



2024-2025

# Year in Review

## Impact Report





## Introduction

Credit Valley Family Health Team (CVFHT) has made continued progress to provide timely access to comprehensive, high-quality primary care to more than 17,000 patients across the Mississauga area over the 2024-2025 fiscal year.

## Our Team

Our team strives to provide the **best possible care** using an interprofessional approach to expand our reach and meet the needs of our rapidly growing community.



Currently, our multidisciplinary team includes:

13

Physicians

20

Residents

19

Administrative staff

28

Clinicians, including Registered Nurses, Nurse Practitioners, Social Workers, Pharmacists and other health care professionals.

# Our Impact

13,134

As of March 31, 2025, we provided care to 13,134 enrolled patients, which included 1,610 francophone patients, over the course of the year.

4,000+

We also provided care to 4000+ non-enrolled patients, which includes 2,106 patients who were served through our various Inter-Professional Care Teams.

The team has completed a new **2025-2030 Strategic Plan**, which envisions the future of primary care in Mississauga and beyond. The plan is built on **four main pillars**: grow to meet the changing needs of our community, build a connected systems of care with our partners, optimize our operations for exemplary service and develop and learn as a leading academic centre for comprehensive family medicine.

**Vision:** Partnering to provide excellent primary care

**Mission:** Shaping the future of primary care through education and high-quality collaborative care

## Grow to meet the changing needs of our community

Support our emerging population needs by working with partners and our community to improve access, equity, service capacity, and expand the reach of our FHT



## Build a connected system of care with our partners

Improve health outcomes for our community by increasing integration and collaboration with our partners to create a comprehensive continuum of care



## Optimize our operations for exemplary service

Invest in sustainable solutions to improve the effectiveness and efficiency of our core operations and support our teams to redesign how care is delivered



## Develop and learn together

Position CVFHT as a leading academic centre for comprehensive family medicine



# Working with Our Partners

Credit Valley Family Health Team works closely with health and service organizations in our community to support seamless, coordinated care for patients.



**We are a partner of the Mississauga Ontario Health Team (MOHT), the largest Ontario Health Team (OHT) in the province, serving approximately one million people.**

- We are creating a strategy with MOHT to develop new team-based primary care services for unattached patients in Mississauga, including newcomers and transient populations.



**We support the Mississauga Primary Care Network, which represents more than 700 family physicians from Mississauga and South Etobicoke.**

- Our Inter-Professional Care Team accepted referrals from more than 100 network members over the past year.



**Trillium Health Partners serves 1.15 million people in Mississauga and West Toronto, offering emergency, inpatient, and outpatient care. In partnership with the Credit Valley Family Health Team, they helped this region with extensive primary health support.**

- Their partnership with University of Toronto trains medical students from the Mississauga Academy of Medicine, with some completing placements at the CVFHT Medicine Teaching Unit.

## Our Achievements

The passion, dedication and expertise of our team members continued to support the health of patients across our region with timely, comprehensive care.



**Highlights of our team's remarkable care over the past year include:**

- Our MINT Memory Clinic supported 39 unique patients living with memory challenges, including dementia and cognitive impairment.
- We organized Mood Walks, where participants enjoyed physical activity and health education on an organized walk led by our clinicians.
- We initiated a Nurse-Led Prescribing Program, which increased patient's access to timely care, improved timeliness of prescriptions within the nursing extended scope and gave physicians more capacity for patient visits and other duties.
- Our spirometry team assessed more than 80 patients to help diagnose conditions that affect their ability to breathe and develop of care plans.
- Our remarkable physicians and staff members were recognized and awarded several awards, such as the 2025 Better Together Award for Clinical Teaching and Teaching Excellence Award to Dr. Ali Damji; DFCM 50th Anniversary Dr. Lynn Award to Dr. Karina Prucnal; recognition for excellence in clinical teaching to Dr. Deema Couchman, Dr. Melissa Graham and Maureen Mueller, RN; recognition for excellence in role modeling to Dr. Sandra Toutounji and to Dr. Sahra Gedleh. Dr. Gedleh also received MD Program Excellence in Foundations Teaching Award. Recognition also went to Dr. Ali Damji, Dr. Robert Cho and Dr. Deema Couchman for Outstanding Academic Half Day Seminar and to Dr. Nina Yashpal for her work expanding curriculum for Home Care and LTC. Sannie Acepcion, MOA, and Duska Vjestica, CA, were also recognized for role modelling professionalism in a busy family medicine office.



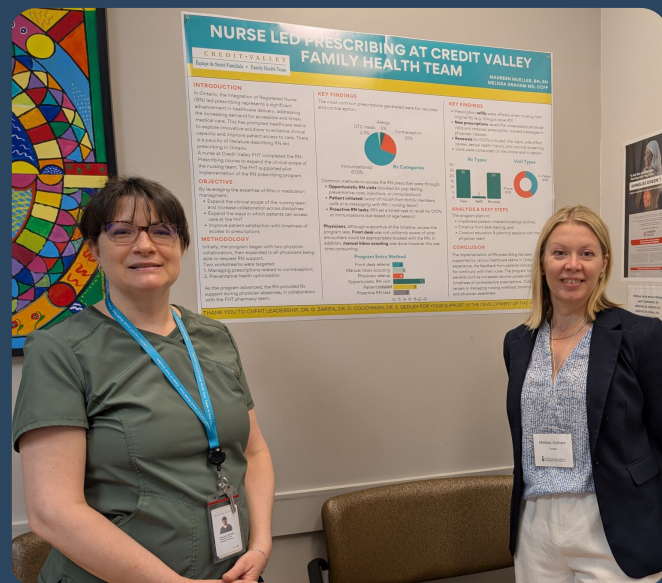


# Building Our Future Primary Care Capacity

Credit Valley Family Health Team is eager to increase its support for the Government of Ontario’s plan to build primary capacity for patients across the province.

We have submitted a proposal to expand significantly to meet the health care needs of our rapidly growing population. Our proposal would allow our team to take on an additional 8,000 patients, improving access to comprehensive primary care across the Mississauga area.

We look forward to working with Ontario Health in the months ahead to secure approval for our plan to expand and improve access to comprehensive, team-based primary care.



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