



Sponsorship Request Letter- Employee Health and Wellness Event 2024

Dear Council Members,

My name is Dr. Dinny Mathew, and I am the executive director of the Prescott Family Health Team. We have been a non-profit primary care organization serving the health needs of our community for more than 15 years, with our physicians serving the community for more than 40 years. Over the past two years, under the new leadership and with the support of our revamped Board, the Prescott Family Health Team (PFHT) has been making every effort to become a better workplace for its employees. Our aim is to improve our workforce's retention and satisfaction rate, ultimately providing better care to our patients and community.

Burnout among medical professionals is a topic of discussion these days. While most of the medical community focuses on physician burnout, we are also trying to bring attention to other healthcare professionals' burnout. Burnout resulting from stress can cause not only some severe health problems in the individual but also some significant issues for the organization, resulting in an overall operational failure of the workplace and leading to poor quality of patient care.

At the start of spring of 2023, we held our first Employee Health and Wellness event to combat the issue of burnout with the help of your sponsorship. We were also the first organization in our region to offer something like this to our employees. The event cost was between \$7000 and \$8000, but your contributions of \$1000 each (total \$3000) made a huge difference to us in affordability. One of the objectives of the health and wellness event was to support our professionals by collaborating with a consultant to design a program for our employees and give them the tools to build resilience, courage, and confidence. Our event was geared towards managing their time better, helping them prioritize their responsibilities, providing brain power habits to maximize their productivity, and enhancing communication between their colleagues, patients, and supervisor(s).

We received immense positive feedback about the event from all our employees. They are now more productive by using their time wisely, more aware of identifying situations that arise and can briefly remove themselves from stressful situations, thus leading to more peer support and allowing them to bond with each other more effectively. The management's support has also increased productivity and reduced workplace conflict and absenteeism.

Since then, we have also formed a 'Workplace Wellness Committee' consisting of our employees to empower them to bring change to the professional working environment. The committee has been developing some wonderful programs. The most significant effort is our 'Dynamic Employee of the Month Program,' which recognizes our employees' contributions and provides extra company perks. Recently, we also introduced two more exciting programs: the Buddy Program to help our new employees adjust to the new environment and the Building Healthy Habits Initiative to encourage healthier lifestyle behaviors that allow employees to become healthier, happier, and more energetic both inside and outside the workplace.

Three workplace wellness committee members also presented a poster about our employee health and wellness programs at the Association of Family Health Teams of Ontario (AFHTO) conference in October 2023. They also shared our great work with other teams across Ontario. Apart from presenting and sharing our work with other teams across Ontario this year, we also had two Bright Lights Award nominations for our work and leadership.



Not only that, but we also successfully submitted the Expression of Interest (EOI) application to the ministry this summer. Other teams of similar strength to ours were unable to put the application together, but with our teamwork and leadership, we could do it. In the application, we have requested a Nurse practitioners-led clinic model (very different from our current model of care with physicians) to assist and accommodate unattached patients and other people who will be moving to our towns with their medical needs. A copy of the application was also provided to the towns at the time of submission.

Although we still have to hear from the ministry about the final results of our expansion application, I could not be more proud of our team's achievements this past year. They have shown the true meaning of teamwork and the desire to learn new things, achieve new heights, and make a difference within our organization and community. We are the first in the Lanark, Leeds, and Grenville regions to offer such programs to employees to improve workplace culture and provide better patient care.

We also must admit that considering the current market and the size of our team, we do not think we are in a position to sell the idea to our current and prospective employees to work with us based on our compensation and other benefits of living in a small town. We believe the only thing that will sustain longer and resonate well with all our current and future team members is a happy and healthy work environment/culture.

With our dedicated and unwavering commitment, we are confident that we will make a difference in our workforce and how we provide care to our patients. However, we require immense collaboration and advocacy from all sectors in the area, including local leaders, to support our work and mission. We cannot achieve great results without adequate funding and support.

Since we cannot do it alone, we would like your help, starting with ongoing support for our employee health and wellness event. It will be a small amount to the towns, but it will make a huge difference to our team and people. While making your decision, please consider that all our patients have benefited and will continue to benefit from a more positive and productive environment at the Prescott Family Health Team. If we miss out on this opportunity to collaborate now, we strongly believe that we will miss out on many opportunities to provide collective benefits to the community in general, along with their health needs.

If you need any more information, please feel free to contact me at dinnymathew@prescottfht.com.

Thank you.

Sincerely,

A handwritten signature in black ink, appearing to read "Dinny Mathew".

Dinny Mathew

Executive Director