicly-funded system, access to primary care, the rising cost of pharmaceuticals and human resource shortages are interconnected issues facing all Canadians. Social determinants of health also cannot be neglected. Increased demands for safe, affordable and supportive housing are evident across the province but no Saskatchewan community is experiencing this need as acutely as Saskatoon. The Board supports the Housing First Model to help reduce homelessness. Our Executive Director, Tim Archer, is on a city-wide planning committee looking at implementing the model in Saskatoon.

We welcome Melanie Medlicott as our new Vice-President, and thank her for her support, and the ongoing support of our other Board members for all their hard work. I also wish to thank our staff, members, volunteers, donors and partnering organizations for the support they have lent to ensure the vitality of the Community Clinic.



2011-12 Board of Directors

Alex Brooks

Dalton Cameron

*Anne Doucette,
President*

Glen Kovatch

Twila Leflar

*Melanie Medlicott,
Vice-President*

Michelle Robson

Sheena Rowan

Elizabeth Scott

Carla Smith

Ron Wheeler

Pat Wall

Lisa White

Derek Wilkinson





Executive Director's Report

By Tim Archer, Executive Director

We are on a Journey!

The past year has gone by in a blur! We have much to recognize and celebrate. Our programs and services continue to meet client needs and contribute to improving the health of our community as a whole. We have succeeded in reinstating our footcare program with financial support from our Saskatoon Community Clinic Foundation. We have also been successful in obtaining grant and project support for the following initiatives:

- Health Canada Grant from the Aboriginal Diabetes Initiative – \$202,000
- Saskatoon Health Region Community Grant in support of our Peer Leader Program for addressing Chronic Disease – \$20,000
- Infrastructure support for the Electronic Medical Records Implementation Project with funding from the Primary Health Branch of Ministry of Health – \$293,000.

These funds enable us to provide new or enhanced programming and, ultimately, to better serve our clients.

We have also been re-engaging our staff on a path of continuous quality improvement. Through partnerships with Saskatchewan Health Quality Council and the Saskatoon Health Region, we are working to redesign the flow of our work. A key part of this quality journey is to become more client-centred. Accomplishing patient-centredness involves engaging and including the patient voice in the process of improvement. Stay tuned for opportunities to voice your opinions.

We have also experienced some turnover with the departure and retirement of a significant number of long-time staff. While turnover can be healthy, it also takes time and energy to recruit and orient new staff. These transitions are ongoing.

While all Clinic locations are busy, our most explosive growth remains at Westside Clinic where the demand is relentless and where we are doubling our efforts to maintain service accessibility. Our many partners at Westside help with our delivery of a comprehensive service to clients. I continue to advocate for additional resources to address access issues and service gaps at all locations.

Much planning and preparation has gone into ways to celebrate our 50th anniversary year. July 3 will mark 50 years since the Saskatoon Community Clinic first opened its doors to provide care and services to the community. I hope you will take time to celebrate with us at one or more of our planned upcoming events (details available from Member Relations and in our *Focus* newsletters).

Of course, amidst all the changes, there remain these key constants:

- Our commitment to clients to put their health needs first and foremost.
- Our ongoing nurturing of our many partnerships within Saskatoon and beyond.
- Our vision to help build and sustain a healthy community.

I now have my first year under my belt as Executive Director. Your ongoing support is appreciated as the Saskatoon Community Clinic prepares for many challenges ahead.

