



Right here for you

Penderharbourhealth.com We are honoured to provide services on the unceded, ancestral and traditional lands of the Sechelt Nation

Welcome Message from the President and COO

Responding to and supporting your community during these challenging times, has been the focus and privilege of our team and volunteers here at the health centre in the past year. We had the great joy of working with staff and partner clinicians, who have the skill and flexibility to meet the changing needs of the community. While there were losses – including revenue from donations, we were able to find funding from emergency grants and government top-up programs.

In response to increased and complex needs in the community, we provided more services than in previous years. While many other health services were providing much less in-office service, we remained open with caring, in-person services. This was done through additional nursing services, programs like palliative on-call care, increased social work and community programs like the wheelchair accessible van. Our nurses assisted Public Health by delivering covid vaccines to patients who are homebound. We were also grateful to recruit a new physician and RN to provide family practitioner services right here in the community. We welcomed Dr. Colin Sutton and his wife Linda Waller R.N. to the team in May and their dedication to compassionate team-based care has been very well appreciated by the community and our staff.

Increasing collaboration with community groups and agencies like Vancouver Coastal Health and the Sunshine Coast Division of Family Practice, has been a focus. We are participating in coast wide planning to improve access to care and integration of the health system. Our participation gives others a better understanding of your health centre and the needs of our community. Pender Harbour Health Centre is the only community health centre on the Sunshine Coast, and we are proud to be a model of integrated care for this planning process. We are hoping to find core support from the Ministry of Health for stable, core funding for your health services.

There is no doubt that our lives will all continue to change over the year to come. But we are confident that we will continue to serve you right here in Pender Harbour with compassionate and excellent care.



Alan Stewart – President



Susann Richter B.Sc. J.D. COO

The Board of Directors 2020 – 2021

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Pender Harbour Health Centre Mission



To provide access to quality, caring, and responsive health services for the Pender Harbour community

Our Vision

A leader in community health services on the Sunshine Coast and in British Columbia

Our Core values

- ♥ Responding to and strengthening our community
- ♥ Integration and collaboration across the health care system
- ♥ Honesty, integrity, and high ethical standards
- ♥ Integrated team-based care
- ♥ Supportive, respectful, and responsive work environment for staff
- ♥ Openness in communication
- ♥ Innovation and creativity

In the past year, approximately 5,900 individual patients were served and there were more than 18,500 visits to the centre for services

Email from a patient

I recently saw the nurse today and I hope she reads this message.

I was so hesitant and nervous about getting something checked out.

From the moment I walked into the room she made me feel comfortable and relaxed and my anxiety dissolved.

I really would like to show my gratitude and thank her for the magical way of making me feel comfortable.

She is by far the best and most beautiful health care worker I've ever met.

How are we fulfilling our mission to provide access to quality, caring, and responsive health services for the Pender Harbour community?

While many other health providers were not providing in-person service due to the pandemic, Pender's doors have been open throughout. Following the same infection control protocols used at the hospital, our staff delivered services safely to the community.

Nursing Services

♥ **Ambulatory Care and Urgent Care Nursing** performed almost 6,000 treatments for patients. This is an 18% increase in service over last year. The number of treatments provided has been increasing by similar percentages over the last few years, which means that our services need to grow to keep up with the need.



♥ **Laboratory services** – our nurses did close to 3,000 tests including blood tests and urine samples. This lab service is extremely important to the community as it means that patients do not have to travel to Sechelt or beyond.



♥ **Home Care Nursing** performed 8,500 treatments and services for patients at home. This is an 18% increase over last year. There has been a steep increase in services for the past two years. While our main contract for nursing services is with Vancouver Coastal Health, we were able to find some emergency funding for this increase in capacity. The Home Care nurses provide a wide variety of services to patients who are increasingly complex. We are also providing on-call Palliative nursing in the community to help people live as well as they can to the end.

♥ **Womens' and Youth Sexual Health**

Our Nurse Practitioner worked with 250 women and 80 youth providing support for sexual health, LGBTQ2S services and a variety of health concerns.



♥ **The Dietician and Diabetes Nurse** work together to assess, monitor, coach and provide education for people with diabetes or other dietary issues. Through the pandemic, people have been able to access this service in person or by phone. These programs have been steadily increasing in patient numbers, particularly with referrals from the physician on site.

