

Family Health Team

Annual Report 2024-2025

Reflection from the Board of Directors & Executive Director

We are proud to present the Annual Report for Beamsville Medical Centre Family Health Team (BMCFHT) for the year 2024-2025. Our team continues to evolve in response to the diverse needs of our patients and community, focusing on providing high-quality, patient-centered care through a collaborative, interdisciplinary approach.

This year, we have made substantial progress in improving access to care, supporting equity and inclusion, and enhancing the overall patient experience. We remain committed to fostering an environment where every individual feels heard, respected, and empowered in their healthcare journey.

As we reflect on our achievements, we also acknowledge the challenges we have faced in the ever-evolving healthcare landscape. We remain focused on continuous improvement, innovation, and deepening our partnerships with patients, community organizations, and external healthcare providers.

About Beamsville Medical Centre Family Health Team

The Beamsville Medical Centre Family Health Team (BMCFHT) is dedicated to delivering patient-centered care through a collaborative, interdisciplinary approach. We honor the dignity and privacy of every individual, providing exceptional services while maintaining integrity, accountability, and a commitment to continuous quality improvement.

Our mission is guided by strategic pillars of our Quality Improvement Plan, such as improved patient care and satisfaction, access to services, community integration, organizational development, and physician engagement. We strive to ensure equitable access to healthcare services and enhance the quality of care for all members of our community.

Key Highlights

- **Access & Flow:** In 2024-25, 87% of patients reported securing appointments when needed. We continued to enhance access to care through initiatives like preventive cancer screenings.
- **Colorectal Cancer Screening:** Our initiative for colorectal cancer screening saw 80.1% of eligible individuals screened, exceeding both provincial and regional averages.

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- **Equity & Inclusion:** A core focus has been providing equitable healthcare services to all patients, including Francophone clients, refugees, and migrant agricultural workers. We remain committed to addressing barriers such as financial instability, housing insecurity, and food insecurity.
- **Patient Experience:** We conducted numerous patient engagement surveys, with results guiding our improvements. A significant initiative this year was the Women's Health Menopause Workshop, offering tools and strategies for managing health during menopause.
- **Provider Support & Development:** We invested in staff support through quarterly meetings, health initiatives, and professional development. Despite budget challenges, we have maintained a strong focus on staff well-being and retention.
- **Population Management:** Our 12-week 'Lifestyle Medicine' Chronic Disease Program empowered patients to prevent and manage chronic diseases through evidence-based strategies.

Equity Initiatives

BMCFHT remains steadfast in ensuring all individuals have equitable access to healthcare services. This includes:

- Offering French-speaking services
- Providing home visits for those with mobility challenges
- Healthy Choices workshops for local students
- Hosting group sessions for underserved populations

We continue to remove barriers such as financial obstacles and geographic limitations to ensure our patients receive the support they need through the Community Health Prosperity Program.

In addition, we continue to work closely with external organizations like the Greater Hamilton Health Network (GHHN), fostering relationships with primary care providers, social agencies, hospitals, and public health organizations, expanding our programs to serve both rostered and non-rostered patients. Our ongoing collaboration with Executive Directors from other Family Health Teams (FHTs) and Community Health Centres (CHCs) in the region has been instrumental in enhancing the care we provide to our patients.

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Staff Support and Development

Despite ongoing budget challenges, BMCFHT remains committed to supporting our healthcare providers. We prioritize staff well-being, offering:

- Quarterly department meetings
- Supportive work environment initiatives
- Mid-Summer Annual Staff Dinner to celebrate achievements and strengthen morale

Looking ahead, we continue to focus on improving recruitment and retention, particularly through workplace wellness programs and enhancing job satisfaction.

- **PSSD Reporting:** As a result of funding from Ontario Health in 2024-2025, the only salary exceeding \$100,000 is for Nurse Practitioner Gillian Ryan, with a salary of \$141,278.02 (2024)

Health Programming

BMCFHT has expanded its health programming to include:

- Mental health – Anxiety
- Local High School - Healthy eating
- Women's Health Menopause Workshop
- The Best Care Practice program continues to benefit patients with chronic respiratory conditions, improving quality of life and reducing hospital visits.
- Community Health Prosperity Program, providing additional support for our patients,

These workshops, aimed at both rostered and non-rostered patients, as well as community members, align with our commitment to improving the well-being of both our patients and the broader community. We take great pride in our continued efforts to enhance health outcomes and celebrate the well-being of those we serve

Digital Health Initiatives

BMCFHT has embraced digital health initiatives:

- **Oceans Patient Portal:** Improves communication with patients and streamlines administrative tasks.
- **Oceans e-Referral:** Streamlines the referral process.
- **AI Scribe Technology:** Adopted through a partnership with the Greater Hamilton Health Network.
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- **PrescribeIT:** Utilized for eRenewal prescriptions, facilitating collaboration with pharmacists and ensuring safe, appropriate treatment options.

These digital health solutions have significantly reduced administrative burdens, allowing our providers to focus more on patient care.

Green Initiatives

BMCFHT is committed to sustainability and environmental responsibility. Through the **Green Office Toolkit**, we have implemented eco-friendly practices that benefit both our patients and the planet.

- **Waste Diversion:** We have diverted 389 pounds of PPE waste—such as face masks, disinfectant wipes, and gloves—from landfills.
- **Green Office Challenge:** We were awarded Top 3 in the 2024 Green Office Challenge.

These initiatives contribute to the health and well-being of our community while ensuring the long-term sustainability of our practices.

Conclusion

This year, BMCFHT made significant strides in improving access to care, supporting patient and provider well-being, and enhancing our commitment to equity, diversity, and inclusion. We are proud of the progress we have made and look forward to continuing our work in 2025 and beyond.

We extend our deepest gratitude to our patients, providers, and partners for their dedication, trust, and support in advancing our shared mission of providing exceptional, patient-centered care.

For more information, please visit our website: www.beamsvillefht.com