



PRINCE ALBERT
Co-operative Health Centre
Community Clinic

61st Annual General Meeting
1962-2023

ANNUAL REPORT

2023



The Co-operative Health Centre
Community Clinic

TABLE OF CONTENTS

1. Agenda	3
2. Minutes	4
3. Board Member Term List	9
4. Vision, Mission, Values	9
5. Board of Directors Annual Report	11
6. Executive Director Annual Report	13
7. Operational Statistics	19
8. Organizational Chart	23
9. Medical Director Annual Report	25
10. Community Clinic Physicians	27
11. Director Nomination and Election Report	28
12. Financial Statements	attached to the docket



AGENDA

- 1. Call to Order**
- 2. Ratification of Committee**
- 3. Adoption of Agenda**
- 4. Minutes of the 60th Annual Meeting**
- 5. Business Arising from the Minutes**
- 6. Reports**
 - Board of Director's Annual Report
 - Executive Director's Annual Report
 - Medical Director's Annual Report
 - Auditor's Report and Financial Statement
 - Discussion of Reports
 - Adoption of Reports
- 7. Resolutions – none submitted by deadline of May 31, 2023**
- 8. Director Nomination and Election Report**
- 9. Appointment of Auditor**
- 10. Question Period**
- 11. Adjournment**

**Annual General Meeting
60th
Thursday – June 16th, 2022
6:30 p.m. Registration
7:00 P.M.**

Welcome / Introductions– Board Chair, Joe Rybinski

Joe Rybinski welcomed everyone to the virtual Annual General Meeting of the Co-operative Health Centre.

The Board Chair acknowledged A. McDermid and C. Dochylo for producing the Power Point presentation that was shown prior to the commencement of the Annual General Meeting.

1. CALL TO ORDER

- The Annual Meeting was called to order at 7:00 p.m.
- A Truth and Reconciliation Statement was read by the Board Chairperson.

Greetings:

- **City of Prince Albert – Deputy Mayor Dawn Kilmer**
 - Ms. Kilmer shared greetings from the City of Prince Albert. She thanked the Health Centre for the many services and community benefits it has provided over 60 years for Prince Albert and area.
- **Minister Merriman – Minister of Health – Video**
 - This video was provided by Minister Merriman.
- **Deb Jordan, Executive Director**
 - **Connected Care Services Branch, Saskatchewan Health**
 - Deb Jordan was in attendance to bring additional greetings from the Ministry.
 - She thanked everyone at the Health Centre for their continued team based approach to Health Care. The Health Centre has been providing Primary Health Care for the last 60 years. Ms. Jordan thanked the Co-operative Health Centre for the years of service and care provided to the community of Prince Albert and look forward to a sustained fruitful future.

Parliamentarian Reading: Bonny Peneff

- Bonny read the rules and outlined the guidelines that will be followed during the virtual meeting. The following procedures were reviewed: chat box function, muting of participants, submission of questions, voting process, pre-determined mover and seconder for motions and resolution submission process.
- Bonny provided a test poll question to ensure all members understood the voting process.

- Bonny requested that Connie Dochylo verify that the required number of members were in attendance, to constitute a quorum. There was **29 Members and 3 Guests** in attendance that provide the requirements set forth in the Co-op Act and the Cooperative Health Centre Bylaws.
- The Annual General Meeting was advertised to members in the required period of time (not more than 50 days and no less than 10 days) and through the proper media.
- Annual General Meeting notices were circulated in the Health Centre website, PA Now and through our Social Media Accounts and in the Daily Herald Newspaper and the Shopper.

2. **RATIFICATION OF COMMITTEE**

- Registration Committee – Connie Dochylo / Bonny Peneff
- In Attendance: **29 Members, 3 Guests**
- Bonny presented the following motion for approval of the Registration Committee.
- All motions were provided to members through the online voting poll and results were indicated on the screen.

MOTION: BERNICE BERGSTROM / DAVID KNOUSE

MOVE TO RATIFY THE REGISTRATION COMMITTEE REPORT.
CARRIED

3. **ADOPTION OF AGENDA**

- The agenda was pre-circulated with the Annual General Meeting Docket.
- No further discussions or clarification on this matter.

MOTION: ESTELLE HJERTAAS / LARRY FLADAGER

MOVE TO ADOPT THE AGENDA AS PRESENTED.

CARRIED

4. **MINUTES OF THE 59th ANNUAL MEETING**

- Minutes from the 59th – June 16th, 2021 Annual Meeting are included in the docket.
- There was no questions, clarifications, errors or omissions noted.

MOTION: ARNE LINDBERG / DARCY SANDER

MOVE TO ACCEPT THE MINUTES OF THE 59TH ANNUAL GENERAL MEETING AS PRESENTED.

CARRIED

5. **BUSINESS ARISING FROM THE MINUTES**

- J. Rybinski asked if there were any questions in regards to the previous minutes.

- Members were advised that we would provide time for members/guests to send their questions or comments through the Zoom chat function.
- Joe introduced Sarah Harnett, Director of Finance to provide members and guests of the meeting some history facts and interesting trivia about the Health Centre.
- No further questions or comments were received.

6. **REPORTS:**

The Board Chair advised that the following reports were all pre-recorded and would request that all questions for presenters be held until all reports are completed.

- **Board Chair Annual Report - Joe Rybinski**
This written report was included in docket and the pre-recorded presentation was played at this time.
- **Executive Director's Annual Report – Trina Ferguson**
Trina's written report was included in docket.
The pre-recorded presentation was played at this time during the meeting.
- **Medical Director's Annual Report – Dr. Greg Obrigavitch**
Dr. Obrigavitch provided a written report for the annual general meeting docket.
The pre-recorded presentation was played at this time.
- **Auditor's Report & Financial Statement – Meyers Norris Penny Kerry Vezeau**
The Board Chair welcomed Kerry Vezeau to the virtual Annual General Meeting.
The Audited Financial Statements as of March 31, 2022 were attached to the docket.
Kerry advised the members that the Co-operative Health Centre is in a healthy financial position.
The following sections of the report were reviewed: Independent Auditors Report, Statement of Financial Position, Statement of Operations, Statement of Cash Flows, Notes to the Financial Statements, Schedule of Expenses, Harm Reduction Program and the Schedule of Board Remuneration that has been recently added this year.
- **Discussion of Reports**
The Board Chair opened the floor to questions pertaining to the previous reports and invited members to submit their questions through the Zoom chat line. While members were given time to send questions, the Director of Client Services Amanda LaHaye provided some information and trivia about the Cooperative Model.

