



Montfort Academic Family Health Team

# **ANNUAL REPORT**

## **2021 - 2022**



# PATIENT POPULATION AND VISIT STATISTICS

**21,846**

Medical appointments

**8,541**

Interdisciplinary care visits

**49.6 % : 50.4 %**

Language Profile

French - English

**7,839**

Enrolled patients



# COMPOSITION OF THE TEAM

The team is comprised of 88 members, who each bring a variety of skills, ideas, and perspectives contributing to our collective success.

**9**

FAMILY PHYSICIANS

**10**

INTERDISCIPLINARY HEALTH  
CARE PROVIDERS

**13**

ADMINISTRATIVE  
STAFF MEMBERS

**3**

MANAGERS

**7**

VISITING  
SPECIALIST PHYSICIANS

**46**

LEARNERS



# ACTIVITIES

Our physicians are involved in the governance and strategic management of the organization.

They also contribute to other activities, such as care in hospital and academic settings.

## 195 h

MEETING WITH TEAM MEMBERS  
FOR COLLABORATIVE CARE

## 99 h

GOVERNANCE MEETINGS

## 28 h

COMMITTEE MEETINGS

## 513 Days

HOSPITAL CARE DAYS

## 3,089 h

CLINICAL AND EDUCATIONAL  
ADMINISTRATION



# TEACHING

MAFHT is proud to be a teaching unit of the Department of Family Medicine at the University of Ottawa. We work to provide medical residents and learners in other health professions with the best possible education in French.

**This year, we provided :**

## 1,231

CLINICAL TEACHING DAYS

## 3,617

NON-CLINICAL TEACHING DAYS

## 168

TEACHING DAYS, OTHER PROFESSIONS

Clinical teaching days represent days during which patients are present for teaching, while non-clinical teaching days represent days where indirect care and theoretical education is provided.





**NEW AT MAFHT**

# **PROCEDURE CLINIC**

In February of this year, we launched a pilot project which resulted in the relocation of the Lumps and Bumps Clinic from the Montfort Hospital. The Procedure Clinic provides clinical exposure for medical residents to minor procedures that can easily be done in a family physician's office.

For example, skin biopsies, ingrown toenails, cyst excisions, and lipomas are all simple procedures done under local anesthetic which can be completed without referrals to specialists.

The pilot project was a success and we have since integrated this specialty clinic into our clinic's permanent offerings.

**During the 2022-2023 year, we expect to serve approximately 350 patients by virtue of this specialized educational clinic.**



# MENTAL HEALTH PROGRAM

**164**

EVALUATIONS  
(INCLUDES PSYCHOLOGICAL, PSYCHIATRIC  
OR PSYCHOSOCIAL ASSESSMENT)

**112**

NEW ENCOUNTERS FOR THERAPY  
(EITHER WITH THE SOCIAL  
WORKER OR THE PSYCHOLOGIST)

**179**

PATIENTS WERE MATCHED TO  
COMMUNITY SERVICES



# POLYPHARMACY PROGRAM

## 420

CHART REVIEWS, CLINICAL VISITS, AND  
FOLLOW-UPS WITH THE PHARMACIST

## 252

MEDICATION RECONCILIATIONS COMPLETED



# SERVICES OFFERED BY OUR HEALTH EDUCATOR

**80 %**

OF PATIENTS COMPLETED THEIR  
SESSIONS WITHIN A 12-MONTH PERIOD

**103**

TOTAL # OF PATIENTS SERVED THIS YEAR



**39.2 %**

OF PATIENTS ACHIEVED THEIR GOALS \*

*\* Generally, only 8 % of goal-setters are successful in  
reaching their objectives.*

# THE MEMORY CLINIC

# 12

## CLINIC DAYS

Having adapted a virtual hybrid model for our memory clinic, our team continued to offer our monthly day of memory assessments.

This has allowed our providers to safely offer this program to some of our more vulnerable patients.

