

Northern Neighbours
Nurse Practitioner-Led Clinic

*Clinique dirigée par du personnel
infirmier praticien Northern Neighbours*



Northern Neighbours NPLC Annual Report 2019-2020

Respectfully submitted by Arlene McCorry, Lead Nurse Practitioner
Carolyn Burton, Clinic Administrator

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Message from the Chair:



It is with great pride that I reflect on the past year at the Northern Neighbours Nurse Practitioner Led Clinic (NNNPLC). It has been a busy year for the clinic and the interprofessional team. The excitement continued to build as we progressed from renovations to the sites, the grand opening with the honourable Michael Mantha and Carol Hughes in September 2019, to becoming fully operational with all staff.

We are gradually increasing the number of patients at the clinic. Feedback from our patients, their families and the communities as a whole has been positive. We are making an impact on the health outcomes of the two communities and the availability of primary health care services.

The board looks forward to the future and plans to increase the services we can provide to the communities of White River and Netmizaaggamig Nishnaabeg (Pic Mobert First Nation). We are always welcome to new ideas, and look forward to continued growth and partnerships.

The board is extremely fortunate to have such dynamic and motivated employees. We would not have achieved such success, without the work of the entire health care team and staff of the Northern Neighbours NPLC.

Northern Neighbours NPLC History:

The Township of White River and Netmizaaggamig Nishnaabeg (Pic Moberg First Nation) entered into a Memorandum of Understanding that outlined our joint willingness to work together to find alternative ways to provide health care to our neighboring communities.

A team was formed to undertake the task. In late 2017, the team developed a Business Case and submitted it through the North East Local Health Integrated Network (NELHIN) for Inter-Professional Primary Care funding.

In April 2018, the Ministry of Health and Long-Term Care (MOHLTC) advised that we were successful in our bid for funding. Present staff as follows:

- 1 Clinic Administrator
- 2 Nurse Practitioners
- 1 Registered Nurse
- 1 Social Worker
- 1 Administrative Assistant

The Founding Board (the team), applied for Incorporation status for the NNNPLC.

A Request for Proposal (RFP), was sent out in May 2018 in search of a consultant to assist with the start-up. The mandate includes;

- Human Resources – recruitment of health care professionals
- Creation of Policies and Procedures
- Develop the merging of services between the two existing clinics
- Clinic programs – i.e. diabetes health, foot care etc.

A consultant was contracted in August of 2018.

Mission Statement

The Northern Neighbours NP-Led Clinic is an organization committed to providing comprehensive primary health care to the residents of White River and Netmizaaggamig Nishnaabeg (Pic Moberg First Nation). Our employees will provide high quality health services to all with a sense of warmth, pride and caring facilitating optimal health and wellness.

Values

- The patient is our primary focus.
- We will treat all patients with respect and dignity regardless of their race, culture or background.
- Employees will function as an inter-professional team.
- Employees will remain current in their respective field.



Service and Program Delivery:

This past year has been quite a roller coaster ride for the Northern Neighbours NPLC. Our Grand Opening was held on September 24, 2019 with much pride and enthusiasm for the future.

It was a sad day in February 2020, when we lost one of our founding members, Sherrie Perron. We are very grateful for the contributions of this individual from inception of the collaborative approach to health care in our two communities, to her serving on the board of directors as treasurer. Her dynamic approach and drive were instrumental in getting this project to a reality. She is sorely missed and remembered as an integral part of our team.



Ceremonies were held in White River and in Netmizaaggamig Nishnaabeg (Pic Mobert First Nation), where we showcased our clinic settings and our plans to improve access to primary care in a one's home community.

Then the pandemic hit in March 2020, COVID-19 Pandemic was a challenge but with increased precautions we were able to continue to serve our communities. Anyone entering the lobby of the clinic, and those phoning in, are continuing to be screened for COVID symptoms. Everyone is asked to use sanitizer and wear a mask upon entering the facilities. All patients and staff are now wearing masks for all interactions.

