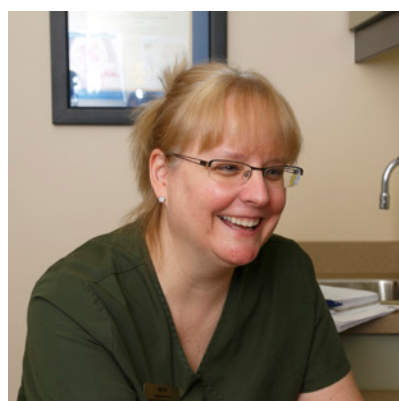
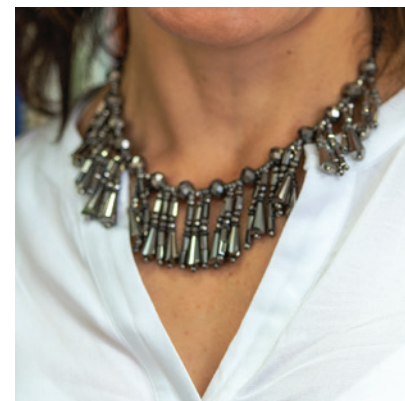


# 2018-19 COMMUNITY REPORT



## OUR COMMITMENT TO TEAM-BASED CARE



*Thames Valley*  
**Family Health Team**

# Celebrating Change

*"Change is inevitable, change for the better is a full time job!"*

This is true for the Thames Valley Family Health Team (TVFHT)!

## TRANSITIONS

Last year, we said good-bye to **Keri Selkirk**, our founding executive director, whose leadership was instrumental in our growth from a fledging organization into a mature one that is ready for the changes ahead. We also bid farewell to **Dr. Laura Neumann**, medical director, who has been an enthusiastic advocate for team-based care.

Under the leadership of the board of directors, our new executive director, **Mike McMahon**, and medical director, **Dr. Eric Wong**, bring a renewed energy and a focus on enhancing team-based care for the people we serve.

<sup>1</sup>Adlai E. Stevenson

## OUR TEAM IS AMAZING...

Each of you kept giving your best during this time of tremendous change for our Family Health Team and for health care in Ontario. Every day, you fulfil our mission of providing exceptional patient care. Thank you for your gifts of skill and service!

## WHERE ARE WE NOW?

To help us focus our activity, we streamlined our strategic plan to four main goals:

1. Coordinated care planning – committing to collaboration with care partners, patients and caregivers for the benefit of people with the most complex illnesses.
2. Organizational health – supporting our employees who provide direct care to patients.
3. Health equity as a guiding principle behind all we do so we can provide exceptional care to ALL of the people we serve.
4. Working with community partners to increase access to team-based care.

# Ok, Everyone... Breathe!

## WHAT OUR RESPIRATORY THERAPISTS SAY:

- As part of a health team, we evaluate, treat and maintain your heart and lung health.
- One focus is the early diagnosis and treatment in order to slow the progression of COPD.
- We help you understand your illness – how and when to use your medications, how to breathe properly, and more.

<sup>1</sup>The Lung Association (Ontario).

## WHAT OUR PATIENTS SAY:

- For the first time, I understand how COPD affects my body. I know WHY it's important to exercise and breathe properly. I'm so happy that Nicole is a part of my team – my doctor is able to focus on my other health issues knowing that Nicole can manage my COPD.
- I didn't even know what a respiratory therapist was! Suzanne taught me how to take my medications properly. I now use my inhaler before walking anywhere – just this one tip has helped me be more active!

## FAST FACTS

- Chronic obstructive pulmonary disease (COPD) is actually two lung diseases – chronic bronchitis and emphysema.
- More than **900,000** Ontarians live with COPD, which makes it difficult to move air in and out of the lungs. This makes breathing a struggle and prevents people from simple things like walking upstairs.<sup>1</sup>



Our commitment to team-based care continues – see how our team helps people prevent illness, get well, and stay healthy!