# 40

## PATIENTS EVALUATED BY THE TEAM



# SMOKING CESSATION PROGRAM

**94.7 %**

**OF PATIENTS WHO SMOKE WERE ADVISED  
TO TAKE ACTION TO STOP SMOKING**

**15**

**SMOKING CESSATION/REDUCTION  
PLANNING VISITS**

While not everyone is ready to quit, some are ready to reduce their consumption. Our program helps those who smoke lower their risks of adverse health outcomes.



# IMMUNIZATIONS

**2,071**

**VISITS FOR CHILD OR ADULT  
IMMUNIZATIONS**



# SEXUALLY TRANSMITTED INFECTIONS (STIs)

# 18

## PATIENTS TREATED

In partnership with Ottawa Public Health, we offer free, on-site treatment for chlamydia, gonorrhea, and syphilis.





## IUD PROGRAM

# 51

### **PATIENTS BENEFITED FROM THIS SERVICE THIS YEAR**

Our IUD program has evolved into a more comprehensive version. We now offer new approaches to contraception, including an implant which can be placed under the skin in the arm. The program has also been integrated into the family residency program in collaboration with the University of Ottawa.

# NUTRITIONAL COUNSELLING

# 741

VISITS WITH OUR DIETITIAN



# PATIENT EXPERIENCE SURVEY

This marks the ninth anniversary of the regional annual patient survey. The survey helps our team to understand key elements of patients' experience and identify areas of improvement, and allows us to compare our progress against the results of other FHTs in the region. We surveyed 680 patients, yielding results with a margin of error of +/-3.76.

## 82.3 % VIRTUAL CARE

OF PATIENTS ARE SATISFIED WITH THE LEVEL OF CARE THEY RECEIVED THROUGH A VIRTUAL VISIT (COMPARED TO 73.6% ON AVERAGE ACROSS ALL FHTs IN THE REGION)

## 82.0 % ACCESS

OF PATIENTS REPORTED THEY RECEIVED AN APPOINTMENT WITHIN 7 DAYS, WHEN REQUIRED. (COMPARED TO 70.6% ON AVERAGE ACROSS ALL FHTs IN THE REGION)

## 92.9 % SATISFACTION

OF PATIENTS WOULD RECOMMEND OUR CLINIC'S SERVICES TO THEIR FRIENDS AND FAMILY (COMPARED TO 88.1% ON AVERAGE ACROSS ALL FHTs IN THE REGION)



Having a multi-disciplinary team to address mental, physical and physiological issues for a holistic approach, free of charge to patients.

I love that you give time to students to try themselves rather than just having them watch.

I appreciate being able to communicate in our language of choice

Very courteous, welcoming staff and a very good approach with patients.

# COMMENTS FROM OUR PATIENTS

# EXTERNAL COMMUNICATIONS

**31,850**

DIGITAL DOCUMENTS SENT

**59,153**

DIGITAL DOCUMENTS RECEIVED

**184,012**

INBOUND CALLS

**44,684**

OUTBOUND CALLS



# FINANCES

Salaries & Benefits - **\$ 634,276**



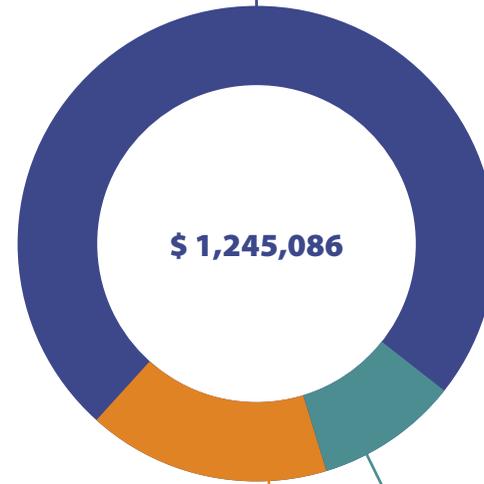
Rent - **\$ 202,169**

Operating Expenses - **\$ 212,140**

## FHO Expenses

From the Financial Statements reviewed  
by the Chartered Professional Accountants of **Logan Katz LLP**

Salaries & Benefits - **\$ 991,178**



Rent - **\$ 92,974**

Operating Expenses - **\$ 160,934**

## FHT Expenses

From the Financial Statements audited  
by the Chartered Professional Accountants of **Logan Katz LLP**