No questions were submitted.

- **Adoption of Reports**

The membership was advised that a motion will be presented to accept all the previous reports.

MOTION: DARCY SANDER / RALPH BOYCHUK

MOVE TO ADOPT THE BOARD OF DIRECTOR, EXECUTIVE DIRECTOR, MEDICAL DIRECTOR ANNUAL REPORTS INCLUDING THE AUDITORS REPORT AND FINANCIAL STATEMENT AS PRESENTED FOR THE YEAR ENDING MARCH 31. 2022.

CARRIED

7. BYLAW COMMITTEE – Estelle Hjertaas/ Craig Thebaud

- Estelle Hjertaas provided a pre-recorded presentation outlining the proposed bylaw changes. The Committee Report was included in the annual general meeting docket for reference.
- Concluding the presentation, Estelle indicated that if there is no questions or discussion there will be one motion presented to adopt all the proposed bylaw changes. No questions were submitted.

MOTION: ESTELLE HJERTAAS / CRAIG THEBAUD

MOVE TO ADOPT ALL THE PROPOSED BYLAW CHANGES AS PRESENTED.

CARRIED

8. RESOLUTIONS

- As indicated in the Parliamentarian report read by B. Peneff at the commencement of the meeting there were no resolutions submitted by the May 31st deadline.

9. DIRECTOR NOMINATION AND ELECTION REPORT – Larry Fladager

- Larry Fladager provided a pre-recorded video outlining the Nomination Committee report. Following this, Pam Cuelenaere provided a pre-recorded video biography highlighting her previous Board experience.

L. Fladager then welcomed Pam Cuelenaere and Joe Rybinski to fill the two vacant three-year terms.

MOTION: LARRY FLADAGER / ARNE LINDBERG

MOVE TO ELECT THE FOLLOWING TWO BOARD MEMBERS: PAM CULENAERE AND JOE RYBINSKI TO THE BOARD OF DIRECTORS BY ACCLAMATION EACH FOR THREE YEAR TERMS.(2022/2025)

CARRIED

10. APPOINTMENT OF AUDITORS

- The Board Chair advised that the Board of Directors at their regular Board meeting on June 6th made the following motion to recommend for member consideration:

MOTION: LARRY FLADAGER / DAVID KNOUSE

MOVE THAT WE APPOINT MEYERS NORRIS PENNY FOR AUDIT SERVICES FOR THE NEXT YEAR 2022/23.

CARRIED

11. Question Period

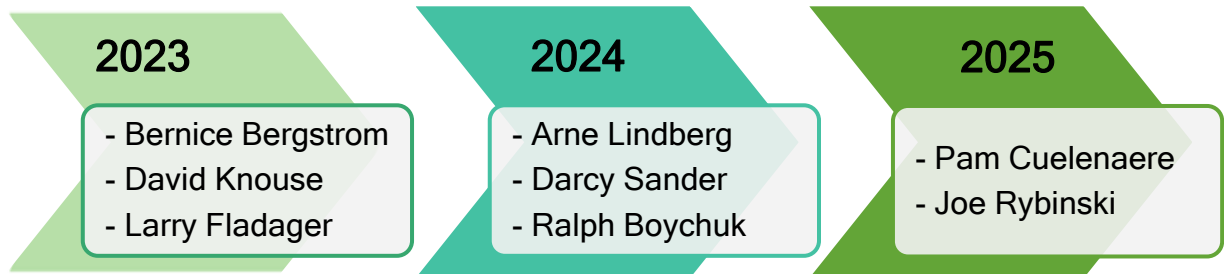
- At this time J. Rybinski opened the floor for any questions to be submitted through the Zoom chat line.
- Jenn Braaten, Director of Clinical Programs and Services shared information regarding membership and the benefits of being a member of the Co-operative Health Centre.

12. Board of Director Service Recognition

- The Board Chair recognized two Board Members that have completed their term positions on the Board.
- Estelle Hjertaas – One year term – June 16, 2021
- Craig Thebaud – Three year term – June 19, 2019 to June 16, 2022
- A token of appreciation will be presented in person at a later date.
- J. Rybinski thanked the members and guests who attended the annual general meeting and a special acknowledgement and thank you to Michael Hettrick from PA Software for providing the technical support.

13. Joe Rybinski declared meeting adjourned at 8:04 p.m.

Board Member Terms



VISION

"The Leader in Primary Health Care"

MISSION

To Engage People in Building a Healthy Community through Teamwork and Partnerships

VALUES

- | | |
|----------------------------|---|
| We are Courageous: | We make difficult decisions and do what is right for our members /clients |
| We are Accountable: | We take responsibility for our actions, and own the outcome of projects and initiatives from start to finish |
| We have Integrity: | We act with honesty, honor and truthfulness |
| We Collaborate: | Relationships are important, and we bring people and organizations together to serve our members/clients |
| We are Innovative: | We choose to do new things that bring value to our members /clients without the constraints of what we have done in the past or what others are doing today |

We are also guided by the values of a Co-operative... as they pertain to the Prince Albert Co-operative Health Centre

- ❖ **Self-help** – People help each other while helping themselves by working together for a mutual benefit
- ❖ **Self-responsibility** – Act responsibly and play a full part in the organization
- ❖ **Democracy** – We are structured so members actively contribute to the direction setting of the organization – one member, one vote
- ❖ **Equality** – Each member will have equal rights and benefits
- ❖ **Solidarity** – Members support each other and other cooperatives
- ❖ **Ethical values:** Honesty, Openness, Social Responsibility, Caring for Others

STRATEGIC PLAN - 2022-2027

Our **5-year Strategic Plan goals** focus on the following 5 areas:

- a. Membership and Clients
- b. Services
- c. Physicians
- d. Finances and Assets
- e. People (Staff, Board)

BOARD CHAIRMAN'S REPORT, ANNUAL GENERAL MEETING, JUNE 14, 2023



This AGM marks the 61st meeting of a health care organization that was incorporated in June of 1962 and has delivered primary health care services by a team of multidisciplinary health care professionals and support staff working together towards a Vision and Mission as approved by the Board of Directors elected by the membership each year.

