

Lakehead

Nurse Practitioner-Led Clinic

Cliniques dirigées par du personnel  
infirmier praticien de Lakehead

# Lakehead Nurse Practitioner-Led Clinic *Health Matters*

## 2016—2017 Annual Report



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## On the Cover

(from left to right)

Pam Delgaty  
Nurse Practitioner  
and Clinical Director

Crystal Kaukinen  
Nurse Practitioner

Carolann Thayer  
Nurse Practitioner

Christine Miller  
Nurse Practitioner

# Welcome from the Board of Directors



The healthcare sector in Ontario continues to undergo significant transformation and improvement in key areas of accessibility, integration, quality and accountability. This report outlines the Lakehead Nurse Practitioner-Led Clinic's achievements and leadership this past year.

We continue to maintain 3200 patients in our multidisciplinary care model, which is to meet the needs of our in a holistic and accessible way for patients. Among the highlights, last year the clinic opened the following programs to the public, beyond our registered patients:

- Caregiver Support Program open to the public
- VON Falls Prevention Exercise Program open to the public
- Foot Care RN on site one day per week, open to non-registered patients
- Pap-a-Palooza cervical cancer screening (partner with T Bay Regional Health Sciences Centre)
- Ontario Breast Screening program – Lakehead NP is contact for any abnormal labs for unattached patients in the entire NW LHIN

Our leadership continues to advocate at many committee tables for the Nurse Practitioner (NP) role as well as submitting proposals for increasing NP positions at our clinic to take on more unattached patients.

We have an incredibly strong and dedicated team, both clinical and administrative, working together to bring integrity, honesty, and excellence to primary health care. Clients and providers are equal partners, invested in improving health with comprehensive, holistic care that is accessible to all patients and fosters overall health and wellbeing.

Best regards,

Trina Diner  
Board Chair



**Grand opening, November 2010 with the Honourable Deb Matthews, Minister of Health**

"We are really at the beginning of understanding what NP-Led clinics can do. But what this means is we're going to have 3,200 more people attached to primary health care. That means they'll have the continuity of care, it means they'll have the preventive care and it means they won't have to go to emergency. They'll get the care when they need it".

The Lakehead Nurse Practitioner-Led Clinic is one of twenty-five clinics first announced by the Ministry of Health and Long-Term Care in 2007. A dedicated group of local Nurse Practitioners created a proposal that was submitted in the first call for applications and approval of the proposal was received in February 2009. Construction commenced in June 2010 and the clinic opened its doors in November 2010.

By December 2011 the Lakehead NP-Led clinic had reached its target patient capacity of 3,200 patients and now delivers interdisciplinary primary health care to these residents of Thunder Bay.

Since the beginning of 2012, we have been running several health promotion and chronic disease management programs with our patients, including smoking cessation; diabetes management; memory screening; caregiver support and immunization clinics. We also provide Spirometry for COPD patients and have partnered

with the NorWest Community Health Centre to provide foot care for diabetes patients. We help link patients with services they need to get to a healthy state and stay there.

All of our health providers are avid promoters of access to health care, an integrated system, and patient-centered care. We have been fortunate to have the opportunity to host many student placements from all disciplines since the clinic's opening, and we are proud of the development we've seen in these future health leaders.

Patient-centered care is paramount, and our Patient-Provider Bill of Rights shows our commitment to mutual respect between patient and provider, focusing on the best health care outcomes and patient values. This is also outlined in our Quality Improvement Plan, updated for 2016-2017. All patient records are fully electronic, with a paper-less chart, allowing for secure exchange of information between health organizations in the

city such as the Thunder Bay Regional Health Centre, laboratories, and other sources of patient health information. We are committed to maintaining privacy of patient information and have developed ever evolving policies and procedures to ensure we're up to date with new privacy requirements and developments.

We are members of the Thunder Bay Chamber of Commerce, the Thunder Bay Physician Recruitment and Retention Council, Association of Ontario Health Centres (AOHC) and a number of other local and provincial networks, linking the health system together. The AOHC gives us the opportunity for coordinated advocacy of important issues and our focus on improving the social determinants of health for our patients and our community continues to expand with this influence.

Lakehead NPLC maintains a link with the teams at all twenty-five NPLCs in Ontario, in efforts to develop

operations and health delivery across the clinics in the best way possible. As evidenced in our patient satisfaction feedback, patients are extremely happy to have care that is thorough, accessible and responsive to their needs, and we are proud to continue to provide that service in Thunder Bay.



