

# Northern Neighbours NPLC Annual Report



Written and submitted  
by:

Carolyn Burton, Clinic  
Administrator

Arlene McCorry,  
Lead Nurse Practitioner

# 2023-2024

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## Message from the Chair:

On behalf of the Board of Directors, I am pleased to present the Annual Report for Northern Neighbours Nurse Practitioner Led Clinic (NNNPLC) for the 2023-2024 year. I have the pleasure to serve on the board as the White River Representative since 2022 and this is my first year as the board Chair.

I'd like to thank our board of volunteers & the ongoing tremendous work of our staff who are dedicated to our patient community. Netmizaaggamig Nishnaabeg and White River have the right and need for primary health care and healthy communities. Recruiting Nurse Practitioner healthcare professionals has remained a top priority. This challenging goal has been difficult due to the competitive Ontario market.

For those of you who I haven't met; I'm professionally committed to the Netmizaaggamig organization and a dedicated volunteer in my home community of White River. The rest of you I'll see you at Winnie's 36th Annual Hometown Festival!

We are recruiting for Nurse Practitioners and other professionals who would like to volunteer their time on our board. Email [c.alderson@nnnplc.ca](mailto:c.alderson@nnnplc.ca) for details. Thank you for your continued support of the NNNPLC.



Thank you, Miigwetch, Merci!

Sincerely,

Charles Alderson  
**Board Chair**

## Northern Neighbours NPLC Staff:



Arlene McCorry – Lead NP



Carolyn Burton – Clinic Administrator



Mandy Larouche – Nurse Practitioner



Nathalie McCaig – Registered Practical Nurse



Tara Hart –Administrative Assistant



Chrishanna Beckford  
Counsellor/Outreach Worker

"None of us is  
as smart as all  
of us."  
- Ken  
Blanchard

## NNNPLC Board of Directors:



Charles Alderson – Board Chair



Lynne Thibeault - Director



Crystal Pirie - Director



Tina Forsyth - Director



Patricia Anglehart- Treasurer



Michelle Ward -- Director

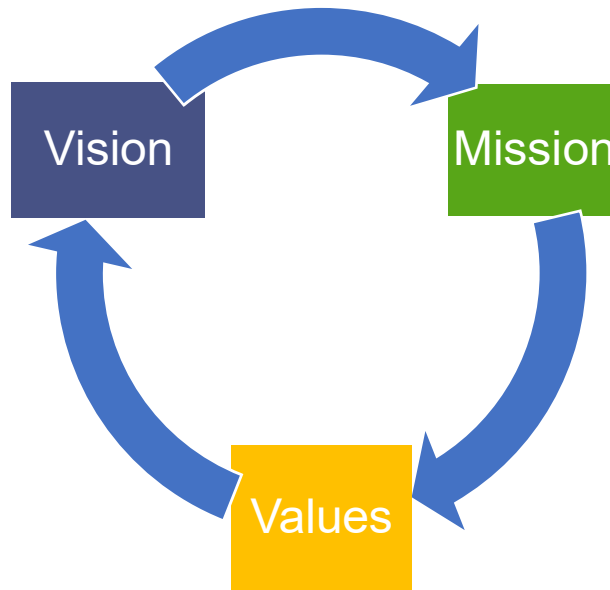


Stéfán Chéry, Director

## Mission, Vision, and Values:

### Vision

We aim to provide integrated, holistic care that is collaborative and coordinated to meet the needs of the people we serve.



### Mission Statement

The Northern Neighbours Nurse Practitioner Led Clinic is committed to providing comprehensive primary healthcare to the communities of White River and Netmizaaggamig Nishnaabeg with compassion and pride to facilitate optimal health and wellness.

### Values

The patient is our primary focus.  
We treat all individuals with respect and dignity regardless of race, culture, or background.  
We function as an inter-professional team.  
We will remain current in their respective fields.  
We are committed to comprehensive and compassionate care.

## A Year in Review:

This year has presented significant challenges in retaining and recruiting qualified healthcare professionals at our clinic. A hiring freeze combined with flat funding has limited our ability to compete with the private sector's wage offers. We have observed several concerning trends:

- **Recruiting Difficulties:** We are facing increasing barriers in attracting qualified nurses to our open positions.
- **Wage Freeze:** The current wage freeze prevents us from offering competitive salaries to match the increasing market rates.
- **Limited Funding:** The lack of increased funding restricts our ability to adjust our compensation packages to retain current staff.