The focus of my report this year is on the responsibilities and progress of the Board of Directors that are entrusted by the membership to provide strategic direction for a sustainable future, protect and enhance the assets of the corporation by overseeing the conduct of the business affairs.

Serving on a Board is neither a hobby nor a pastime. Board appointments are merit based and only qualified, experienced candidates will be considered as nominees for Board elections. A Director is a trusted fiduciary position and is ultimately responsible for business success or failure and therefore needs a clear understanding of the accountability and commitment of the responsibilities of this elected position.

Three specific fiduciary duties are:

Duty of Loyalty requires Board members to always act in the best interests of the corporation. For the most part, the best interests of the corporation are typically aligned with those of the member/owner.

Duty of Care is the responsibility of Directors to inform oneself as completely as possible in order to exercise sound judgement to protect the assets and future of the business owned by the members. Prudent decision making requires careful examination and preparedness of meeting material, research, good dialogue, respect for dissenting opinions and consideration of all options with a goal of consensus building will result in sound decision making.

Duty of Obedience is the requirement for Directors to assure that the corporation is abiding by all applicable laws and regulations and doesn't engage in illegal or unauthorized activities.

In the past year, the Board of Directors contracted the expertise of Governance Solutions, an internally respected firm that conducted a review of our previous governance practices. This resulted in a decision to adopt a new governance model that incorporates current best practices and is very relevant to member owned cooperatives.

The Board has also approved a new Charter which confirms their responsibility in providing oversight and direction by supervising Management using reasonable efforts to assess the business and assure accountability in matters of moral conduct, legal operation, financial controls and reporting of organizational results.

The previous committee structure has also changed. Two new committees have been established to share the workload of the Board, and to utilize Directors with certain skill sets

specifically on the Governance and Nomination Committee and the Audit and Finance Committee. A new charter for each of these committees has also been approved moving into the future. These committees will carry out the heavy lifting and offer recommendations to the full Board for consideration and final approval.

Over the past year, your Board of Directors was made up of 8 elected officials that brought a wealth of experience in business, governance, finance, human resources and cooperative knowledge. Approximately half the Board have the certification of designation as “Professional Director” from training institutions that prepare and grant the privilege to use the designation of “Pro. Dir.” in recognition for successfully completing a comprehensive educational program and by agreeing to the professional code of conduct.

I would like to acknowledge the work and dedication of Board colleagues Bernice Bergstrom, Ralph Boychuk, Pam Cuelenaere, Larry Fladager, David Knouse, Arne Lindberg and Darcy Sander. The Board continues to monitor the progress of the 5-year Strategic Plan specific to increasing memberships and client service options, maintaining a good corporate image and reputation, building a culture of engagement and accountability throughout the organization and maintain a healthy financial position while protecting the assets on behalf of the member/owners.

During the past year the Board held 10 regular and special meetings and 8 committee meetings in addition to several professional development opportunities afforded to Board Directors to enhance knowledge and skill levels. A very conscious decision was made to attend local community events to foster partnerships, network and promote organizational visibility and our image as a critical player in the overall health of this community.

I would like to acknowledge the dedication and great work of our Executive Director, Trina Ferguson and her Management Team that are shining role models for a culture of fiscal responsibility, engagement and accountability. Their individual leadership responsibilities carry out the day to day activities on behalf of the Board, member/owners and the tax payers of this province that entrust us with financial resources to be used in a prudent and responsible fashion.

On behalf of the Board, I also want to express our appreciation to Dr. Greg Obrigavitch, Medical Director and all the physicians of the Community Clinic for their collaborative efforts to integrate services that meet the needs of members and clients of the Co-operative Health Centre and the community we serve.

Respectfully submitted,

Joe Rybinski, Chairman Board of Directors

EXECUTIVE DIRECTOR REPORT, ANNUAL GENERAL MEETING, JUNE 14, 2023



KEY RESOURCES

- Annual Budget: \$ 8,108,559
- Members: 3247
- Staff: 92
- Physicians: 10.4 full time equivalent
- Medical/Practicum Students: 24

It was a productive first year working towards our 5 Year Strategic Plan goals and objectives. The plan focuses on growing our membership and providing primary health care services that matter to members. The Prince Albert Community Clinic Physicians are important partners, and we continue to collaborate with them to enhance and expand our existing services. The Health Centre has a history of providing sound financial management, and the plan places a focus on financial sustainability to ensure this stewardship continues. Finally, the Board and the Leadership Team are committed to their respective growth and development, to ensure the Prince Albert Co-operative Health Centre continues to be well governed with strong management.

Membership initiatives:

We completed a membership survey in August 2022. This survey provided an opportunity for members to give us feedback on the services we provide, along with recommendations for improvements.

Surveys results:

- 42 % of the surveyed members follow us on Social Media
- 72% of the surveyed members have a Physician at the CHC
- The top three (3) services most important to members;
 1. Laboratory
 2. Physician Services
 3. Pharmacy
- 80% of respondents indicated they were Very Satisfied with the services they received on their last visit to the health centre.
- 77% of respondents indicated that “Experiencing the benefit of a multidisciplinary health care team in a single location” was the most (1st) important benefit of membership.
- 67% of respondents indicated that “Utilizing a primary health care model that promotes wellness” was the second (2nd) most important benefit of membership.

- 58% of respondents indicated that “Supporting the concept of a Cooperative model that focuses on member ownership” was the third (3rd) most important benefit of membership.

