

SUMMERVILLE

Family Health Team



2023 - 2024 ANNUAL REPORT

www.summervillefht.com

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Message from our Board Chair and the Executive Director

On behalf of Summerville Family Health Team, we are pleased to present our Annual Report for 2023-2024. Since being established in 2007 as one of the first Family Health Teams in Ontario, Summerville has been striving to provide people-centred, high-quality, integrated, and accessible primary care in our community.

We continue to work towards achieving our **Vision** of being vital to the health and well-being of the community we serve while adhering to our **Values** of collaboration, excellence, innovation, inclusivity and compassion.

2023-2024 has been a great year and we have many highlights to showcase! As you read through this report, we hope you will learn about the great work achieved by the Summerville team.

Summerville has an amazing team of health professionals and administrative staff, who put the needs of our patients front and centre. We would also like to acknowledge and thank our dedicated Board of Directors, partners, and funders who continue work with us to improve the health and well-being of our community. With our utmost gratitude and warmest regards.



SUSANNAH MARGISON
BOARD CHAIR



ANDREA STEVENS
EXECUTIVE DIRECTOR



ABOUT SUMMERVILLE FAMILY HEALTH TEAM

The Summerville Family Health Team was established in 2007 as one of the first Family Health Teams in Ontario. Summerville strives to deliver a coordinated continuum of care for patients across their lifespan, from neonatal to end-of-life care. It is comprised of a variety of health care providers including physicians, registered nurses, nurse practitioners, social workers, registered dietitians, health promotion specialists, clinical pharmacists, a kinesiologist, a physiotherapist, and administrative staff, who work across five clinical practice sites and care for approximately 50,000 patients.

In addition to providing direct patient care, Summerville offers several health education and clinical programs to help patients manage an existing condition, prevent future illness, and enhance overall health.

In 2009 the Family Medicine Teaching Unit (FMTU) was established in partnership with Trillium Health Partners and the University of Toronto. The FMTU was established to play a more active role in the education of future family doctors and to increase access to health care for our community. Typically, there are 15 - 20 residents as part of the team.

Internally Strong, Externally Relevant

2023-2025 STRATEGIC PLAN

We are in year two of Summerville's current 3-year Strategic Plan. In developing the Plan, the consensus from internal and external stakeholders was that the existing Vision, Mission, and Values are still relevant and that the Strategic Priorities remain significant. It was determined that common themes for areas of focus remain: improved access to services; Equity, Diversity, Inclusion; community outreach; staff wellness; youth and mental health; workload; digitization with improved use of technology; and internal collaboration. Other areas of focus include health equity, virtual care, and keeping patients out of hospitals and emergency rooms.

The overall theme for Summerville's Strategic Plan remains **"Internally Strong, Externally Relevant"**. The Vision was simplified to reflect our overall goal of being **"Vital to the Health and Well-being of the Community We Serve"** and the Mission and Values were modified to reflect a greater emphasis on equity and inclusion, as well as centering on people as a whole, as opposed to just patients.

This report will showcase our accomplishments in each of the Strategic Priorities as identified in our Strategic Plan, as listed below.

2023-2025 STRATEGIC PRIORITIES

**Enhance the Patient
Experience**

**Increase Community and
Stakeholder Engagement**

**Demonstrate Excellence in
Learning and Innovation**

**Strengthen Internal
Collaboration and
Cohesiveness**



ENHANCE THE PATIENT EXPERIENCE

Summerville is committed to the health and well-being of its patients. Our interdisciplinary health care providers support and care for approximately 50,000 patients, as well as others in the community.

Increasing Access for Our Patients

We heard you! We recognize that medical issues may arise outside of regular clinic hours and have added more after-hours services. We continue to offer phone and virtual appointments instead of asking all patients to come into the clinic. Our after-hours clinics run on weekday evenings, and Saturday and Sunday mornings for urgent needs. A schedule can be found at [Hours Of Operation \(summervillefht.com\)](https://www.summervillefht.com).

“ We really appreciate this option (after-hours clinics). It has been very helpful for things that come up suddenly outside of office hours. ”

81%

Appointments Provided In-Person

In-Person Appointments

As the pandemic continued into its fourth year, the Summerville interdisciplinary health care providers (IHPs) increased their time at our clinics to ensure that in-person appointments were available as needed. Approximately 50,000 visits were provided by our IHPs, with the proportion of in-person visits growing from 78% in the first quarter to 89% in the fourth quarter.

Enhance the Patient Experience

Health Education Programs

We continued to offer a wide range of evidenced-based clinical and education programs to meet the needs of our patients, addressing issues related to mental health, diabetes management, heart health, nutrition, and more. Programs are often facilitated by Summerville practitioners and sometimes involve subject matter experts from a variety of community partners. The Healthy Aging Series, developed in collaboration with Peel Senior Link, was created specifically to be of interest to older adults, although it is open to anyone. It offers stand-alone, monthly Webinars on a variety of health and lifestyle topics.

