THE JANET & JAMIE CASKEY HEALTH HUB
Bringing Preventative & Primary Health Care to Our Community
PROUDLY SERVICE MUSKOKA & HALIBURTON

DORSET COMMUNITY HEALTH HUB

One Year Anniversary Report
November 2016
dorsetcanada.com
WHERE WE HAVE COME FROM AND WHERE WE ARE GOING

So, we are at our one year anniversary of operations and the Hub Community Committee and the Dorset Community Partnership Fund (DCPF) felt it would be a good idea to review where we came from and our plans for the future. Five years ago, our visionary leader Herb Hickling began his journey of research and study, holding public consultations on bringing accessible primary and preventative health care closer to citizens in our community. He explored many options and spent countless hours looking at different models for situating health care in the community of Dorset. Given the development of a similar initiative Muskoka-wide, the Dorset community joined with the District of Muskoka to begin discussions with the Province of Ontario, seeking their support. Herb also built a strong alliance with the Townships of Lake of Bays and Algonquin Highlands, given that our community straddles both jurisdictions. We are thankful that the Province did not discern any territorial distinction between the two jurisdictions and choose to work with our community to find a solution to offering more accessible community and home based primary care.

In order to demonstrate our commitment and offer a compelling argument for a Dorset Health Hub site, Herb sponsored countless community engagement sessions with community groups, the churches, cottage associations and the public at large, just to name a few. Herb worked closely with Donna Kearny, a Muskoka-based Nurse Practitioner who contributed to the development of the Hub concept. Over the years a groundswell of support in terms of donations and volunteer time grew. The federal government also chipped in, supporting the project through several granting programs.

FROM BRICKS & MORTAR TO CREATING VALUE & BENEFITS FOR THE COMMUNITY & PATIENTS

We intentionally built a facility that had a “cottage and non-institutional” feel to it. We did that so that the space made patients feel at ease. We are proud of our brand new two storey facility on Main Street in Dorset (1096 Main Street, 705-766-0866). When we started the project, we understood that it was not the building that mattered, but the value of benefits the facility and team of professionals offer our community & the patients with the most need.

Initially we were looking at a nurse station, but as we became more aware of the needs and better understood the determinates of health, we expanded the footprint of the building to allow us to offer more services than simply a clinically focused nurse station. Thus, the birth of the Health Hub concept, offering services and connections to a multitude of health and related social services. This led to a capital campaign increase from our original estimate of $500,000 to $750,000. Some facility improvements and upgrades include:

- Full accessibility (lift/elevator)
- Communications and technology for interactive teaching/seminars
- Sound proofing, allowing for multiple service providers (health, wellness & social services)
- Infection control entranceway
- Lab room replacing the laundry room upstairs
- Increased bandwidth and technology (computers & backup)

Hub Hours

Monday – 8:30 – 4:30    Tuesday – 1:00 – 8:00    Wednesday – 8:30 – 4:30    Thursday – 8:30 – 4:30    Friday – 8:30 – 12:00
HOW WE SEE OURSELVES AS BEING AN INNOVATIVE HUB

We were the first Hub to go digital! Patients can now electronically help the Hub team assess needs and use the Hubs iPad for the flu clinic, all to streamline the process. This summer we hired a nurse in training and offered her countless hours in practical admin and clinical training, and in return she allowed us to offer more services for a greater number of patients, cottagers and visitors. We increased our lab services to patients (we have weekly lab pickup). We offer medications for emergencies and unexpected needs. We are offering nutritional and food support for patients in need. We received financial support to offer discreet mental health services as needed. We have linked patients to a number of health and community services and support, and we launched on site social support this fall. Some of the many services offered include

- Services for people with disabilities
- Addiction programs
- Seniors programs
- Housing help & food security

We are active on social media through our Facebook page with links to the Dorset website. We have started a “lending” resources library and reference material focused on the health and welfare needs of our patients.

OUR SERVICES CONTINUE TO GROW TO MATCH THE NEEDS

In order to better understand the community and their needs, we did a number of outreach information sessions to community groups, seniors groups and cottage/lake/road associations. Our Social Services Outreach Worker is Whitney Magill Clark (705-706-5498, whitney.magill@muskoka.on.ca). As a result of these interactive sessions and the increased understanding of the specific needs of our patients, we have developed the following programs:

- Diabetes prevention program
- Mental health therapy
- Diabetes days
- Crisis food bag program
- Fall immunization days
- Healthy living and awareness programs

We anticipate expanding the programs as our numbers grow to include wellness seminars and mindfulness based cognitive therapy. We have referred patients to current program offerings run by groups in the larger community of Muskoka. We plan to look at our palliative care and end of life support services in the coming year. Clearly we are also engaged in public health and wellness promotion.

