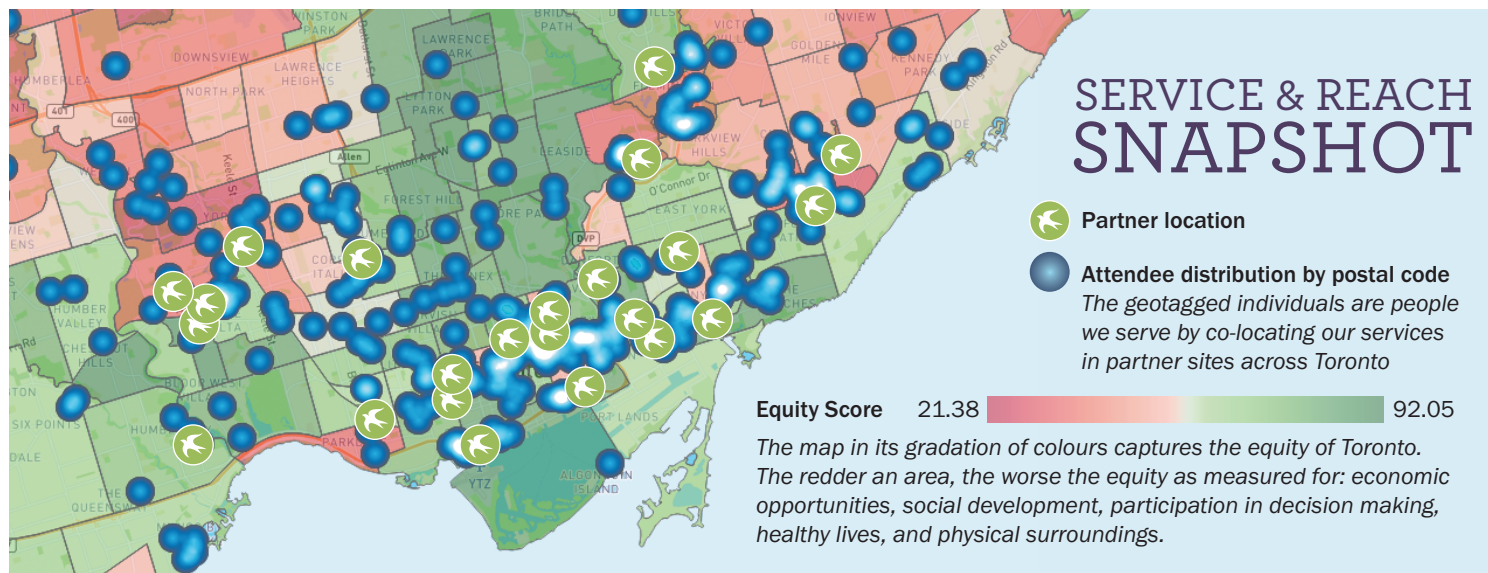


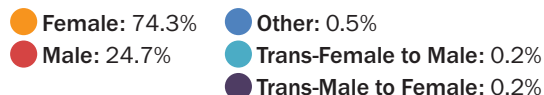
## ANNUAL REPORT

APRIL 2018 – MARCH 2019

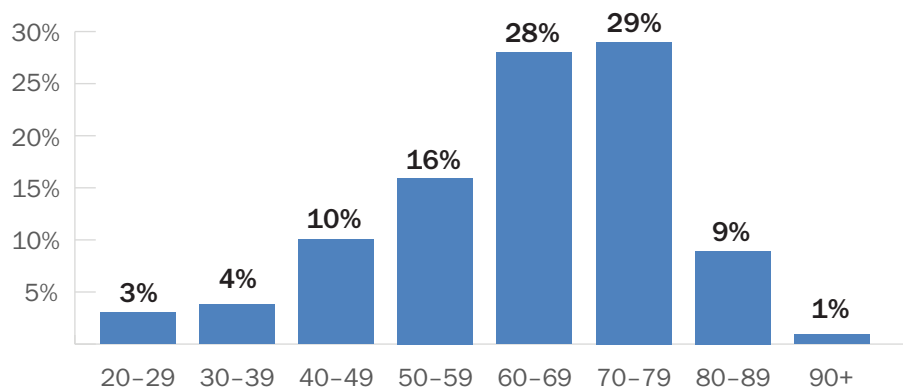
Choose Health is hosted by South Riverdale Community Health Centre (SRCHC), a non-profit, multi-service organization that provides primary healthcare, social and community services, health promotion and disease prevention. One of SRCHC'S city wide services, Choose Health's mandate is to enhance patient self-management and provider health literacy using evidence-based trainings and programs. Partnering with 33 health and social service sector organizations, Choose Health offers these programs through trained peer-facilitators. This report presents population health outcomes for clients attending community-based programs.



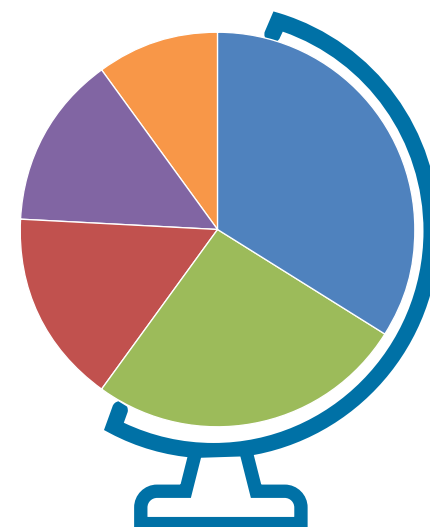
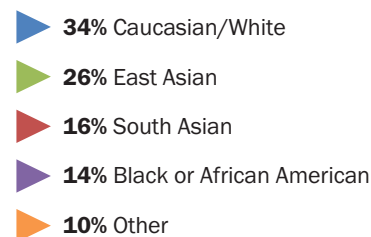
### GENDER



