

Bridges

Community Health Centre

Fort Erie and Port Colborne/Wainfleet



Ontario's Community
Health Centres



Bridges Community Health Centre

creating a healthier community



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Community Health Centres (CHCs): A Brief History

- **First stage of Medicare – Tommy Douglas**
- **Second stage of Medicare**
- **2005 – 21 newly-funded CHCs in Ontario**
- **Ministry of Health (MoH) approved 3 new CHCs in Niagara – Niagara Falls CHC, Quest CHC, and Bridges CHC**
- **A Francophone CHC already existed in Welland**



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What is Bridges CHC?

- **Non-profit, community-governed organization with a mandate to provide comprehensive primary health care, illness prevention, health promotion and community development initiatives**
- **Two sites...one in Port Colborne (which also serves Wainfleet) and one in Fort Erie**
- **Currently have 39 staff**
- **Governed by a community-led Board of Directors**



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What is Bridges CHC? (Con't)

- **Provide client-centred care in order to treat the 'whole' person**
- **Operate through a Health Equity lens**
- **Funded through the Gov't of Ontario via Ontario Health (OH)**
- **We have an Accountability Agreement with OH which outlines our accountabilities and performance expectations**
- **Report our performance on a quarterly basis**



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Our Interprofessional Clinical Team

Family Physicians
Registered Nurses
Social Workers *
Physiotherapists *
Physiotherapy Assistant *
Community Health Workers *
Dental Health Community Worker *

Nurse Practitioners
Registered Dietitians *
Registered Psychotherapists *
Kinesiologist *
Health Promoters *
Diabetes Educators(RNs/RDs)*

*** All services provided by these clinicians are open to anyone in the community**

**** All staff are salaried. We do not bill OHIP for any of our services**

***** Clinical staff are supported by our Medical Secretaries and Admin Team**



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Our Target Populations

- **Seniors (with an emphasis on those at-risk/isolated)**
 - **Individuals and families living on low incomes**
 - **Children and youth (with an emphasis on at-risk)**
 - **Newcomers to Canada**
 - **Individuals without a primary care provider**
- * We serve many individuals who other primary care providers will not accept due to their complexity**
- **We provide services to uninsured individuals who do not have OHIP coverage**
- *** We provide interpretation services for those who require it**



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Primary Care vs. Primary Health Care

Primary Care

- Narrower concept of primary care
- Care is provided at the individual level and is focused on providing routine and urgent medical care
- Key providers are generally family physicians and nurse practitioners

Primary Health Care

- Encompasses primary care, and goes even further
- Broader, community-oriented approach, encompassing not only individual medical services but also community health initiatives and addresses social determinants of health
- Team-based care
- Supports all aspects of health and wellbeing for individuals, communities and populations



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Primary Care vs. Primary Health Care (Con't)

Primary Care

- Core services: Include routine check-ups, vaccinations, management of chronic conditions, and treatment of common illnesses
- Includes comprehensiveness, continuity, and care coordination

Primary Health Care

- Interprofessional clinical care, health promotion and community development
- derived from the core principles articulated by the World Health Organization (WHO) that 'health is a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity



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Bridges CHC's Mission Statement

Provide the best possible primary health care to residents of Fort Erie, Port Colborne and Wainfleet. Engage and collaborate with other community services to extend our reach and impact



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Bridges CHC's Vision

A healthy and strong community served by highly-skilled professionals, who provide services that adapt to changing needs

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Bridges

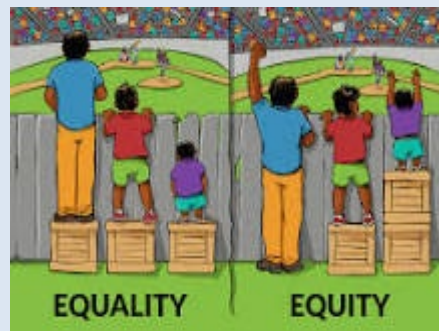
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Bridges CHC's Values



**ACCOUNTABILITY
BREEDS
RESPONSE-
ABILITY.**

QUOTEID.COM

Stephen R. Covey



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What is Health Equity?