Departments

Administration

Accounting

*Clinical Support
Services*

*Counselling and
Community
Services*

Diagnostic Services

Information Systems

*Environmental
Controls*

*Member and
Public Relations*

Nursing

Nutrition

*Occupational
Therapy*

Pharmacy

Physicians

Physical Therapy

Secretariat

Westside



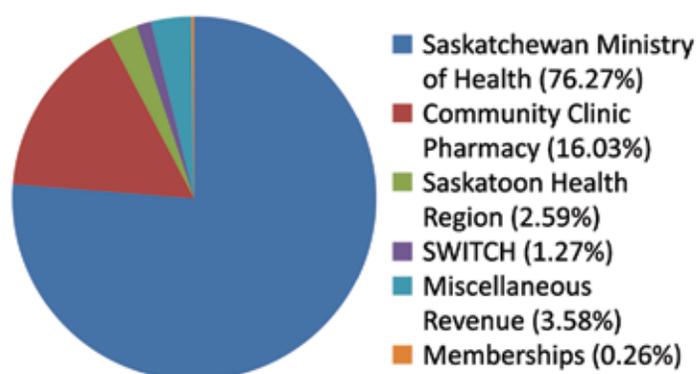
Financial Statistics

Statement of Operations

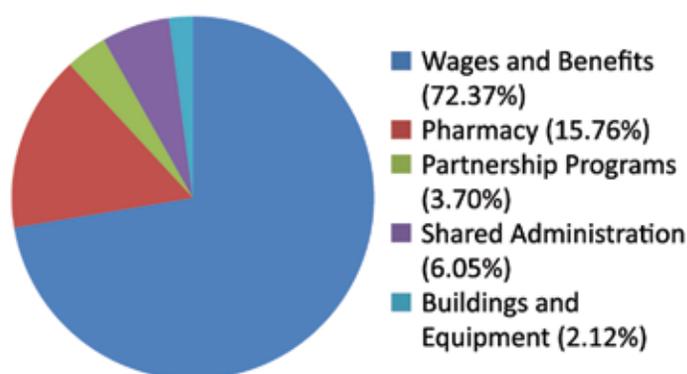
For the Year Ended March 31, 2012

Revenue		<u>\$ 12,132,783.38</u>
Expenses and Other		
<i>Salaries, Wages and Benefits</i>	9,827,367.44	
<i>General</i>	<u>2,135,030.69</u>	<u>\$ 11,962,398.13</u>
Excess of Revenue Over Expenses		<u>\$ 170,385.25</u>

2011-12 Revenues (percent of budget)



2011-12 Expenses (percent of budget)



Downtown Clinic Highlights

- Preparation for the introduction of electronic medical records (EMR)
- Implementation of a fee-for-service foot-care program to better serve the needs of our elderly population and others who need this support
- Re-engagement of our staff on quality improvement initiatives through education, support and training
- We bid farewell to a number of long-term staff and physicians through departures and retirements and welcomed those following in their footsteps.

2011-12 Vital Signs

Clients served: 12,524
Client encounters: 138,111
Annual Budget: \$11.3 million
Staff: 135
Prescriptions filled: 46,625
Students: 87
Volunteers: 67

Westside Clinic Highlights

- Demand for services at our Westside Clinic continue to increase; visits to the Westside Clinic are up 25% since the previous year
- We welcomed the University of Saskatchewan's College of Dentistry in January
- Two health and lifestyle partnership programs celebrated anniversaries: Fitness, Food & Fun and OASIS
- Clients were surveyed about volunteer and member engagement; recommendations are being considered by the Board of Directors.





Community Health Services (Saskatoon) Association sponsors the Saskatoon Community Clinic. It is one of four similar Associations in Saskatchewan united under the Community Health Co-operative Federation.