**Announcing funding approval**

(L-R) Sandra Crawford - NP; Michael Gravelle - MPP Thunder Bay-Superior North; Lynne Thibeault - NP and President LNPLC Board of Directors; Bill Mauro - MPP Thunder Bay-Atikokan; Aaron Medd - Nurse Practitioner; Dona Ree - Nurse Practitioner and Former Treasurer LNPLC Board of Directors.

## Mandate

The Lakehead Nurse Practitioner-Led Clinic exists to:

1. *Promote the delivery of primary care services to the citizens of Thunder Bay and area through a multi-disciplinary team of health providers;*
2. *Promote the health status of the patient population within the City of Thunder Bay and area;*
3. *Promote increased collaboration and cooperation among primary health care service providers within the City of Thunder Bay and area;*
4. *Promote increased coordination and integration of primary health care services within the City of Thunder Bay and area;*
5. *Develop a seamless continuum of primary health care for patients/citizens residing within the City of Thunder Bay and area;*
6. *Expand patient access to a broad range of primary health care services and promote the effectiveness of the delivery of primary care within the City of Thunder Bay and area.*

The main focus of the Lakehead Nurse Practitioner-Led Clinic is unattached or orphaned patients; increasing access to primary health care for patients without a primary health care provider.

## Our Shared Mission

The LNPLC is committed to providing comprehensive, team-based primary health care in partnership with patients in Thunder Bay to improve quality of life. Services are delivered to patients across the lifespan by knowledgeable, respectful and dedicated individuals working to the full scope of practice.

## Our Vision

**Health Matters** – Bringing integrity, honesty, and excellence to primary health care. Clients and providers are equal partners, invested in improving health with comprehensive, holistic care that is accessible to all patients and fosters overall health and wellbeing.

## Our Values

- The patient is our primary focus
- We treat all patients (and staff) with respect and dignity regardless of their race, culture or background
- Our priority is unattached patients
- Employees function as an inter-disciplinary team
- Providers work to their full scope of practice
- Employees remain current in their respective field
- Celebrating success in an open, non-judgmental work environment



**“Very happy and confident with my health care service ... all my needs are met 100%”.**

LNPLC survey respondent



## Service and Program Delivery



**Nurse Practitioners Pam Delgaty, Carolan Thayer, Crystal Kaukinen, and Christine Miller**

The Lakehead Nurse Practitioner-Led Clinic employs a structured collaborative practice model. The model is based on interaction between the providers and the client, and employs a collaborative team approach among health care providers to ensure the best possible care to clients.

At the Lakehead Nurse Practitioner-Led Clinic, the inter-professional team consists of Nurse Practitioners, a Registered Nurse, a Registered Practical Nurse, a Registered Dietician, a Social Worker, a Pharmacist and a collaborating Physician.

The Nurse Practitioner is a Registered Nurse with advanced knowledge and decision-making skills in assessment, diagnosis and health care management. They provide comprehensive health services encompass-

ing health promotion, prevention of diseases and injuries, cure, rehabilitation, and support services. For example, Nurse Practitioners provide wellness care, acute care to clients with common minor illnesses and regular monitoring and assistance to those individuals living with chronic illnesses.

The Nurse Practitioner practice offers an expansion of the nursing role, thus enhancing primary health care services. In addition to the three controlled acts authorized to nursing in the Nursing Act (1991), the Nurse Practitioner has the authority to perform three additional controlled acts. Nurse Practitioners can communicate a diagnosis, such as pneumonia or a urinary tract infection, identified from the patient's history, or from the results of any laboratory tests or other tests and investigations that they are

authorized to order or perform.

Nurse Practitioners can also prescribe a range of medications listed in the regulations, and order specific lab tests, X-rays and diagnostic ultrasounds. Registration in the Extended Class permits the Nurse Practitioner to assume sole accountability for the activities within the Nurse Practitioner's scope of practice.

Nurse Practitioners working at the clinic are paid a salary and do not work on a fee-for-service basis. Registered Nurse and Registered Practical Nurse support is integral to offering this level of care, by having all providers work to their full scope of practice. Patients are registered to the clinic and not an individual health care provider. Referrals to medical specialists are made as needed.

