

Northern Neighbours
Nurse Practitioner-Led Clinic

*Clinique dirigée par du personnel
infirmier praticien* **Northern Neighbours**



Northern Neighbours NPLC Annual Report 2020-2021

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

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Written and Compiled By:
Kathleen McCorry, HBA, CertPub.
Financial report by Anthony Rossi

Message from the Chair:



What a year it has been for the Northern Neighbours Nurse Practitioner Led-Clinic! This past year has been a challenge with the disruption of the pandemic. Despite the challenges, the Northern Neighbours Nurse Practitioner-Led Clinic has been resilient and creative in working through such times.

We are proud of our staff who have worked through the challenge and taken on new roles to provide care to the communities. Our interprofessional model of health care has been effective in serving the community in a fiscally responsible manner.

Upon reflection, some of the key achievements by the clinic over the past year are:

- Blood collection in Netmizaaggamig Nishnaabeg. Although the pandemic has paused the service, we are ready to resume as soon as possible. Prior to the NNNPLC drawing blood, this service required the residents to travel to either Marathon or White River.
- Providing consistent Footcare at no cost to clients.
- All staff ensured a seamless transition from in-clinic appointments to virtual appointments including wellness checks on seniors; volunteer coordination for the delivery of medications; volunteer coordination senior transportation to vaccination clinic; and increased telephone appointments and shortening our wait times.

We would like to thank our staff and community partners in White River and Pic Mobert. We look forward to working together to improve health outcomes for the communities we serve.

We are pleased to present this annual report, which highlights our achievements for the 2020-21 year. We look forward to continuing to provide primary health care to the clients we serve to meet this challenge together.

Northern Neighbours NPLC History:

The Township of White River and Netmizaaggamig Nishnaabeg (Pic Mobert 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 Interprofessional 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, and our goal to provide healthcare to those most dear to us began.

Present staff is as follows:

- 1 Clinic Administrator
- 2 Nurse Practitioners
- 1 Registered Nurse
- 1 Registered Practical Nurse
- 2 Administrative Assistants

The Founding Board, applied for Incorporation status for the NNNPLC. The NNNPLC was incorporated in August 2018.

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, footcare etc.



Mission Statement:

The Northern Neighbours Nurse Practitioner-Led Clinic is committed to providing comprehensive primary health care to the residents of White River and Netmizaaggamig Nishnaabeg (Pic Mobert First Nation). Our team delivers high quality health services and programs to all members of our community. Compassion and pride are benchmarks that we define ourselves by in our delivery of care.

Vision Statement:

The Northern Neighbours Nurse Practitioner-Led Clinic aims to foster an environment of health and wellness in all aspects of our community through virtual visits, in-person appointments, and social programs in White River and Netmizaaggamig Nishnaabeg (Pic Mobert First Nation). We are invested in the people we care for.

Values:

- The patient is our primary focus.
- We will treat all staff, patients, and community members with respect and dignity regardless of race, culture, or background.
- Employees will function as an inter-professional team.
- Employees will remain current in their respective field through continuing education and will be celebrated and appreciated for their achievements.
- We will work and think proactively to provide patients with the most broad-scope care possible.



Service and Program Delivery:

Our lead Nurse Practitioner, Arlene McCorry, has been instrumental in the inception and execution of the Northern Neighbours Nurse Practitioner-Led Clinic. Arlene's dedication to providing exemplary healthcare to the patients under her care has become the standard to which the practice holds itself. With over 17 years experience of delivering primary healthcare to the residents of White River, and with a background in hospital care, public health, palliative care, and primary care, it is evident that her heart is at the core of her scope of practice. She works tirelessly to fulfill gaps in healthcare for our community's most vulnerable, going beyond the call of an average NP, and under her leadership and vision we have been able to transition seamlessly into the NPLC we are today. Without her, what we are today would not have been achievable. Arlene brings her heart, compassion, wealth of knowledge, and professionalism to every consultation and builds relationships of trust and safety with each patient and member of staff. Our practice is a culmination and natural extension of her ongoing commitment to healthcare and the people of White River and Netmizaaggamig Nishnaabeg (Pic Mobert First Nation).

As a team, we have been presented with many challenging hurdles over the past year arising from the ongoing COVID-19 pandemic. Together, we were able to face new challenges and devise innovative new strategies to provide exemplary care to those who rely on us.



We at NNNPLC know that with every barrier arises opportunity. We must be able to adapt and reprioritize based on the needs of our community and its members. While our community has been swept with a pandemic, a mental health crisis, and a lack of personal protective equipment, we have been able to devise new ways of supporting our patients, such as:

- Telephone appointments
- Distribution of community-made masks
- Updated technology in place to allow us to work remotely (laptops and VPNs)
- Partnership with Algoma Public Health to run COVID-19 vaccination clinics

Several services have been added to our range since April 2020 that we are pleased to offer to our patients.

