



PRESIDENT'S ANNUAL REPORT 2020-2021

My first full year as President was fraught with challenges, including the full onset of the Pandemic. It ended much better than any of us could have predicted, a testament to the amazing people who are involved in our Health Centre – members, volunteers, CSVM and FVM Board of Directors, our health professionals and last, but not least, the STAFF. No health centre can ask for a better group of competent and caring staff.

Dr. Henry E Khouri
President, CSVM

Between November 2020 and May 2021, we attracted 3 new part-time physicians to replace Dr. Roy-Proulx and to complement our other 2 long-standing physicians. Our 5 part-time physicians have over 100 years of cumulative experience. Their experience and dedication allow us to offer up to 40% of our daily medical appointments for same day Urgent Care service.

During the fiscal year, your staff performed 1,689 in-clinic Physician consultations (of these 441 evaluations were for Urgent Care), 2,900 in-clinic Nurse consultations, 1,521 Blood tests and 628 Vaccinations – altogether more than 7,000 patient-visits. We have more than doubled our core services compared with last year while improving on quality. Your staff decreased wait-time for Urgent Care appointments to between 3 and 7 hours – a far cry from the 8-24 hours' wait in Hospital Emergency Rooms.

Recent estimates suggest that there are close to 10,000 Quebecers in the Memphrémagog area alone who are registered on the “Guichet d’Access” waiting to be assigned a family physician. Most will have to wait for up to 2 years. Unfortunately, this is not going to change any time soon. If anything, it will get worse. I believe it is time to get used to this “new norm” – if we don’t have a family physician, we’re not likely to get one. CSVM is now able to offer an alternative to patients who are waiting to be assigned a family physician – we have several family physicians that you can see within a reasonable wait-time and who can get to know you well enough to help manage your health needs.

On a personal note, this has been a very rewarding experience for me. Thank you for your confidence in my leadership and for your continued support. A special thank you to the Staff for making this a successful year in spite, or perhaps because of, the challenges that we faced. I look forward to serving you and our community for another successful year.

BOARD ELECTIONS & ANNUAL GENERAL MEETING 2021 of the members of the Massawippi Valley Health Centre Co-op will be held on October 26 2021 at 5 pm at the Wellness Centre CSVM rear entrance 1082 Main St. Ayer’s Cliff or by ZOOM. Due to COVID restrictions, the meeting room capacity is limited to 24. Please register as early as possible by sending an email to dany.rodrique@csvm.ca – and indicating your preference for attending in-person or by Zoom. Zoom attendees will receive a Zoom meeting invitation by email the day before the meeting.

If you would like to run for a seat on the Board, please send your CV to maryse.plourde13@gmail.com before Sept 17.

Thank you for choosing Centre de santé and for your continued support.