*"I really enjoy the interaction I'm able to have with Nurse Practitioners. I'm able to discuss my concerns & possible treatment as opposed to just being told what to do."*

**LNPLC survey respondent**

## Service and Program Delivery (cont'd)

### Registered Dietitian

The Registered Dietitian provides nutrition and lifestyle counselling to individuals, their families and caregivers. Strategies include self-management, behavior modification and addressing psychosocial barriers to lifestyle changes. Individuals are encouraged to make changes relative to food choices, eating behaviours and preparation methods to optimize health and well-being or to manage chronic diseases. The RD helps patients manage a broad range of medical disorders including diabetes, hyperlipidemia, hypertension and COPD through individual or group counselling. Additional support is provided by working in partnership with Diabetes Health Thunder Bay to provide dietitian-nurse team appointments. Grocery store tours, promotion of community nutrition and food programs, food security advocacy and food safety education are also an integral part of the RD role.



**Claudia Isfeld**  
Registered Dietitian

***Working in partnership with the Nurse Practitioners, the Registered Dietician and the Social Worker offer services that help provide a more holistic approach to primary care, which provides benefits beyond one single discipline.***

### Social Worker

The Social Worker addresses the psychosocial aspects of health. The Social Worker not only provides counselling support to patients of the clinic addressing issues such as depression, anxiety, grief and addictions support, but also makes referrals to appropriate community services (i.e. mental health outpatient services, Alpha Court, NWCCAC and addictions treatment); helps patients navigate systems such as homecare, long term care and end of life planning and completes paperwork required to access social supports (i.e. housing applications and referrals and ODSP application supports). The Social Worker also facilitates clinic group programs ("Caring for the Caregiver") and works as part of the Lakehead Nurse Practitioner-Led Clinic's multi-disciplinary team.



**Lawni LaBelle-Paynter**  
Social Worker

## Service and Program Delivery (cont'd)

### Pharmacist



**Anna Kapoor**  
Pharmacist

The Pharmacist conducts individual patient assessments to identify, prevent and resolve medication related problems. The Pharmacist reviews medical histories, identifies problems, develops and monitors care plans which are then communicated to the patient and the interdisciplinary team. A review of patient profiles is done which includes known patient risk factors for adverse drug reactions, drug allergies, and known contradictions to prescription drugs, non-prescription drugs, natural health products and complementary or alternative medicines.

*“Very professional. My NP takes good care of me and listens to my concerns. Reception is prompt and courteous. I wouldn't have it any other way or go anywhere else”.*

**LNPLC Survey Respondent**

### Consulting Physicians

Through the relationships with our consulting physicians, the Lakehead NPLC provides access to a full scope of primary care, as well as psychiatric care. The consulting physicians address any patient needs outside of the NP scope of practice including diagnostic tests which cannot yet be ordered by NP's such as MRI and CAT scans. They will also assist in complex medical cases and work with our team of providers in providing patient care.

**Dr. Richard Almond**, our consulting physician, conducted 102 face-to-face encounters as of March 31, 2017.

**Dr. Jack Haggarty and Dr. Katalin Gyomorey** are the clinic's consulting psychiatrists, who conducted 26

face-to-face encounters as of March 31, 2017.

Dr. Haggarty and Dr. Gyomorey conduct twice-monthly consults at the clinic. This has permitted both direct patient care, and indirect discussions to permit timely access to psychiatric assessments. There is limited wait time for access to appropriate psychiatric consults, (or wait time is less than 4 weeks) and phone access permits prompt engagement of mental health interventions. On-site education on topics of direct relevance with LNPLC providers is also hosted.

In addition to the face-to-face consults, our consulting physicians provide a great number of electronic consults for patients and the

providers at LNPLC to combine direct and indirect consultation. These relationships add to the patient care we are able to offer through our inter-professional team of providers.

## Service and Program Delivery (cont'd)

### LNPLC's Teaching Role

Lakehead Nurse Practitioner-Led Clinic is a teaching site for learners from:

- The Northern Ontario School of Medicine
- Lakehead University School of Nursing
- Lakehead University School of Social Work
- Confederation College of Applied Arts.
- NOSM Dietetic Internship Program

The patients, health care providers, and staff play a vital role in educating health-care providers to be competent and caring practitioners.

This past year, NOSM medical students and eleven LU School of Nursing Nurse Practitioner students completed their work education and field placement agreements at LNPLC. In addition we hosted two Registered Nursing students and one Pharmacist student from the University of Waterloo, Faculty of Pharmacy.

We are proud to be an integral part of the development of our future health care providers.



