

# THE JANET & JAMIE CASKEY HEALTH HUB

Bringing Preventative & Primary Health Care To Our Community

**Three Year Anniversary Report  
November 2018**



The Dorset Community Partnership Fund & The Dorset Hub Advisory Committee, Community Health Care Hub Third Annual Update, November 2018

Bringing Preventative & Primary Health Care To Our Community  
Proudly Serving Muskoka & Haliburton



# DORSET COMMUNITY HEALTH HUB

## THREE YEARS STRONG & SERVICE GROWTH

We are happy to be celebrating our Third Anniversary of operations of the Janet & Jamie Caskey Community Health Care Hub. The Hub Community Advisory Committee and the Dorset Community Partnership Fund (DCPF) are pleased to bring you this update.

## FOCUS ON THE COMMUNITY & PATIENTS



We are proud of our Health Care Facility on Main Street in Dorset - 1096 Main Street, 705-766-0866. In our third year, we completed 3 building upgrades to accommodate our growing services and programs. We continue to believe that it is not the building that matters, **what matters are the values & benefits that the facility and team of professionals offer our community & the patients with the most need.** In the first three years of development, the community and partners raised over \$1.3

million for the build, equipment, services & programs. You can stop reading now.... And go to this link - our video says it all - <https://youtu.be/RSWljHJHBcg>  
Also visit our web site for more information - [dorsethealthhub.com](http://dorsethealthhub.com).

## WHAT WE HAVE ACHIEVED

We continue to offer medications for emergencies and unexpected needs. We offer nutritional & food support for patients in need in co-operation with the Winter Pantry and local churches. We continue to offer discreet mental health services as needed. We link patients to a number of health and community services and support programs. We utilize the Ontario Telemedicine Network (OTN) connecting patients to their specialists. We do video conferencing with our diabetic patients with the Diabetes Education Centre in Huntsville. We are active on social media through our Facebook page with links to the Dorset website. We have a lending resources library and reference material focused on the health and welfare of our patients. Some of our other programs and services include: diabetes prevention programs, home blood pressure program, our social services outreach worker who is based at the Hub on a weekly basis offering outreach services, flu clinics, emergency food bag program, immunization days and a healthy living and awareness program through the Algonquin Family Health Team. We improved our infection control room to comply with the new public health requirements and we continue to provide lab services to patients on a bi-weekly basis. We are now offering foot care services every 6 weeks at the Hub. This service will be provided by Fran Gower RN and is open to all community members.

We grew our registered patient load to over 520 from 320 one year ago. We also made gains in improving chronic and complex patient needs management. We continue to average over 2,000 visits to the Hub annually. During our busy summer months we ran the summer program which included an additional Nurse Practitioner and Admin Assistant two days a week in July and August. We did this to assure access to our patients and cottagers/visitors alike as this was our original intent when we conceived the idea of a **"Health Hub for ALL in our Community"**.



*We are proud of the fact that we have involved young people in development of the Hub. Over the past three summers we hired a nurse in training, Carolyn Dinnarr which afforded her countless hours in practical admin and clinical training. In return Carolyn allowed us to offer more services for a greater number of patients, cottagers and visitors – thank you Carolyn.*



Muskoka Community Health Hub - Dorset Site

## **GOING FORWARD**

We are grateful to the Ontario Ministry of Health and Long Term Care (MOHLTC) for providing ongoing base funding for the Hub. This funding covers costs for two staff members, clinical supplies, IT support and some operating expense. We often get asked: "**Why then do we continue to work so hard to raise funds for the Hub?**" The answer is quite simple: In order to offer the services and ensure patient access that has made the Hub a success we need to pay for additional staff to support the team, summer program staff, a portion of operating costs and funds go toward supporting the programs and services listed above. We call this the three person model for the Hub Team and we are well on our way to having the capacity to support this model for another 18 months. Many have asked if this model is sustainable. We will continue to explore options for long term sustainability which blends charitable contributions, government funds and private grants.

## **VOLUNTEERS AND DONORS**

We want to acknowledge the countless volunteer hours from many individuals in the community involved in fundraising and volunteer work for the Hub. We also want to thank the SS Bigwin July 2018 Gala for their substantial donation to the Hub. We are appreciative of volunteer fundraising activities like the multiple Lake Association donations, the Dorset Project Group Bottle Drive, the Billy Bishop Theatre Sponsorship, the Deep Freeze Winter Sleep Out and the scrap metal recycle program for the Hub. Thank you to our major donors for supporting the Hub. If you have a moment when you're in the Hub, take a look at our Donor Honor Board and the donor acknowledgement plaques beside the rooms where we recognize all of those who believe in our project. We would like to recognize the local businesses who contributed material, labor and cash in the construction and maintenance of the facility. We would like to acknowledge 2018 support from: WalMart, the Lawrason Foundation, Goring Family Foundation, Ironman, Lake of Bays Marine Museum and Navigation Society, Baysville & Dorset Lions and the Lake of Bays Renewable Energy Cooperative.

## **PARTNERSHIPS & INCLUSIVENESS**

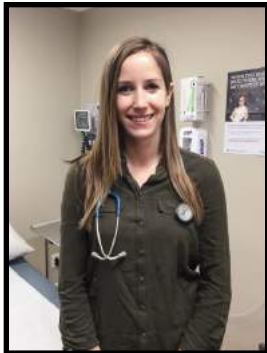
The Hub is indeed a partnership of many who continue to collaborate in our evolving journey in building a Community Hub for preventative and primary care. The core partnership includes the Dorset Community Partnership Fund (DCPF) – a registered charity (the lead in fundraising), the Township of Lake of Bays (operations support), and the Algonquin Family Health Team (AFHT), the lead in managing all clinical and health programming aspects of the Hub. We collectively manage the operating budget. We want to recognize our collaboration with Algonquin Highlands Township. We have a close working relationship with the Huntsville Hospital Foundation. The Hub Advisory Committee meets four times a

year to review operations and programs, suggest improvements, develop communications and help coordinate fundraising and awareness activities in the community. The Advisory Committee is represented by a cross section of community members and representatives from both Township Councils to help facilitate communication and messaging. A big Thank You goes out to all community members.

## **THE HUMBLE HUB IS PATIENT-CENTRIC**

Our patient load continues to reflect our demographics. We offer patient support in accessing primary and preventative care focused on the patient's needs. We all know that health services in the primary and preventative care field can be daunting for a patient to navigate, so we will continue to strive to be pathway finders, helping patients access support and take responsibility for their own wellbeing. We include support to the patient's family care providers. We have funded additional support at the Hub in order to work at taking the complexity out of finding and accessing health care support. We also recognize that the determinants of health are many, therefore we have narrowed down our priorities in the near future to: seniors programs, access to social services, social determinants related to poverty, chronic pain management, mental health and smoking cessation.

## **OUR TEAM**



Laurie Highfield, our Nurse Practitioner, leads the Team at the Hub.



Tracey Stone is the newest member of the Hub team. She is an experienced member who has spent the last eight years in office

**We would like to offer our heartfelt thanks to Katie Olsen who is moving on to a new career after dedicating over three years to the Hub – thank you and all the best in the future Katie.**



## **Welcome Janine van den Heuvel, Executive Director of the Algonquin Family Health Team (AFHT)**

Janine van den Heuvel joined the AFHT in September as the new Executive Director. Janine brings a wealth of healthcare leadership experience to the FHT including policy management with the Ministry of Health and Long-Term Care, communications and project management at Norfolk General Hospital, and Board leadership at Hamilton Niagara Haldimand Brant LHIN. Janine has also worked as a senior Staff member at Queens Park and she is dedicated to improving access to health care in northern and remote communities. We are happy that Janine is a huge fan of NP clinics



In partnership with the CCFHT Janine will be the lead on various joint programs, services, and administrative activities. We would like to thank Shelly immensely for stepping in as Interim ED and keeping everything moving forward while AFHT searched for a permanent replacement. We are excited to have Janine on board and look forward to her leading the team through a constantly changing healthcare environment! Janine manages all programming and clinical aspects of the Hub. Any concerns or requests please contact her at the AFHT [janine.vandenheuvel@mach.ca](mailto:janine.vandenheuvel@mach.ca).

