



Bancroft Community

Family Health Team



ANNUAL REPORT

2024-2025



LAND ACKNOWLEDGEMENT

Long before today, as we gather here, there have been Indigenous Peoples who have been the stewards of this land.

We respectfully acknowledge that we are situated on the traditional territories of the Anishnaabeg Peoples lands and the traditional territory covered by the Williams Treaties.

We are grateful for the opportunity to work here and we thank all the generations of people who have taken care of this land - for thousands of years. We recognize and deeply appreciate their historic connection to this place. We also recognize the contributions of Métis, Inuit, and other Indigenous peoples, both in shaping and strengthening this community and country as a whole. By learning, understanding and acknowledging, we wish to pay respect to Turtle Island, Mother Earth and to the rich Indigenous history of Ontario.



OUR MISSION

The Bancroft Community Family Health Team is an interdisciplinary team of healthcare professionals working together to provide complete care for all patients.

OUR VISION

Is to ensure residents of Bancroft and the surrounding communities will have access to exceptional primary health care services.



Bancroft Community

Family Health Team

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OUR VALUES



Our Values

Are focused on the following five areas of strategic importance:

Patient Centered – We will do our best to work with patients to provide quality healthcare by embracing equity, diversity, and inclusivity.

Integrated Care – We will continue to take a collaborative approach by: Working with community partners and making healthcare system navigation easier for patients.

Digital Health – BCFHT will continue to expand digital health and virtual care technologies offering remote access and care for patients.

Team Development – BCFHT will provide optimal care while offering training to future and current health care professionals while nurturing a healthy team culture.

Rural Advocacy – We will continue developing solutions to address the unique needs of our rural setting. Advocating for health systems transformation.

2022-2025 STRATEGIC PLAN



PATIENT CENTRED CARE

We will do our best to work with patients to provide quality healthcare by:

1. Enhancing patient & caregiver experience.
2. Increasing patient engagement.
3. Embracing equity, diversity, and inclusivity.

INTEGRATED CARE

We will continue to take a collaborative approach by:

1. Working with community partners.
2. Making healthcare transitions easier for patients and families.
3. Finding simple, creative solutions that bring real change and better outcomes.

DIGITAL HEALTH

We will continue to incorporate digital health and virtual care technologies by:

1. Evolving our virtual care capabilities.
2. Optimizing our EMR system.
3. Providing various means of access to patients impacted by barriers to health.



Our Values

TEAM DEVELOPMENT

We will provide optimal care by:

1. Nurturing a healthy team culture.
2. Offering training to future and current health care professionals.
3. Recruiting and developing local health care talent.

RURAL ADVOCACY

We will continue developing solutions:

1. Addressing the unique needs of our rural setting.
2. Recognizing the impact of social determinants have on health.
3. Advocating for healthcare system transformation.

BOARD CHAIR REPORT

Kim Bishop

It has been my privilege to step into the role of Chair of the Bancroft Community Family Health Team following Dr. Ferreira. Over the past year, I've had the opportunity to engage in meaningful work on behalf of the Board and the community, and I am honoured to share some highlights with you.

Throughout my tenure as Chair, I've participated in a series of important meetings with Ontario Health officials. These conversations have been crucial in emphasizing the unique challenges we face in delivering healthcare in rural communities like ours. We have worked hard to ensure these officials understand the ongoing funding shortfalls and the specific needs of our unattached patient population in North Hastings.

Together with Sandra McGrath and Dr. Brown, I've also been involved in the physician recruitment process. We've met with a number of potential candidates, and I want to extend our gratitude to our physicians who have generously taken on the roles of evaluators and mentors. We recognize that this can be a time-consuming and sometimes cumbersome task, but their visibility and engagement are vital to successful recruitment.

In addition, Sandra, Dr. Brown, and I attended the Ontario Health Summit. This event brought together stakeholders from across the Hastings Prince Edward Ontario Health Team. It was an opportunity to share knowledge, identify common concerns, and explore how we can better use data and collaboration to enhance healthcare delivery across the region.

We also met with MPP Ric Bresee to discuss both our achievements and our challenges, specifically drawing attention to key issues such as the "Grow Your Own NP" initiative, nurse practitioner funding, and our 2023/2024 operating deficit.

To improve transparency and engagement, I introduced a regular Chair's Report at our Board meetings to keep members informed of my activities. We also added an educational component to each meeting. This year, we heard a valuable presentation from Nurse Practitioner Jordana Bain about the R.A.A.M. Clinic she is leading. Additionally, Sandra shared insights into the monthly "staff days" and the valuable professional development they offer. We are eager to continue hearing from staff about the diverse and important programs being delivered. It's important to us that staff know the Board is engaged and interested in their work.



BOARD CHAIR REPORT CONTINUED

Kim Bishop

Board members also completed the mandated Diversity, Equity, and Inclusion (DEI) training and participated in the annual Executive Director review process.

The gym continues to operate as a going concern, thanks to the steady leadership of Jocelyn Jan. Along with partners including BCFHT, North Hastings Community Futures and the stewards of the community pool fund we cut the ribbon for the hydrotherapy pool. A significant milestone this year was the completion of the pool - the first of its kind to be integrated into a gym facility in our region. The implementation of this feature involved a learning curve for both our internal team and the public health unit, but it is operational and offers new therapeutic opportunities for clients. Once additional funding is secured the installation of a lift is planned to ensure full accessibility, enabling all clients to benefit from hydrotherapy services.

In early spring, after careful consideration, I issued a letter to stakeholders announcing that service cuts for unattached patients would take effect on May 1st. However, following a request from the Ontario Health, that date was pushed to June 1st. Ultimately, we made the decision to defer further, recognizing the strain on hospital staff and physicians during the busy summer months. The implementation date was delayed to September 1st.

Over the summer, we received welcome news: HPE OHT would be receiving \$4.4 million in new funding for primary care expansion. I want to sincerely thank our Executive Director, Sandra McGrath, for her tireless efforts in working with partners, attending numerous meetings, and helping develop a funding plan that will benefit patients across Hastings and Prince Edward counties. Thanks to this funding and the pending government approval of the expansion plan, we are now in a position to pause any service cuts. This is a positive and encouraging step forward.

However, adequate funding and healthcare provider recruitment remain our two most pressing challenges. It is my sincere hope that through continued collaboration and advocacy, the Bancroft Community Family Health Team can build on its strengths and continue to provide the high-quality, focused care that our community deserves.

I would like to thank my fellow Board members for their support and dedication, and a special thank you to Sandra for her exceptional leadership. It is an honour to report on our successes, our strengthened partnerships, and our renewed commitment to serving the people of North Hastings. Thank you.

—

Kim Bishop
Chair, Bancroft Community Family Health Team

EXECUTIVE DIRECTOR REPORT

Sandra McGrath, CPA, CA, CGA

This has been a year of change for our organization. We developed and strengthened new programs and partnerships, expanding services offered to our patients and community. Everything we have accomplished is a testament to our dedicated staff, Board, physicians, learners, and patients.

