



Ontario's Community  
Health Centres  
Les centres de santé  
communautaire en Ontario

## A transformative solution to improve health and wellbeing

Ontario is planning changes to transform our health system—changes focused on preventing avoidable illness and ensuring system sustainability. Ontario's Community Health Centres (CHCs) can play a leading role making these changes happen. This is because CHCs are especially effective connecting services to the people who need them most.

Compared to other primary care models, CHCs serve many more people with complex needs. And research shows that, compared to other models, people served by CHCs do not use hospital emergency departments as often as would be expected.

**Read on and consider the many ways the CHC model can be a catalyst for health system transformation in Ontario.**



Alliance for Healthier Communities  
Alliance pour des communautés en santé



# ONTARIO'S COMMUNITY HEALTH CENTRES

## CHCs SERVE THE PEOPLE MOST AT RISK FOR POOR HEALTH

### NEWCOMERS

**16.4%** of people visiting CHCs are newcomers, compared to 4.7% in FHTs.

### LOW INCOME

**54.1%** of people visiting CHCs are low income compared to 41% in FHTs.

### COMORBIDITIES

**16.6%** of people visiting CHCs have greater than 10 chronic conditions compared to 7.73% in Ontario.

### MENTAL HEALTH

**34% to 63%** is the range of caseloads of people with mental illness. Many centres prioritize supporting people with mental health issues.

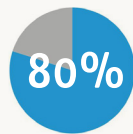
### SERIOUS MENTAL ILLNESS

**5.9%** of people visiting CHCs have a serious mental illness (schizophrenia and bipolar disorder). In the Ontario population 1.5% people have a serious mental illness.

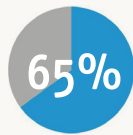
### SOCIAL ASSISTANCE

**23.8%** of people visiting CHCs are on social assistance compared to 8.5% in Ontario.

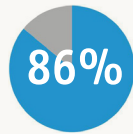
## PREVENTING & MANAGING DISEASE



Cervical Cancer Screening rate in CHCs **vs a 65%** rate in Ontario overall.



Colorectal Cancer Screening rate in CHCs **vs a 30%** rate in Ontario overall.



of people visiting CHCs with diabetes have access to interprofessional care. Overall in Ontario only **38%** have access to this kind of care.

## HEALTH PROMOTION & PREVENTION

Studies from the Élisabeth Bruyère Institute show that compared to other models, CHCs do a superior job on health promotion and illness prevention.

## IMPROVING ACCESS

**74%** of CHCs have interpretation services.

**83%** of CHCs offer advanced access or same day appointments.

**39%** of CHCs provide services in French.

**83%** of CHCs provide non face-to-face primary care services (phone, email and/or Ontario Telemedicine Network).

**93%** of CHCs provide home visits for primary care.

## CHCs DO A BETTER JOB KEEPING PEOPLE OUT OF EMERGENCY DEPARTMENTS



CHCs ease pressures on hospitals by keeping people out of Emergency Departments. According to the Institute for Clinical Evaluative Sciences (ICES), when taking into account the complexity of their cases, people served by CHCs visit emergency departments **21%** less than expected.

## WHAT MAKES CHCs EFFECTIVE?

- Holistic care: primary care + health promotion + community development
- Guided by a health equity charter designed to reduce health disparities and inequities
- Governed by community members
- Salaried compensation for all providers
- A network of 73 centres working together towards common goals
- Only primary care model moving towards a common EMR system
- Only primary care model accountable to the Local Health Integration Networks



## INCREASING HEALTH & WELLBEING

**COMMUNITY PROGRAMS** such as Pathways to Education, community gardens, employment cooperatives, neighbourhood safety projects, democratic engagement and community leadership initiatives.

**HEALTH PROMOTION** including chronic disease self-management, smoking cessation, healthy kids and active aging supports.

## INTEGRATED, COORDINATED SERVICES

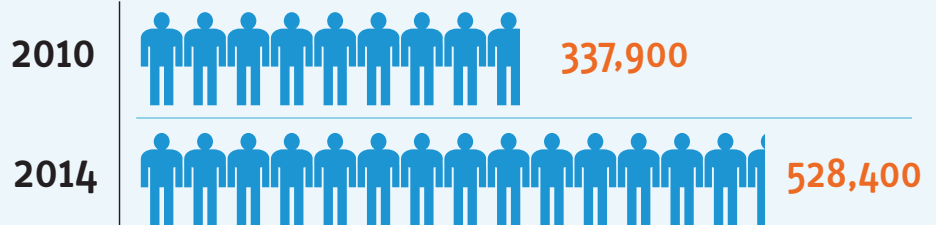
Care coordination and system navigation is provided for people that need to access multiple services.