- ♥ **The Chronic Disease Management Nurse** provides assessment, ongoing support, education around chronic illness including COPD and cardiac health. She also supports people in recovery from cardiac surgery. This program has also been steadily increasing in numbers and is supporting more than 30 people with ongoing support. This year we received a \$1700 grant from the **Sunshine Coast Community Foundation**. to pay for Happy Hearts program materials and the services of a trainer who is working with some of the cardiac rehab program participants. This was important because programs at recreational centres have not been able to operate due to covid.



- ♥ **Our Social Worker** has a busy practice, supporting vulnerable seniors, youth at risk, homeless people and providing help with navigation of health and social services. We have increased our social work hours to 3 days per week to help more community members.

- ♥ **Community Programs:** our Community Coordinator helped us navigate through the difficulties of providing services in the community during social restrictions. Many of our programs have started again, including

- ✓ the Adult Day Program,
- ✓ Harbourside Friendships,
- ✓ the Wheelchair Accessible Van
- ✓ the Caregiver Support Group

- ♥ **Seniors Initiative:** this collaborative community group is helping seniors gain skills with online technology. A lending library of tablets was purchased and seniors are receiving training in the use of computers and online programs. Participants are very excited about the new world that is opening to them online!



- ♥ **Physician Services – see below**



How are we living our Core Values?



♥ Responding to and strengthening our community

The community spoke loud and clear about the need for physician services. With the departure of the Sechelt Medical Associates physician group, we were left with no local physician. We have had the great fortune of enticing Dr. Colin Sutton and

his wife Linda Waller, R.N. to practice here at Pender. As a team, they specialize in providing person-centered care to the community. In the first three months of his practice, Dr. Sutton took on 900 patients and we now have a waiting list for his services. In the coming year, we will be considering how we can add more primary care services to the centre.

♥ Integrated team-based care

We are uniquely positioned as the only community health centre on the Sunshine Coast. Patients here have the benefit of a multidisciplinary team of professionals who work together to provide integrated care to the community. We know our patients and their current needs through the work of the team.

♥ Integration and collaboration across the health care system

We are working as part of the **Primary Care Network Steering Group**, along with partners such as the Sunshine Coast Division of Family Practice, Vancouver Coastal Health, the Shishalh Nation and others to plan for more integrated care. We believe that we are a model of this type of care for the Sunshine Coast. As a part of this process, we are applying to expand our team to increase capacity for services the community has identified as needed. We also work with and provide space for linked services, such as Public Health (for immunizations including flu and covid) and VCH mental health counseling and Psychiatry.