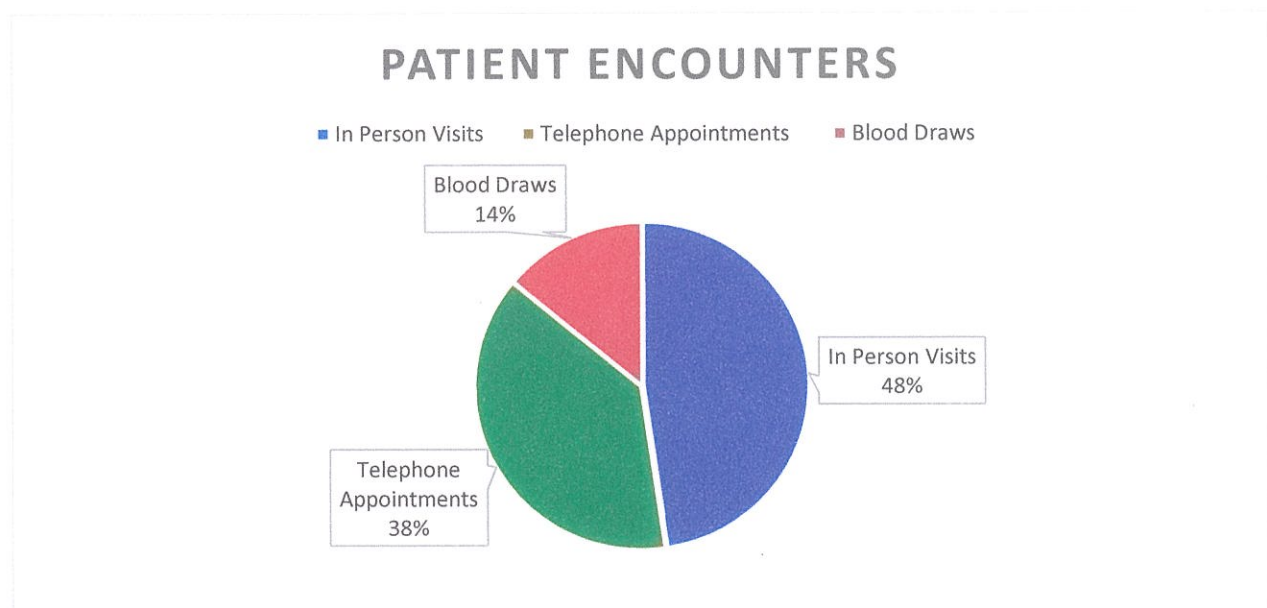
- **Footcare** is an essential service for residents with diabetes that we provide once a month in-house at no charge to the patient. Previously, this service was provided once a week though a care provider out of Wawa. Additional training has been provided to our staff so that patients receive a uniform and reliable level of service.
- **Blood drawing in Netmizaaggamig Nishnaabeg** has been a significant step forward as previously residents were required to travel to White River or Marathon for this service. This service is performed by our RN every Tuesday, but due to pandemic restrictions, this service has been temporarily paused. As soon as it is safely possible, this service will return.
- **Consulting physician** Dr. Cotterill visits our clinic once a month to provide patients with additional care and expertise that may not be within the scope of our regular staff and services.
- **COVID-19 Vaccine Clinics** run by our staff and supported by the Algoma Public Health Unit in spring 2021 enabled our patients and communities to arm themselves against the Coronavirus. These clinics are ongoing as we work to complete first doses and plan second doses later in 2021.
- Our clinic also acts as an avenue to bring in services that are not a part of our practice, but that we have recognized are important to the health and wellness of our patients. We provide space and scheduling for these services. These services include:
 - **Chiropractic Services** by Dylan Morgan every Friday, Saturday, and Sunday
 - **Algoma Counselling Services**
 - **Algoma Public Health** services
 - **Chadwick Home** shelter and abuse support services



Efficacy of our clinic's policies, services, and practices are continually reviewed and monitored by our Lead Nurse Practitioner, changes and additions to which are always welcomed as we strive to provide the most comprehensive healthcare possible to the people of White River and Netmizaaggamig Nishnaabeg (Pic Mobert First Nation).

Over the course of the 2020-2021 fiscal year, Northern Neighbours Nurse Practitioner-Led Clinic had 3087 patient encounters. This represents a 370% increase over our inaugural year of 838 encounters.

Of these 3087 patient encounters, 1467 were in person clinic visits, 1186 were telephone appointments, and 434 were blood drawing.



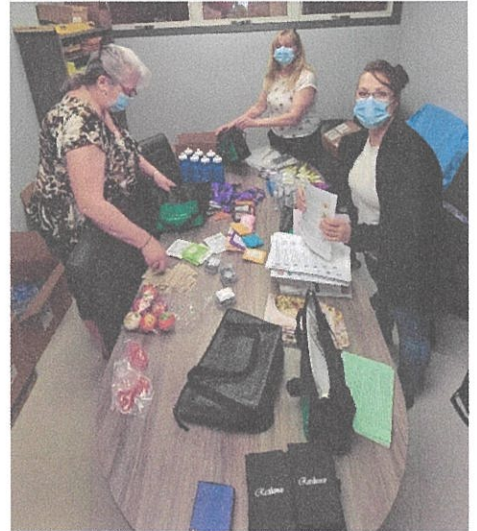
Additionally, in the 2020-2021 fiscal year, the NNNPLC processed 53 new patient enrollments.

Community Support:

As a way to support and remind our community that they are not alone in a time of adversity and fear brought on by COVID-19 restrictions and precautions, we have created **Mental Health Pandemic Care Kits**. The kit encourages the recipient to take care of their physical, mental, and emotional health during the pandemic and whenever they feel overwhelmed by life. Included in the kits are items that would help a struggling person through an attack of anxiety, stress, or depression.

- Included to encourage physical self-care:
 - Water bottle, pedometer, lip balm, lotion, bath bomb
- Included to promote physical reassurance and safety:
 - Hand sanitizer and masks
- Included to encourage mental relaxation and an outlet for self-expression and productivity:
 - Journal, colouring book, recipe cards, stress ball

Additionally, each kit contains a list of resources for those that are experiencing anxiety, depression, and stress in any form so that they might reach out for support.



Future planning:

The transportation agreement with the Red Cross and the Township of White River coordinates volunteer drivers for the van and the residents of White River to allow residents access to services outside the scope of NNNPLC as well as shuttling services and goods to residents within the township. Transportation uses include:

- drawing blood in Netmizaaggamig Nishnaabeg;
- delivery of food hampers to new moms; and
- senior transportation to COVID 19 vaccination clinics.

The NNNPLC seeks to expand the transportation services for additional programs and services for our residents including the potential implementation of a Meals-on-Wheels program.

As our clinic no longer includes a Social Service Worker on our roster, it is our goal to fill the position of a Social Worker in the 2021 fiscal year. This is a pivotal position and a priority for us as the mental health and addictions demand in our area can only be adequately addressed by someone with the respective counselling experience and skills. As such, this is a priority for 2021.

The NPs are currently investigating the viability of implementing the High-yield Approach to Risk Mitigation and Safety (HARMS) program initiative to identify narcotics users, risk factors, strategize use reduction, and pain management plans. While the program has not yet been executed, our NPs have titrated the patients by practicing within their scope to an impressive extent. This hard work and dedication does not go unnoticed or unappreciated by patients and staff.

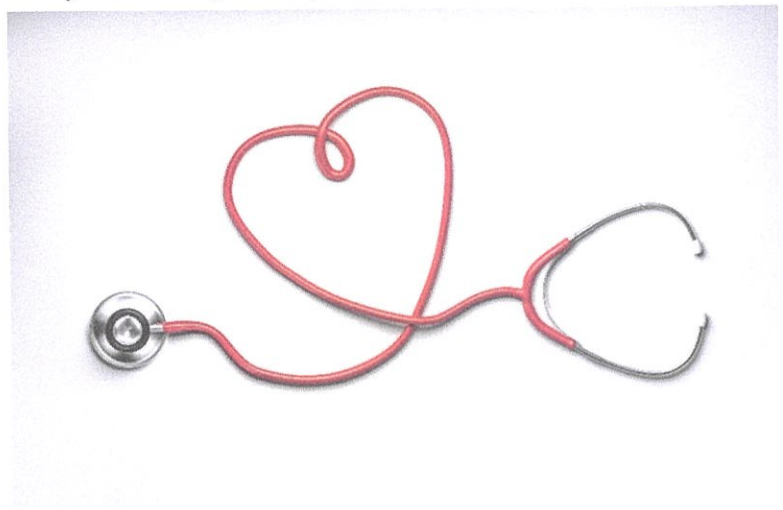
Community support and outreach programs that are also being considered by the leadership of the Northern Neighbours Nurse Practitioner-Led Clinic include senior wellness checks, support strategies for new and struggling mothers, and in-school visits to instill in children at an early age the importance of physical and mental wellness. The roll out of social and community projects such as this are currently impeded by the lack of a social worker as well as the current pandemic situation. We are hopeful, based on the development and distribution of the COVID-19 vaccine that throughout 2021 we will be able to roll out some of these programs.

The Lead Nurse Practitioner and Administrative Lead are continuing to actively seek locum coverage. We have been continuing to interview and follow up with interested physicians, including attending job fairs when possible. The physicians in Wawa have expressed an interest in the potential possibility of filling an occasional locum day.