These factors have directly contributed to:

- **Loss of Key Personnel:** We are seeing nurse practitioners leaving NPLCs across the province to establish private practice. These private practices offer significantly higher wages, ranging from \$100.00 hourly to \$130.00 hourly.
- **Competitive Landscape:** A registered nurse recently left our employ because she was recruited and hired by a local mine offering a higher salary than our clinic can currently provide.



Without addressing these staffing challenges, the quality of care we provide to our *patient community* may be compromised. We urge immediate action to review our compensation strategy and explore funding options to ensure we can retain and recruit the talented nurses our clinic needs to deliver exceptional healthcare.

"Culture is the foundation of society."  
- T.S. Eliot

The NNNPLC is committed to fostering a community-focused environment that prioritizes patient well-being. This past year saw the clinic actively engage in several initiatives:



- **Cultural Competency:** NNNPLC hosted a learning session on cultural awareness with Sandi Boucher, promoting sensitivity and understanding within our staff and multiple community service providers.
- **Mental Health and Wellness:** In partnership with the White River Economic Development Committee, the NNNPLC funded Phase 1 of a mental health and wellness garden project. This initiative aims to create a serene space for patients and the community to access. A Memorandum of Understanding (MOU) was signed for the Economic Development Committee to develop Phase 2.
- **Regional Collaboration:** Recognizing that a significant portion of our patients utilize Algoma pathways, the NNNPLC joined the Algoma Ontario Health Team (AOHT). This shift aligns with the province's move from Local Health Integration Networks (LHINs) to OHTs, fostering a more regional approach to healthcare service delivery.

By prioritizing cultural awareness, mental health initiatives, and regional collaboration, the NNNPLC strives to deliver exceptional care to our patient community.

"We cannot solve our problems with the same thinking we used when we created them."  
- Albert Einstein



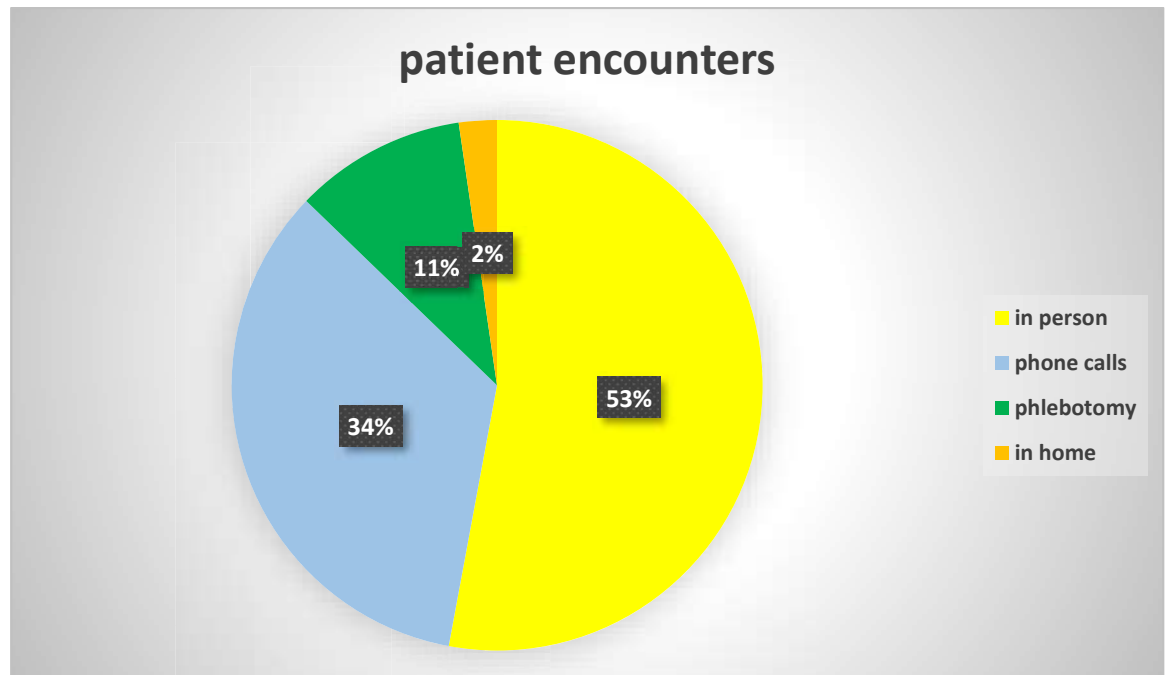
## Service and Program Delivery:

### A Year in Service:

#### NNNPLC Patient Encounters 2023-2024

The past year at the NNNPLC has been a testament to our commitment to providing accessible and comprehensive healthcare to our community. Throughout the 2023-2024 fiscal year, we were proud to serve our patients through a variety of encounters, demonstrating the diverse ways we deliver care.

