



*Saskatoon
Community
Clinic*

ANNUAL REPORT 2018-2019

**YOUR
HEALTH CARE
CO-OPERATIVE**



Board of Directors

REPORT

By Bill Davies, President



The Board of Directors is pleased to submit its annual report to our membership. This has been another productive year for CHSA as we work towards fulfilling our vision of healthy people in a healthy community.

At our annual retreat in the fall, the CHSA Board of Directors took time to review and reflect on the 2014-2019 strategic plan for the organization. The Board felt that our strategic goals of *people-centred, team-delivered, value-focused, and community-driven* were still relevant to the current climate and needs of the population we serve. With that in mind, the Board made a decision to review the current strategic plan with our Members at the 2019 semi-annual meeting.

The Board and Administration will also consult with community groups, staff, and clients over the next several months and incorporate feedback into the next five-year strategic plan. The Board also reviewed its governance policies and affirmed its desire to include more strategic and future oriented discussions at Board meetings.

We have also taken the following steps to address the Resolutions passed at the 2018 AGM, and the 2019 semi-annual meeting:

Be it resolved that the Saskatoon Community Clinic indicate its support for a universal, national, single-payer Pharmacare program and communicate that support to the Federal Government.

In June the Board provided three recommendations to Prime Minister Trudeau and the Federal Government regarding the mandate and composition of the Advisory Council on the Implementation of National Pharmacare including: 1) that a public, universal and single-payer national Pharmacare plan is implemented 2) ensuring that the Advisory Council is evidence-based, not interest-based and 3) that they make health equity an explicit criterion in the terms of reference for the Advisory Council and in selection of Council members to help ensure that our National Pharmacare plan is informed by critical considerations of how it will benefit diverse Canadians.

Be it resolved that the Community Clinic Board of Directors ask the Minister of Health and the Saskatchewan Health Authority to retain patient access to urgent mental health services and beds through a continued and specifically designated Mental Health Assessment Unit.

2018-19 CHSA Board of Directors

Bill Davies, President

Karen Cederwall, Vice-President

Carol Eaton

Fran Forsberg

Heather Hale

Patrick Lapointe

Gertie Paul

Keeley Phillips

Jaris Swidrovich



2018-19 CHSA Board of Directors

L-R, back row: Patrick Lapointe, Karen Cederwall, Jaris Swidrovich, Keeley Phillips, Bill Davies,

L-R, front row: Gertie Paul, Fran Forsberg

Missing: Carol Eaton, Heather Hale

February, the Board wrote to the Minister of Health informing the government that the availability of a separate unit that can provide respite and immediate mental health services away from general emergency services is essential for patients and families dealing with a mental health crisis. We urged the government to continue this unit with at least the current number of beds and staff, as it is a much needed and valued support in our community, and a resource for patients from northern communities in need of emergency

psychiatric evaluation and care. We are pleased to report that a decision has been made by the province to continue with a dedicated MHAU.

The need for access to mental health services remains a serious issue for our community, and the Board urges everyone to voice their concerns to their elected representatives. As an Association, we have taken steps this past year to improve access to mental health, including expanding the availability of the primary care counselor at the Downtown Clinic to assist with urgent mental health issues. Our six-week evening psych-educational groups continue to grow. The purpose of these groups is to help provide our patients, who are on a waiting list, with some tools and strategies to better self-manage their care. It continues to be our goal that a number of these patients who complete the group sessions will not need to be placed on the waiting list for individual counselling sessions.

Effective communications with our membership and patients is a priority of your Board of Directors. The Focus Editorial Committee recommended that a Communications Audit be undertaken. The goal was to evaluate member communications materials including newsletters, our website and other materials. A member and staff committee oversaw and participated in the audit. Feedback from patients, members and staff was considered in the audit process. The results will guide member communications in the future.

CHSA has ended the 2018-2019 year with a surplus, attributable in large part to physician vacancies. The Board is pleased to advise our membership that a number of new physicians will be joining the Saskatoon Community Clinic, and we anticipate being at our full physician complement for 2019-20.