We have addressed the identified items that were brought forward through the survey by implementing the following: additional client parking is available across the street and East of the Legion Hall, increased security presence at the front of the building with client escorts when requested and improved customer service by adding another receptionist position to assist with in person and over the phone client service needs.

A membership drive was held during Co-op Week in October both at the Lake Country Co-op and in the Health Centre. We also met with Danika Dinko – Executive Director of the Saskatchewan Coop Association to explore and discuss ideas to increase our memberships.

Our memberships have been increasing annually since 2019:

2019 - (80 new members)

2020 - 20% increase (100 new members)

2021 - 32% increase (146 new members)

2022 - 36% increase (227 new members)

Services:

Our services continue to have a focus on the following primary health care outcomes:

- Measurable improved health;
- Client confidence levels in managing their own health;
- Reduction of emergency room visits or hospital admissions;
- Increase in chronic disease management; and
- Increase in preventative screening services offered at the Health Centre

We are dedicated to delivering responsive, integrated and efficient health services that put the patient first and helps people achieve their best possible health by promoting healthy choices and responsible self-care.

To assist us in ongoing quality improvement and to ensure efficiency and effectiveness of our services, we have developed a service criteria tool, which is utilized to evaluate our current services on a rotational basis. This tool will also be utilized when we are considering new services to the Health Centre.

This tool ensures our services support the co-operative model, align with the primary health care framework, is evidence based, adheres to best practice and emphasizes client-centered care.

Physician Services

Our goal is to ensure we continue to have a full complement of physicians to meet client needs in both family practice and specialist services.

Physician services are provided through a contract with the Prince Albert Community Clinic. This is a group of physicians, who through a partnership provide family physician services to the Co-operative Health Centre and other community organizations.

Dr. Mira Pavan resigned on June 30, 2022 to relocate to Ontario due to her husband's employment. Dr. Braydon Sauve joined as a full time physician to take her place in July 2022. Dr. Mark Henbid, who was doing his residency with us, joined as a part time physician in November 2022.

Physician services include services to the Recovery (Methadone Harm Reduction) Program on site and one to two days a month at the Ahtakakoop Harm Reduction Program. We also have two physicians who provide Pain Clinic services upon referral from family physicians in the community.

Services to the community of Canwood at our satellite clinic continue to be provided primarily by the Nurse Practitioner and supported by the Physician group.

To meet the urgent care of our clients all family physicians have established "same day" appointment times available for urgent/emergent client requirements.

We have also implemented the Nurse Navigator program in November 2022. This program has been successful to date achieving the goals to provide better access for our patients to their own health care provider, managing same day appointments more effectively to avoid patients having to go to walk in clinics or emergency departments and to be a contact in the clinic for any clinical coordination that requires RN support.

Specialists and Surgeons

There are a number of visiting specialists and surgeons who utilize the Health Centre for the provision of health services. These include: Dr. Henbid, Urology, general surgeons (Dr. Friesen, Dr. Royeppen, Dr. Pillay, Dr. O'Carroll, Dr. Mabadeje, Dr. Grobler, Dr. Lumb and Dr. Hunter) and Dr. Skomro, Respiriologist.

There were 1233 clients who received services from these providers from April 1, 2022 to March 31, 2023.

Finances

Our annual operating budget continues to be a balanced budget, is aligned with our priorities, and we continue to make reserve contributions, along with an established 3-month operating reserve plan.

A 5-year health funded surplus/capital asset plan is annually updated to ensure we are planning for future building and equipment requirements.

Staff

With this being the first year of the 5 Year Strategic Plan the focus was on sharing the plan with the staff and physicians of the Health Centre. We did this through power-point presentations,

internal communications, improvements and updates to our employee handbook and printed infographics throughout the building.

We focused on our value of Accountability this past year and Leadership and the staff had the pleasure of enjoying a professional development session with Laurie Ballantyne with CoHR Solutions on this topic and teamwork in general.

Human Resources

As of March 31, 2023, there are 92 employees at the Co-operative Health Centre consisting of seven Out of Scope positions, 81 CUPE positions (including casuals) and 4 positions in the Recovery Harm Reduction Program funded by SHA. Our total overall full time equivalent (FTE) is 61.61.

2022-2023 – NEW/ONGOING INITIATIVES & OPERATIONAL ACTIVITIES

Transportation Services – new van – we are happy to continue providing transportation services to our members. The new van is smaller and does not have the lift option for non-ambulatory clients as this feature was minimally used and the operation/maintenance costs were no longer feasible to maintain this feature.

Respiratory Therapy services - We wished Donna Turner, Respiratory Therapist, a happy retirement in December of 2022. There have been recruitment challenges in finding replacement Respiratory Therapists since March of 2022. To augment this gap in service, we provided RESPTREC® Spirometry training to one of our RNs and she has been providing this testing for the Community Clinic clients since December 2022.

Electronic Medical Records & Information Technology

We continue to optimize the use and capabilities of information technology to improve the efficiencies of our workflows, improve the ease and management of our clinical documentation and enhance our ability to manage appointment requests and schedules efficiently.

Some of the specific initiatives we have completed, and are working on are:

- Auto Appointments Scheduling and Appointment confirmation email/text reminders – we are utilizing the Pomelo software program to offer these services to our clients
- Security System upgrade, including 2 new exterior fisheye cameras
- Sonic View Board – new equipment which offers several technological advancements over a standard television, these include; Touch Screen display, ability to use the view board as an electronic white board, interact or broadcast wirelessly to the view board from any mobile device, tablet, or laptop. The view board has the ability to access any web-based application and can record meetings and or save presentations, using strong encryption.

Facility enhancements/Equipment purchases in 2022-23:

- Flooring replacement in the Recovery Program and upper level offices
- Building exterior stucco, window trim replacement and new storage shed
- Yard/grounds tree removal, sprinkler install and landscaping

- East & West roof replacement
- Ambulatory Blood Pressure monitor
- Floor sink, vacuum, upright freezer, water softener and blanket warming cabinet
- Endoscopy replacement
- ECG machine
- Infrared goggles
- Physiotherapy office redesign

Health Promotion and Education Activities for 2022/23

Our health promotion and education activities continue to aim towards empowering people to improve their health and quality of life and promote healthy living to reduce chronic disease and injury.