Family Health Teams were originally created to address a family physician shortage in the early 2000's. The model was a success in attracting physicians back to family medicine and delivering innovative, equitable, and collaborative care to patients throughout the province. There were very few patients that were not attached to primary care and our own team had virtually no wait list in 2020.

We know that primary care is the foundation for a patient's health journey and the anchor of our health care system. While there have been some recent limited investments to address the shortfall in primary care providers, we still need significant changes to attract physicians and staff back to primary care.

Our team is committed to being part of the solution in transforming our health care system for the benefit of our rural patients and community. We have engaged with Ontario Health and our Hastings and Prince Edward Ontario Health Team partners to envision a future where all patients have access to care.

Our Board Chair, Kim Bishop has been a passionate advocate attending many meetings and forums with Ontario Health, Hastings Prince Edward Ontario Health Team, Ric Bresee MPP, and community partners. Her ongoing support and dedication have been invaluable to our team and personally to myself in my role as Executive Director.

—
Sandra McGrath
Executive Director, Bancroft Community Family Health Team



BCFHT AT A GLANCE



Annualized Budget
\$ 2,534,289



Staff
37



Patient Encounters
31,095



Number of Patients
13,506



Unattached Patients Served
2,938

Annualized Budget - Amount of funding provided to BCFHT from Ontario Health

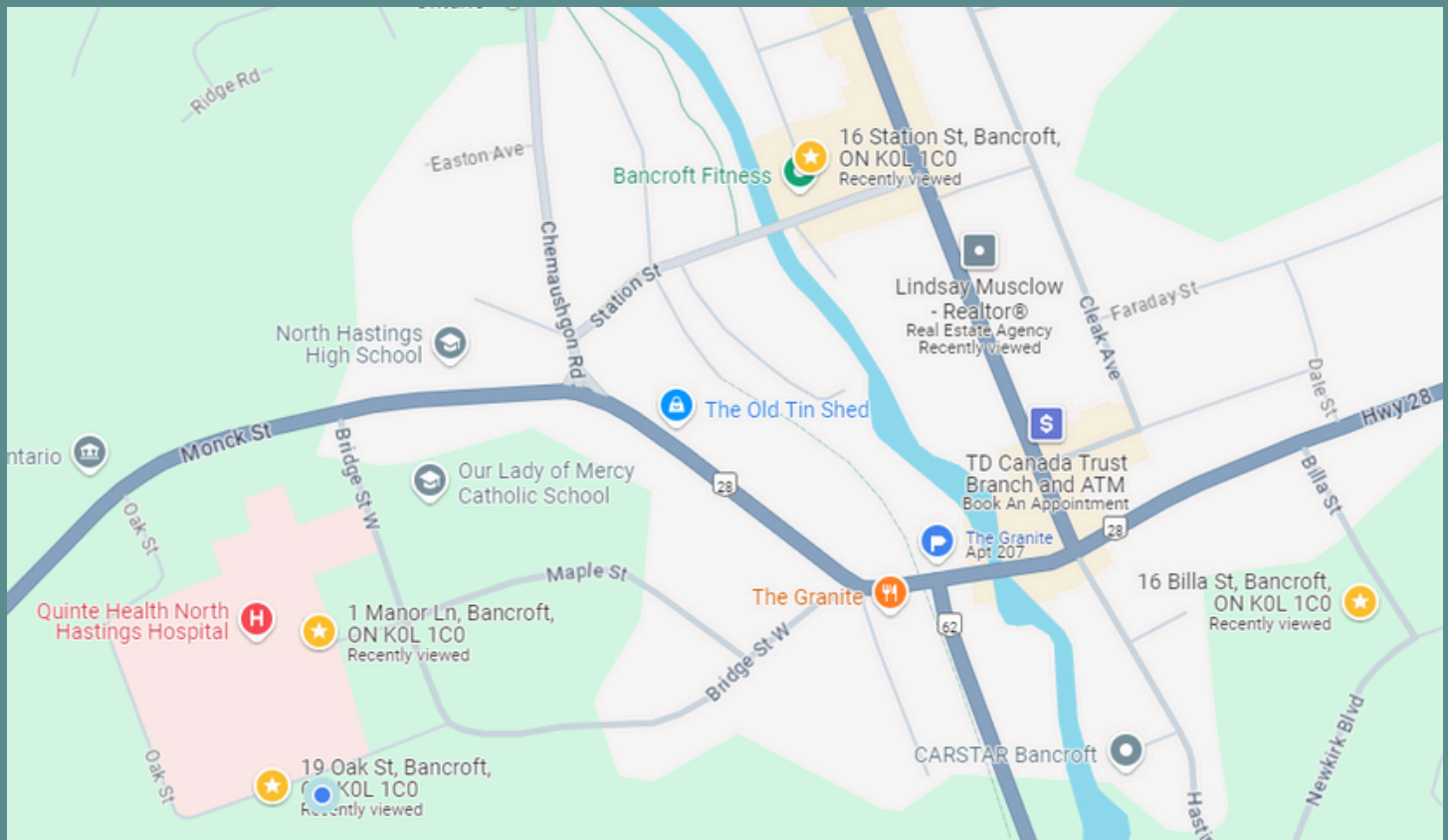
Staff - Number of staff employed by BCFHT, this does not include Medical Clinic staff

Patient Encounters - Number of patient visits with providers, attached and unattached

Number of Patients - The number of patients who are actively registered with BCFHT

Unattached Patients Served - The number of patients without a primary care provider

ABOUT US



4 Sites

- 19 Oak Street,
- 16 Billa Street
- 1 Manor Lane
- 16 Station Street

The Bancroft Community Family Health Team (BCFHT) is an interdisciplinary group of healthcare professionals dedicated to providing collaborative, patient-centered care. Our mission is to ensure that residents of Bancroft and the surrounding communities have access to exceptional primary health care services delivered by a coordinated team.

BCFHT's services encompass a wide range of expertise, including Nurse Practitioners, Dietitians, Social Workers, Chiropodists, Respiratory Therapists, Foot Care Nurses, Health Promoters, Physiotherapists, and Physiotherapist Assistants. In addition to these core services, we offer disease management programs for patients living with hypertension, heart disease, diabetes, chronic pain, COPD, or asthma. Our addictions team is also committed to supporting harm reduction and opiate treatment initiatives, ensuring responsive care for individuals managing substance use.

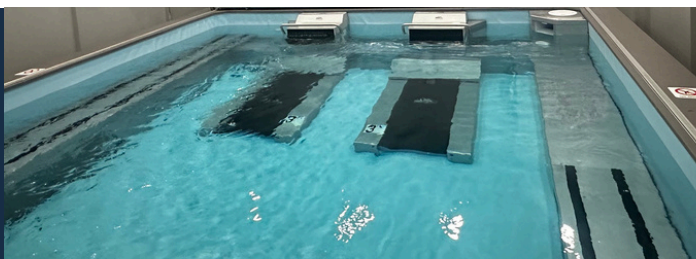
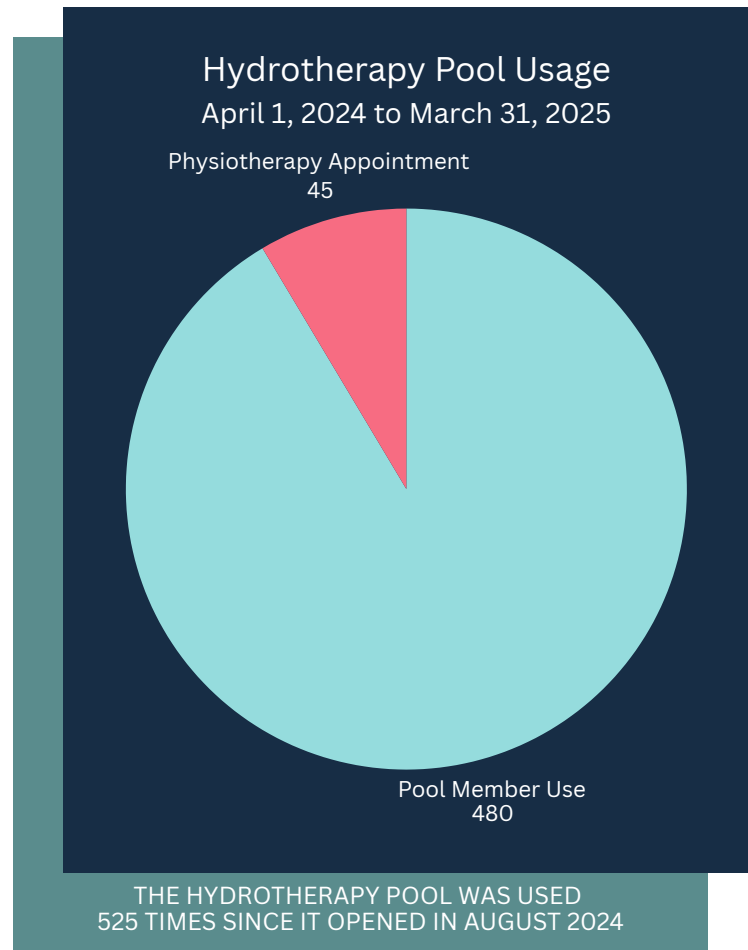
ABOUT US - CONTINUED

Patients at BCFHT benefit from specialized cardiac rehabilitation and pulmonary rehabilitation programs. These are delivered under the guidance of skilled nurses and respiratory therapists, tailored to support recovery and improve quality of life for individuals facing cardiac or pulmonary challenges.

We are proud to have maintained and expanded three unique programs, thanks to continued partnership with Bancroft Fitness. Through this collaboration, our physiotherapist and physiotherapist assistant are embedded directly within the gym, enabling seamless integration of physiotherapy services. In August 2024, BCFHT and Bancroft Fitness introduced hydrotherapy, a refreshing and innovative approach to health and wellness for the local community. Hydrotherapy, also known as aquatic therapy, utilizes the natural properties of water to support gentle exercise and rehabilitation. This modality allows participants to move with greater ease, reducing discomfort by leveraging water's buoyancy to support joints and muscles.

Supervised hydrotherapy sessions are available to individuals recovering from injury, managing chronic pain, or seeking to enhance their mobility and overall well-being. Benefits include improved circulation, reduced muscle tension, and enhanced relaxation, making hydrotherapy an excellent complement to traditional therapies.

BCFHT also partners with CMHA HPE Addictions and Mental Health to offer the Rapid Access Addiction Medicine (RAAM) Clinic. This initiative provides low-barrier, responsive care for individuals seeking assistance with substance use, whether related to alcohol or other drugs. Through these programs and partnerships, the Bancroft Community Family Health Team remains committed to advancing the quality, accessibility, and scope of healthcare services in our region.



FINANCIAL STATEMENT

APRIL 1, 2024 TO MARCH 31, 2025

BANCROFT COMMUNITY FAMILY HEALTH TEAM

STATEMENT OF OPERATIONS

Year ended March 31, 2025

	2025 Budget	2025 Actual	2024 Actual (Restated)
Revenues			
Ontario Health East	\$ 2,488,289	\$ 2,491,206	\$ 2,488,289
Ontario Health - One-time - operational	46,000	46,000	46,000
Ontario Health East recoverable	-	37,793	134,553
General funds, Schedule 1	-	74,050	430,193
LDPHM, Schedule 2	-	30,000	-
Respiratory Clinics, Schedule 3	-	21,238	-
RAAM, Schedule 4	-	153,624	-
LLPDP, Schedule 5	-	147,322	159,838
	2,534,289	3,001,233	3,258,873
Expenses			
Wages and benefits	1,982,292	1,984,439	2,074,240
Premise costs	312,212	341,351	314,761
General overhead	60,714	62,345	95,744
IT overhead	54,000	56,451	39,142
DEP overhead	46,126	46,126	46,126
Physician consulting	26,600	24,992	25,675
Insurance	-	23,972	22,484
Professional development	25,946	22,640	34,485
Professional fees	33,500	12,183	10,435
Advertising and promotion	-	500	5,750
Specialist compensation	22,393	-	-
Ontario Health East funding adjustment	(29,494)	-	-
General funds, Schedule 1	-	74,050	430,193
LDPHM, Schedule 2	-	30,000	-
Respiratory Clinics, Schedule 3	-	21,238	-
RAAM, Schedule 4	-	153,624	-
LLPDP, Schedule 5	-	147,322	159,838
	2,534,289	3,001,233	3,258,873
Excess of revenues over expenses	\$ -	\$ -	\$ -