Many CHCs serve as community hubs and work closely with:

- mental health and addiction agencies
- public health units
- municipalities
- settlement organizations and schools
- social service agencies
- home and community care

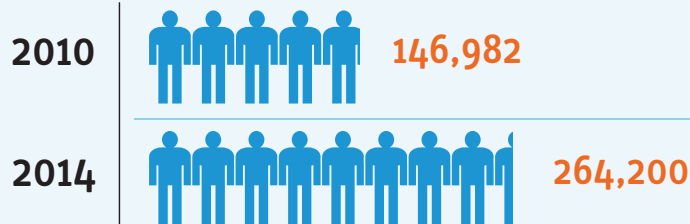
## SERVING MORE & MORE PEOPLE

The number of people who access **interprofessional teams** at CHCs has increased.



## PRIMARY CARE

The number of people receiving their **primary care** at CHCs has also increased.



## QUALITY IMPROVEMENT

- ✓ 100% of CHCs have Quality Improvement plans.
- ✓ 76% of CHCs boards have a quality committee.
- ✓ 99% of CHCs have a process for people to provide feedback on services they receive.
- ✓ 81% of CHCs have a process for providers to obtain input from the people they serve.



## HEALTH LINKS

CHCs are actively involved in every Health Link province-wide.

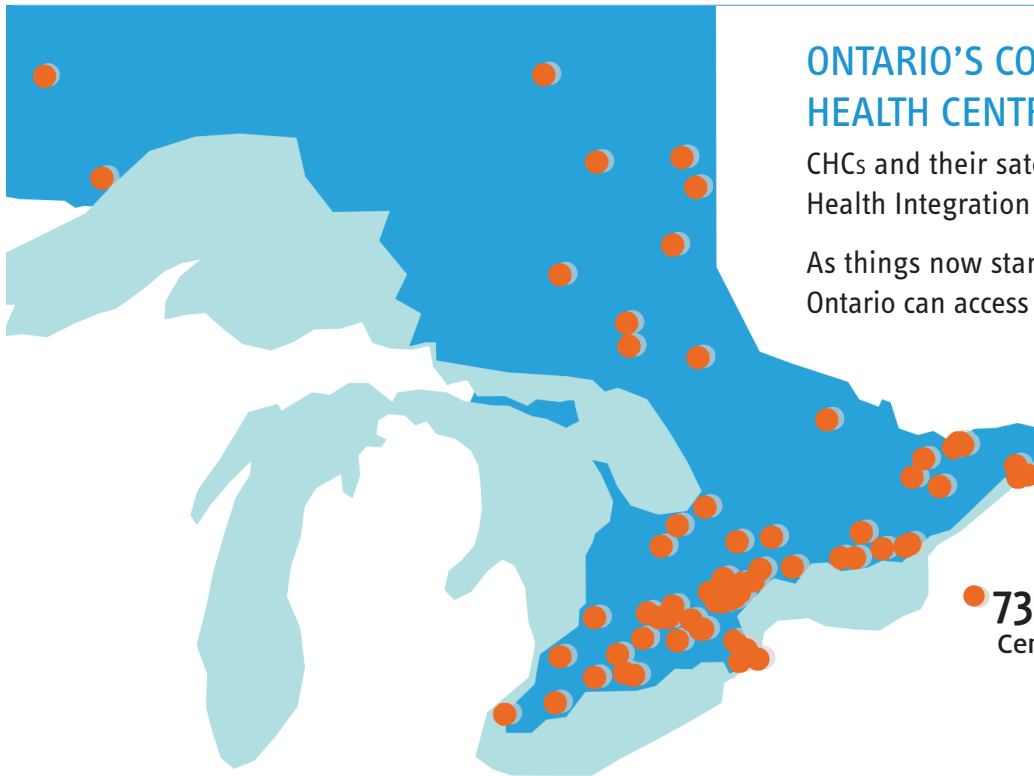
**13** of the 45 Health Links are led or co-led by CHCs.



## ONTARIO'S COMMUNITY HEALTH CENTRES

CHCs and their satellites are located in every Local Health Integration Network (LHIN) across the province.

As things now stand only 4% of the people living in Ontario can access the services and programs of a CHC.



