

Northern Neighbours

Nurse Practitioner-Led Clinic

**Northern Neighbours NPLC
Board Meeting
Tuesday, June 14, 2022
Northern Neighbours NPLC Board Room**

PRESENT:

Shawn Dookie	Chair <i>via Video Conference</i>
Lynne Thibeault	Secretary <i>via video conference</i>
Crystal Pirie	Director <i>via video conference</i>
Patricia Anglehart	Treasurer <i>via video conference</i>
Tina Forsyth	Director <i>via video conference</i>
Carolyn Burton	Clinic Administrator NNNPLC Board Room
Charles Alderson	Director NNNPLC Board Room

Guests in Attendance:

Dwijen Bharad	Town Council Representative
Angelo Bazzoni	Mayor, Township of White River
Nancy105	unidentified guest

REGRETS: Arlene McCorry Lead Nurse Practitioner

ABSENT: Shelly Livingston Director, unconfirmed

RECORDER: Carolyn Burton

Meeting called to order at 6:46 pm EST

1. Approval of agenda:

Motion to approve agenda

Moved by: Lynne
Seconded by: Pat
Carried

2. Declaration of Conflict of Interest:

No conflict of Interest declared.

3. Review and Approval of Minutes of previous meeting:

Motion to accept the May 10, 2022, minutes.

Moved by: Lynne
Seconded by: Charles
Carried

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4. Standing Items:

4.1 Clinical Report:

Report by Arlene and presented by Carolyn (in Arlene's absence)

- The new second receptionist with added administrative skills and business administration was hired May 30, 2022.
- Outreach worker and counsellor is on LOA, orientation not complete.
- RN Kristin has resigned effective June 24th, citing commute, rising cost of gas, and relocation to Sault Ste. Marie. We have posted her position and are all sad to see her go.
- We will continue trying to recruit an NP in anticipation of future retirements.
- Annual stats have been included in the annual report, that was recently circulated.
- NP and Nursing Services are now being offered in Netmizaaggmig Nishnaabeg weekly. Mandy is getting busier when there. Natalie is doing foot care 1-2 people per week. Blood draws are being done sporadically. Mandy is establishing a good working relationship with the physicians and Family Health Team from Marathon, Dilico, and other health care providers in the community. This is especially important in the continuity of care and timely follow up issues that Mandy encounters for any of her patients.
- We are looking forward to participating in the Health Fair in Netmizaaggmig Nishnaabeg in July to promote our presence in the community and answer any questions that the residents may have. Communication was a goal established in our strategic plan, a few barriers have been identified and we are open to comments or suggestions to improve, specifically within Netmizaaggmig Nishnaabeg. The top 4 barriers encountered include:
 - People are not showing for appointments. Reminder appointments are being done whenever possible, as some residents do not have phones.
 - Some people are showing up more than 30 minutes late for appointments.
 - Contacting patients in general is can be a challenge. In one instance, arrangements were supposed to have been made for a patient to get a phone. Requests submitted by Dilico and our staff over 6 months ago for a particular patient to be given a phone. We are not sure who to approach to expedite this situation.
 - Many patients do not understand that they have a primary healthcare provider in Marathon, that the NP will not renew chronic medications or give narcotics. This will be addressed to some extent when we participate in the health fair and educate about our role in the community.
- Two (2) NNNPLC nurses have done the spirometry course and are planning to do clinical placement in Sault Ste. Marie over the summer.
- Cardiac rehab program is still in the planning phase and will not likely be addressed until the fall.
- The new prescription policy is causing some angst amongst residents. As of September 01, 2022, we will no longer be distributing medications on behalf of the pharmacies. This has become a Health & Safety issue. The front staff have been exposed to verbal abuse on several occasions over concerns that should be addressed directly with the

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pharmacy. Some of the concerns include partial fills, backorder meds, meds not arriving on time, and expectation that our staff hold the medication until pharmacist collects payment. Our staff, in the past, have also been accused of tampering with prescriptions when they come in. We are currently short staffed and this additional process places a strain on our limited resources. Patients are being encouraged to contact the pharmacies to see determine the various delivery methods.

Discussion about the barriers in providing services at Netmizaaggamig Nishnaabeg produced the following suggestions:

- Patients need to be educated on the confusion that occurs when there is more than one primary healthcare provider.
- Communicating provider to provider about appointments may help.