Services and Programs

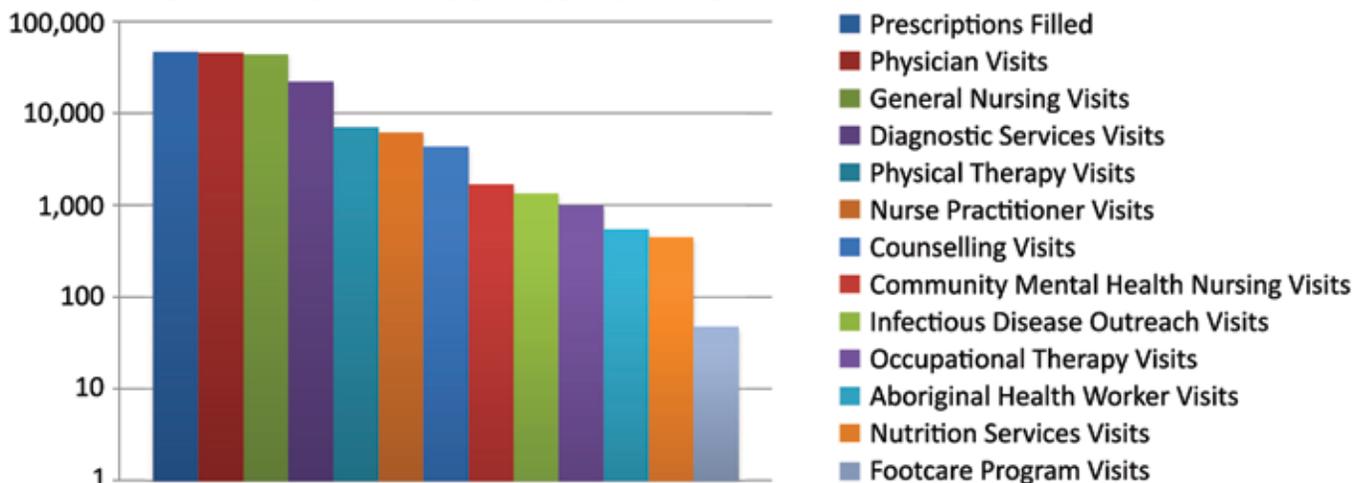
The Downtown and Westside Clinics have available:

- Family Physicians and Nurse Practitioners
- Aboriginal Outreach Workers
- Laboratory, Radiology and ECG services
- Nutritionist
- Pharmacy
- Clinical Office Assistants
- Primary care, mental health and community nurses
- Counsellors
- Member and Public Relations services
- Occupational Therapy
- Physical Therapy
- Visiting Specialists

Our Disease Prevention, Patient Education and Volunteer Programs, some offered in partnership, include:

- Chronic Disease Management Programs
- Seasonal Flu Clinic
- Self-Serve Health Information Centre
- CenteringPregnancy® and CenteringParenting® Group Programs
- Aboriginal Diabetes Initiative
- Educational Presentations
- Handicraft Club
- Seniors Advisory Council and Seniors' Groups
- Strengthening the Circle "Kohkums" Program
- OASIS Program
- Fitness, Food & Fun
- Footcare Program

2011-12 Clinical Service Volumes





Saskatoon Community Clinic Foundation Inc.

Nancy Carmichael, President

The Foundation receives generous donations from our community of supporters that are directed to many programs and services and add greatly to the well-being of our community. The total amount donated to the Foundation in 2011 was \$105,500 which was a 20% increase from the previous year. The Foundation approved funding in 2011 for a number of important projects: contribution towards the renovation and expansion of the newly relocated Westside Clinic, the Meger Seniors Transportation Fund, the Community Net Access Antenna and 2012 Anniversary celebrations. Thank you to all for your generous contributions and your continued support, be it through pocket change, cheque, cash or an estate bequest.

