

2022-2023 Annual Report



*HF Connecting Health
Nurse Practitioner-Led Clinic*

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LAND ACKNOWLEDGEMENT

HF connecting Health acknowledges the land we are standing on today is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis.

OUR VISION

Equitable access to excellent primary health care.

OUR MISSION

We provide team-based primary care accessible to all including clients with complex mental health needs.

We partner with patients, families and community to promote wellness.

We build capacity for culturally responsive care.

MESSAGE FROM PRESIDENT & EXECUTIVE DIRECTOR

CELEBRATING A DECADE OF CULTURALLY COMPETENT PRIMARY CARE AND LOOKING FORWARD

HF Connecting Health Nurse Practitioner-Led Clinic officially opened its doors in September 2013 with the vision to provide culturally competent primary care to the equity deserving populations in the community, with a special focus on making primary care accessible to clients with mental health challenges. A group of supportive and dedicated community members from Hong Fook Mental Health Association was behind the birth and establishment of the clinic.

We have since grown to be a robust clinic serving over 4600 clients (over 3200 rostered and 1400 non-rostered) with a dedicated team of four nurse practitioners, two nurses, a social worker, dietitian, health promoter, and two administrative staff. In addition, we have great support from four family physicians and two psychiatrists we collaborate with for consultations. Our nurse practitioner-led clinic has been known to provide high-quality, culturally competent healthcare to individuals and families in our diverse community. The dedication and tireless efforts of our staff and volunteers have been instrumental in shaping our success, and we are immensely proud of the impact we have made in improving the health and well-being of our patients.

On behalf of the board and staff of the HF Connecting Health Nurse Practitioner-Led Clinic, we would like to express our deepest gratitude for the community you have helped to build over the years. As we prepare for our upcoming 10th anniversary in September, we reflect on the journey we have undertaken together to advance the health equity of the communities in the Scarborough area and beyond. Whether it be our dedicated healthcare professionals, our steadfast funder Ministry of Health, our partners in the community, or our valued patients, caregivers and family members, your unwavering support has been the driving force behind our achievements. We recognize that it is through collaboration and shared commitment that we have been able to create a nurturing and welcoming environment that upholds the principles of excellence in primary care, cultural sensitivity and inclusivity.

Beyond leading up to the 10th year of our operation, this has been an extraordinary year for our clinic. We officially transitioned out of the pandemic, have experienced the management

leadership and funder transition, and are now looking to renew our focus and vision of what culturally responsive integrated care could look like in this post-pandemic world, as a member of Scarborough Ontario Health Team, and in the larger Ontario healthcare landscape.

As we move forward, we look forward to embracing new opportunities and challenges. Our vision for the future is to expand our scope to provide more comprehensive services for our clients, as well as to expand our reach and serve more clients and families with the same quality of care and compassion that has defined us over the years. Building on our strengths, we aim to become a primary care leader that best exemplifies integrated and culturally responsive care to meet the needs of the equity deserving populations, especially with clients with mental health challenges. Furthermore, we want to help the broader healthcare community to build the capacity to emulate our unique integrated model of care.

To achieve this ambitious vision, we will strengthen our partnership with Hong Fook Mental Health Association and others to provide a continuum of mental health care from prevention and health promotion to specialized care. We will actively engage with the community, seeking partnerships and collaborations that will enhance our ability to provide integrated services. Our clinic will continue to dedicate its focus on person-centered care and quality improvement through data- and evidence-informed decision making.

We look forward to celebrating our 10th anniversary with you on September 22 and to the many achievements that lie ahead. Once again, thank you for your invaluable support, and we extend our warmest wishes for you and your families' continued health and happiness.

With sincere appreciation,



Gem Lee-Herder
Board President



Andrew Chung
Executive Director

MESSAGE FROM LEAD NURSE PRACTITIONER

I have been working as one of the nurse practitioners in the clinic since its establishment. With such invaluable experience, I came to appreciate the importance of team work at the clinic. We, as a team, have striven to provide excellent care to the community for the last 10 years. I am happy to say that the clinic has met the ongoing needs in the community by providing primary care. The clinic continues to receive extremely high rating from our clients' satisfactory survey. We continue to receive requests from the community for primary care services, health promotion workshops, presentations and much more. For such, I would like to bring it back to the care and service that the team provides! Special thanks to the team! With your support, we will continue to provide excellent care for the community and work with local community partners to bridge the unmet needs that are identified.

Cheuk-Fai Law

Lead Nurse Practitioner



Donation of Grocery cards to Hong Fook



NPLC 9th Year celebration

MESSAGE FROM HFCHNPLC SOCIAL WORKER

Teaching from a respectable and admirable psychiatrist

With resources from the Mental Health Fund, our team invited a distinguished guest, Dr. Mark Lachman, to provide us training on “Mental Health & Primary Care” in March 2023. Dr. Lachmann is the Medical Lead of Sinai Health’s Bridgepoint campus. He is a geriatric psychiatrist working with patients in acute, rehabilitation, long-term care, and community settings. Dr. Lachmann is also an assistant professor in Geriatric Psychiatry, at the University of Toronto.