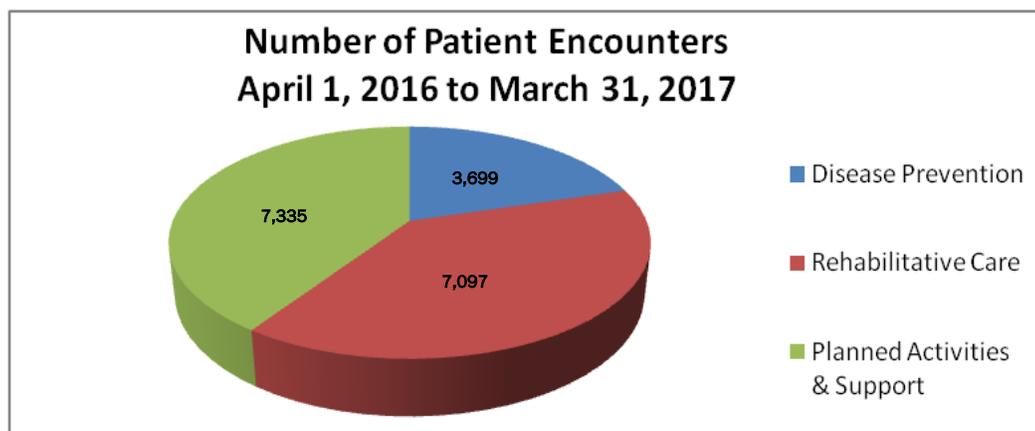
## Operational Performance

The Lakehead Nurse Practitioner-Led Clinic (NPLC) is funded by the Ministry of Health and Long-Term Care with an operating budget of \$1.3 million for fiscal 2016-2017.

While the Lakehead NPLC has a full patient complement of 3,200 patients, we continue to maintain a waitlist of people who are accepted as patients whenever availability is possible. A proposal to the Nursing Secretariat of the Ministry of Health and Long-Term Care to expand the clinic with two additional NP's was submitted in February 2012, but has not been approved. The need for increased access to primary care in the Thunder Bay area, and the high number of orphan patients who do not have a provider, speaks to the need to make the most of opportunities which provide more care of this type. We continue to advocate for sufficient access to primary care providers for all residents of Thunder Bay and Ontario.

Continuous improvement in access for our own patients is a cornerstone of Lakehead NPLC's operations. An initiative pursuing improved access for our patients to book appointments on the day they need has been implemented with all of the health care providers at our clinic. In addition to our walk-in clinic, the Lakehead NPLC offers additional same-day appointment bookings each day. At year-end, there were 824 patient encounters for same day bookings (advanced access). We maintain the important goals of reducing wait times to see the primary care provider, and equally-importantly, reducing unnecessary visits to the emergency department, which can be more burdensome for the patient and the health care system.

As we continue to establish best practices and increased access to care, we will focus on measuring health outcomes of our patients to ensure the best quality care is being delivered. Our Electronic Medical Record system, with inclusion in the Ontario Lab Information System, receives regular Emergency Department reports from TBRHSC when our patients present there and hospital admittance and discharge reports so that patient follow-up from their primary care provider can be done in a timely way. LNPLC also participates in the Institute for Clinical Evaluative Sciences, which makes tracking health outcomes easier.



**Disease Prevention** – Immunizations and vaccines; Screening (antenatal, breast, colorectal and cervical cancers, diabetes, heart disease, infectious disease, mental health, osteoporosis, pre-ops, sexually transmitted disease, well baby exams and annual physicals).

**Rehabilitative Care** – Treatment and monitoring of chronic disease or illness; ongoing care for injury and/or disability; intake and health histories.

**Planned Activities & Support** – Chronic disease management and health promotion and/or disease prevention programs. Education or promotion of self-care; advocacy; links to community resources; counseling and palliative care.

## Operational Performance (cont'd)

### Walk-In Clinic

LNPLC's walk-in clinic operates two afternoons per week to see patients for some primary care needs including colds, sore throat, urinary tract infections, pregnancy tests, rash, diarrhea, etc.

NPs saw **951 patients from walk-in visits** between April 1, 2016 and March 31, 2017, with 20% of those patients reporting at each clinic that they would have gone to the emergency department had the walk-in not been available. Based on these self-reported encounters, **nearly 190 emergency department visits were diverted to the primary care setting**. Reducing visits to acute emergency departments is a very favourable outcome that can be achieved by providing more access to primary health care services, and we are happy to have a positive influence in this regard.

### Program Development



***"I get better care here than anywhere else. My NP is wonderful and makes sure to answer all questions and never makes me feel rushed. Excellent care !"***

**LNPLC survey respondent**

As early identification of cognitive decline enables practitioners to treat patients earlier, a **Memory Screening Clinic**, administered by a Nurse Practitioner, Dietitian, