

ICHA | Inner City
Health Associates

ANNUAL REPORT

2016-2017

ABOUT US

WHO WE ARE

Inner City Health Associates (ICHA) is a group of more than 80 physicians working in over 40 shelters and drop-ins across Toronto. ICHA provides primary, mental health and palliative care to those who do not otherwise have access to care. We serve people living on the street and in shelters as well as those who are precariously housed. ICHA is funded by the Ontario Ministry of Health and Long Term Care through an alternative payment plan.

OUR VISION

To help end chronic homelessness related to illness and disability in Toronto

OUR MISSION

1. To improve access to care for the homeless population in Toronto
2. To improve collaboration and coordination amongst service providers working with the homeless in Toronto
3. To prevent additional chronic homelessness related to illness and disability in Toronto
4. To set the standard of excellence in the provision of homeless health care

OUR BOARD OF DIRECTORS

Patricia Cavanagh, Chair

Gary Bloch, Vice Chair

Judy Thompson, Secretary-Treasurer

Fareen Karachiwalla

Adam Quastel

Mitesh Patel

Joshua Tepper

OUR COMMUNITY ADVISORY COMMITTEE

Alexander Zsager, Chair

Stacey Bowen

Robert Cotie

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Tebasum Durrani

Vera Voroskolevska

MESSAGE FROM THE BOARD CHAIR AND THE MEDICAL DIRECTOR

In 2016/2017, Inner City Health Associates (ICHA) continued to focus on our core work of providing clinical care to people experiencing homelessness. Through our partnerships with community agencies and shelters, we are able to reach those who might otherwise not have access to care. The majority of our work is transitional care, working with individuals facing barriers to health care to address their immediate health concerns, support their housing goals and eventually assist them to get connected in the community with ongoing care. This year, ICHA physicians saw close to 5,000 people, of whom over 20% had no health card number recorded.

We are excited to announce the launch of an important new project, the development of evidence-based Canadian guidelines in homeless health care. Through an analysis of existing international guidelines, we identified a need for rigorously developed guidelines applicable to the Canadian context. After an open call for proposals, the Bruyère Research Institute was chosen to implement this ambitious project. The work will take place over the coming two years, and will involve experts from across the country.

ICHA's mobile palliative care program, PEACH, has highlighted the significant unmet needs amongst those experiencing homelessness at end of life. We know that most Canadians prefer to die at home, but when you are homeless, where do you go to die? Our vision of a new hospice adapted to the needs of our population is now set to become a reality. Hospice Toronto, Saint Elizabeth Health Care and ICHA have been awarded operational funding from the Toronto-Central LHIN to create a 10 Bed hospice for people experiencing homelessness. We are moving forward to develop the site and program model for the new hospice scheduled to open in early 2019.

Another initiative linked to our palliative care work is the Good Wishes Project. It aims to personalize the experience of dying for people with few financial resources of their own. The project was made possible due to a donation from the Sovereign Order of St John of Jerusalem, and is administered by Haven Toronto (formerly the Good Neighbour's Club). PEACH patients are referred to the program, which aims to grant three personalized wishes that can ease their end of life.

The high quality of care delivered by our physicians and staff is through the combined effort and dedication of all of our members and staff. It is especially rewarding when members of our ICHA team are recognized externally for their work with ICHA. One example this year came with the announcement of the Toronto Star's Nightingale Awards. ICHA's Community Nurse, Namarig Ahmed, was recognized with an Honorable Mention for her exceptional work with ICHA and in particular, with the PEACH program. Finally, we would like to express our appreciation to our more than 40 site partners who host ICHA clinics. Without these partnerships, we would be unable to do this work.

WHO WE SERVE

ICHA's mandate is to serve people experiencing or at risk of homelessness. We work in shelters, drop-in centres and in mobile teams. Since ICHA's beginning, we have served over 33,000 unique individuals in Toronto.

Many of our clients are seen at multiple sites, reflecting the mobility of the population, while others are seen at one specific site. We know that the population we serve suffers disproportionately from both physical and mental health concerns. Many have had difficulty establishing ongoing relationships with health care providers.

Our model of providing low barrier care in the community in partnership with trusted community agencies allows us to assist people already struggling with barriers in their lives to have access to primary and mental health care.

ICHA BY THE NUMBERS IN 2016/17

SITES	PHYSICIANS	NEW PATIENTS	PATIENT VISITS
44	80	3,262	18,841

OVERVIEW

ICHA was operating in 44 sites at year-end, one more than the previous year. Our largest sites in terms of number of clinical encounters were the Inner City Family Health Team (ICFHT) working with men from Seaton House, Sistering Women's Drop-in and Christie Refugee Centre.