- Health equity means ensuring that everyone has a fair and just opportunity to be as healthy as possible, regardless of their social or economic circumstances
- It's about removing barriers such as poverty, discrimination, and lack of access to resources that prevent people from achieving their full health potential
- Health equity goes beyond simply providing the same resources to everyone (equality) and recognizes that some individuals and groups may need targeted support to overcome systemic disadvantages



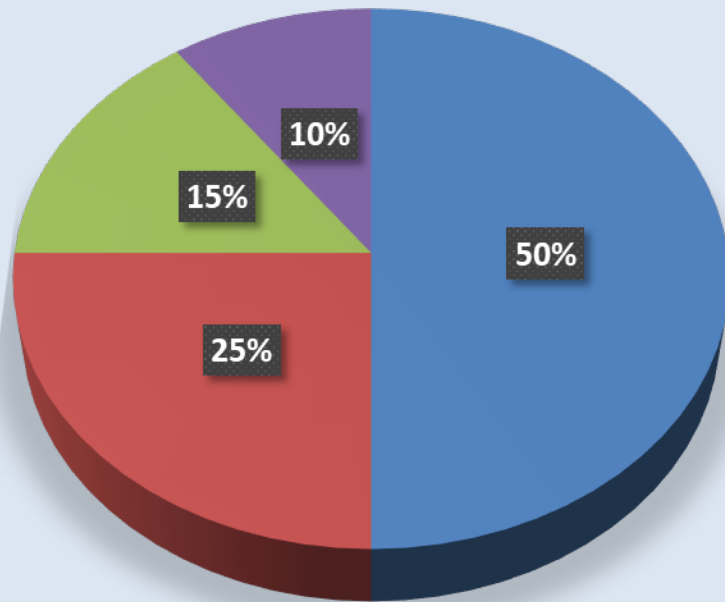
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What Makes People Unhealthy?

Source: Canadian Institute for Advanced Research

Selected Determinants of Health



- Social/Econ/Envir
- Physical Environ
- Biology/Genetics
- Health Care System



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Social Determinants of Health

Social determinants of health are the non-medical factors that influence an individual's health and well-being...the social and economic conditions that affect people's lives. Examples include:

Income (inequality)

Housing

Food security

Social isolation

Gender (identity)

Poverty

Education

Employment/job security

Race

Early childhood and care



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Bridges CHC's Health and Wellness Programs

- **Diabetes education group classes**
- **Group exercise programs (including Pole Walking & Fun Drum)**
- **Smoke cessation**
- **Healthy eating/health cooking programs**
- **Better Sleep Management**
- **Care for the Caregiver**
- **Building Healthy Boundaries**
- **Stress Management**
- **Depression/anxiety**
- **And many others**



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Programs/Services Available to Our Clients vs Broader Community

Primary Care

- Only individuals registered as clients/patients with Bridges CHC can access the services of our MDs, NPs, and Primary Care RN

Programs Open to General Public

- Diabetes Education Program
- Physiotherapy (after any benefit plans have been exhausted)
- Counselling services
- All health and wellness group programs
- Programs/services of our Community Health Workers, Dental Health Community Worker and Health Promoters



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Community Partnerships

- Ontario Health atHome (formerly CCAC) Care Coordinator is embedded in our CHC
- Mobile Cancer Screening Coach on site monthly at our Fort Erie and Port Colborne sites
- REACH Niagara – Regional Essential Access to Conected Healthcare – Mobile van dedicated to improving healthcare access for marginalized and underserved populations, particularly those experiencing, or at risk of, homelessness
- Feet First Steps for Health (Diabetes Foot Care Program)
- Community Addiction Services of Niagara (CASON)



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Community Partnerships (Con't)

- **Pathstone Mental Health**
- **Women's Place of South Niagara**
- **Niagara Sexual Assault Centre**
- **Niagara Region Mobile Dental Bus**
- **The Good Food Box**
- **Niagara Nutrition Partners**
- **Active partner in many local, regional and provincial networks**



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Primary Care Access Clinics

- **Bridges CHC, in partnership with Niagara Medical Group Family Health Team (FHT), Portage Medical FHT, and Welland McMaster FHT is offering Primary Care Access Clinics (PCACs) on certain days throughout the summer when the Niagara Health (NH) Urgent Care Centres (UCCs) are closed**
- **Hosted at Bridges CHC's sites in Port Colborne (PC) and Fort Erie (FE)**
- **Provide assessment and treatment for non-emergency health concerns for anyone permanently residing in Canada**



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Primary Care Access Clinics (Con't)

- designed to support people with minor health concerns, similar to issues for which they would visit their family doctor or nurse practitioner
- These clinics do not provide emergency services; they offer timely access to primary care for non-urgent issues
- Fridays in FE and Saturdays in Port Colborne, from Canada Day until September 13th, as well as Civic Holiday Weekend in Fort Erie
- Hours are from 9am to 4:30pm
- No appointment is required



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Thank you for listening!

Questions?



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