We have recently hired a **Health Promotion Coordinator**; this position will be a valuable resource regarding CHC programs, community partnerships and outreach programs. The Health Promotion Coordinator will create and coordinate health and wellness and prevention programs and services with a focus on healthy living. Activities and groups may include co-facilitating with other members of our Primary Health Care Team including the Health Centre's Registered Dietitian, Mental Health Therapist, Physiotherapists, Nurse Practitioner and Methadone Coordinators.

Partnerships

As a Primary Health Care Clinic, we recognize the value of partnerships with community organizations and the Saskatchewan Health Authority to meet client and community needs and to build knowledge of external agencies and services/supports needed and provided.

Program and service delivery provided in cooperation with the SHA for 2022-23 include: Endoscopy Program, Community Mobile Lab, Pulmonary Function Testing, Co-operative Health Centre Recovery Program (Harm Reduction) and support to the Rapid Access Addiction Medicine (RAAM) Program.

The Health Centre Nursing/Minor Surgery Department works collaboratively with the Saskatchewan Health Authority Ambulatory Care Department to assist with IV therapy and transfusions that are complex, ongoing and time consuming, freeing up time and space at the hospital for other procedures and treatments.

Our partnership with the Lake Country Coop Pharmacy over the years has been very beneficial to the clients and health care professionals at the Health Centre. Our physicians are now able to request pharmacist consultations for a variety of client supports, to include medication reviews, smoking cessation, insomnia management, minor ailment prescribing and injection administration to name a few.

We also collaborate with the YWCA by providing initial medical assessments, which includes physical examinations by a physician and lab work, for refugees coming to the community of Prince Albert.

In May, Leadership and staff had the pleasure of participating in an educational session focusing on our Vision, Mission and Values with CoHR Solutions. The level of engagement and understanding of our purpose, the “why” of what we do, was outstanding. The staff provided many examples of how their day-to-day work align with the Vision, Mission and Values and how, as a team, they make them come to life.

Thank you to the staff, Leadership Team and physicians who provide daily quality primary health care to our community.

I want to thank and express my gratitude to the Board of Directors for their support, direction, commitment to the Health Centre and most importantly, their sense of humour they bring to the table.

Together, as a team, we can make a difference!

Respectfully Submitted by

*Trina Ferguson, Executive Director
Prince Albert Co-operative Health Centre*

Appendices

- #1 Student Practicums/Affiliations/Partnerships
- #2 Graph total number of appointments/discrete count
- #3 List of Practitioners, Programs and Services
- #4 Organizational Reporting Structure
- #5 Vision, Mission, Values

Appendix 1

PACHC Student Practicums

PACHC hosted **24** students this year:

- ❖ 4 - Respiratory Therapy students
- ❖ 4 - Medical Residents - the University of Saskatchewan
- ❖ 10-Medical Students - the University of Saskatchewan
- ❖ 2 - Nurse Practitioner Students
- ❖ 3 - International Physician Observers
- ❖ 1 - Medical Office Assistant

Affiliations and Partnerships

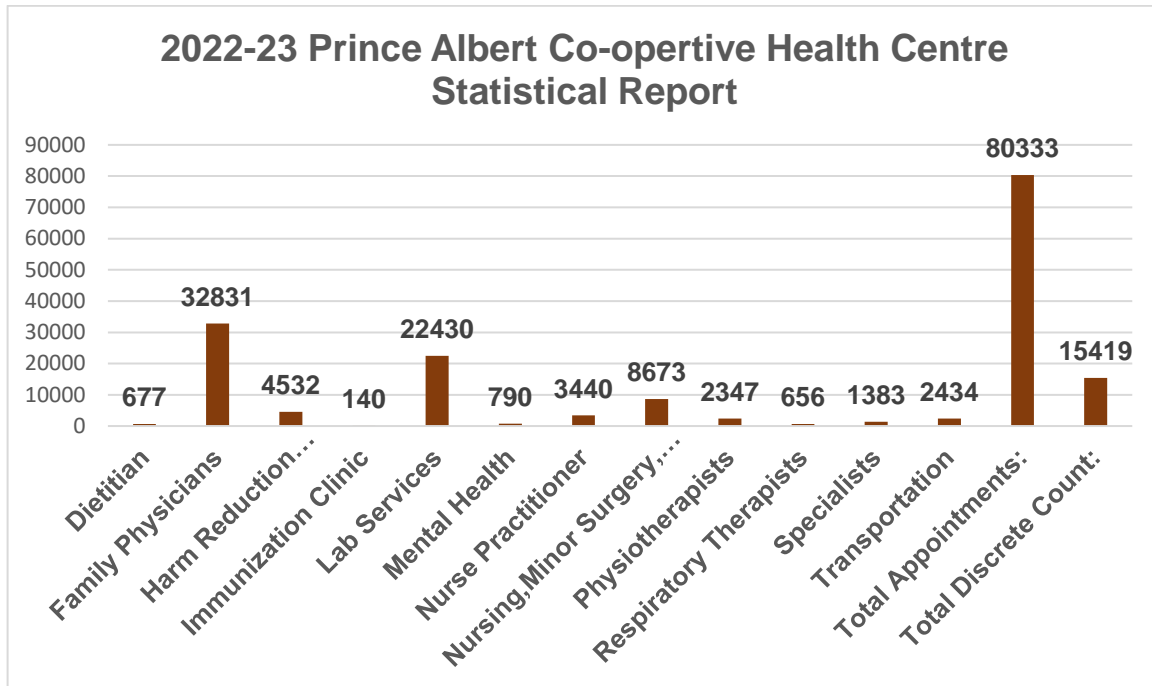
- ❖ Health Care Co-operatives Federation of Canada
- ❖ Saskatchewan Co-operatives Association
- ❖ Prince Albert Chamber of Commerce
- ❖ Prince Albert Downtown Association
- ❖ Saskatchewan Alzheimer's Society - First Link Program
- ❖ 3S Health
- ❖ Canwood and District Health Services Co-operative
- ❖ Lake Country CO-OP Pharmacy – on-site pharmacist/pharmacy services
- ❖ YWCA
- ❖ Prince Albert Community Alcohol Strategy Steering Committee
- ❖ Prince Albert Food Coalition
- ❖ Family Futures
- ❖ Mont St. Joseph Nursing Home
- ❖ SOS Safety Magazine
- ❖ PA Community Networking Coalition
- ❖ Provincial TB Clinic – supporting Community referral needs
- ❖ **Saskatchewan Health Authority**
 - ❖ Methadone Recovery Program – SHA funded
 - ❖ Endoscopy Program