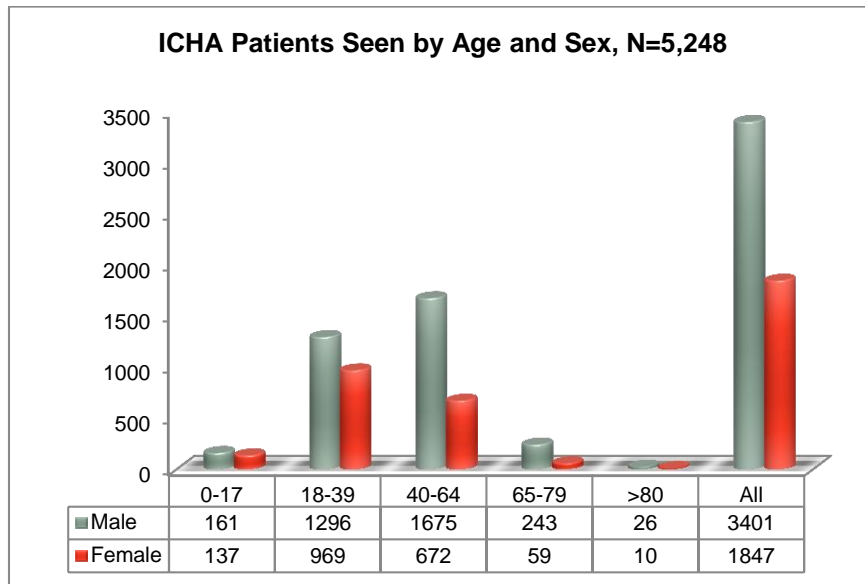
Our Electronic Medical Record (EMR) contained a total of 32,309 charts at fiscal year-end. New patients totaled 3,262 individuals, the highest number of the past 4 years. The total number of patient encounters was 18,841 for 4,888 individual patients, compared to 17,992 for 4,672 patients last year. This represents 3.9 visits/patient over all program areas. Primary care represented 72% of these visits. An increased proportion of women were seen this year compared to other years, with 35% female and 65% male. Twenty-six individuals were recorded as trans-identified. These figures are consistent with demographic data reported from the City of Toronto's shelter users. Thirty percent were over age 50, again similar to the results of the Toronto Street Health Assessment from 2013.

NUMBER OF VISITS

Primary Care	Psychiatry	PEACH	Internal Medicine	Total
13,570	4,885	197	189	18,841

NUMBER OF UNIQUE PATIENTS

FY15	FY16	FY17
4,462	4,672	4,888



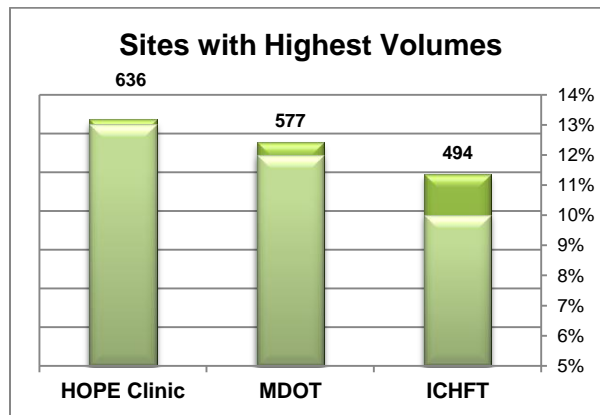
PSYCHIATRY

Five new psychiatrists joined ICHA to offset 4 leaving while a number of psychiatrists increased their hours and/or took on additional clinics. At the end of the year, there were 25 psychiatrists actively working at 28 sites. The total number of psychiatrists was 32 including those on leave.

ICHA psychiatrists provided 4,885 psychiatry visits to 1,906 individuals with each person being seen an average of 2.6 times. This represents a 6% increase in visit volumes over last year against a 9% increase in the total number of psychiatry hours.

One new site was added, St Felix, which was subsequently closed when the physician recruited decided to work directly with the site. One other site was discontinued for psychiatry, St Michael's

Hospital Withdrawal Management, as psychiatry services were no longer required. A number of sites had open positions for psychiatrists at year-end, and two new sites are due to start early in FY18.

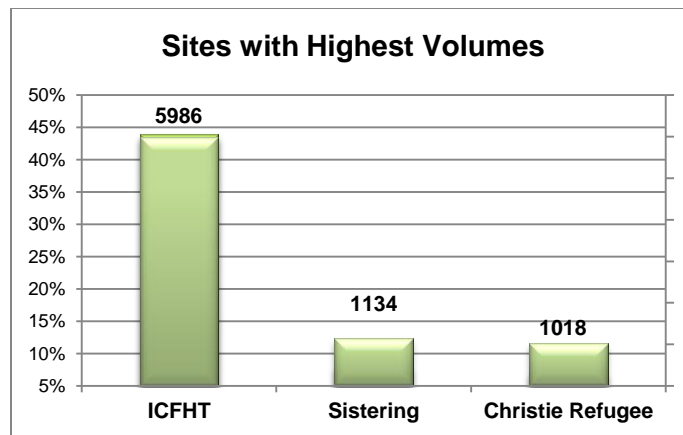


PRIMARY CARE

Six new family physicians joined ICHA while no one resigned membership. At year-end, there were 37 family physicians working at 29 sites. The total number of family physicians was 48, which included those physicians on leave and those available for locums.