♥ Openness in communication

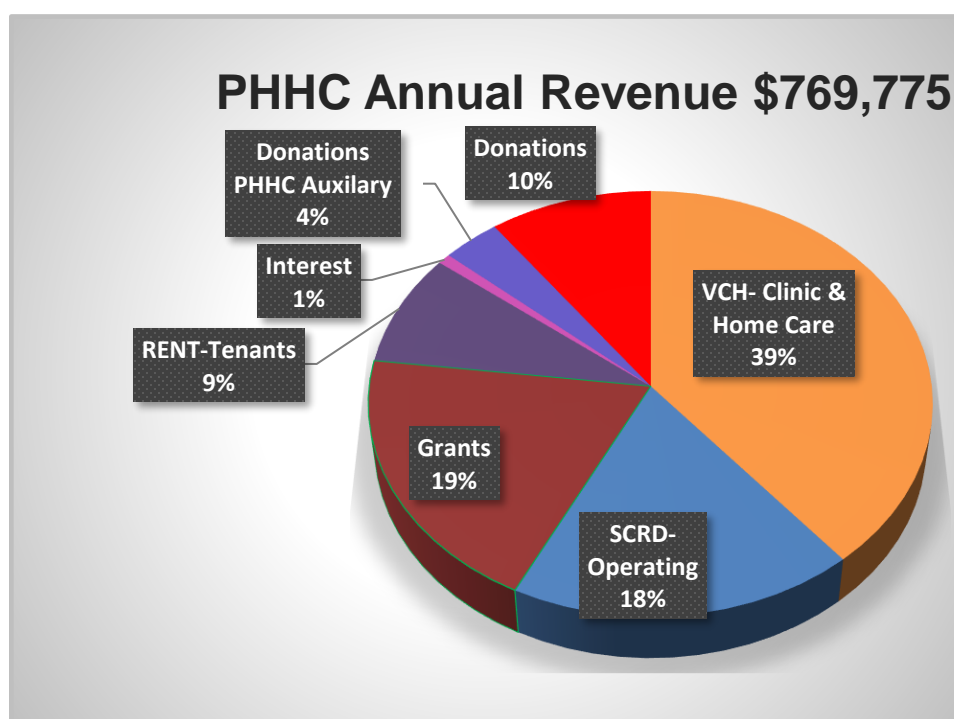
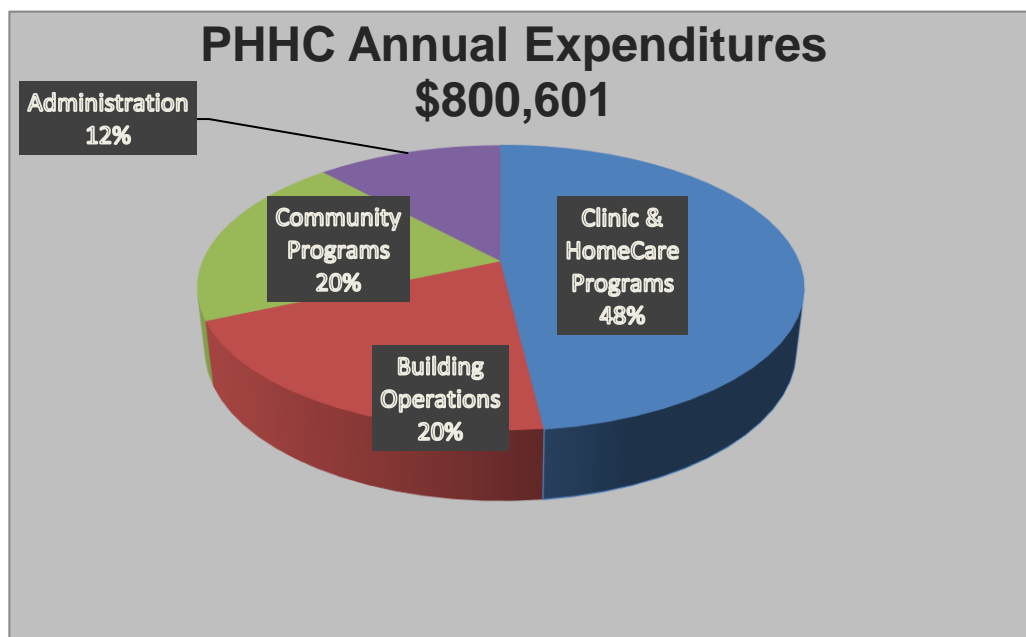
We are working with a consulting company to create a new online presence, including a new website and social media connections. This will help us stay in touch with our community and our members for news updates, information about services and activities.

♥ Innovation and creativity

Staying abreast of current technology is important to the team. This year with the generous donation of a member, we have purchased a hand-held ultrasound unit that will enable our physician and nurses to do levels of medical imaging that were previously not available to us. One of our fundraising goals will be to upgrade medical equipment throughout the building.

We have received a \$100,000 grant from the Federal Government to create accessible washrooms throughout the building. The SCRD has also granted \$20,000 for the upgrade of the flooring in the building, which currently has lots of 30-year-old carpeting!

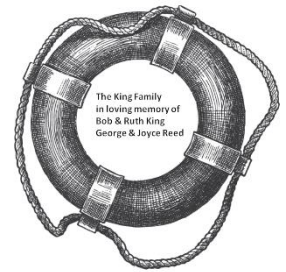
Financials – 2020- 2021



Finances past and future: While the health centre did experience an operational deficit due mostly to the decrease of donations and an increase in services provided and medical supplies, the good news is that we have been able to recoup most of these losses in the current year through emergency grants. We are now initiating a fundraising campaign to renovate our building (much in need of some upgrades), as well as to provide us with a stable operational base of funding. We are also in the process of working with our agency partners to apply to the Ministry of Health for stable core funding for the health centre.

Many Thanks ...

To everyone who contributes to the work of the Health Centre – Staff, Board Members, Volunteers, Donors, and Agency and Community Partners. Your efforts and contributions make it all happen !



RJ Nelson Foundation

These are some of our generous donors. As always, we give special thanks to the the Pender Harbour Health Centre Auxiliary for their tireless work at the Bargain Barn and for their annual donation. Thanks to the many other individuals and businesses who have donated generously to our programs, capital and operations.

How can I get involved? Please visit our website at: penderharbourhealth.com and click on the menu – "Get Involved"