**73** Community Health Centres in Ontario

### Central LHIN

Black Creek CHC  
Satellite: Yorkgate Mall  
Vaughan CHC  
Bathurst-Finch Community Office, Jane Street Hub (Satellites of Unison Health and Community Services)  
Fairview Community Health (Satellite of Flemingdon Health Centre)

### Central East LHIN

Brock CHC  
Satellite: Beaverton-Thorah Health Centre  
Carex CHC  
Satellite: The Youth Centre  
Community Care City of Kawartha Lakes  
Port Hope Northumberland CHC  
Scarborough Centre for Healthy Communities  
Satellites: Scarborough West Community Health, The Hub Mid  
Scarborough  
TAIBU CHC

### Central West LHIN

WellFort Community Health Services  
Satellite: Four Corners Health Centre  
Rexdale CHC  
Satellites: Jamestown Hub, Pathways to Education,  
Burnhamthorpe/427 Community Centre, Rexdale CHC Satellite

### Champlain LHIN

Carlington CHC  
CSC de l'Estrie  
Satellite: Bourget  
Centretown CHC  
Lanark Renfrew Health and Community Services  
Satellite: Whitewater Bromley CHC  
Pinecrest-Queensway CHC  
Satellite: South Nepean Satellite CHC  
Sandy Hill CHC  
Seaway Valley CHC  
Somerset West CHC  
South-East Ottawa CHC

### Erie St. Clair LHIN

Grand Bend Area CHC  
North Lambton CHC  
Satellite: West Lambton CHC  
Windsor Essex CHCs  
Satellite: Sandwich CHC  
City Centre Health Care  
Chatham-Kent CHC  
Satellites: Wallaceburg, Walpole Island

### Hamilton Niagara Haldimand Brant LHIN

Bridges CHC  
Satellite: Port Colborne  
CSC Hamilton/Niagara  
Grand River CHC  
Hamilton Urban Core CHC  
Niagara Falls CHC  
North Hamilton CHC  
Quest CHC

### Mississauga Halton LHIN

East Mississauga CHC (Satellite of LAMP CHC)

### North East LHIN

CSC de Kapuskasing et région  
CSC du Grand Sudbury  
CSC de Sudbury-Est  
CSC du Témiskaming  
Satellites: Kirkland Lake, Earlington, Larder Lake, Virgintown  
CSC du Nipissing Ouest/West Nipissing CHC  
Misiway Milopemahtesewin CHC

### North West LHIN

Mary Berglund CHC  
NorWest CHCs  
Satellites: Armstrong, Longlac, Norwest Mobile Unit

### North Simcoe Muskoka LHIN

Barrie CHC  
CSC Chigamik CHC  
South Georgian Bay CHC

### South East LHIN

Belleville and Quinte West CHC  
Satellite: Quinte West Site  
Country Roads CHC  
Gateway CHC  
Rainbow Valley CHC  
Rideau Community Health Services  
Satellite: Smith Falls CHC  
Kingston CHCs  
Satellites: Street Health Centre, OHRDP, Napanee Area CHC

### South West LHIN

Central CHC  
London InterCommunity Health Centre  
Satellites: Huron Heights Plaza  
Oxford County CHC  
South East Grey CHC  
Satellites: Dundalk, Flesherton, Chatsworth  
West Elgin CHC

### Toronto Central LHIN

Access Alliance Multicultural Health and Community Services  
Satellites: Access Point on Jane, Access Point on Danforth  
Anishnawbe Health Toronto  
Satellites: Gerrard Street East, Vaughan Road  
Anne Johnston Health Station  
Centre Francophone de Toronto  
Davenport-Perth Neighbourhood & CHC  
East End CHC  
Flemingdon Health Centre  
Lakeshore Area Multi-Service Project (LAMP)  
Parkdale Queen West CHC  
Satellite: Roncesvalles Avenue  
Planned Parenthood Toronto  
Regent Park CHC  
South Riverdale CHC  
Stonewall CHC  
The Four Villages CHC  
Satellite: Dundas Street West  
Unison Health and Community Services  
Satellite: Keele-Rogers  
Women's Health in Women's Hands CHC

### Waterloo Wellington LHIN

Guelph CHC  
Satellite: Shelldale  
Kitchener Downtown CHC  
Langs  
Satellite: North Dumfries CHC  
Woolwich CHC  
Satellite: Wellesley Township CHC



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EVERY ONE MATTERS.