- ❖ Home Care, Fit Life Program, Diabetes Centre, Live Well Program, Access Place, Rapid Access Addiction Medicine, Detox Centre, Whispering Pine Nursing Home in Canwood, Herb Bassett Nursing Home, Pineview Terrace Nursing Home

Community Programs and Outreach

- ❖ PACI School
- ❖ Women's Shelter
- ❖ Saskatchewan Alzheimer's Society - Caregiver's Support Group
- ❖ Way to Work Program
- ❖ Eagles Nest Youth Ranch
- ❖ Family Expo
- ❖ City of Prince Albert – Kidzfest
- ❖ Prince Albert High Schools/Elementary Schools - Backpack Buddy Program

Appendix 2



Total Discrete (Client) Count for All Providers = **15,419**

The total discrete count decreased by **1240** individuals over the prior year

This decrease was due to the following reasons:

- Respiratory therapists vacancies resulting in recruitment challenges due to a national/provincial shortage of respiratory therapists
- Staffing shortages in the lab resulting in less appointment availability
- A data collection change in the Recovery program – removal of phone call statistical collection

Appendix 3

PRACTITIONERS, PROGRAMS, SERVICES

- Family Physicians and Nurse Practitioner
- Physical Therapy Services
- Community Respiratory Therapy Program
- Mental Health Therapy
- Registered Dietitian
- Primary Health Care Case Management
- Chronic Disease Management
- Administration
- Environmental Service Workers
- Finance
- Office & Health Information Management
- Health Records
- Maintenance
- Medical Office Assistants
- Purchasing / Sterile Processing

Nursing Services

- Foot care
- IV Therapy
- Immunizations
- Injections
- Dressing changes
- Nursing Procedures

Wellness and Client Support Programs

- Health Promotion and Education Programs and Events
- Support Groups
- Socialization for Seniors
- Nutrition Counselling
- Mental Health Counselling
- Form completion
- Transportation

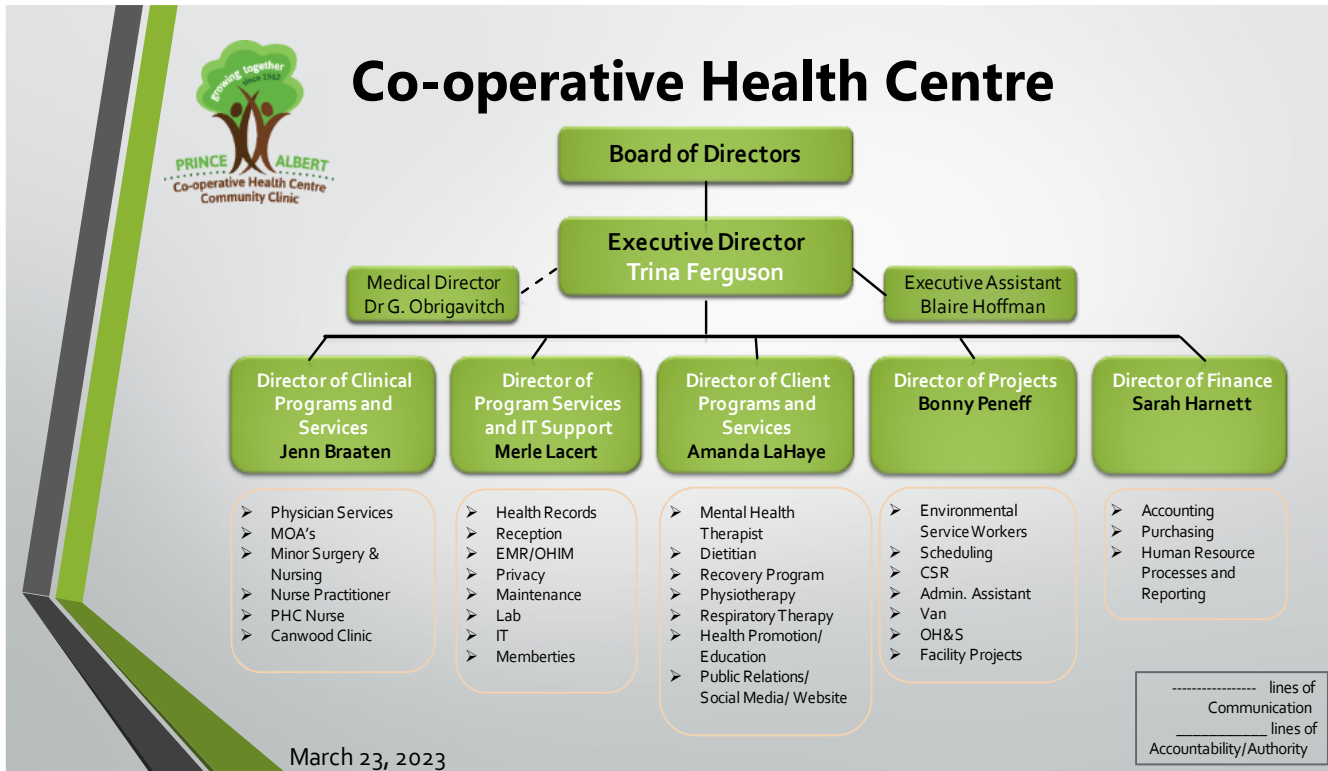
Diagnostics

- Laboratory Services
- Mobile Lab
- ABI – Ankle Brachial Index
- ECG
- 24 hr. blood pressure and holter monitor
- Spirometry testing by an RN