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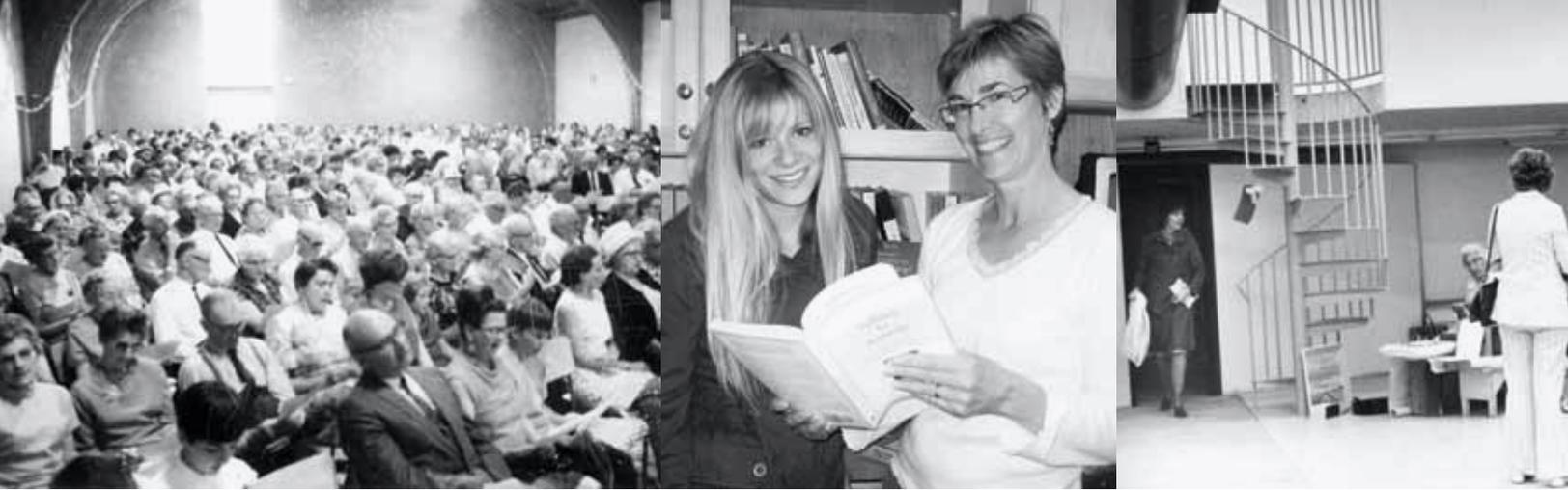
Our Partners in the Community

The Saskatoon Community Clinic is committed to working with other organizations to identify and meet the health and social needs of our clients and the community as a whole. Partnerships and groups we were involved with in 2011-12:

2011-12 COMMUNITY PARTNERS

Saskatchewan Intercultural Association
 Regional Diabetes Reference Group
 Saskatchewan Prevention Institute
 Postpartum Depression Support Group
 International Women of Saskatoon
 Passion for Action Against Homelessness
 Healthy Moms Healthy Baby
 Saskatoon Crisis Intervention Service
 Saskatoon Tribal Council Wellness Centre
 Crocus Co-op
 College of Dentistry-University of Saskatchewan
 Community University Institute for Social Research (CUISR)
 Chronic Disease Prevention and Management Outreach Program
 Red Cross
 Schizophrenia Society
 Aboriginal Diabetes Initiative-Health Canada
 Child Hunger and Education Program (CHEP)
 Mental Health and Addiction Services
 Saskatchewan Co-operative Association
 School of Physical Therapy
 Saskatoon Falls Prevention Consortium
 Many Visiting Specialists
 Deilsle Primary Health Centre
 CUMFI
 Physical Therapy Advisory Council
 Primary Health Services
 Saskatchewan Public Library
 Midwifery Program
 LiveWell with Chronic Conditions
 Sexual Health Centre, Saskatoon
 College of Medicine-University of Saskatchewan
 Department of Academic Family Medicine
 SWITCH
 Open Door Society
 Métis Addictions Counselling Services
 Community Mental Health Association
 Saskatoon Health Region





Vision

Healthy individuals in a healthy community.

Our vision is a world where communities, families and individuals experience optimal conditions for health through all stages of life, actively pursue and manage their own health, and are supported by a publicly-administered health care system offering high quality primary health services provided by an integrated and innovative health care team.

Mission

Excellence in co-operative primary health care. We:

- ✓ Enhance health and well-being through leadership and excellence in people-centred primary health care.
- ✓ Ensure access to the health services people need by creating effective and co-operative partnerships between members of the community, interdisciplinary health service providers, and other health-promoting organizations.
- ✓ Engage people in deciding about their care and in planning and evaluating community health services.
- ✓ Advocate for publicly-funded health care and for the conditions that lead to optimal individual, community and population health.



**Saskatoon
Community
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Community Health Services (Saskatoon) Association Ltd.



*Downtown Clinic
under construction*



Downtown Clinic today