### A Breakdown of Patient Interactions:



Some of the ongoing primary care services at Northern Neighbours NPLC include:

- access to early antenatal care
- childhood wellness assessments and immunization
- adult wellness and screening
- gynecology minor procedures (paps and endometrial biopsy)
- cryotherapy for wart and other skin lesions
- allergy, B12, other injections
- BP monitoring
- Foot care

Additional services include:

- Phlebotomy
- STOP (smoking cessation program)

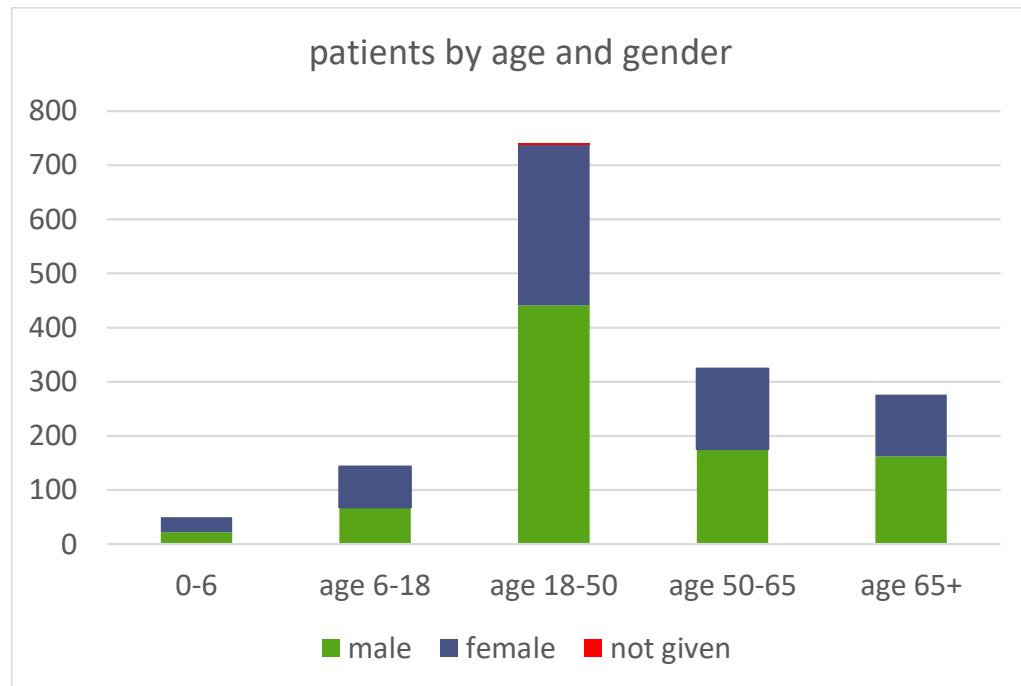
- Prenatal Nutrition Program
- Supportive goal-based counselling
- Community outreach in-home wellness visits for elderly or at-risk clients
- Community exercise program “Soup to Tomatoes”

### A Tapestry of Care: Serving Our Diverse Community

The NNNPLC is a vital healthcare resource woven into the fabric of our communities. We proudly serve a vibrant tapestry of people from the Netmizaaggamig Nishnaabeg First Nation and the Township of White River. Our patient population reflects the rich cultural diversity of the region, with individuals of Indigenous, Anglo Canadian, French Canadian, Asian, African, Caribbean, and South American backgrounds seeking care within our walls.

Understanding the unique needs of each patient is paramount to delivering exceptional healthcare. Our staff undergoes cultural sensitivity training to ensure we provide culturally competent care that respects traditions and beliefs.