VOLUNTEERS AND DONORS

We are appreciative and are indebted to the countless volunteer hours from many individuals in the community involved in fundraising, ongoing improvements to the facility. Did you know that the gardens and planting were done by a volunteer group? We will be looking for volunteers to maintain and expand the garden around the sculpture and current gardens. Please take the time to look at our sculpture, the first public sculpture in Dorset. You will quickly see how Elise Muller interpreted the vision of the Hub in her work of art.

We are appreciative of volunteer fundraising activities like the quilt raffles, lake dinners in support of the Hub, the Hike for the Hub, the Polar Plunge (in co-operation with the Huntsville Hospital Foundation), the Gord Henderson Walk, and not to mention Melissa’s annual fall jump in to the lake. We want to thank all the folks who supported the 1000 Canoes event.

DID YOU KNOW: We raised over $10,000 for the 1000 Canoes event in May 2015, and over $10,000 for the Deep Freeze Sleepout in February 2015?
We want our volunteering and fundraising to be fun, safe and an adventure – indeed it has been! We have some fun plans for the spring of 2017 – think EASTER BUNNY!

We also want to thank our major donors for supporting the Hub. If you have a moment when you’re in the Hub, take a look at our Donor Honour Board and the citations beside the rooms where we recognise the “ originals” who believed in our project and invested up front in making it a reality. We also don’t want to forget to recognise the local businesses who contributed material and labor in the construction of the facility.

**PARTNERSHIPS & INCLUSIVENESS**

The Hub is indeed a partnership of many who continue to collaborate in our evolving journey in building a Community Hub for preventative and primary care. The core partnership includes the Dorset Community Partnership Fund (DCPF) – a registered charity (the lead in fundraising), the Township of Lake of Bays (facility maintenance & operations), and the Algonquin Family Health Team (AFHT, the lead in managing all clinical and health programing aspects of the Hub). We collectively manage the operating budget. We believe this builds inclusiveness.

The DCPF frequently hosts public engagement and information sessions with the Professional Hub Team and the Township Councils are briefed and offers feedback on programs. The AFHT is our link and liaison with the District of Muskoka on the larger project. We also have a larger Hub Community Committee that meets frequently to review communication, marketing and programing. We are forming new partnerships with many government service providers and not for profit organizations linked to health care and wellness. We have also fostered open communication with MACH (Huntsville & South Muskoka Hospitals). We have a close working relationship with the Huntsville Hospital Foundation. We are appreciative of the ongoing support from the Algonquin Highlands Township.

*Where we want to go – clearly we will evolve based on the demand learned by working with current patients and engaging the community in conversations about our priorities.*

**DEMAND (PATIENT) DRIVEN & EVIDENCE BASED**

We want to go where the evidence leads us. We are tracking our patient’s needs, collecting data that will guide any future decisions around Hub services and programs. We want to find better ways to connect and find pathways to other services that exist in both Haliburton and Muskoka. We are tracking the growth in the benefits offered to our patients – as of November 2016 we have 250 registered patients. We had over 1,600 person visits by September 2016, and this peaked in July 2016 with 10 – 20 patients a day. We are not just counting, we are looking in to the needs of the patients and how we can best help them. We have also conducted a patient survey and some of the results are listed in our “Did You Know” section of the newsletter.

We are using the information and developing a strong case for longer term funding for the Hub from the Ontario Government. We are collaborating with the District of Muskoka on renewal of operating funding. We receive an annual operating grant from the MOHLTC which we hope to be renewed in August 2018. So please, let your Ontario MPP know how much you appreciate the Hub in your community.
COMPLEXITY AND THE DETERMINATES OF HEALTH

Our patient load is heavily weighted to those who require complex care, and 108 of the 250 total have complex health needs. That means managing more than one health issue. In addition, we recognize the need to support the health of partners who are primary caregivers to these complex patients. No surprise here, as this observation accurately reflects our demographics. Please take a moment and think about what we are describing here, what we are trying to achieve and finally how it will benefit the entire health care system. If we can offer support accessing the primary and preventative care patient's needs, we will potentially ease pressure on the system, help keep patients at home and reduce unnecessary trips to the hospital. We all know that health services in the primary and preventative care field can be daunting for a patient to navigate, so we want to strive to be pathway finders, helping patients access support and take responsibility for their own wellbeing. Let's work on taking the complexity out of finding and accessing health care support. We also recognize that the determinates of health are many, therefore we have narrowed down our priorities in the near future to:

- Seniors programs
- Access to social services (well under way)
- Social determinates related to poverty
- Transportation

A COMPASSIONATE, CARING & COMMUNITY BASED HUB

Above all, we will respect the privacy of our patients and discretely offer services in a compassionate and respectful manner. We are learning that many shy away from group sessions and seminars and we are exploring ways and means of delivering services respecting the patient's preferences and privacy. We have a high number of home visits integrating support to the patient and the in-home caregiver. In the first year we did 39 home visits. We are proud of our compassionate and skilled professional team at the Hub.

SO, WHERE DO WE WANT TO GO?

The answer is – where our community and patient's needs lead us. We will pursue this based on the evidence/data, the determinates of health, and our desire to create an innovative, compassionate and caring Hub. We see ourselves constantly evolving to meet the demand and needs of our unique community. We are working with major donors to fund extended summer hours in July and August in 2017/2018. We would like to grow our registered patients to approximately 500 in the next 21 months – not unrealistic, given that we are at 250 after 11 months of operation. We want to continue to be a leader in using technology to increase patient access. We want to be agile and flexible in meeting ever changing needs. We want to do this by forging partnerships and connectedness, avoiding duplication. We will continue to launch fun awareness and fundraising campaigns to put our Hub on a longer term sustainable platform. We will grow our partnerships facilitating access to services in our community and region.
- The Hub offers support to those dealing with chronic conditions.
- The Hub, in partnership with Shoppers Drug Mart in Huntsville, offers patient's delivery of their prescription drugs. They are delivered to the Hub when numbers warrant. We want to have planned visits by the pharmacist in order to review the patient's pharmacy needs who would like that service.
- 46% of our patients come from Haliburton (as far away as Minden) and 49% from Muskoka.
- Many major donors give annually and top up their original contributions to the Hub.
- Many patients end up being donors and rave about the service.
- We have set up a sustainable fund for the Hub and we already have bonds in the fund valued at $15,000. More gifts in stocks and bonds are welcome.
- We estimate that business contributions to the construction of the Hub now exceeds a value of $120,000.
- We offer a flu clinic every fall.
- The communities of Dwight and Baysville contribute substantially to the Hub.
- The District of Muskoka offers weekly bus services to Bracebridge and Huntsville and the pickup point is the Hub.
- The current Health Hub rests on a site where the original house was the home base for a local midwife in Dorset.
- To make a donation, you can drop off a cheque at the Hub. If you make a donation of $20 or more, we can issue a tax receipt. Please make cheques payable to Dorset Community Partnership Fund, PO Box 31, Dorset, Ontario P0A 1E0. For more information, email collinreaney@aol.com or bjtownes@vianet.ca.

**Dorset Hub Financial Summary 2015/16**

- In 2015/16 The Dorset Community Health Care Hub along with partners raised a total of $850,000.00. Does not include over $120,000.00 material in-kind.

- The green represents the capital/costs to build the facility at $575,000, this fund and construction was managed by the Dorset Community Partnership Fund the community charity. The blue represents the operating costs and the yellow represents one time start up costs which flowed from the Province of Ontario and is managed by the Algonquin Family Health Team.

**Dorset Hub Financial Summary 2016/17**

- In 2016/17 The Dorset Community Health Care Hub along with partners so far have raised a total of $313,000.00 with a goal of raising an additional $73,000 for a total of 386,000. The green represents the funds raised to cover cost of improvements to the Hub at $110,000, the blue represents the funds still to be raised at $73,000, & the dark green represents the Hub endowment, all of which is managed by the Dorset Community Partnership Fund the community charity. The yellow represents the operating costs which flows from the Province of Ontario and is managed by the Algonquin Family Health Team.
HOW THE HUB WORKS IN THE CONTEXT OF THE PRIMARY AND PREVENTATIVE HEALTH CARE SYSTEM

PLEASE CALL AND BOOK AN APPOINTMENT

- Provides preventative health care of chronic disease
- Provides episodic care i.e. Infections, minor abrasions, flu, etc.
- Provides education and programs to help patient co-manage their care
- Does not handle acute care i.e. Chest pains, serious injuries, etc.
- Does accommodate visitors and cottagers