Dr. Lachmann covered topics like attachment, neuroscience, personality, meaning of family, DBT, and the safe use of medications for different types of mental illnesses. His teaching once again has shown the link between the person and the environment. We learned that our experiences in different environments since birth shape who we are. The functioning and connectivity of the brain forms our beliefs through our relations with different people in our lives. The failure to integrate concept of self/other could result in interpersonal dysfunction or possibly personality disorder. I kept pondering on the statement, “we age the way we live”, from the presentation after the training.

The one thing that stood out in my mind about Dr. Lachmann and his presentation is who he is. By providing treatments and support for his patients, Dr. Lachmann has shown a deep care of the wellness of his patients and families. He uses a holistic and team approach in his work. I am impressed by his openness, generosity, humbleness, dedication, and compassion. He is willing to walk an extra mile to support the needs of his patients and families so that they can lead a life with quality and dignity. Dr. Lachmann is a role model to learn from in health care.

Helen Li



Picture of Dr. Lachmann

MESSAGE FROM PARTNER

“Strides Toronto Support Services has enjoyed a partnership with HF Connecting Health Nurse Practitioner-Led Clinic since 2016. Since that time, we have provided Parenting groups at the centre, where our staff greatly enjoyed using the friendly, clean space, and equipment to run groups. During the Covid-19 pandemic, we collaborated to provide a site of our prenatal program, virtually. This creative partnership allowed us to mutually benefit from the staffing expertise and connection to users of the clinic to reach isolated pregnant individuals. Moving forward, we will change and grow accordingly to continue our positive relationship to enhance service to our mutual clients”.

Loraine Bairstow

Manager, Family Connections



TEAM BUILDING DAY



Mar 3, 2023

National Day of Truth and Reconciliation

Little Fundraisers

CLIENT STORIES

衷心祝贺安保诊所成立10周年

我们夫妇使用安保诊所的服务近八年了。安保诊所创造了一个温暖和关怀的环境来为所有病人服务。工作人员对工作兢兢业业，一丝不苟，精益求精的医术，对待病人像对待家人一样。每当我们走进诊所时，医疗秘书艾琳都会用灿烂的笑容和热情迎接我们。陈小姐会和我们闲聊。我们立刻感受到了发自内心的温暖，仿佛回到了一个新的家庭。疫情期间，为了减少病毒感染，诊所转为电话咨询。每次，罗先生都会热情而关怀地送上他的问候，这让我们感到让我们感到宾至如归。

在健康促进员安妮女士的推荐下，我们加入了55+ FIT小组。这是一个非常好的团体。大家和睦相处；一起帮助和学习；互相尊重和关心，就像一个家庭。小组是传授知识的渠道，心灵的港湾，资源共享的平台，也是娱乐休闲的驿站。作为这个小组的一员，我们收获了很多。它丰富了我们的知识宝库。也使我们逐步赶上时代的步伐。例如，我们学会了唱英文歌曲。我们不仅学了一些英语，还培养了我们的情操。学习健身锻炼，不断增强我们的体质。学习医学相关信息时，它增加了我们的知识，并有助于达到预防疾病，健身和长寿的目的。安妮女士还教我们跳舞。舞蹈动作充满活力，优雅，令人着迷，将我们带入了一个美丽，轻松和欢乐的境界。我们很高兴成为该小组的成员。值此安保诊所成立10周年之际，我们谨致以衷心的祝愿。愿美好和健康永远与每个人同在

蒋先生

Our Sincere congratulations to HFNPLC

We have been accessing the services of HFNPLC for almost eight years. HFNPLC has created a warm and caring environment to serve all patients. The staff are conscientious and meticulous in their work, strive for excellence in medical skills, and examine and treat patients with care just like they are their families. Whenever we stepped into the Clinic, the medical secretary, Irene, would greet us with big smiles and warmth. Miss Chen would have small talks with us. We immediately experienced heartfelt warmth, as if we had returned to a new family. During the pandemic, in order to reduce viral infections, the clinic switched to telephone consultations. Every time, Mr. Law would send his regards with enthusiasm and solicitude, which made us feel very welcomed and joyful.

Under the recommendation of Ms. Annie, the Health Promoter, we joined the 55+ FIT group. This is a very nice group. Everyone gets along in harmony; helps and learns together; respects and cares for each other. It is like a family. The group provides a means to pass on knowledge, a harbor for the heart, a platform to share resources, and is also a station for fun and leisure. We have gained a lot being a part of this group. It has abundantly enriched our reservoir of knowledge. It has also enabled us to gradually catch up to the pace of the times. For example, we have learned to sing English songs. It is not only that we have learned some English, it has also cultivated our sentiment. Learning fitness exercises have continuously enhanced our physiques. In learning medical related information, it has increased our knowledge and helped to achieve the purpose of disease prevention, fitness, and longevity. Ms. Annie has also taught us dancing. The dance movements are vibrant, graceful, and mesmerizing which have led us into a beautiful, relaxed, and joyous realm. We are so pleased being members of the group.