"We don't need magic to disappear the differences between us. What we need is the magic to see the humanity in each other."  
- Maya Angelou

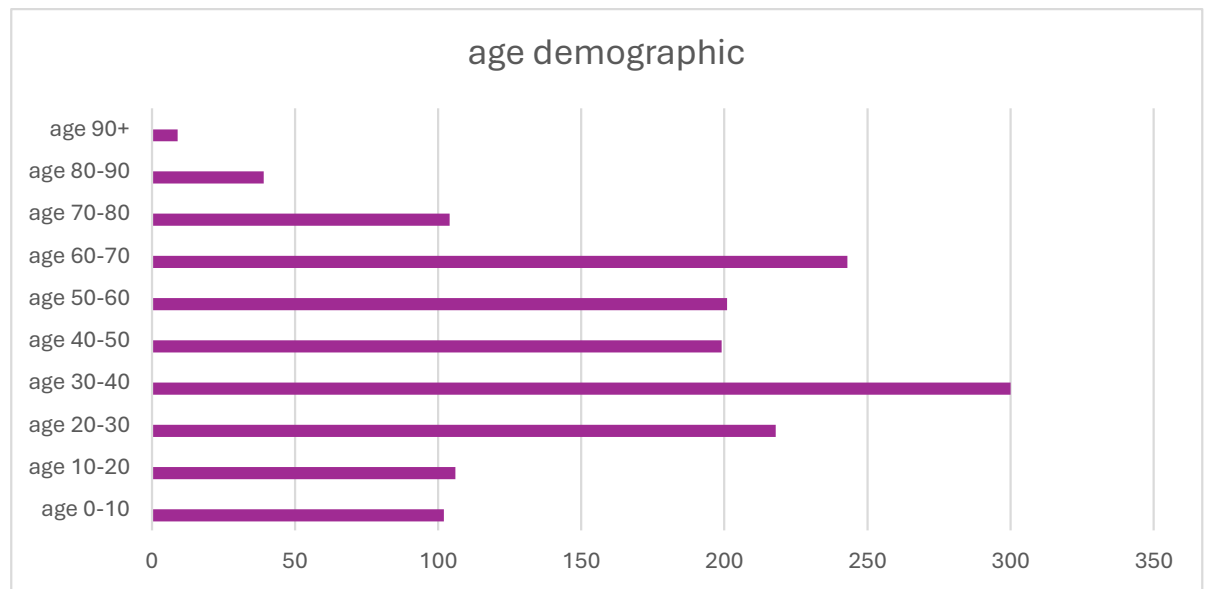


**A Generational View of Health:**

By understanding the diverse cultural backgrounds and age distribution of our patients, NNNPLC can offer a comprehensive range of services that cater to the specific needs of everyone in our community. We are committed to providing culturally sensitive, accessible, and high-quality healthcare, ensuring a healthy future for generations to come.

We are currently collecting data on our cultural diversity. The variety of patient encounters at NNNPLC highlights our dedication to meeting the diverse needs of our community. By offering in-person visits, phone consultations, phlebotomy services, and in-home care, we strive to make high-quality healthcare accessible and convenient for all.

We endeavour to fill our full complement of staff to ensure ongoing care to our community and return of “in community” programs/services to Netmizaaggamig Nishnaabeg.



## Looking Ahead:

There are a few exciting events planned. We also anticipate some changes again to our staff. It is always exciting to see what the new year brings as we endeavor to provide new programs and participate in events.

The provision of Primary Care Services in our communities is due to the successful collaboration with our community partners and allied health providers. There are well established relationships with the surrounding area pharmacies (Marathon, Hornepayne and Wawa), hospitals and diagnostic facilities (Wawa, Manitouwadge, Marathon, Thunder Bay, Hearst, and Sault Ste Marie) as well as the numerous specialists which we access for consults and referrals daily. The NNNPLC is an active member of the Nurse Practitioner Led Clinic Association which provides ongoing support and networking.

### **Joining Forces for Better Care: NNNPLC and the Algoma Ontario Health Team (AOHT):**

The NNNPLC is proud to announce our participation in the AOHT. This decision reflects our commitment to providing seamless and accessible healthcare to our *patient-community* within a regional context.

### **Aligning with Patient Needs:**

A significant portion of our patients utilize the Algoma pathways for specialist consultations and advanced procedures. Joining the AOHT fosters stronger collaboration between healthcare providers across the region, ensuring our patients have a smoother referral process and coordinated care experience.

### **Breaking Down Regional Barriers:**

The AOHT recognizes the unique challenges faced by healthcare providers in Northeastern Ontario. Unlike southern Ontario, our communities are geographically isolated, and accessing services often requires significant travel distances. Winter weather conditions can further exacerbate these challenges, making timely access to care an even greater concern.

"The only source of knowledge is experience."  
- Albert Einstein

### **A Strategic Partnership:**

The AOHT provides a platform for collaboration and innovation, allowing us to explore solutions that address these regional barriers. By working together, healthcare providers across Algoma can develop and implement strategies that are tailored to the specific needs of our communities. This



ensures that the lowering or removal of barriers is relevant and effective in a northern context.