The CHSA Board would like to express our appreciation to the Saskatoon Community Clinic Foundation. We are continuing to work closely with the Foundation to plan for the development of a major fundraising campaign to renovate the Downtown Clinic and expand the West Side Clinic. I would like to thank the Foundation for their work in support of the Clinic as we build for the future.

On a final note, I would like to share with members that this will be my last report as CHSA Board President. I would like to thank all of the staff, Board members, volunteers, and other participants who I have worked with over the past six years. It is very gratifying to be part of an organization that has such a strong focus on social justice and a healthy community.

Executive Director's REPORT

By Lisa Clatney, Executive Director



This past year had a strong focus on building our internal capacity to better serve our community.

A significant amount of effort was directed towards Connected Community Care (CCC) Phase II. Working alongside our three other partner organizations: Saskatchewan Health Authority, Saskatoon Tribal Council and Central Urban Métis Federation, CCC is an initiative aimed at improving people's access to team-based primary health care in Saskatoon's core neighborhoods and central business district. Specifically for our Westside location, this has meant the expansion of staff so that we can extend our hours of operation. The Clinic is now open until 9 pm Monday – Friday, and from 9-5 on both Saturday and Sunday.

More significantly, this initiative has been the catalyst for providers and organizations in our community to work and communicate more optimally to better meet the needs of our shared clients.

I am pleased to report that the SCC Pharmacy – Westside continues to grow and contribute in significant ways both in our patient's health, and in strengthening our interdisciplinary approach to health care delivery. As one patient recently commented, our pharmacy staff "saved his life". This patient was very ill when he first came to our pharmacy last year, and is thankful to our staff for helping him heal. While our pharmacy staff would not suggest they did anything heroic, they did take the time to make a connection with this patient and realize that he wasn't taking his medication to treat his infection because it was too painful to swallow the tablets. They were able to switch his medication to a liquid formulation and the infection healed. They have also helped him day to day by making him feel comfortable and welcome in the pharmacy, helping to educate him about his prescriptions, and by assisting him with his refills so he can keep taking his important chronic medications.

Access to mental health services continues to be an important issue for our Association. We are pleased to let our Members know that we have created a permanent position for our primary care counsellor at the Downtown Clinic location. The primary care counsellor provides brief therapy sessions to patients with mental health concerns that do not necessarily require a referral to our Counselling department. The intent is to provide more immediate access and early identification for patients who require support. We are also continuing to offer our 6-week evening psych-educational groups to help provide our patients with some tools and strategies to better self-manage their care.

Staff development and learning opportunities continues to be a focus at SCC. This past year, we were able to support over 20 SCC staff (including physicians, front line staff and directors) to attend a Trauma & Violence Informed Care workshop. It is our intent that trauma and violence informed care becomes our philosophy and approach to service delivery across our organization. Subsequent to the workshop, we held an in-service for all staff where key highlights and insights of the workshop were shared.



Saskatoon Community Clinic has now hosted 3 Kairos Blanket Exercises in which our staff, Board members, volunteers, and partner organizations have been invited to attend. The Kairos Blanket Exercise is a teaching tool designed to raise awareness of the nation-to-nation relationship between Indigenous and non-Indigenous peoples in Canada.

As an Association, we make it a priority to engage with, and listen to our clients and members. As follow up to focus groups held at our 2018 semi-annual meeting, we conducted surveys at both locations (Downtown and Westside). With close to 500 respondents, we now have a better sense of the extent to

which our clients are aware of the Clinic's programs and services, and how patients prefer to receive information from our Clinic. This information will be helpful in operational planning, as we strive to meet the needs of our diverse patient population.

Over the course of this past year, the Saskatoon Community Clinic made a number of improvements and enhancements to our infrastructure and facilities, including installing an automatic door opener at our Mel Langer Building, making the building more accessible for those with mobility issues.

Members may have noticed that the exam rooms at the Downtown Clinic location were refreshed this year, including new flooring and paint. Work is also being done to standardize where supplies and equipment are kept in each exam room, to facilitate better patient and provider flow at the Clinic.

Although perhaps less obvious to our patients and members, a number of IT enhancements were also implemented this year to ensure that our electronic information remains secure and protected, in addition to upgrading our security system at Westside.

I would like to thank our staff, Board, members, patients and volunteers for their support over this past year. Working collectively, we are taking steps to achieve a healthier community.

2018-19 Departments

- Accounting
- Administration
- Counselling and Community Services
- Diagnostic Services
- Facilities Operations
- Human Resources
- Member and Public Relations
- Medical Group
- Nursing and Reception
- Pharmacy
- Health Information Systems
- Therapies
- Westside

Client Representative REPORT YEAR ENDING 2018

*By Ingrid Larson
and Karen Timoshuk,
Client Representatives*

The Member Relations role includes liaising with patients and members to obtain feedback on services received and to proactively provide patients with opportunities to influence the programs and services offered. Interaction with patients and members includes: emails or letters; phone calls; visits and meetings as well as analysis of information received through questionnaires and patient discussion forums. The Board of Directors and Leadership Team receive a yearly report from the Member Relations staff on its Client Representative activity.

In 2018 the Member Relations Department dealt with 156 inquiries and concerns; this compares to 177 in 2017. These contacts are reported to the Board of Directors in the following areas: access to service; quality of care; communication; cost; environmental factors; information or other assistance.

In 2018 the Member Relations Department distributed an Information and Communication Survey to identify the extent to which SCC patients are aware of the Clinic's programs and services and to determine how patients prefer to receive information. Questions were also asked as to which health topics patients are interested in to better manage their own health or that of a family member. The survey was distributed in waiting rooms at the Downtown and Westside Clinics and through an on-line questionnaire; 462 people completed the survey. Thank you to the volunteers who helped with the distribution of the in-house surveys. The data will be used by our staff as part of SCC's commitment to on-going improvement in patient, member and family centred care.

The Ministry of Health's patient experience survey was administered twice in 2018. The following questions were asked of a sample of patients attending appointments:

- Did the patient see the doctor/care provider they wanted to see today?
- Was today the first day of choice to see their doctor/care provider?
- What is their rating of the Clinic on a scale of 0 to 10 (worst possible to best possible)?
- What is their overall experience of the Clinic on a scale of 0 to 10 (very poor to very good)
- How confident are they to manage their own health with the help of a doctor/care provider
- Other suggestions and comments about the Clinic and its programs

Overall patient rating, combined, for both sites of the Saskatoon Community Clinic was 8.2 in April 2018 and 8.7 in October 2018.

Lastly, a satisfaction form is sent yearly to all members, the results of which are distributed to our staff and Board. These survey forms are also used to recruit board members and volunteers to support the work of the Saskatoon Community Clinic. Thank you to our members for your feedback and suggestions.

Saskatoon Community Clinic FOUNDATION INC.

Gifts made to the Saskatoon Community Clinic Foundation are investments that improve and advance the unique model of primary care that benefits our members, patients and clients. They also contribute to sustaining our organization into the future. Thank you to the 277 donors who, in 2018, gave gifts to help ensure that your health care co-operative remains vital, sustainable and ready to serve you and our community in the years ahead.

In 2018 the Foundation expended funding on the following projects:

Hematology Analyser. By replacing the old analyser, additional parameters for blood analyses are available benefitting patients. As well, a cost savings was realized by coinciding with the installation of an updated Lab Information System. **\$15,400**

Community Peer Leader Program. Delivered in partnership with other Saskatoon organizations, this Program addresses food insecurity and the higher prevalence of chronic conditions in low income neighbourhoods in Saskatoon. **\$7,844**

2018 Foundation Board:

Michael Finley, President

Angie Fergusson, Vice President

Lisa Clatney, Secretary
(non-voting, appointed)

Evan Carlson

Myrna Hewitt

Cheryl Loadman

Michael Murphy

Karen Cederwall, SCC Board representative

Gertie Paul, SCC Board representative

The Foundation wishes to thank the following departing Board members for their dedication and commitment over the years: Nancy Carmichael (President), Fay Puckett, Leslie Biggs, Glenda Gartner and Jason Majid (SCC Board representative).

