






-  Chronic Disease
-  Chronic Pain
-  Diabetes
-  Healthy Feet
-  Attendee distribution by postal code

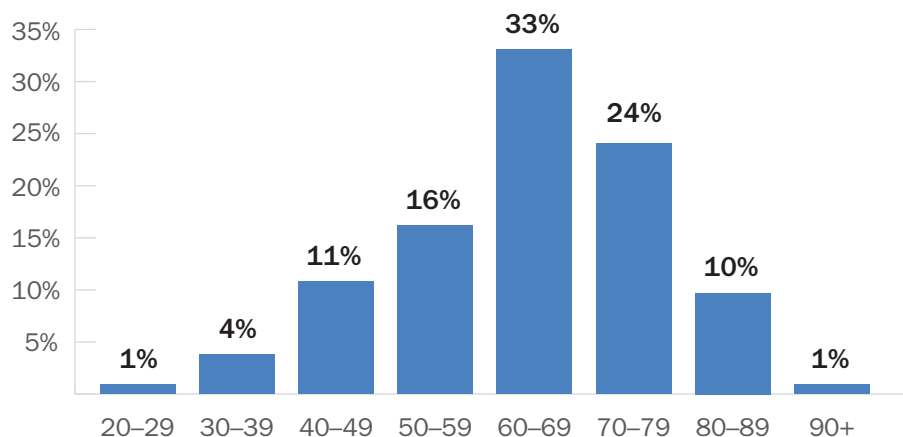
SERVICE & REACH SNAPSHOT

GENDER











 Female: 81%  Male: 19%

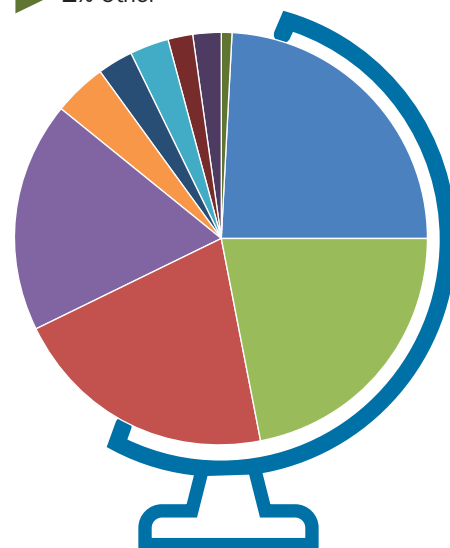


AGE DISTRIBUTION



ETHNICITY

-  24% East Asian
-  22% Caucasian/White
-  21% South Asian
-  18% Black or African American
-  4% Southeast Asian
-  3% Hispanic/Latino
-  3% Middle Eastern
-  2% Native American or American Indian
-  2% West Indian/Caribbean
-  1% Other



INCOME

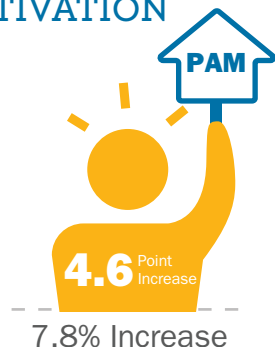
63% Less than \$20,000
27% \$20,000 to \$40,000
6% \$40,000 to \$60,000
3% \$60,000 to \$80,000
1% More than \$80,000

EDUCATION

56% Post-secondary (College/University)
31% Secondary (Gr 9-13)
11% Primary (Gr 1-8)
2% No formal schooling



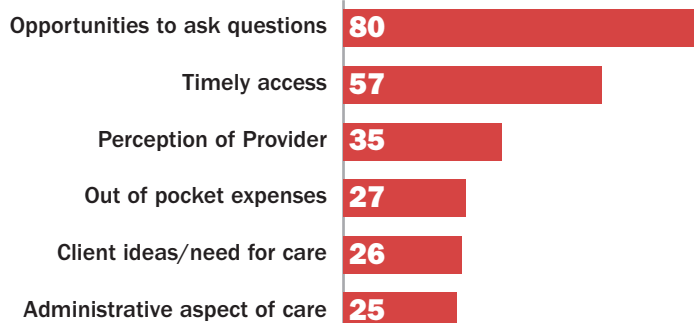
CHANGE IN PATIENT ACTIVATION



Patient Activation Measure (PAM) is a validated tool that is used by the provincial self-management programs to assess the effect of our intervention. As per published data, a 5 point change in PAM score results in positive outcome for patients and save the health system money.

For 17-18 fiscal year, we saw a 4.6 point (7.8%) increase in median PAM score.

CLIENT'S EXPRESSED NEEDS IN ACCESSING HEALTH CARE SERVICES



For the chronic disease and chronic pain program, participants provide responses to two key questions: **What are your problems with the health care system? What are your problems with the healthcare providers?** We created a code book for these responses that matches reports published by Health Quality Ontario, Canadian Institute for Health Information, and Choosing Wisely. The image here captures top concerns as expressed by clients between April 2017 and March 2018.



"On May 30th, 2018 I had the pleasure of interviewing Gloria to learn after her experience with our regional service at South Riverdale CHC."

Surkhab Peerzada, Regional Manager, Chronic Disease, South Riverdale CHC

Meet Gloria

Gloria is a self-identified female in her 70s who has been a client of the Choose Health program since February 2017. She lives with chronic pain. Our interactions began with her attending a 6-week long chronic pain management program that was hosted at Four Villages Health Centre, one of our partner sites in Toronto. Since that engagement, Gloria has attended two peer-led mindfulness focused Art Gallery of Ontario visits that we offer and expressed an interest in becoming a peer facilitator for the chronic pain management program.

How did you come to attend a program?

"I saw flyers for the chronic pain management program at Syme 55+ Centre and the Humber Community Seniors Services that prompted me to call the program office. After a while, I received a call and was offered to attend a program at Four Villages Health Centre and I registered."

On a scale of 1-10, how would you rate this program and why?

"Overall, on a scale of 1-10, I would say that I was very satisfied and give the chronic pain program a score of 9. The program was very well organized. The book, *Living a Healthy Life with Chronic Pain*, is very well done and to the point. The facilitators were

very good and inspired me to become a facilitator too. The other participants added to the experience and made me aware of what others were going through. In listening to their stories, I never realized that there were so many different types of chronic pain and it made me realize that my pain wasn't so bad in comparison. Also, the art gallery visits were a surprise and a treat for me. It was lovely going to and walking through the gallery and seeing all the exhibits. I asked the peer facilitators if they can take us to more places like the art gallery and include places like museums and other galleries in Toronto."

What are you doing now that is different to what you were doing before?

"The program taught me to become more aware of my body and what is going on. I learned that I should listen to my body and

find out why things are happening and to work around my body. I also always wanted to learn meditation and I learned how to do so with the program. I keep up with the chair exercises that were taught in the program too. I also took away things that I already knew. E.g., on medication, I knew the importance of carrying with me a list of my medication and the reason for taking them and whether or not I should stop. The program reinforced for me the value of keeping track of simple things like medication."

What is the one thing you would suggest we do to improve the program?

I don't think there is anything to improve. I am so pleased with the program.

For more information on our programs and services, visit
www.selfmanagementtc.ca

Choose Health
Toronto Central

Self-Management Program Ontario

Hosted by

South Riverdale
COMMUNITY
HEALTH CENTRE