FINANCIAL STATEMENT

APRIL 1, 2024 TO MARCH 31, 2025

BANCROFT COMMUNITY FAMILY HEALTH TEAM

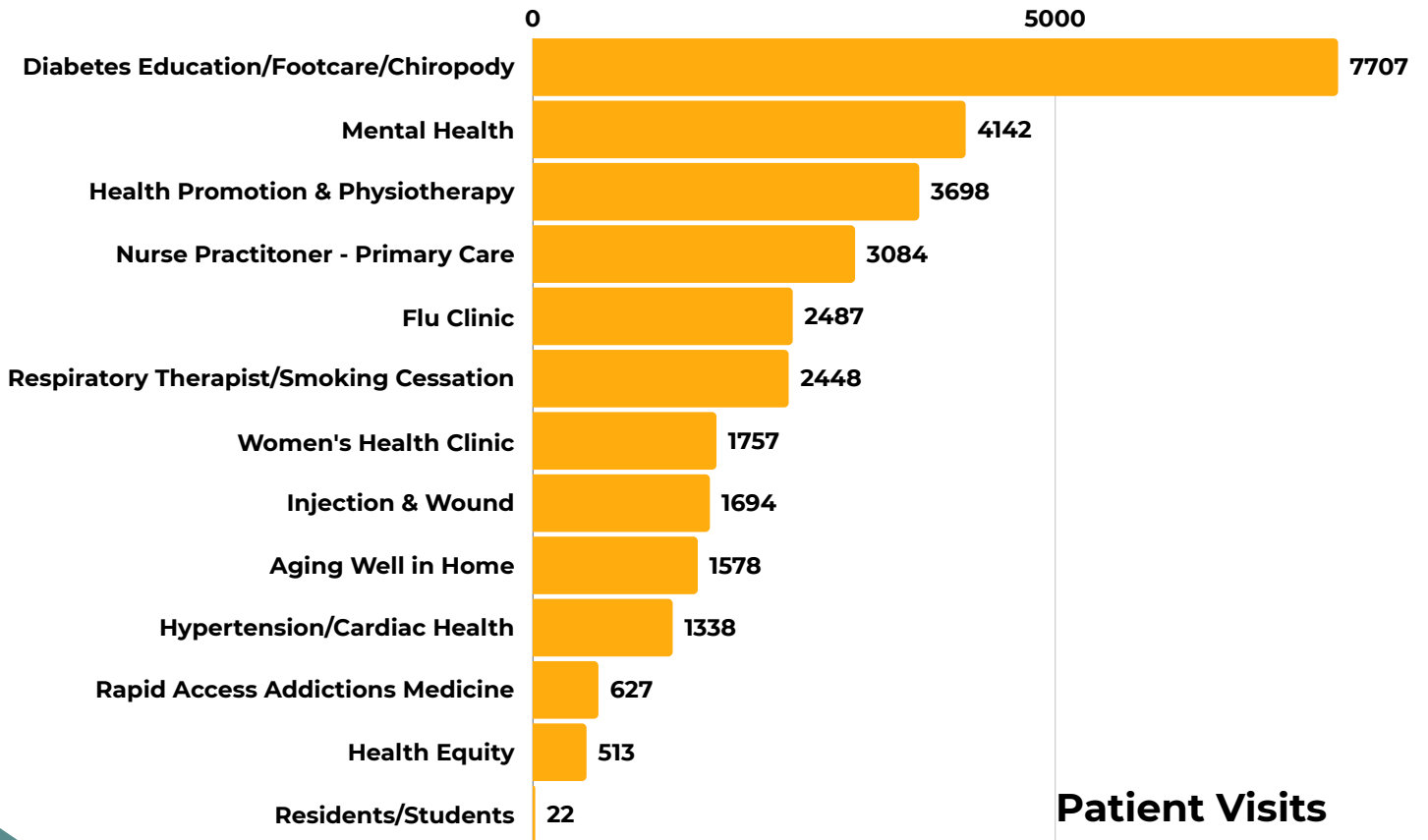
STATEMENT OF FINANCIAL POSITION

March 31, 2025

	2025	2024 (Restated)
ASSETS		
Current		
Cash	\$ 519,369	\$ 424,885
Accounts receivable - note 5	57,224	257,892
Prepaid expenses	26,470	17,355
Harmonized sales tax recoverable	22,616	47,251
	\$ 625,679	\$ 747,383
LIABILITIES AND NET ASSETS		
Current		
Accounts payable and accrued liabilities - note 6	\$ 272,927	\$ 332,591
Deferred contributions - note 7	93,726	117,974
Ontario Health East funding repayable - note 8	95,974	133,766
	462,627	584,331
Net Assets - unrestricted	163,052	163,052
	\$ 625,679	\$ 747,383

PATIENT VISITS

APRIL 1, 2024 TO MARCH 31, 2025



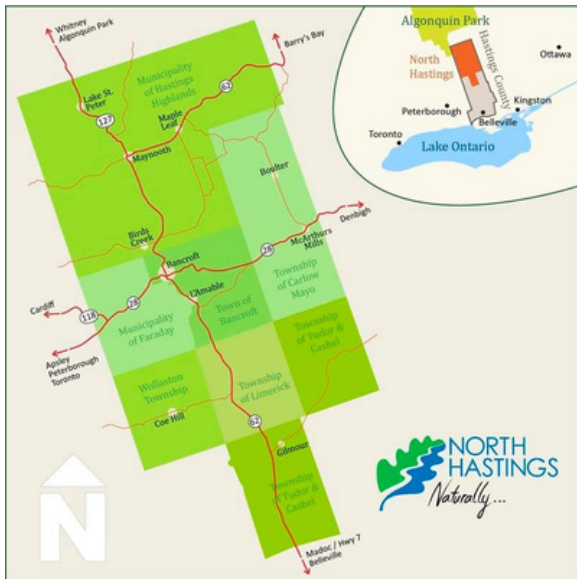
PATIENT POPULATION



Description :

Our region has a unique population significantly impacted by the social determinants of health.

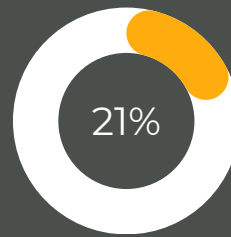
The FHT catchment area encompasses five counties radiating out from the Town of Bancroft with a population of 38,270 individuals. 91.1% of our population is rural. Patients face substantial barriers to accessing health care services and rurality is a major issue.



Our North Hastings population:

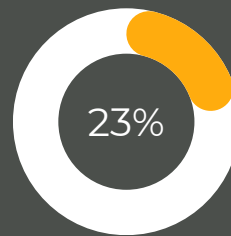
- 8% indigenous population
- Population is 33.75% seniors 65 years of age and over and 14.34% seniors 75 years of age and over.
- Lowest household income in the HPE OHT, 57% of population in lowest income quintile.
- 60-64% of population has a poor diet and 60-63% of population are overweight or obese.
- Greater than 40% of the population are high users of the health care system.
- 5/5 on material deprivation index, 3/5 on social deprivation index, 5/5 on combined index.

