



KITCHENER DOWNTOWN COMMUNITY HEALTH CENTRE

INFORMATION FOR PHYSICIANS

The Kitchener Downtown Community Health Centre (KDCHC) is an interdisciplinary primary health care centre dedicated to working with diverse cultural groups, people who are homeless, youth, seniors and others living in the downtown area of Kitchener. We work with a wide range of clients and specifically with clients who experience barriers to access, be that economic, educational, language, sexuality, mental health and substance use.

KDCHC is a not for profit organization funded by the Waterloo Wellington LHIN. It has a community based volunteer Board of Directors that is responsible for oversight of the whole organization. CHC Staff are all salaried, including Physicians.

KDCHC has the most complex client population being served in primary health care in the Region. Having a hub of services supports both clients and providers to serve the people rostered with KDCHC, including clients coming from outreach services in the Downtown core.

The team works in a collaborative manner across disciplines and with community partners and community services to provide client centred and assets based care. KDCHC works from social determinants of health and health equity perspective, in that we take seriously all the factors that contribute to the health or lack thereof of a client. KDCHC is an organization suited to a physician who is committed to working in a supportive and collegial environment where the skills, knowledge and experience of staff and clients are respected.

KDCHC works in partnership and collaboratively with a wide range of community agencies and service providers, specifically including a regional diabetes program, programs for the homeless/at risk populations, a mental health and addictions program focused on ethnocultural communities, Public Health dental programs, Asthma and COPD community program as examples.

Staffing:

KDCHC has an administrative team which includes the Executive Director and a range of other leadership positions responsible for strategic direction as well as the day to day operation of the organization.

KDCHC has the following staff positions related to primary health care services:

- 3 FTE Physicians
- 3.6 FTE Nurse Practitioners
- 1 FTE Registered Nurse
- 3 FTE Registered Practical Nurses
- 2.8 FTE Social Workers (providing services for adults, children and families)
- 1 FTE Registered Dietitian
- 1 FTE Chiropractor
- 5 FTE for administrative support for the primary care team, which also supports a broad range of other client services including an Identification Clinic and Healthy Smiles.

In addition, the team has access to in-house consultation services with Psychiatrists, Pharmacists, Diabetes Educators and a Respiratory Therapist.

KDCHC actively supports utilization of the full scope of practice of each discipline. We value working together with the client as well as all internal and external service providers to assist the client in self managing their care, to the greatest extent possible.

KDCHC has the following staff positions related to health promotion and community development work:

- 3 FTE Community Health Workers
- 1 FTE Health Promoter
- .7 FTE Breastfeeding Buddies Coordinator
- .8 FTE Health Planner for the Waterloo Region Integrated Drugs Strategy
- 1.0 Volunteer Program Coordinator supporting about 250 volunteers who support KDCHC programming and service delivery in a variety of ways.

KDCHC has the following staff positions related to Community based Diabetes Education (for people with low to moderate risk Type 2 Diabetes)

- 2 FTE Registered Nurses /Certified Diabetes Educators
- 2 FTE Registered Dietitians /Certified Diabetes Educators

Primary Care services

KDCHC provides both onsite primary care services to rostered clients as well as outreach clinics at several sites, working with the homeless/at risk populations and providing access to other community services those who do not have access to primary care.

Clients come from a wide variety of backgrounds and represent all levels of acuity. A high percentage of clients are newcomers to Canada. KDCHC provides paid interpreters to work with staff and clients to support the best level of care possible.

An average appointment for a client with a physician or nurse practitioner is 30 minutes in length. While practitioners do not see the typical large volume of clients every day, they are able to provide a more thorough and deeper level of care to each client that they see.

Physicians tend to work with clients with a higher level of acuity and co-morbidities.

KDCHC Physicians are expected to actively support the work of Nurse Practitioners by providing consult services related to client issues that are beyond the NP's scope of practice.

The EMR is currently Nightingale on Demand and KDCHC is moving to PS Suites within the next year.

KDCHC provides opportunities within the clinical program for students from a variety of disciplines including: medicine (students and residents), , nursing, social work, and pharmacy.

Health Promotion and Community Development

KDCHC works to support and organize many of the priority populations listed above. KDCHC provides working groups where people with lived experience are given a voice in the issues that affect them as well support to advocate for changes that are required in our community and society.

KDCHC assists clients in acquiring the required identification to receive health care and other services not provided by KDCHC.

KDCHC has a wide range of health promotion groups and activities for clients, volunteers and members of the community, utilizing current staff as well as by securing additional staff resources through grants that fund staffing for specific projects.

KDCHC Service Model

- KDCHC pays attention to the whole person, looking at all the issues that may affect them. These issues are called the social determinants of health and include factors such as employment, income, family and social support networks, education, food security and housing.
- KDCHC has a broad range of clients, and focuses its activities on working with people who have barriers to accessing health care. These include people with low-incomes, people new to Canada, people who are homeless/homeless at risk. 40% of our clients are newcomers; 70% of our clients are in the lowest income brackets and about 10% of our clients have serious mental health issues.
- KDCHC actively supports Health equity which is concerned with creating equal opportunities for good health for all, and reducing avoidable and unjust differences in health among population groups. KDCHC believes that there should be continuing efforts to reduce disparities in the health of those groups who may be disadvantaged by social or economic status, age, gender, ethnicity, geography or language.
- KDCHC supports accessibility by having many services in one location; we do outreach and take services out to where the people are currently connected/supported such as OneROOF, St John's Kitchen, Ray of Hope, Towards Recovery and Sunbeam Centre. KDCHC also supports access by providing interpreter services, bus tickets, child care assistance getting proper identification to obtain a health card, and limited support for costs related to prescription medication and diagnostic tests for those who cannot afford them.
- KDCHC has 50 staff and serves 5,000 people each year. This includes primary care services, diabetes education, client support and community services.
- KDCHC staff is highly trained with a wealth of knowledge in health care and community support. We value and integrate people with lived experience as part of our team to support individuals who have barriers, assisting them to access health care and community supports.