Staff Development, Books and Journals.

Through the purchase of books and journals and supporting participation in courses, this grant enables staff to acquire knowledge and enhance skillsets. **\$482**

CHSA Social History Archival project. This Project will catalogue the historical materials that are relevant to the development of the CHSA. **\$5,000**

In addition, the Foundation received **\$260** in donations specifically for the **Counselling Department's Christmas Hamper Program** and a **\$200** donation specifically for **tree replacement** in front of the Downtown Clinic.

The Foundation is governed by an autonomous volunteer Board of Directors that provides direction, strategies fundraising and considers funding proposals from the Clinic. Saskatoon Community Clinic Foundation Inc. is a charitable organization registered with Revenue Canada Agency.

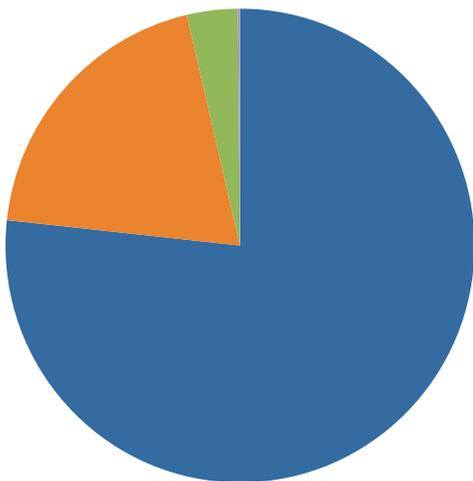
Year End

FINANCIALS

STATEMENT OF OPERATIONS

For the Year Ended March 31, 2019

Revenue		14,070,974
Expenses and Other		
Salaries, Wages and Benefits (<i>excluding pharmacy</i>)	9,765,838	
General (<i>including pharmacy</i>)	3,834,960	13,600,798
Excess of Revenue over Expenses		470,176

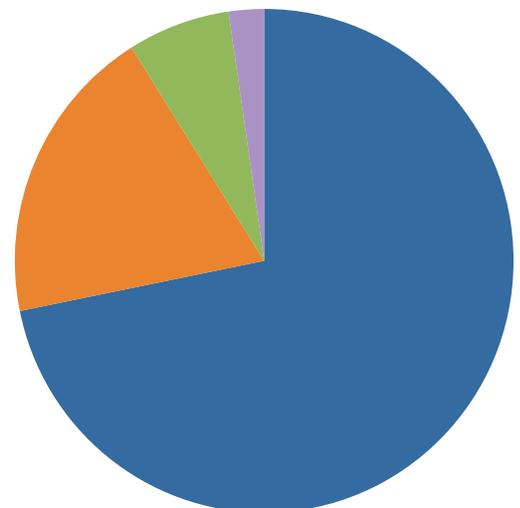


2018-19 Revenues (% of actual)

- SK Ministry of Health (76.8%)
- Pharmacy (19.6%)
- Rent income, Fees & Miscellaneous (3.5%)
- Memberships (0.1%)