Patient Age Ratio : 13,506



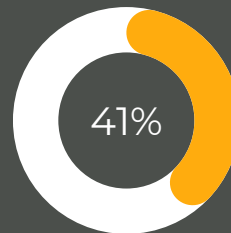
Age 0 - 24 Years

2,806 patients



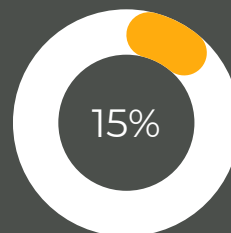
Age 25 - 49 Years

3,138 patients



Age 50 - 74 Years

5,555 patients



Age 75 + Years

2,007 patients

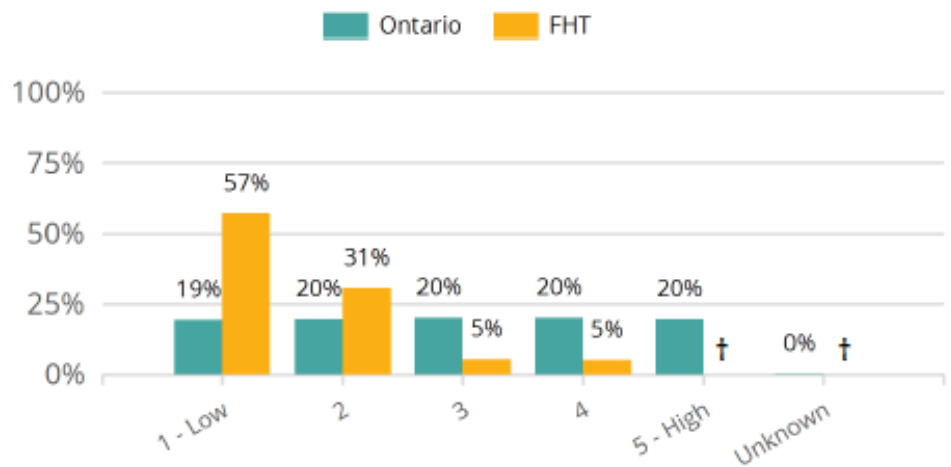
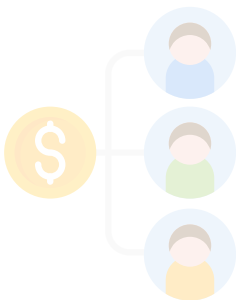
PATIENT POPULATION



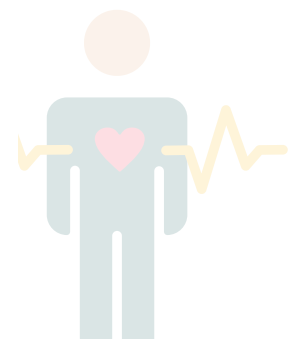
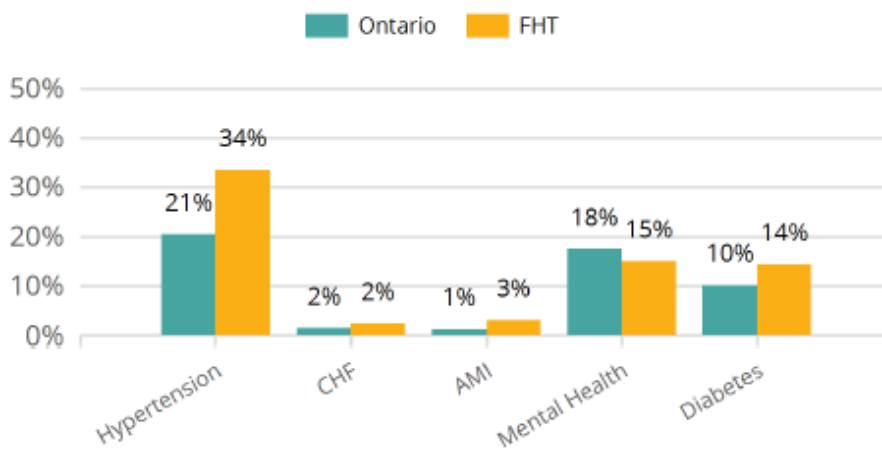
BCFHT Data as of September 30, 2024
Ontario Health, My Practice: Primary Care Report

Specialists Visits per 1,000 Patients	BCFHT	Ontario
Cardiologist	119.2	85.6
Endocrinologist	12.3	54.2
Internal Medicine	57.9	109.1
Psychiatry	42.2	108.7
Respirologist	41.7	34.9