# BOARD OF DIRECTORS

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**D<sup>R</sup> ANNE-MARIE AUCLAIR**

**ANDRÉ VEILLEUX**

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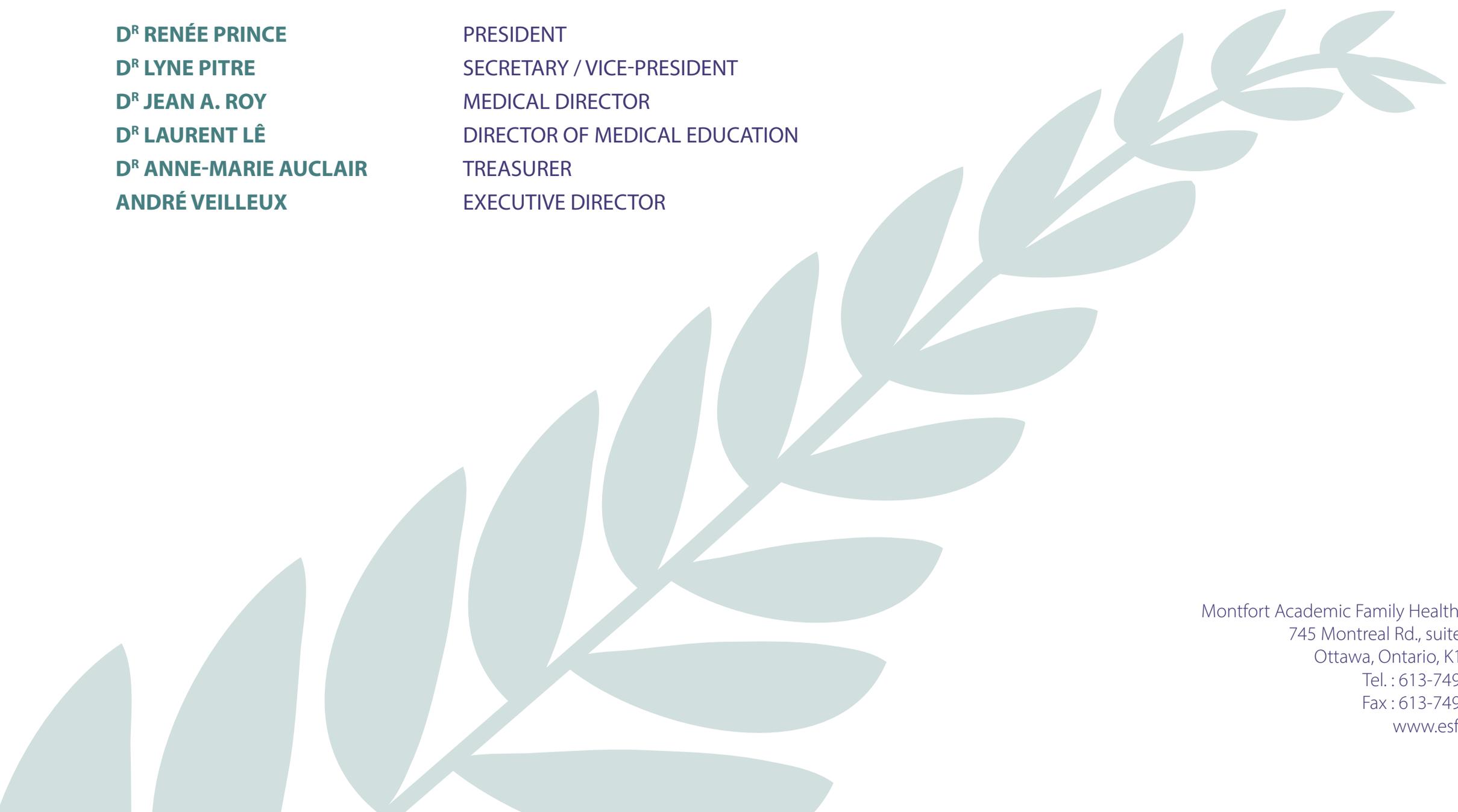
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TREASURER

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