Specialized Clinic and Programs

- Pain Clinic
- Methadone Recovery Program
- Respirology Clinic – visiting Respirologist
- Endoscopy Procedures – visiting surgeons

Appendix 4



CURRENT LEADERSHIP TEAM

- Executive Director..... Trina Ferguson
- Executive AssistantBlaire Hoffman
- Director of Clinical Programs and Services.....Jenn Braaten
- Director of Client Programs and Services..... Amanda LaHaye
- Director of Program Services and IT SupportMerle Lacert
- Director of Support Services Bonny Peneff
- Director of Finance Sarah Harnett

Appendix 5

Vision

"The Leader in Primary Health Care"

Mission

To Engage People in Building a Healthy Community through Teamwork and Partnerships

VALUES:

We are Courageous
We make difficult decisions and do what is right for our members/clients







We are Accountable
We take responsibility for our actions, and own the outcome of projects and initiatives from start to finish

We have Integrity
We act with honesty, honour and truthfulness

We Collaborate
Relationships are important, and we bring people and organizations together to serve our members/clients

We are Innovative
We choose to do new things that bring value to our members/clients without the constraints of what we have done in the past or what others are doing today

We are also guided by the values of a co-operative... as they pertain to the Prince Albert Co-operative Health Centre

-  **Self-help** – People help each other while helping themselves by working together for a mutual benefit
-  **Self-responsibility** – Act responsibly and play a full part in the organization
-  **Democracy** – We are structured so members actively contribute to the direction setting of the organization – one member, one vote
-  **Equality** – Each member will have equal rights and benefits
-  **Solidarity** – Members support each other and other cooperatives
-  **Ethical values:** Honesty, Openness, Social Responsibility, Caring for Others

MEDICAL DIRECTOR REPORT, ANNUAL GENERAL MEETING, JUNE 14, 2023



It's hard to believe it has been over 26 years since my first day at the Co-operative Health Centre. Much has changed in health care and physician practices over that time. At that time a family doctor's practice was more diverse and usually involved longer hours. All but one of our family doctors practiced obstetrics and doing deliveries was considered a regular part of the job. Many of the doctors also assisted in the OR and it was not uncommon for a physician to get called in the middle of the night to help with an emergency appendectomy or caesarean section. Every family doctor had inpatients and was expected to see their inpatients in the hospital prior to starting at the clinic in the morning. In clinics outside of the Co-operative Health Centre it was also expected that a physician would take care of staffing the clinic and managing the day-to-day administration.

As an unfortunate byproduct of this work environment physician burnout was not uncommon. There were many examples of physicians that spent minimal time with their family. Some physicians were reluctant to take holidays as they had no income for the period they were away. If they did make the decision to forego their income for a period and take some much needed vacation time, they had great difficulty finding someone to take care of their patients while away. Having all these duties combined with minimal recreation time and many business stressors was not easy and I think overall mental health suffered in the physician community.

Fortunately, at our clinic we were not expected to manage the day to day functioning of the clinic. We weren't burdened by having to hire office staff and fund their salaries. We had dedicated time for each patient and didn't have to worry about seeing a set number of patients every day to pay for overhead. We were also very fortunate to have set time to spend with our families and for Continuing Medical Education. This has always made working at the Co-operative Health Centre very attractive for me. I made the wise decision to start working at this health centre when I was finished my family medicine residency and have never regretted my decision.

It seems I may have been a bit of a trend setter. We are now seeing an overall shift in medicine as a whole. New graduates are realizing that the long work hours and lack of work life balance took a toll on their forbearers. We are seeing many more medical school graduates looking for residencies that have less burdensome call schedules and have more flexibility in working hours. Within family medicine we are seeing residents more and more seeking out contract or salary positions when finishing their residency.

We are seeing the benefits of this changing family medicine culture in the number of physicians wanting to work at the Co-operative Health Centre. It wasn't very many years ago that we had 3 or 4 open physician positions and had difficulty recruiting doctors to fill them. Now when a position opens we have numerous doctors interested. I routinely have residents asking me if we are looking for doctors and I have had doctors working at other clinics in the city asking if we have openings. As a medical director it is a nice problem to have an overabundance of interested physicians.

When I first came, we had a large group of doctors, which included a general surgeon, an internist, an occasional orthopedic surgeon and at times an urologist. The makeup of the staff has changed a great deal since then. The great majority of the physicians currently working at our health center were initially trained as a General Practitioner or finished a family medicine residency. Many of our physicians have special skills and training and have established practices taking that into account.

Currently our physician group is diverse, with many different skillsets. We have a group of physicians who strictly focus on family medicine with some hospital care. This group includes Dr. Heather Ferguson, Dr. Sylvia Veith, Dr Jenny Sacramento-Balingit, Dr. Brayden Sauve and myself. There are a group of physicians who do family practice, but also work in Harm Reduction. This group includes Dr. Bazim Ekpenike, Dr. Segun Owonikoko and Dr. Vipul Parekh. We have a number of physicians who only provide treatment of addictions and/or chronic pain at our centre. These include Dr. Leo Lanoie, Dr. Rotimi Kolawole, Dr. Navid Robertson and Dr. Francois Roussouw. Dr. Martha Van Heerden spends the majority of her time as a family practice physician at our clinic, but assists surgeons working at our clinic by providing anesthetic services to their patients. Dr. Skomro is a practicing respirologist who has clinics monthly at our health centre. Dr. Mark Henbid recently finished his residency in family medicine. He has a special interest in urology and assists the urology group in Saskatoon by providing some specialized services to their clients that live in Prince Albert. He also provides some assistance at the clinic in seeing patients for same day appointments. In addition to all of these duties, some of our physicians do considerable work in administration. Dr. Veith and Dr. Van Heerden both assist the medical director as the secretary and assistant medical director. Dr. Vipul Parekh is currently working as the lead of the family medicine group within the city.