### AGE DISTRIBUTION



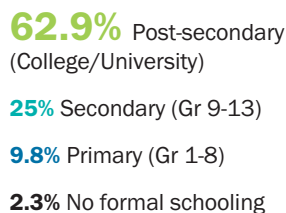
### ETHNICITY

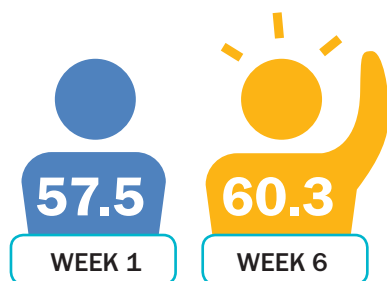


### INCOME



### EDUCATION





## CHANGE IN PATIENT ACTIVATION MEASURE (PAM®)

PAM is a globally validated tool that evaluates a person's underlying self-management ability or activation assessed on 3 key domains: Knowledge, Skills, and Confidence.

Clients who attend our 6-week long programs respond to 13 questions at baseline (Week 1), end of program (Week 6), and post-program (3 month).

According to published data, a 5 point change in PAM score has positive outcomes for the patient and saves the health system money. According to recent data analysis, we have found that for every \$1 invested into the community programs, by activating patients, the system is saving \$950.

In our data, we see a 2.8 point (4.9%) increase in median PAM score from week 1 to week 6

## CLIENT NEEDS IN ACCESSING CARE IN THE HEALTH CARE SYSTEM: TORONTO 2018-19

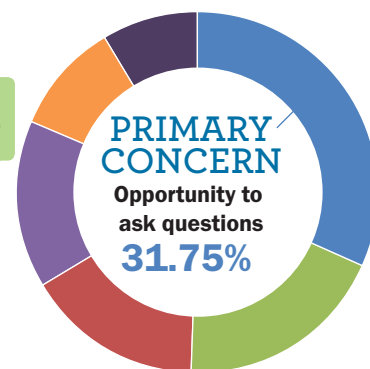
For the chronic disease and chronic pain program, participants provide responses to two key questions: **What are your problems with the health care system?** **What are your problems with the healthcare providers?** We created a code book for these responses that matches reports published by Health Quality Ontario, Canadian Institute for Health Information, and Choosing Wisely. The image here captures top concerns as expressed by clients between April 2018 and March 2019.

One way, we are addressing client's top concern is by offering motivational interviewing informed trainings to healthcare providers. These trainings provide health care providers with tools to engage in healthy behaviour change conversations with their clients.

**What are your problems with the health care system?**

**What are your problems with the healthcare providers?**

- 18.94% Clients need for care
- 15.88% Timely access
- 15.04% Perception of provider
- 10.03% Continuum of care
- 8.36% Administrative aspect of care



## Meet Trini

Trini is a self-identified female in her 60s who has been a client of Choose Health program since March 2018. Trini's interactions with Choose Health began with a 6-week long Chronic Pain Self-Management Workshop at South Riverdale Community Health Centre. Since then, Trini has attended a 'Healthy Feet, Diabetes and You' workshop at Applegrove Community Centre, one of our partner sites in Toronto. She has also attended two peer-led mindfulness focused Art Gallery of Ontario visits, and participated in three peer-led art-making workshops. Trini also participated in an AGO focus group consultation to provide advice on improvements to the program.



*On a scale of 1-10, how satisfied were you with the program.*

10. Very satisfied. As a senior now, the workshops by South Riverdale CHC through the Choose Health program are very helpful to me.

*Tell us briefly why you liked the program.*

Some parts are very therapeutic to my total well-being. Because of the interaction and nature of the program it is a very good step towards health and mindfulness. I also enjoy interacting with other participants in the program. It is also good for building friendships in the community.

*What are you doing now that is different from what you were doing before the program?*

I learned some of the tools to make me active, healthy, and be able to interact with the community. It has helped in my daily well-being.

I feel good. I am an indoor person mostly. Now, if I am not with other senior programs, I can still do my personal activity. I go outside and walk.

I go out to see nature and what's nice around me. I also attend free movies at the library that make me aware of some of the things happening around the world. Sometimes these stories are applicable to personal life, especially the documentaries.

*How has your life changed since taking the program?*

Life feels good. I am by myself as I live alone and my family is 20 minutes away from me. I can do things by myself that make me feel good. It gives me a spirit of rejuvenation. If you are getting older, as a senior, there are setbacks in stamina. By applying what I am learning from these workshops, it makes me more independent and feel like myself. I know some seniors in the community, they are very lonely, and they are losing hope. I am glad that I had the privilege to attend this workshop.

*If you were to tell others about the program, what is one thing you would emphasize and why?*

Go and attend this workshop, because it helps you to cope with physical, mental, emotional, and social wellbeing. There is no regret in attending the workshop. It will help make you happy and strong. It builds up your self-esteem and independence. You can apply what you are learning to your life.

*What is the one thing you liked/enjoyed the most about the program?*

The friendliness of the leaders. They were very accommodating. There aren't any barriers and the leaders treat everyone as equals.

*What is one thing you would suggest in order to improve the program?*

I would suggest Choose Health should partner with more organizations and other organizations should offer programs the way Choose Health offers their program.

For more information on our programs and services, visit  
[www.selfmanagementtc.ca](http://www.selfmanagementtc.ca)

**Choose Health**  
Toronto Central

Self-Management Program Ontario

Hosted by

South Riverdale  
**COMMUNITY**  
HEALTH CENTRE