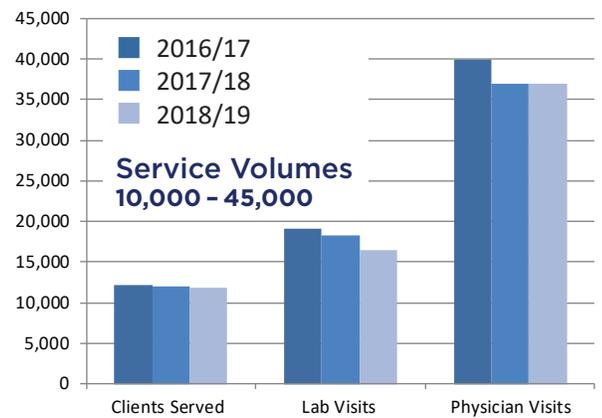
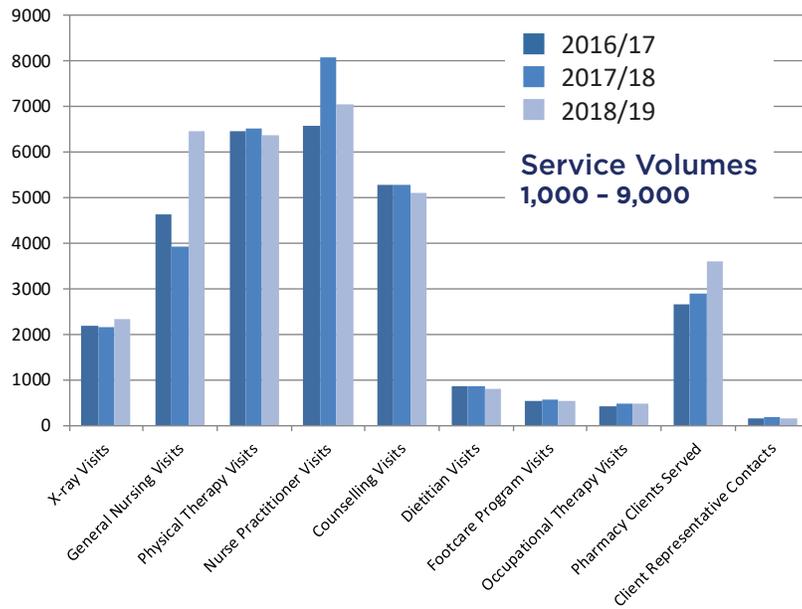
2018-19 Expenses (% of actual)

- Wages & Benefits (*excluding pharmacy*) (71.8%)
- Pharmacy (19.3%)
- Materials & Supplies, Fees & Miscellaneous (5.6%)
- Utilities, Maintenance & Insurance (3.3%)



STATISTICS

CLINICAL SERVICE VOLUMES



Note: Saskatchewan demographics obtained from Statistics Canada (2016 Census)

VITAL SIGNS

Annual Budget: **\$14 million**

Volunteers: **57**

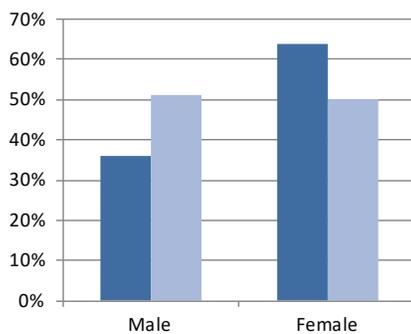
Staff: **150**

Students: **57**

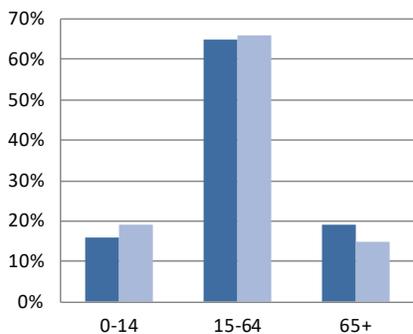
Members: **9,980**

PATIENT DEMOGRAPHICS

Gender



Age



Our 2018-2019 Community

PARTNERS

Service and Program Partnerships

AIDS Saskatoon

CHEP Good Food Inc.

Collective Kitchen Partnership

Sanctum Care Group

Saskatoon Tribal Council Wellness Centre

Central Urban Métis Federation, Inc.