Netmizaaggamig Nishnaabeg (Pic Mobert First Nation):



Having a Nurse Practitioner in Netmizaaggamig Nishnaabeg (Pic Mobert First Nation) on a regular weekly basis quickly proved to be a very positive addition to the care provided there.

Unfortunately, the COVID-19 pandemic hit in March 2020, and the residents of Netmizaaggamig Nishnaabeg (Pic Mobert First Nation) restricted access from outside the

community. The NP continued to provide services through telephone appointments. The Northern Neighbours NPLC is committed to continue to offer care in the face of changing dynamics around health care delivery.

The silver lining of this event was that the NP was able to set up his office at the White River Clinic and help with the overflow from White River patients.

In August 2020, Netmizaaggamig Nishnaabeg (Pic Mobert First Nation) reopened with increased precautions and direct primary care in the community has resumed. With this reopening came the introduction of phlebotomy services at the Netmizaaggamig Nishnaabeg Health Centre (Pic Mobert Health Centre). The RN provides a clinic once a week to draw blood and collect urines. This has also been well received by those that



have taken advantage of this service. There is still capacity to increase the volume of patients. The Marathon Family Health Team has been notified that they can have their patients access this service.

The NP continues to work closely with the Band Council and the other services staff in the Netmizaaggamig Nishnaabeg Health Centre (Pic Mobert Health Centre) to enhance primary care and mental health services for the residents.

White River:



The COVID-19 pandemic took priority early in 2020 and continues to present challenges. There have been added meetings with community partners. We have been fortunate to have not run out of personal protective equipment up to this point and continue to monitor the situation.

In White River, the clinic expanded services with a RN on site. She has quickly expanded her role to include infant vaccines and well-baby checkups. She also does other regularly scheduled injections such as allergy desensitization and B12 injections. The RN's role includes triaging patient concerns, following up with patient results (under the direction of the NP), smoking cessation STOP program and wound care (such as dressings and PICC line care). She is in the process of training for well woman visits, early pregnancy intake visits and expanding to her full scope of practice.

The RPN has also expanded her role from that of primarily OTN coordinator, to include weekly phlebotomy, wound care, triage, and initial intake for patients having in-clinic appointments. Starting in September she has begun to schedule foot care which has filled a gap for patients that are not diabetic and are not eligible for having this service

through the traveling diabetes program. This has shortened the wait time for diabetic patients.

The Social Service Worker is continuing to promote this new role in White River. She is available to coordinate services with other community or government agencies. She is able to assist patients with completing forms and advocating for the patients. She has been an excellent resource for finding programs and specialists, especially those that offer virtual visits. She is overseeing the prenatal nutrition program which provides grocery coupons and prenatal vitamins to prenatal patients and new moms up to 4-6 months post childbirth.

During COVID-19 restrictions this included delivering care boxes to prenatal patients. She took on the task of completing travel grant form requests. Her scope includes coaching and goal setting with patients and early crisis intervention. Together with the RN and RPN, the SSW is also involved in offering the STOP program for smoking cessation.

The NP in White River has continued to provide primary care to the community. Phone call appointments were effective to provide continuity of care for the patients. Unfortunately, the locum physician that was coming to White River about 10 days a month has taken a sabbatical effective as of June 2020. This has added increased requests for NP visits. We are looking forward to a student NP starting soon and there is always optimism that this will lead to interest when the program is completed.

Total annual patient encounters for 2019-2020 was 2594. First quarter MOHLTC 2020-2021 statistics noted 716 patient encounters. This is an increase compared to the prior year. This included all staff interactions at both clinic sites. The added assistance of the RN, RPN and SSW have helped with triaging and management of this upsurge of requests. First quarter stats for 2020-2021 indicate more than half of these interactions were by phone, largely due to COVID-19.

Future planning:

The NP's are investigating the HARMS program initiative to identify narcotic users, identifying risk factors, optimizing harm reduction strategies and promoting pain management strategies. Other program initiatives that are being developed include senior wellness checks, new mom support strategies and in school visits. How these programs progress and roll out will be very much dependent on the pandemic precautions going forward.

The NP and Administrative Lead are continuing to actively seek locum coverage. We have had a few interested physicians and have followed up with telephone interviews. We attended a job fair in February 2020. The physicians in Wawa have expressed an interest in possibly filling an occasional locum day. We will continue to pursue this.

Our RN and RPN are poised to take spirometry training when the courses are again offered. There seems to be a real need in the communities.

All in all, we are optimistic that the enthusiasm and commitment to patient care will continue to prevail. Access to patient care in Netmizaaggamig Nishnaabeg (Pic Mobert First Nation) and White River remains a priority of the Northern Neighbours NPLC.



Statement of Operations:

| For the year ended March 31, 2020 | 2020 | 2019 |
|---|------------------|------------------|
| (Prior year from incorporation on August 30, 2018 to March 31, 2019) | | |
| REVENUE | | |
| Province of Ontario | \$ 745,596 | \$ 312,819 |
| Province of Ontario - OTN | 31,707 | |
| Province of Ontario - RNPGA | 84,500 | |
| Subsidies | 1,930 | |
| TOTAL REVENUE | 863,733 | 312,819 |
| EXPENDITURES | | |
| Advertising & Promotion | 4,169 | 7,747 |
| Audit and accounting services | 12,010 | 10,394 |
| Benefits | 78,331 | 16,197 |
| Computer Leasing | 1,976 | 624 |
| Fees & Memberships | 12,848 | 1,269 |
| General consulting | 1,200 | 19,585 |
| Insurance | 9,784 | 478 |
| Interest & Bank Charges | 1,208 | 237 |
| IT Software/Hardware | 923 | 11,356 |
| Legal and advisory services | | 5,360 |
| Medical supplies and clinical travel | 6,369 | 32,629 |
| Occupancy costs | 14,624 | |
| Office supplies | 9,245 | 4,496 |
| Professional development | 10,321 | 2,124 |
| Program supplies - RNPGA | 38,500 | |
| Recruitment | 1,927 | |
| Repairs and maintenance | 8,703 | |
| Resources | 1,005 | 2,646 |
| Salaries - health providers | 213,851 | 65,985 |
| Salaries - management and administration | 145,445 | 16,131 |
| Salaries - OTN | 31,707 | |
| Salaries - RNPGA | 46,000 | |
| Telephone | 6,599 | 1,775 |
| Travel and meetings | 11,165 | 1,983 |
| TOTAL EXPENDITURES | 667,910 | 201,016 |
| SURPLUS OF REVENUE OVER OPERATING EXPENDITURES | 195,823 | 111,803 |
| AMORTIZATION OF CAPITAL ASSETS | (83,250) | |
| AMORTIZATION OF DEFERRED | | |
| CAPITAL CONTRIBUTIONS | 83,250 | |
| SETTLEMENT OF FUNDS FROM PROVINCE OF ONTARIO | (195,823) | (111,803) |
| ANNUAL SURPLUS (DEFICIT) | \$ | \$ |

Future Board Meetings:

(2nd Tuesday of the month from 6:30-7:30 pm via teleconference)

October 13, 2020

November 10, 2020

December 8, 2020

January 12, 2021

February 9, 2021

March 9, 2021

April 13, 2021

May 11, 2021

June 8, 2021 – AGM (if audit complete)

Board of Directors:



**Dr. Lynne Thibeault, NP-PHC
Board Chair**



**Sherrie Perron, EDO White River
Former Treasurer & Beautiful Soul**



**Tina Forsyth, CAO Township White River
Board Director**



Crystal Pirie, Director



**Shawna Fedoruk,
Director**



**Shawn Dookie, NP-PHC
Director**



**Patricia Anglehart, NP-PHC
Director**

Staff:



**Arlene McCorry, NP-PHC
Lead Nurse Practitioner**



**Carolyn Burton
Clinic Administrator**



Malcolm McCormick, NP-PHC



Chantal Godin, RN



Nathalie McCaig, RPN



Nancy McLeod, Receptionist



Crystal Wilson, Receptionist



Diane Proulx, Receptionist



Tracy Manuel, SSW