3,574
Program participants
2023-24

“

I think Summerville is an excellent organization with very qualified, knowledgeable, and empathetic health care providers and support staff.

”

Semi-Annual Patient Experience Survey

Summerville continues to participate in the provincial Patient Experience Survey, led by the University of Toronto Department of Family and Community Medicine (DFCM). More than 4,100 patients gave us their input. In our 2023-24 survey, key themes included: booking appointments, urgent care, wait times. The DFCM survey allows us to review comparative data with 13 other Family Health Teams in the province.

Patient Orientation Package

Created in 2023, a standard Patient Orientation Package is available to help patients learn about Summerville and the benefits of being a Summerville patient. Package includes items such as: Patient Enrollment Form, Patient Violence & Harassment Prevention Policy, Patient Declaration of Values, information about Health Education Programs, After-Hours Clinics, Interdisciplinary Services, various policies, and more.

Increasing Access to Primary Care in Our Community

As part of the Mississauga Ontario Health Team, one of our goals is for all people in our community to have access to interdisciplinary care. We are fortunate to have new physicians who are taking on new patients, with a priority on those who do not already have a family doctor.



INCREASE COMMUNITY AND STAKEHOLDER ENGAGEMENT

Collaboration with community partners is a key priority for Family Health Teams and Ontario Health Teams.

Collaboration and Partnership

As the entry point to the health care system for many Ontarians, primary health care providers need to partner with other health and social service organizations in the communities they serve. These partnerships can improve patient navigation, expand the suite of supports available to patients, and facilitate seamless transitions in all steps of the patient's journey. Meanwhile, care providers benefit from more efficient and coordinated service delivery. There is a greater emphasis on interdisciplinary approaches and making greater use of the full complement of service providers. Summerville is committed to enhancing its collaborative initiatives and participating at a system level.



Founding Partner in one of the First Ontario Health Teams

Summerville is a core partner in the Mississauga Ontario Health Team and continues to be involved in several of its priority initiatives such as online booking, data co-design and COPD Care Pathways.

New Partnerships

Canadian Mental Health Association, Dixie Bloor Neighbourhood Centre, Vision Loss Rehabilitation Canada.

Continued Partnerships

Metabolic Syndrome Canada, Canadian Cancer Society, Arthritis Society, Alzheimer's Society, CAMH, Ontario Heros, Women's College Hospital and many other partners in the Mississauga Ontario Health Team.

Community and Stakeholder Engagement

Mississauga Paediatric Care Clinic

In response to community need and to alleviate pressures on local emergency departments, Summerville partnered with Mississauga Health, Credit Valley Family Health Team, CarePoint Health and Trillium Health Partners Women's & Children's Program to open a temporary community-based Paediatric Care Clinic. The clinic was available to children and youth aged 6 months to 17 years who did not have a family physician, or whose family physician did not have an after-hours on-call clinic to assist with non-urgent care needs such as cough, cold and flu symptoms. Funded by Ontario Health, the clinic launched in September 2023 and was staffed by 2 part-time NPs, 1 RN and 1 administrative assistant to offer timely, in-person care on the same day or next day, when possible. In mid-December 2023 the clinic's hours were extended to include weekends to help with ER pressures.

“

I got my boys in very quickly and the nurse practitioner was very nice. She listened to my concerns and made me feel much better.

”



1,086

Visits to the Paediatric Care Clinic

Sept 2023 - March 2024

32% of patients did not have a family doctor





DEMONSTRATE EXCELLENCE IN LEARNING AND INNOVATION

Promoting continuous learning opportunities for practitioners and staff is a priority at Summerville.

Quality Improvement

At Summerville, we are on a continuous journey of quality improvement. One of Summerville's strategic priorities is "Demonstrating Excellence in Learning and Innovation", which includes a focus on Quality Improvement.

Research Initiatives

Summerville continues to be involved in various research initiatives, including the BETTER Women study in partnership with Women's College Hospital and the Canadian Cancer Society; Moving Beyond Money and Macronutrients: Understanding Food Insecurity and Supports for Canadian Older Adults, in partnership with Sheridan College; and participating in the provincial DFCM Patient Experience Survey, which was administered twice during the past fiscal year to more than 17,000 patients.

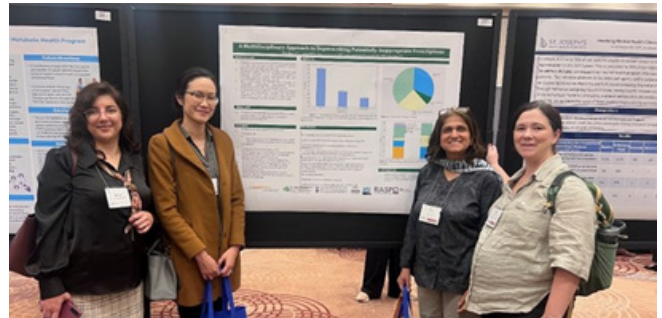
Preventative Care Clinics

The dedicated preventative care clinics provide an opportunity to increase internal efficiencies while meeting patient needs with a comprehensive care appointment. During an appointment with an RN or NP, cervical, breast, colorectal, and lung cancer screenings are addressed. Osteoporosis and chronic disease screenings are also ordered if applicable. Publicly funded immunizations are administered, and lifestyle education is provided for the prevention of cancer and chronic disease. Referrals to other prevention programs may be initiated.