Primary care physicians provided 13,570 visits to 3,593 patients with each person being seen an average of 3.8 times. Overall this represents a 4% increase in visit volumes over last year despite a 5% decrease in physician hours worked.

Two new sites were added at Reconnect and Margaret's Drop-in. The position at Margaret's was a pilot evening clinic during the winter 24-hour Drop-In period. No primary care sites closed. There were no vacancies at year-end.



PEACH

The PEACH (Palliative Education And Care for the Homeless) program worked with 54 patients over the year with an average of 3.6 physician visits per patient for a total of 197 physician visits. Overall, 25% of the referrals to the program originated from an ICHA site, while 75% came from external sources.

The PEACH model was presented at several academic conferences. PEACH team members were invited to present at 18 separate events, including 5 keynote addresses. Nationally and internationally, the PEACH team continued to support teams working to build capacity and to inspire improved equity for palliative care access for homeless & vulnerably housed populations. Notably, Calgary launched a new program, CAMPP (Calgary Allied Mobile Palliative Program) that is modeled on PEACH.

EDUCATION

ICHA physicians continued to provide high quality education to medical students, clinical clerks, resident physicians and fellows. In addition, three Continuing Medical Education events were held for ICHA members. The highlight of the educational portfolio was a half-day educational event, the first ever ICHA Educational Forum on Homeless Health. The Forum attracted close to 100 attendees and included speakers with lived experience of homelessness, and a keynote lecture by Dr. Gary Bloch on advocacy and the social determinants of health. Attendees included ICHA members, allied health professionals, members of agency staff and learners from various disciplines. Feedback from the event was overwhelmingly positive, and a second annual forum, with a focus on Indigenous Homeless Health, is scheduled to take place in 2017.

WHERE WE WORKED IN 2016/2017

PRIMARY CARE

Agincourt Community Services	Margaret's Drop-in
Birchmount Residence	Reconnect
Cummer Avenue United Church	Robertson House
Downsview Dells	Sanctuary
Fred Victor Centre	Seventh Generation Midwives Toronto (SGMT)
Gateway Shelter	St. Simons
Good Shepherd	YWCA
Jessie's – The June Callwood Centre	

PRIMARY CARE & PSYCHIATRY

CATCH Good Shepherd	Inner City Family Health Team (ICFHT)
Christie Refugee Centre	NaMaRes
CMHA Toronto Branch	Seaton House
Covenant House	Sistering
Eva's Place	Sound Times
Eva's Satellite	St. Stephen's
FCJ Refugee Centre	Women's Residence

PSYCHIATRY

At Home/Chez Soi Project	Maxwell Meighen Shelter
Canadian Centre for victims of Torture (CCVT)	MATCH
Elizabeth Fry	Multi-Disciplinary Outreach Team (MDOT)
Evangeline	Street Haven
Evergreen	St. Felix
Good Shepherd Non-Profit Homes	Streets To Homes
HOPE Ontario Works	Toronto Community Addiction Team (TCAT)
HOPE Ontario Works Scarborough Site	Youth Without Shelter

WHAT OUR PATIENTS SAY...

About our Doctors

"My doctor was very respectful, kind, and very pleasant."

"We are both on the same page."

"Caring, non judgemental and respectful care."

"The doctors here are so awesome and informative. They make you feel at home after all the trauma back home."

On why they chose an ICHA Clinic

" I don't have a health card and it is convenient for me. I don't have to pay like when I go to the hospital."

"We don't know any clinic else cause we are newcomer and he is a great doctor."

"They understand women going through rough time and stress in life."

".. am comfortable here. I trust the whole team here."

INCOMING AND OUTGOING PHYSICIANS

A very big thank you to our departing ICHA physicians:

Ailar Ansarian

Avery Krisman

Chetana Kulkarni

Rachel Kronick

Much appreciation to Samantha Green, the Primary Care Lead, who stepped down from the position in 2016, but continued on with her clinical work.

We are pleased to welcome the following new ICHA physician members:

Psychiatry:

Nate Charach, Chris Kitamura, Rose Mills, Wip Lamba, Afarin Hosseini

Primary Care:

Andalib Haque, Leila Makhani, Grace Liao, Sandy Buchman, Priyanka Chowdhury, Aaron Orkin

ICHA'S TEAM

Leslie Shanks

Medical Director

Michaela Beder

Mental Health Lead

Kathleen Doukas

Education Lead

Priya Vasa

Population Health Lead

Namarig Ahmed

Community Nurse

Alexandra Pinto

Outreach Coordinator

Janice Campbell

Privacy Specialist

Fardos Aden

Virtual Office Assistant

Jill Ramdin

Administrative Assistant



59 Adelaide Street East, 2nd Floor

Toronto, Ontario M5C 1K6

Tel 416-591-4417

Fax 416-640-2072

www.icha-toronto.ca