On the 10th anniversary of HFNPLC, we would like to send our heartfelt wishes. May goodness and health be with everyone always!

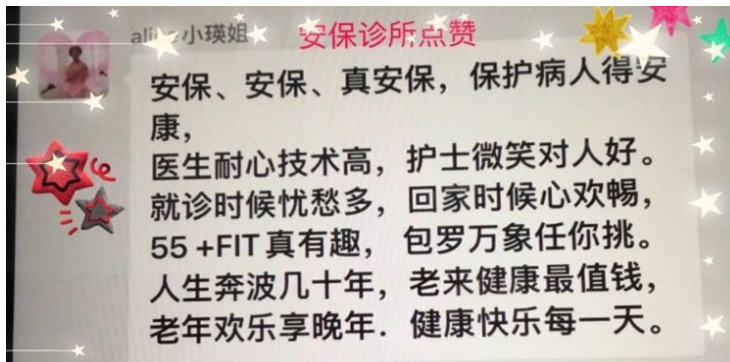
Mr Jiang Jin Qu

Translated by: Helen Li

CLIENT STORIES



Keeping Fit and Healthy with 55+ FIT Mandarin Senior Group members



Compliment written by group member Alice



Handiwork made by 55+ FIT group members

SERVICE STATISTICS

Clients were able to book appointments within **1.5** days

97% of our clients were able to book their appointments within an acceptable timeframe

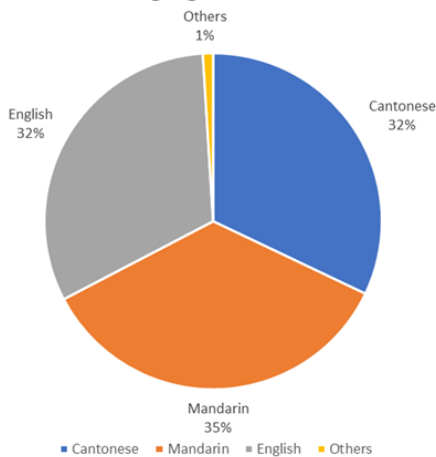
82% of our clients felt our staff gave them an opportunity to ask questions about their treatment

Close to 80% of our clients felt our staff involved them in their treatment plan

94% of our clients felt our staff spent enough time with them

99% of our clients felt welcomed in our clinic

Preferred Languages of Rostered Clients



As of **March 31st, 2023**, we:

- Have a total of **3,256** registered (rostered) clients
- Served a total of **4,807** clients

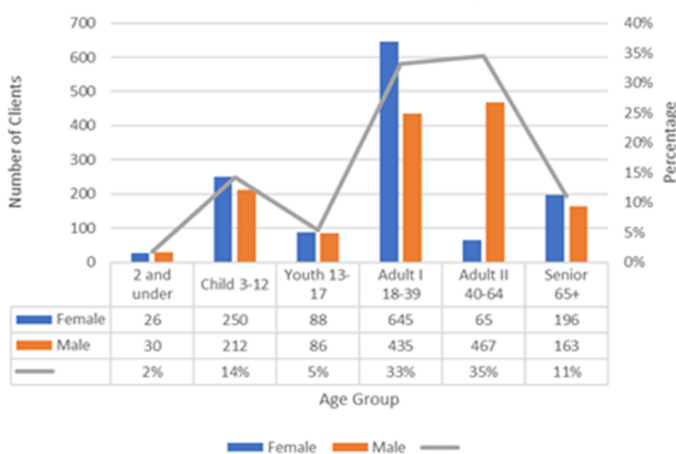
Between **April 2022** to **March 2023**:

- Provided a total of **115** flu shots to our clients and community
- Hosted a total of **122** virtual workshops/seminars with a total of **2,435** participants
- Conducted a total of **3,344** in-person appointments and **3,667** phone consultations

Between **April 2021** to **March 2022**,

- Posted more than **100** posts and shares on social media

Rostered Clients by Gender and Age Group



ACKNOWLEDGEMENTS

2022-2023 NPLC Board of Directors

President	Gem Lee-Herder
Vice President	Janet Law
Secretary	Andrew Wong
Treasurer	Daimeng Zhang
	Alan Ng
	Varada Saraf

Special recognition to all supporting community partners and agencies for your continuous support.

Special acknowledgement to Ministry of Health, Government of Ontario.



In February 2023, we bid farewell to our Board President, **Ms. Kathy Wong**, after 10 years of volunteer service to the Clinic.



In April 2023, we bid farewell to our Previous Executive Director, **Ms. Bonnie Wong**, who has been leading our clinic since day 1.