Read the full version of everyone's story at [www.thamesvalleyfht.ca](http://www.thamesvalleyfht.ca)

## You're The Chef!<sup>1</sup>



Cooking classes provide hands-on learning about nutrition. A partnership between Family Health Team dietitians and the Southwestern Public Health Unit.

## WHAT OUR DIETITIANS SAY:

- *You're the Chef* focuses on inexpensive ingredients and foods that may be new to the participants. We want to increase their confidence in their own ability to make healthy food.
- Each class begins with kitchen safety and demos related to the day's recipes. Then we cook 3-4 recipes and sit down and enjoy a meal together.

## WHAT OUR PARTICIPANTS SAY:

- I learned what to do with new, healthy foods! Who knew that tofu could taste so good?
- I love the practical hands-on approach and that the experienced cooks in the room can help if we get stuck. We also get to eat what we cook!
- I learned how to cook for one. I've lost weight and I feel GOOD!

<sup>1</sup>You're the Chef was originally developed by Niagara Region Public Health.

## Healthy Feet = Healthier Life

## WHAT OUR FOOT CARE NURSES SAY:

- We work to prevent and heal diabetic foot ulcers – we see patients one on one but we're part of a larger health team.
- Patients are also part of the team – together we create an action plan to help them care for their own feet at home.
- We work closely with other team members to help individuals manage their diabetes.

Statistics courtesy of Diabetes Canada.

In Ontario, there is **1 amputation every 4 hours** as a result of a diabetic foot ulcer



## WHAT OUR PATIENTS SAY:

- My doctor referred me for a foot ulcer, and within 4-5 months, it was healed. Beth taught me how to take care of my own feet. Having access to a health team eliminates the stress of searching for the care I need.
- Before I saw Cristina, my feet were numb and sore – I couldn't walk for more than one block. After a few months, my circulation improved and the pain was gone. Cristina showed me how to look after my feet. Now I take my grandson to the park, go grocery shopping, and do things I couldn't do before!

# TEAM-BASED CARE: WHAT'S NEXT?

# LOOKING FORWARD

We wholeheartedly support the philosophy that everyone in Ontario deserves access to team-based primary health care.

Our 2020-2022 strategic planning process will be informed by the needs of people in our area as well as the Ontario government's vision for health care. We're excited to work with other organizations to create Ontario Health Teams in our geography.

Our employees as well as the physicians we work with are essential to delivering exceptional care. Our new medical director will take the lead on strengthening relationships with our physician partners, while an employee-led council will help us focus on employee wellbeing and enhancing our workplace.

## VISION

As leaders in the provision of primary health care, we will enhance the wellbeing of the people of Thames Valley.

## MISSION

We are a dynamic primary health care network providing exceptional care.

## VALUES

**PATIENT AND FAMILY CENTRED CARE:** We make a difference in people's lives by providing comprehensive, compassionate care that responds to the evolving needs of our patients and their families.

**TRUST AND RESPECT:** Trust for each other and mutual respect for the unique roles we play as colleagues and professionals is critical to our inter-disciplinary model of patient care.

**COLLABORATION AND TEAMWORK:** In order to help our patients and families, we value working together as a team of professionals where the contribution of each team member is optimized in a professional atmosphere of camaraderie and collegiality.

**HONESTY AND OPEN COMMUNICATION:** We value open and honest dialogue which promotes information sharing and supports collaborative problem solving.

**ACCOUNTABILITY:** We accept our individual and team responsibilities and we meet our commitments. We take responsibility for our actions, our decisions and our performance as both team members and individual professionals.

## BOARD OF DIRECTORS

- Aindrea Cramp (chair)
- Paul Dickie
- Cathy Frederick (vice chair)
- William George
- Sandra Jansen
- Lauren Kopechanski
- Silvie MacLean
- Hardeep Sadra
- Kellie Scott
- Stephen Wetmore
- Carol Young-Ritchie

## LEADERSHIP

- Mike McMahon, Executive Director
- Eric Wong, Medical Director



Thames Valley  
Family Health Team

## THAMES VALLEY FAMILY HEALTH TEAM

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[www.thamesvalleyfht.ca](http://www.thamesvalleyfht.ca)