Percentage of Your Patients By Income Quintile

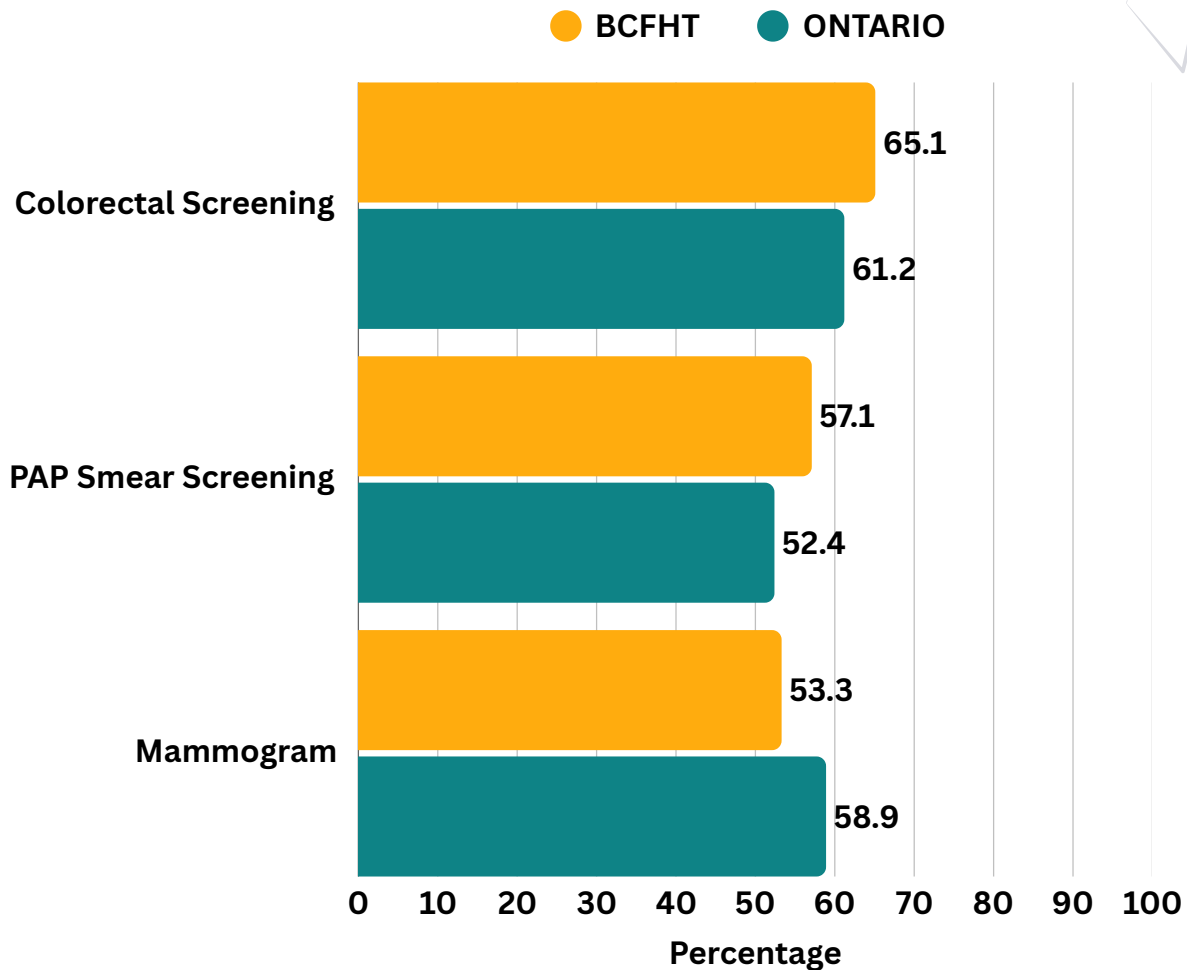


Percentage of Your Patients with Chronic Diseases



CANCER SCREENING

BCFHT VS. ONTARIO



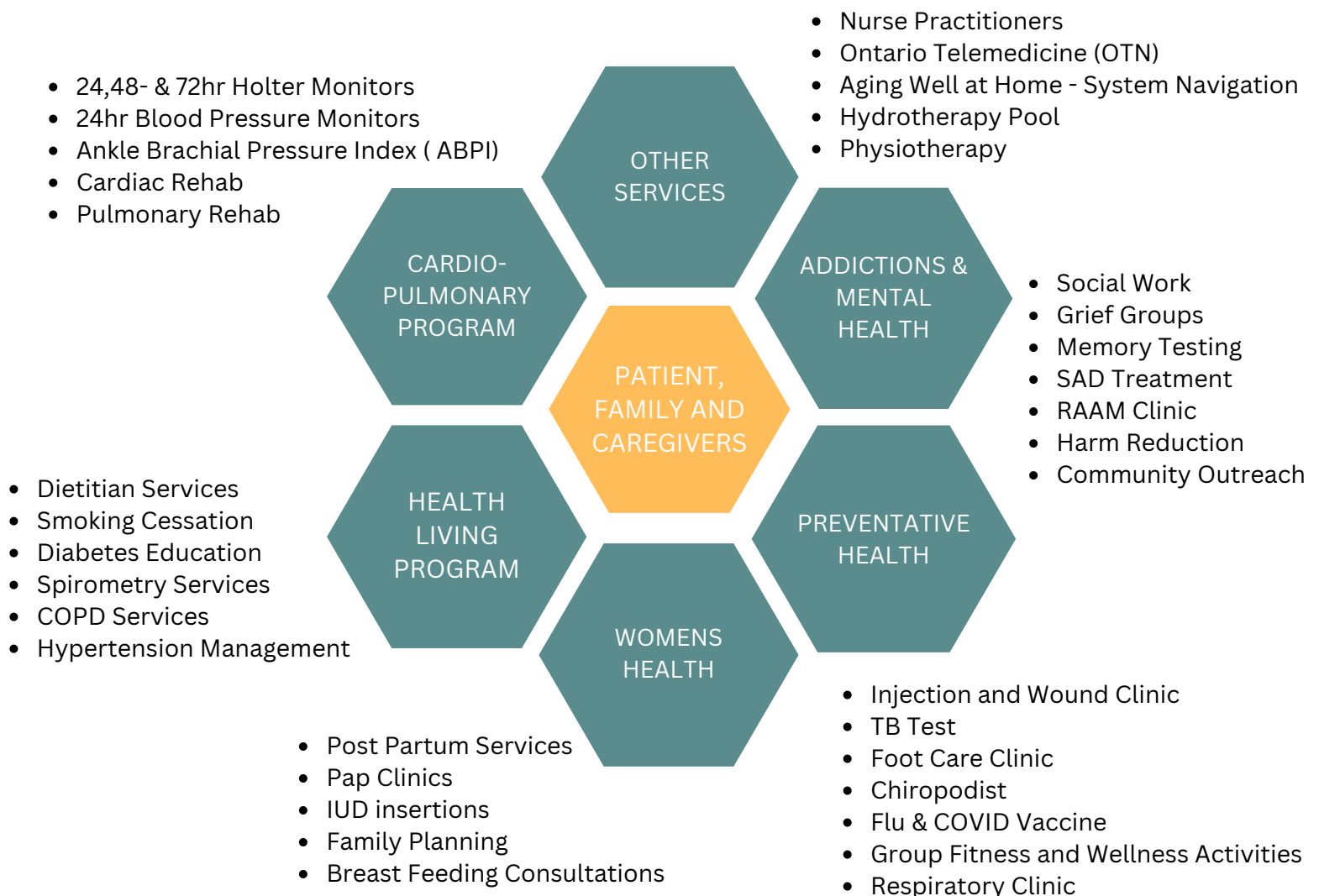
Ontario Health MyPractice: Primary Care Report
Reporting Period: September 30, 2024

Patients aged 50-74 are up-to-date with any **colorectal screening**. **65.1%** of patients in my FHT were up-to-date with colorectal screening. BCFHT is **higher** than the provincial percentage of 61.2%.

Patients aged 21-69 are up-to-date with **Pap smear screening** within the past 3 yrs **57.1%** of patients in my FHT had an up-to-date Pap smear test. BCFHT is **higher** than the provincial percentage of 52.4%.

Patients aged 50-74 are up-to-date with **mammogram screening** within the past 2 yrs **53.3%** of patients in my FHT had an up-to-date mammogram. BCFHT is **lower** than the provincial percentage of 58.9%.

PROGRAMS AND SERVICES



Bancroft Community Family Health Team connects the dots and enhances the patient experience by providing a multi-disciplinary approach to patient health care.



Some programs and services are available to community patients in addition to those who are rostered to our affiliated FHO.



PROGRAMS AND SERVICES AVAILABLE TO UNATTACHED PATIENTS

Programs for unattached patients rely on additional funding provided by Ontario Health