By joining the AOHT, the NNNPLC is committed to working alongside other healthcare providers in the region to build a stronger healthcare system that prioritizes patient needs and removes regional barriers to care.

### **A Shared Vision:**

The sentiment embodied by Mother Teresa's quote, "I can do things you cannot, you can do things I cannot; together we can do great things," perfectly encapsulates the collaborative spirit at NNNPLC. Through strong partnerships and a dedicated team, we have achieved significant success.

## Statement of Operations and Net Assets:

For the year ended March 31,	2024	2023
<b>REVENUE</b>		
Province of Ontario	\$ 833,457	\$ 858,505
Province of Ontario - OTN	31,706	31,706
Other	13,804	-
<b>TOTAL REVENUE</b>	<b>878,967</b>	<b>890,211</b>
<b>EXPENDITURES</b>		
Advertising & Promotion	1,415	2,979
Audit and accounting services	12,503	12,031
Benefits	106,005	91,874
Computer Leasing	2,621	2,621
Fees & Memberships	20,504	18,787
General consulting	4,359	6,319
Insurance	8,620	14,318
Interest & Bank Charges	464	1,806
IT Software/Hardware	10,453	18,699
Legal and advisory services	11,544	4,029
Medical supplies and clinical travel	10,868	47,365
Occupancy costs	16,303	16,674
Office supplies	7,377	10,454
Professional development	20,056	7,713
Recruitment and retention	232	21,280
Repairs and maintenance	24,827	34,501
Salaries - health providers	428,999	331,045
Salaries - management and administration	151,121	155,226
Salaries - OTN	31,707	31,707
Telephone	8,979	8,787
Travel and meetings	-	-
<b>TOTAL EXPENDITURES</b>	<b>878,957</b>	<b>838,215</b>
<b>SURPLUS OF REVENUE OVER OPERATING EXPENDITURES</b>	<b>10</b>	<b>51,996</b>
<b>AMORTIZATION OF CAPITAL ASSETS</b>	<b>(93,313)</b>	<b>(95,153)</b>
<b>AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS</b>	<b>93,313</b>	<b>95,153</b>
<b>SETTLEMENT OF FUNDS FROM PROVINCE OF ONTARIO</b>	<b>(10)</b>	<b>(51,996)</b>
<b>ANNUAL SURPLUS (DEFICIT)</b>	<b>\$ -</b>	<b>\$ -</b>

"Transparency is more than disclosure. It is about sharing thoughtful information in a way that is clear, accessible, and promotes understanding."  
- Helen Clark

## Acknowledgements:

### **Reflecting on Resilience: A Year of Partnership and Success at the NNNPLC**

The recent receding of the global pandemic has provided an opportunity for the NNNPLC to reflect on the challenges overcome and the collaborative spirit that fostered success. We acknowledge the invaluable contributions of our partners, staff, and leadership in navigating these unprecedented times.

### **A Dedicated Team:**

The unwavering dedication of our staff at the NNNPLC stands as a testament to their professionalism and patient-centric approach. Demonstrating exceptional skills and a genuine commitment to the well-being of both patients and colleagues, they operate as a cohesive and supportive unit. Their dedication serves as an inspiration to all.

### **Strong Leadership and Collaboration:**

We are deeply fortunate to benefit from the guidance and unwavering support of our esteemed Board of Directors. Their commitment to enhancing access to primary healthcare, along with the precious time they volunteer, provides invaluable leadership that we deeply appreciate. We extend our sincerest gratitude for their dedication.

Similarly, the leadership of Netmizaaggamig Nishnaabeg is commended for their continued support and guidance. Their unwavering commitment to the NNNPLC is reflected in their willingness to collaborate and offer advice on optimizing primary healthcare delivery.

The Mayor and Council of the Township of White River deserve recognition for their ongoing investment in recruitment initiatives. Their commitment to attracting and retaining healthcare professionals, including the recent housing incentive for the new Nurse Practitioner, demonstrates their unwavering dedication.

### **A Heartfelt Acknowledgement:**

Finally, we express our deepest gratitude to Arlene McCorry for her nineteen years of exceptional service as a Nurse Practitioner to the Township of White River. Her dedication and expertise played a pivotal role in the establishment of the NNNPLC. We are immensely grateful for her contributions and extend our heartfelt thanks.

By working together with our community partners, staff, and leadership, the NNNPLC is committed to continuing to provide exceptional and accessible healthcare services.