***How does the Hub work with patients?*** If you currently do not have a family doctor/nurse practitioner, or if you want to move your care to the Hub we offer: on-going care of primary health care and concerns. If you are a cottager and/or visitor we offer one-time services including: episodic care of minor injuries and infections (i.e., eye/ear/throat infections, infected bites, UTIs, simple sutures, minor burns, etc.) The Hub provides preventative health care for chronic diseases, episodic care (i.e., infections, minor abrasions, flu, etc.), and health education and programs for registered patients. The Hub also helps patients navigate social services and other government programs. We accommodate visitors and cottagers with our extended summer hours as available. \*We are not equipped to handle emergency care (i.e., chest pains, serious injuries, etc.)\*

As is our tradition, we would like to recognize our visionary leader, Herb Hickling who launched this journey seven years ago bringing accessible primary and preventative health care closer to citizens in our community. Herb also built a strong alliance with the Townships of Lake of Bays and Algonquin Highlands, given that our community straddles both jurisdictions. In order to build momentum, Herb sponsored countless community engagement sessions with community groups, the churches, cottage associations and the public at large. Over the years he built up a groundswell of support for the Hub in terms of donations and volunteer time. Thank you Herb, you would be proud of how the community has kept your vision alive.

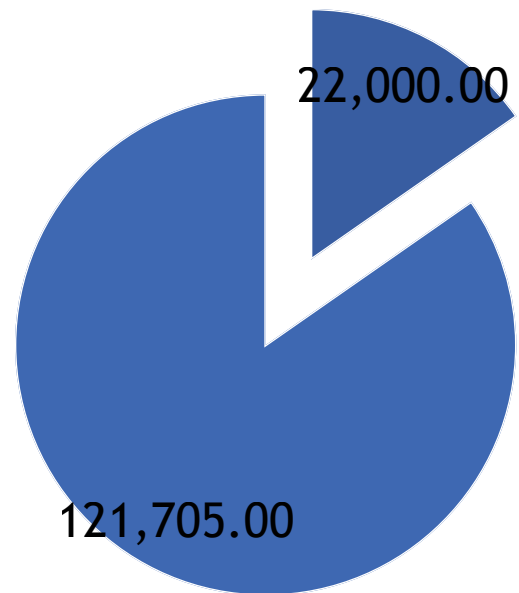


## DCPF FINANCIAL/CONTRIBUTION SUMMARY

2018/19 DCPF Contribution to the Hub, Capital includes finishing the Lab, technology, well/water & secure cupboards \$22,000.00. Operating includes staffing (RPN & Summer Program NP and Admin), programs and services \$121,705.00 for a total of \$143,705.00. For 2019/2020 estimated contribution is \$113,700.00 for staff programs and services. While 2018/19 commitments can be met DCPF needs to raise \$35,700.00 in order to meet forward commitments in 2019/20. Therefore we have established a fundraising goal of \$50,000.00 over the next 6 months. Our summary does not include cash and in-kind contributions from the Townships of Lake of Bays and Algonquin Highlands.



Expenses Hub 2018/19



The Health Hub is supported by the local CRA registered charity DCPF. If you would like to make a donation to the Health Hub, you can drop off a contribution cash or cheque at the Hub. For donations of \$20 or more, we can issue a tax receipt. Please make cheques payable to Dorset Community Partnership Fund (DCPF), PO Box 41, Dorset, Ontario P0A 1E0. For more information, email [collinreaney@aol.com](mailto:collinreaney@aol.com) or [bjtownes@vianet.ca](mailto:bjtownes@vianet.ca).

### - WINTER HOURS -

**Monday** - 9:00-4:00 **Tuesday** - 1:00-8:00 **Wednesday** - 9:00-4:00 **Thursday** - 9:00-4:00  
**Friday** - 9:00-12:00 **Saturday & Sunday** - CLOSED



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