Lastly, I would like to thank all of you for your time and for supporting the Co-operative Health Centre.

Respectfully submitted,

Dr. G. Obriqaitch
Medical Director

Community Clinic Physicians

General Practice	Associate Partners	Visiting Specialists
Dr. B. Ekpenike Dr. B. Sauve Dr. G. Obrigavitch Dr. H. Ferguson Dr. J. Balingit Dr. L. Lanoie Dr. M. Van Heerden Dr. O. Owonikoko Dr. S. Veith Dr. V. Parekh Dr. M. Henbid	Dr. R. Kolawole Dr. F. Rossouw Dr. N. Robertson	General Surgeons Dr. R. Friesen Dr. A. Hunter Dr. E. Royeppen Dr. K. Lumb Dr. R. O'Carroll Dr. O. Mabadeje Dr. Y. Pillay General Practice with Endoscopy Specialty Dr. A. Grobler Respirologist Dr. R. Skomro, Urology Dr. M. Henbid



Director Nomination

BOARD MEMBER NOMINATION FORM - Bernice Bergstrom

1. Governance Experience

I have been on the Board of Directors for the Co-operative Health Centre for the past three years. During those three years I have had the opportunity to go to Board education through Governance Solutions.

2. Education and Professional Designations

I have a Diploma in Business Administration
I worked at lake Country Co-op for 29 years. During those 29 years I was accountant for many of the smaller Co-op such as Kinistino Co-op and Birch Hills Co-op.
My last 17 years I was Credit Manager of Lake Country Co-op.

3. Personal Skills and Competencies

I feel I am a great team player. I take the time to listen to people and make informed decisions. I pride myself in being respectful and honest. I am dependent and responsible.
I am a confident person who is not afraid to tackle situations that arise.

4. Interests in Prince Albert Co-operative Health Centre

My interest in PACHC has increased in the last 3 years. PACHC is truly empowering people to help themselves, with the: pain clinic, foot care, physiotherapy, mental health services. nutritional services and last but not least, transportation.
I see the PACHC empowering people to live the best life they can

5. Involvement in other Co-operatives and community organizations

I have been a member of Lake Country Co-op for the last 50 years.
My employment through my adult life has been through Conexus Credit Union and Lake Country Co-op.

In addition, please provide the contribution you plan to offer to the Board of Directors of the Co-operative Health Centre.

I will continue to be a strong advocate of PACHC. Prince Albert needs to know more about PACHC.

BOARD MEMBER NOMINATION FORM - Larry Fladager

Professional Profile

A highly skilled director with over 30 years of senior management experience in post-secondary education and corporate governance. A capable project manager with extensive training and experience in many diverse industry settings. Possesses a proven track record in delivering projects on time and on budget. A visionary leader and change agent in meeting the needs of multiple stakeholders and moving modern organizations forward. Demonstrated leadership in community through participation in a wide variety of community based organizations. Efficiently able to adapt to new environments and take on any organizational challenge, from finance to information technology and beyond.

Employment

- Prince Albert and District Chamber of Commerce - Chief Executive Officer
- 2015 - Retired December 2017
- As CEO I was responsible to an elected Board of Directors from a diverse Chamber membership base of approximately 450 businesses; primarily in Prince Albert and across Saskatchewan
- Directed and managed all the activities of the Chamber from the development of the strategic plan to specific operating plans that delivered value to the membership
- Liaised with the provincial and national Chambers on business initiatives.
- Prince Albert Parkland Health Region Board of Directors - Appointed Board Member
- 2015-2017
- Appointed by order in cabinet to the Board of Directors of the Prince Albert Parkland Health Region with 2400 employees and an operating budget of \$240M
- Saskatchewan Institute of Applied Science and Technology (SIAST) 1986 - 2013
Woodland Campus, Prince Albert, SK - Campus Director 1998 - 2013
- Director of Institute Services 1990-1998
- Manager of Computer Services - SIAST 1986-1990
- Cooperators Data Services LTD (CDSL) Regina, SK
- Information Technology Project Manager 1978-1986

Education

- Professional Director Certification 2016
- Johnson Shoyama School of Business, University of Regina
- Incident Commander- level 2 NFPA 1561 - 2012
- Everitt Consulting and Safety, Prince Albert, SK
- Project Management Professional - PMP - 2007
- Project Management Institute, Inc., Pennsylvania, USA
- Effective Executive Certificate - 2003
- University of Saskatchewan, Waskesiu, SK

- Bachelor of Administration Degree
- Major in Economics & Finance - 1978
- University of Regina, Regina, SK
- Grade 12 Diploma 1973 Campbell Collegiate, Regina, SK

BOARD MEMBER NOMINATION FORM - David Knouse

1. Governance Experience

Board of Directors Prince Albert Credit Union;
Stewardship Committee and Council Member Calvary United Church;
Board Member of The Prince Albert Co-operative Health Centre.

2. Education and Professional Designations

Grade 12, Milestone High School;
University of Saskatchewan, Regina Campus.

3. Personal Skills and Competencies

Co-op and My work experience was in the area of accounting, and management. I worked as an accountant, office manager, controller and environmental risk manager in the Co-operative Retailing System (Federated Co-op, Estevan Lake Country Co-op).

4. Interests in Prince Albert Co-operative Health Centre

The Co-operative Health Centre offers comprehensive health care serving Prince Albert and area with numerous services seamlessly, thus providing better health care for its clients.

5. Involvement in other Co-operatives and community organizations

Lake Country Co-op member and retired employee.
Conexus Credit Union member and past Board Member.
Prince Albert Ski Club member and Jackrabbit ski instructor.
Prince Albert Curling Club member.

In addition, please provide the contribution you plan to offer to the Board of Directors of the Co-operative Health Centre.

If re-elected to the board I would strive to ensure the CHC remains relevant and continues to provide quality health care into the future.

CONTACT US



Phone:
306-763-6464



Email:
inquiry@pachc.ca



Website:
www.coophealth.com



Address:
110-8th Street East
Prince Albert, SK S6V 0V7