In follow up to our discussions around Medication Dispensing, the Board Chair identified this discussion should have occurred on agenda item 4.4 Collaboration with White River.

The following is a summary of the discussion points and suggestions:

- The NNNPLC immediately stop holding any controlled substances on site, and that appropriate communication and signage to that effect be created and posted. Develop a direct communication to pharmacy partners, to ensure the frontline staff are not the “middle person” in this process.
- The Board and staff create an ad-hoc committee with the purpose of streamlining/revamping medication dispensing practices at the clinic, including transitioning out of medication dispensing (should the committee decide to proceed with that):

The following are points tabled from the AGM and presented at the regular board meeting:

- Ad-hoc committee participants to be determined
 - Board members to participate are Shawn, Lynne, Pat, and Tina.
- Terms of reference for the committee be established.
- Ultimately, the dispensing issue is an operational decision.
- Updating the Board after any ad-hoc committee meeting by sharing minutes.
- Formalize a communication pathway, moving forward, for any corporate communication that could potentially be contentious in the community or for our partners.

The following are the comments/concerns from Council regarding clinic services:

- Proposed committee to address the issue of prescription dispensing is a good idea.
- The Township of White River is being bombarded with complaints and concerns.
- Perception of Mayor and Council is that the clinic was to be a ‘one stop shop’ for medical services in the community, e.g., P.S.W care, prescriptions, and expansion of health care professionals.

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- Growth of the community is a concern, limiting services may impede community expansion.
- There is concern that while there is a growth in staff, there are less services provided.
- Long wait times for appointments.
- Medication has been dispensed for 30+ years.
- This may discourage 'shop local'.

Possible Solutions proposed included:

- Continue dispensing non-narcotics only.
- Have a nurse dispense medications instead of reception staff.
- Encourage a pharmacy to set up business in White River.
- Service training for staff should be available.

Concern was expressed by Angelo that the door notice stated that the clinic is no longer dispensing medication. Carolyn corrected, saying the notice states that as of September the dispensing will cease, there is a three-month transition period.

Call for motion to accept the Clinical Report.

Moved by: Lynne
Seconded by: Pat
Carried

4.2 Financial Report

The May 2022 Financial Report was presented, Carolyn noted the following:

- The Budget Realignment Proposal was submitted (in December 2021) and approved (verbally) by the MOHLTC this will permanently move \$21,130.00 from Collaborating Physicians to Overhead. The annual budget for Overhead is in the amount of \$147,937.00.
- Upon completion and approval of the 2021-2022 audit, those accrual expenses will be removed from the affected line items (Conventions/Courses and Meeting expense).

The floor was opened for questions. No questions were presented.

Call for motion to accept prior discussion to obtain a line of credit for 1.5 operating months and authorize Carolyn to make the application to the bank.

Moved by: Lynne
Seconded by: Charles
Carried

Motion to accept the Financial Report as presented was not made. This will be tabled to the next Board Meeting.

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4.3 Collaboration with Netmizaaggamig Nishnaabeg

To improve the delivery of primary health care in Netmizaaggamig Nishnaabeg, the following suggestions were shared:

- 1 day a week is not sufficient to develop a trusting and responsive relationship.
- External existing trust issues (history) between indigenous people and authority are playing a major role.
- Time, investment and education will ensure success.

Indigenous People Day is July 21, 2022, this presents an opportunity for NNNPLC Staff to volunteer and participate.

4.4 Collaboration with White River - discussed during Clinical Report

4.5 Strategic Plan.

The plan is expected to be complete by the end of June. There are a lot of surveys for May, continuing into June and July.

Structure into the board meetings a revisit to the strategic priorities identified.

4.6 Unfinished Business.

Review of task list – all tasks complete.

5. New Business/New Tasks.

A motion to approve payment of the Auditor's invoice in the amount of, \$13,079.75 was presented.

Moved by: Lynne
Seconded by: Pat
Carried

6. Next Board Meeting.

Tuesday, September 13, 2022

Task	Owner(s)	Deadline	Status
Line of Credit application	Carolyn	TBD	Ongoing
Indigenous People Day volunteer activity	Carolyn	June 21	
Establish a working group to address prescription dispensing	Carolyn		
Clarify in the Community deadline for dispensing changes	Carolyn	immediate	

7. Adjournment.

7:39pm