Sexual Health Centre

Student Wellness Initiative toward Community Health (SWITCH)

University of Saskatchewan:

- College of Dentistry
- Department of Pediatrics and Family Medicine

Saskatchewan Health Authority:

- Aim-4 Health Program
- Delisle Primary Health Centre

- Fitness, Food and Fun
- LiveWell with Chronic Conditions
- LiveWell with Chronic Pain
- Mental Health and Addiction Services
- Mental Health Rehab
- Positive Living Program
- Population and Public Health
- Primary Health
- Postpartum Depression Support Group

Refugee Engagement and Community Health Clinic (REACH):

- Global Gathering Place
- Saskatoon Open Door Society
- University of Saskatchewan College of Medicine
- Saskatchewan Health Authority
- TB Prevention and Control Saskatchewan

Educational Partnerships

University of Alberta College of Occupational Therapy

University of Saskatchewan:

- College of Education

- College of Medicine
- College of Nursing
- College of Pharmacy and Nutrition
- School of Physical Therapy

Memberships and Affiliations

Canadian Association of Community Health Centres

Community Health Cooperative Federation

Health Care Co-operative Federation of Canada

National Abortion Federation

OUT Saskatoon

Physical Therapy Advisory Council

Saskatchewan Cooperative Association

Saskatchewan Prevention Institute

Saskatoon Community Clinic Foundation Inc.

Saskatoon Council on Aging

Saskatoon Crisis Intervention Service

Saskatchewan Health Authority HIV Steering Committee

Saskatchewan Health Authority Primary Health Care and Chronic Disease Management

Second Avenue Seniors Housing Co-operative



Saskatoon Community Clinic

SERVICES/PROGRAMS

The Downtown and Westside Clinic have available:

- Aboriginal Outreach Workers
- Counsellors
- Family physicians and Nurse Practitioners
- Laboratory, Radiology and ECG
- Member and Public Relations
- Occupational Therapy
- Pharmacy
- Physical Therapy
- Primary Care Therapist
- Primary care, mental health and community nurses
- Registered Dietitians
- Visiting Specialists

Our Wellness, Patient Support and Volunteer Programs include:

- Anxiety and Depression Group
- Certified Diabetic Education
- Educational Presentations
- Footcare
- Health Information Centre
- Immunizations
- Members Handicraft Club
- Mental Health Discovery Group
- Opioid Assisted Recovery
- Reproductive and Sexual Health Services
- Certified Respiratory Education
- Seniors Advisory Council
- Seniors Groups and Volunteer Services
- Seniors of Tomorrow Education Program
- Strengthening the Circle “Kohkums” Program
- Transgender Health Care Services

Chronic Disease Management Focus Areas are:

- Diabetes
- Chronic Obstructive Pulmonary Disease
- Coronary Artery Disease and Congestive Heart Failure
- Depression/Anxiety
- HIV and Hep C

Some programs are provided in partnership with other agencies including:

- Collective Kitchen Partnership
- Community Diabetes Outreach Program/Fitness Food and Fun
- Fire Within
- Pathways to Well-being
- Positive Living Program
- Postpartum Depression Support Program
- Refugee Engagement and Community Health Clinic (REACH)
- Saskatoon West Dental Clinic
- Student Wellness Initiative Toward Community Health (SWITCH)

Saskatoon Community Clinic VISION, MISSION, VALUES & STRATEGIC DIRECTIONS



VISION

Healthy people in a healthy community

MISSION

Excellence and innovation in co-operative primary health care

VALUES

Collaboration – Our community’s health needs are best met by active collaboration between people, health care providers and partnering organizations.

Accountability – As a publicly-funded organization we are accountable for the effective use of resources and we are committed to sustaining a strong co-operative for the future.

Respect – All people are treated with respect and dignity.

Engagement – People are engaged in decisions about our services and empowered to support their own health.

Equity – A healthy, just and vibrant community is created when everyone’s health and social needs are met.

STRATEGIC DIRECTIONS

People Centred – Through partnership we provide an excellent care experience, timely access and continuous improvement in the quality of care.

Team Delivered – Working collaboratively in interdisciplinary teams within a supportive workplace, our broad range of skilled professionals are fully engaged in serving people’s needs.

Value Focused – Working and growing to our full potential, we are leaders in sustainable co-operative primary health care.

Community Driven – A healthy community is created where health and social needs are met and individuals are supported and empowered to participate in their own health management.



**Saskatoon
Community
Clinic**

Community Health Services (Saskatoon) Association Ltd.

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