Chiroprapist

Holter Monitors

Community Outreach

RAAM Clinic

Smoking Cessation

Nurse Practitioner Acute Care

Diabetes Clinic

Women's Health Clinic

Flu / COVID Shots

Breast Feeding Consultation

Respiratory Clinics

TB Test

ABPI

OTN

Cardiac Rehab

Pulmonary Rehab

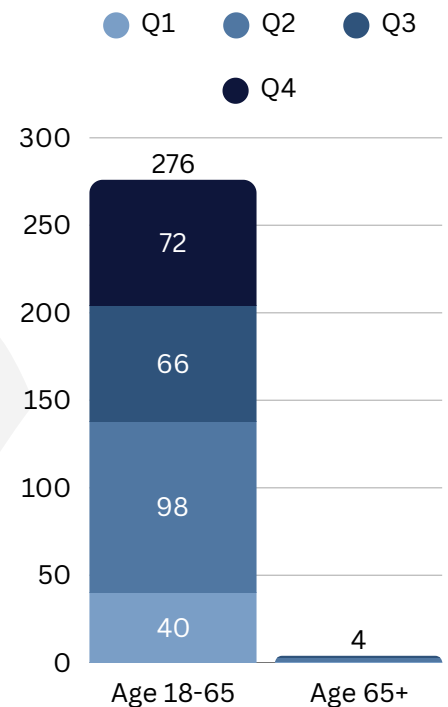
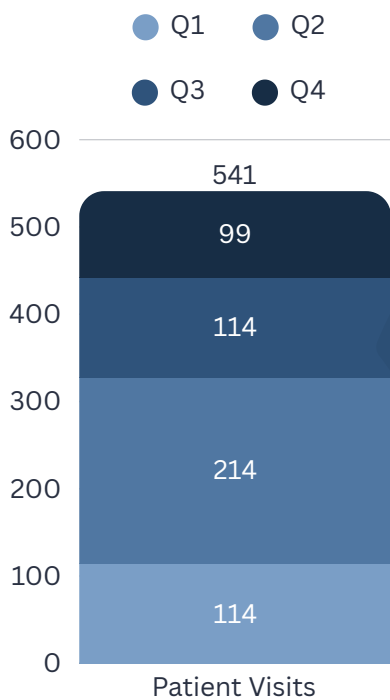
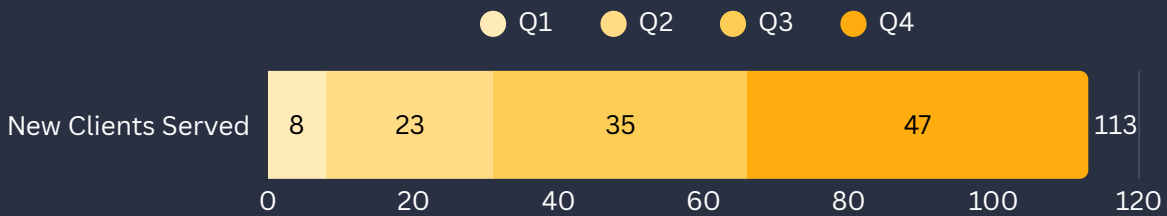
RAAM

Rapid Access Addiction Medicine Clinic



In partnership with CMHA HPE Addiction and Mental Health, BCFHT is advancing innovative solutions to meet the urgent needs of those struggling with addiction. By investing in rapid access to care, breaking down barriers, and fostering collaboration across sectors, we are changing the landscape of addiction treatment for the better in our small community.

The Rapid Access Addiction Medicine (RAAM) clinic is a specialized health service designed to provide immediate, low-barrier access to addiction care. Unlike traditional models, which often require lengthy waits and complicated referral processes, RAAM offers same-day or rapid appointments for people seeking help with substance use. The clinic's primary goal is to connect individuals quickly with medical expertise, support, and resources.

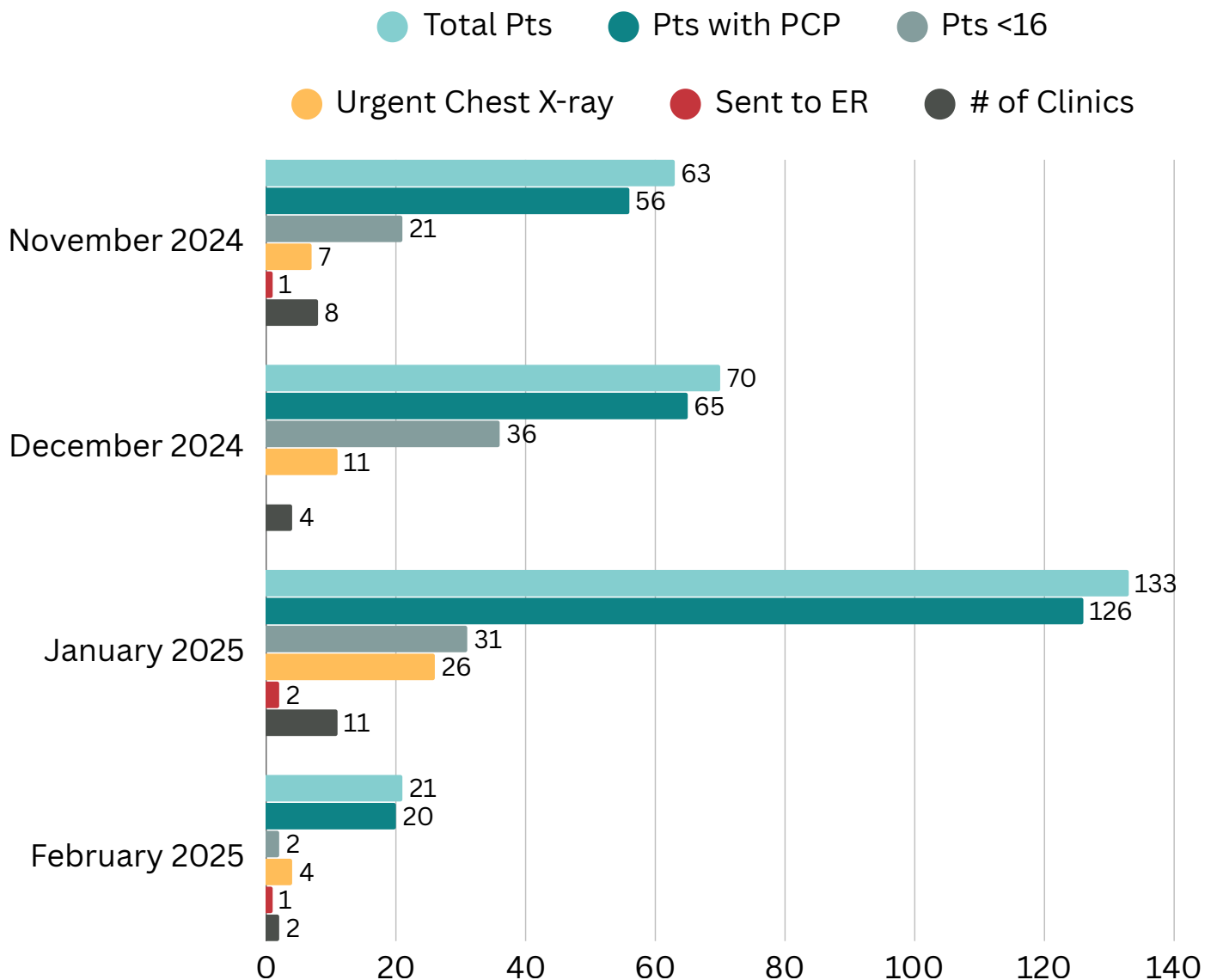


RESPIRATORY CLINICS

3RD PARTY FUNDED



The Bancroft Community Family Health Team received funding from Belleville Quinte West CHC to operate specialized respiratory clinics throughout the winter months, from November to February. This partnership reflects a shared commitment to improving community health, enabling residents to access targeted care during peak respiratory illness season.



