



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.



Association of Ontario Health Centres
Community-governed primary health care

Association des centres de santé de l'Ontario
Soins de santé primaires gérés par la communauté



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.

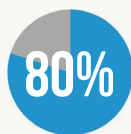
SERIOUS MENTAL ILLNESS

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.

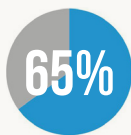
SOCIAL ASSISTANCE

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

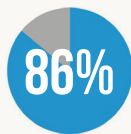
PREVENTING & MANAGING DISEASE



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.



86% 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 75 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.

2010



337,900

2014



528,400

PRIMARY CARE

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

2010



146,982

2014



264,200

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.

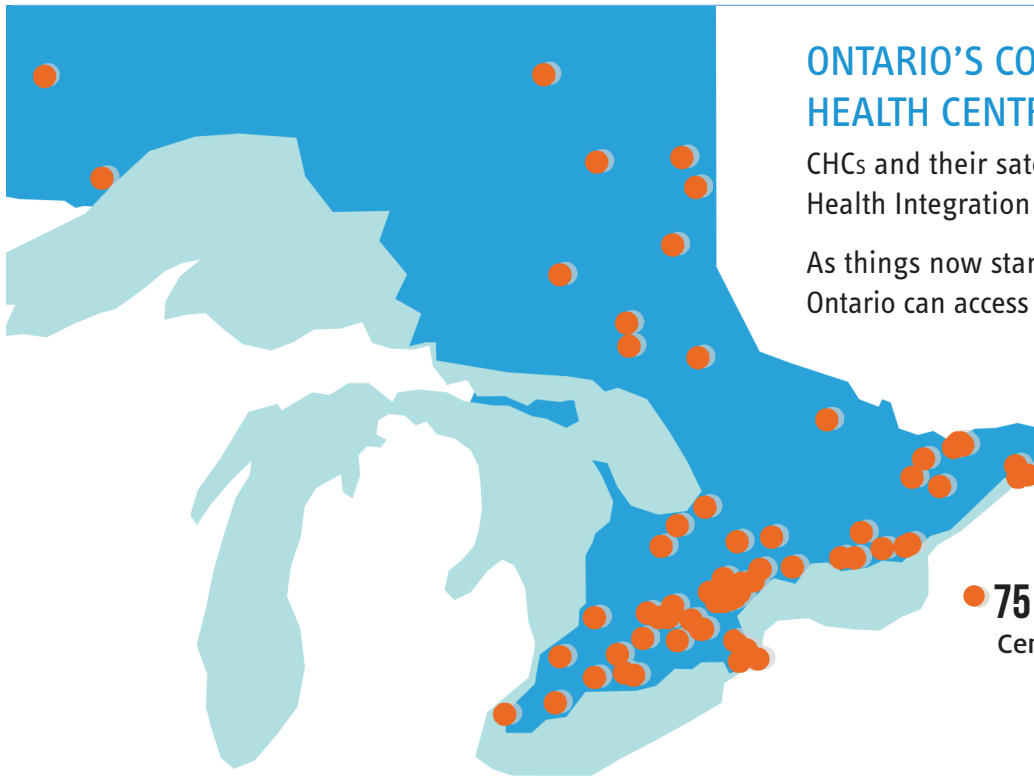
13 of the 45 Health Links are led or co-led by CHCs.



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.



75 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: Primary Health Care
Community Care City of Kawartha Lakes
Oshawa CHC
Satellite: Lake Vista Square Plaza
Port Hope CHC
Scarborough Centre for Healthy Communities (SCHC)
Satellites: Scarborough West Community Health, The Hub Mid Scarborough
TAIBU CHC
The Youth Centre
Satellite: Pickering Outreach Location

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
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 (Teen Health Centre)
Satellite: Sandwich CHC
City Centre Health Care
Chatham-Kent CHC
Satellites: Wallaceburg, Walpole Island, Pain Court

Hamilton Niagara Haldimand Brant LHIN

Bridges CHC
Satellite: Port Colborne
CSC Hamilton/Niagara
Grand Rivier 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, Earleton, Larder Lake and Virginatown
CSC du Nipissing Ouest/West Nipissing CHC
Misiway Milopemahtesewin CHC

North West LHIN

Mary Berglund CHC
NorWest CHCs
Satellite: Norwest Mobile Unit

North Simcoe Muskoka LHIN

Barrie CHC
CSC Chigamik
South Georgian Bay CHC

South East LHIN

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

South West LHIN

Central CHC
London InterCHC
Satellites: Huron and Highbury Location, Wellington Street Location
West Elgin CHC
Woodstock and Area Community Health
South East Grey CHC
Satellites: Dundalk, Flesherton, Chatsworth

Toronto Central LHIN

Access Alliance Multicultural Health and Community Services
Satellites: Access Point on Jane, Access Point on Danforth
Anishnawbe Health Toronto
Anne Johnston Health Station
Central Toronto CHCs (Queen West CHC & Shout Clinic)
Centre Francophone de Toronto
Davenport Perth Neighbourhood & CHC
East End CHC
Flemingdon Health Centre
Lakeshore Area Multi-Service Project (LAMP)
Parkdale CHC
Satellite: 27 Roncesvalles Avenue
Planned Parenthood of Toronto
Regent Park CHC
South Riverdale CHC
Stonewall CHC
The Four Villages CHC
Satellite: Dundas
Unison Health and Community Services- Lawrence Heights
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
Woolwich CHC
Satellite: Wellesley Township CHC



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EVERY ONE MATTERS.