Excellence in Learning and Innovation

Poster at the AFHTO Conference

A Summerville interdisciplinary team presented results from the “SPIDER” project at AFHTO. This project focused on identifying vulnerable patients, aged 65 or older who use 10 or more prescription medications. A supervised process was used to reduce or eliminate inappropriate prescriptions, resulting in the reduction of potential adverse drug reactions, and leading to enhanced patient care.



Clinical Placements

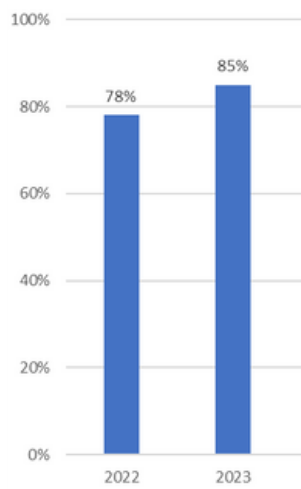
This year, Summerville practitioners - Social Workers, Nurse Practitioners, Pharmacy, Research/QIDDS and Dietitians - supported 13 student clinical placements. As part of the placements, 4th year nutrition students from U of T developed a webinar, Mediterranean Diet: A Window to Health and Cultural Diversity, which attracted 140 attendees.



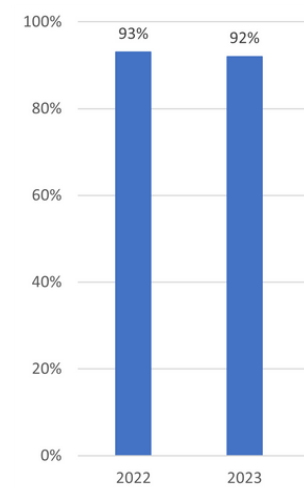
Client's reaction to reduced sugar intake during the BETTER Women study: I stopped eating Punjabi cookies in the morning, instead I have a banana.



Percentage of FHT staff and physicians involved in academic activities, including teaching, research, QI and knowledge translation



% of FHT staff



% of physicians



STRENGTHEN INTERNAL COLLABORATION AND COHESIVENESS

Summerville is dedicated to improving the workplace and strengthening collaboration across all teams and clinics.

Workplace Survey

Conducted in November 2023, 107 team members from all sites and job positions were invited to participate in a workplace survey. Results overwhelmingly demonstrated that staff believe Summerville is accessible and patient-centered 97% (vs 78%) with more than 90% of FHT staff feeling valued for their contributions and satisfied with their job overall

All stats on this page are compared to the 2020 survey

Teamwork & Job Satisfaction

- Strong sense of teamwork among all parts of Summerville 68% (vs 66%)
- Agreed or strongly agreed that team morale was positive overall 79% (vs 69%)

97% Survey Completion Rate

Management

- Management communicates effectively about the organization's goals 91% (vs 83%)
- Summerville supports staff in working to their full scope of practice 53% (vs 52%)

Professional Growth

- I am satisfied with the opportunities I have to apply my talents and expertise 81% (vs 80%)
- I am satisfied with my opportunities for professional growth 65% (vs 61%)

Internal Collaboration and Cohesiveness

Team Activities

The Summerville Collaboration Committee continued to work on a number of activities to enhance collaboration within our organization and foster a workplace culture that inspires, unifies and supports team members in achieving our vision.

Activities included professional development opportunities, social activities, and development of organization-wide policies. Mindfulness workshops were held, staff were invited to keep active through the ParticipACTION Summerville Moves Around the Mediterranean event, seated massages were available during Healthy Workplace Month, and Lunch & Learn sessions were held on a variety of topics. Summerville-wide education events included How to Bust Burnout, Privacy Training, and Resiliency Training. The Holidays were alive with an in-person Holiday Celebration, the now annual Gingerbread House Showcase, and a Holiday food drive that generated more than four boxes of food items and collected more than \$1,400 for the Mississauga Food Bank.



The 2023 Summerville Family Health Team Board of Directors



Top, back row, left to right: Mr. David Estabrooks (Treasurer), Dr. Mervyn Meharchand, Dr. Sean Skeldon, Dr. Vincent Park, Mr. Jason Lindo (Vice-Chair), Ms. Susannah Margison (Chair)
Top, front row: Dr. Carlo Cifelli (FHO Lead Physician, ex-officio), Dr. Amy Reinhart, Dr. Monica Sethi, Ms. Andrea Stevens (Executive Director, ex-officio)
Bottom: Ms. Susanne Craig (Secretary)

None of this work would be possible without our amazing team of health professionals and administrative staff who always put the needs of our patients front and centre. Finally, we would like to thank our dedicated Board of Directors, partners, and funders who continue to work with us to improve the health and well-being of our community.



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