Pts - Patients

PCP - Primary Care Provider

ER - Emergency Room

TEACHING SITE

The Bancroft Community Family Health Team continues to be a teaching site affiliated with Sir Sandford Fleming College, Trent University, the University of Ottawa, and Queen's University. We generally host approximately 12 to 14 post-graduate medical residents per year in addition to undergraduate medical students, nursing students and students in disciplines such as social work. These partnerships are a very important part of our rural retention and recruitment strategy.



Residents and medical students are common and can offer you excellent, timely and thorough care under the guidance of a physician. By allowing students to participate in your care, you are helping them develop their interpersonal skills and medical skills to carry through to the remainder of their career.



AFFILIATED FHO PHYSICIANS

Dr. Carolyn Brown
Dr. Steven Griffin
Dr. Melissa Fransky
Dr. Alexander Ferreira



Dr. Jennifer Gerasimoff
Dr. Eric Blanchard
Dr. Parambir Keila
Dr. Dayna Noltie
Dr. Micayla Ahearn

PRACTICE READY ONTARIO TEACHING SITE

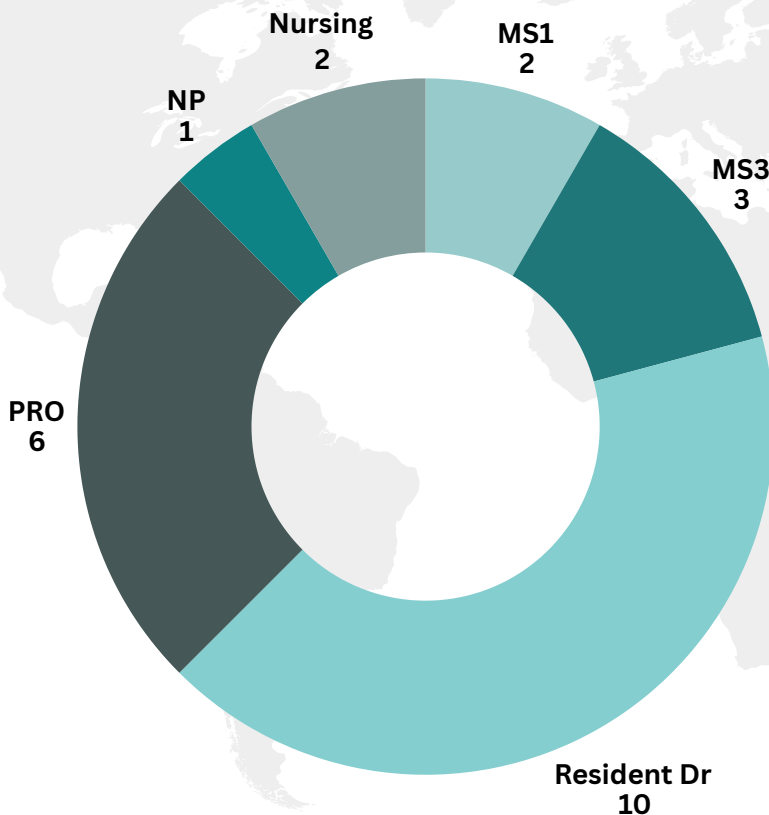
In addition to being a teaching site for medical students and residents, the Bancroft Community Family Health Team, in partnership with its affiliated Family Health Organization, welcomed six physicians through the Practice Ready Ontario program this fiscal year. This initiative assesses the qualifications of internationally trained family doctors who have completed postgraduate training and possess independent practice experience outside Canada, ensuring they are prepared to serve in Ontario.

As part of the program, candidates must complete a rigorous 12-week clinical assessment in a designated Ontario community. Upon successful completion, physicians are required to fulfill a three-year term as family practitioners within the province.

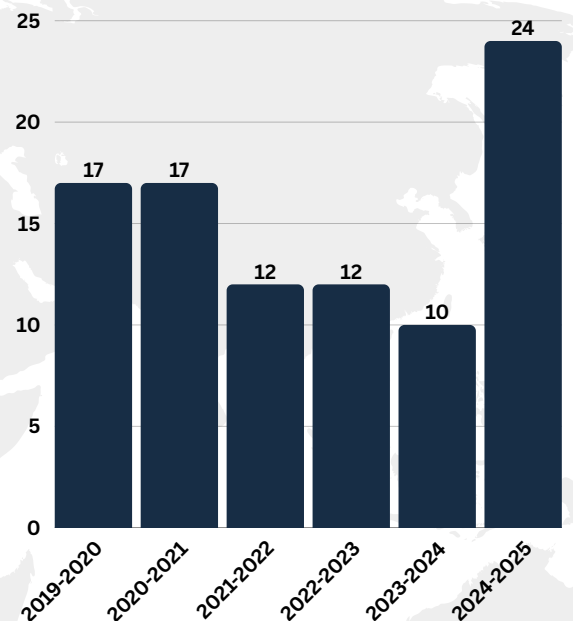
Internationally trained physicians play a vital role in Ontario's health care system, accounting for nearly one-third of all doctors who have obtained their medical degrees outside Canada.

Students/Residents

April 1, 2024 - March 31, 2025



STUDENTS/RESIDENTS HISTORICALLY



NP - Nurse Practitioner
MS1 - First Year of Medical School
MS3 - Third Year of Medical School
Resident Dr. - Medical School Graduate Residency
PRO - Practice Ready Ontario



OUR TEAM

Board of Directors 2024-2025

Kim Bishop
Board Chair

Dr. Henry Christiansen
Community Member

Dr. Carolyn Brown
Vice Chair

Marion Wilson
Community Member

Phyllis Till
Secretary / Treasurer

Dr. Eric Blanchard
FHO Representative

Family Health Team Staff 2024-2025

Alycia Donovan
Amanda Card-Genrick
Amanda D'Angelo
Amanda Wadsworth
Ange Holbrook
Brenna Sheppard
Carrie Sararas
Casey Brown
Courtney Bruce

Dana McMurray
Deidre Johnson
Erica Hall
Gwen Montroy
Hayley Huszarik
Heather Sparrey
Hope Peters
Jenann Gadway
Jocelyn Jan

Joelle Shen
Jordana Bain
Kaitlin Hanuska
Kevin Penney
Leslee Holland
Mallory Kelly
Marilyn Jones
Natasha Moshenko
Nidhi Patel

Rebecca Fransky
Renee Robinson
Sandra McGrath
Sarah Baarbe
Savannah Crosby
Shannon Folz
Shari Comerford
Stephanie Hevenor
Tammy Ives

For More Information About Our Team

CONTACT US



Phone :
613-332-1565



Address :
19 Oak Street,
Bancroft, Ontario K0L 1C0



Website :
www.bcfht.org



Social Media :
Follow us on facebook