Our RN and RPN are ready and eager to take spirometry training once courses are again in session. We have recognized that there is a need for specialized skills such as these in order to better understand, diagnose, and treat breathing conditions like asthma and chronic obstructive pulmonary disease (COPD).

We are proud of how our community has rallied together, albeit socially distant, to support and protect one another through the hardships that have arisen over the past year. Their example has fortified our vision and reinforced our values.

Together, our staff will bring our best to White River and Netmizaaggamig Nishnaabeg (Pic Mobert First Nation) and strive to foster an environment of health and wellness by providing comprehensive primary healthcare through virtual visits, in-person appointments, and social programs.



**NORTHERN NEIGHBOURS NURSE
PRACTITIONER-LED CLINIC**

STATEMENT OF OPERATIONS

For the year ended March 31,	2021	2020
REVENUE		
Province of Ontario	\$ 808,013	\$ 745,596
Province of Ontario - OTN	30,739	31,707
Province of Ontario - RNPGA	62,792	84,500
Subsidies		1,930
TOTAL REVENUE	901,544	863,733
EXPENDITURES		
Advertising & Promotion	1,728	4,169
Audit and accounting services	10,162	12,010
Benefits	78,892	78,331
Computer Leasing	3,510	1,976
Fees & Memberships	12,468	12,848
General consulting	1,650	1,200
Insurance	9,061	9,784
Interest & Bank Charges	1,408	1,208
IT Software/Hardware	2,832	923
Legal and advisory services	25,363	-
Medical supplies and clinical travel	17,653	6,369
Occupancy costs	14,211	14,624
Office supplies	5,829	9,245
Professional development	88	10,321
Program supplies - RNPGA	32,881	38,500
Recruitment	49	1,927
Repairs and maintenance	21,435	8,703
Resources		1,005
Salaries - health providers	284,388	213,851
Salaries - management and administration	125,105	145,445
Salaries - OTN	30,739	31,707
Salaries - RNPGA	29,910	46,000
Telephone	5,886	6,599
Travel and meetings	372	11,165
TOTAL EXPENDITURES	715,620	667,910
SURPLUS OF REVENUE OVER OPERATING EXPENDITURES	185,924	195,823
AMORTIZATION OF CAPITAL ASSETS	(89,719)	(83,250)
AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS	89,719	83,250
SETTLEMENT OF FUNDS FROM PROVINCE OF ONTARIO	(185,924)	(195,823)
ANNUAL SURPLUS (DEFICIT)	\$ -	\$ -

The accompanying notes are an integral part of these financial statements.

**NORTHERN NEIGHBOURS NURSE
PRACTITIONER-LED CLINIC**
STATEMENT OF CHANGES IN NET ASSETS

For the year ended March 31, 2021	Invested in Capital Assets	Unrestricted	2021 Total
BALANCE, BEGINNING OF YEAR	\$ -	\$ -	\$ -
ANNUAL SURPLUS (DEFICIT)	-	-	-
BALANCE, END OF YEAR	\$ -	\$ -	\$ -

For the year ended March 31, 2020	Invested in Capital Assets	Unrestricted	2020 Total
BALANCE, BEGINNING OF PERIOD	\$ -	\$ -	\$ -
ANNUAL SURPLUS (DEFICIT)	-	-	-
BALANCE, END OF PERIOD	\$ -	\$ -	\$ -

The accompanying notes are an integral part of these financial statements.

Board of Directors:



Dr. Lynne Thibeault, NP-PHC
NNNPLC Chair



Crystal Pirie, Director



Tina Forsyth, CAO
Township of White River



Shawna Fedoruk, Director



Shawn Dookie, NP-PHC
Director



Patricia Anglehart, NP-PHC
Director

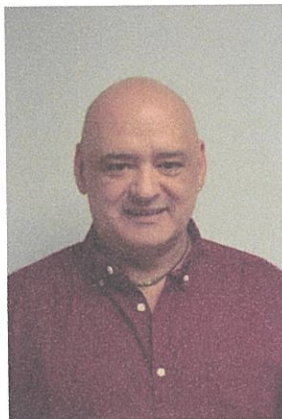
Our Staff:



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



**Carolyn Burton,
Clinic Administrator**



**Malcolm McCormick,
NP-PHC**



**Kristen Carnes,
RN**



**Nathalie McCaig,
RPN**



**Nancy McLeod,
Receptionist**



**Diane Proulx,
Receptionist**

Future Board Meetings:

Meetings will be held on the 2nd Tuesday of the month from 6:30-7:30 pm via teleconference.

- July 13, 2021
- August 10, 2021
- September 14, 2021
- October 12, 2021
- November 9, 2021
- December 14, 2021
- January 11, 2022
- February 08, 2022
- March 08, 2022
- April 12, 2022
- May 10, 2022
- June 14, 2022 – Regular meeting and AGM

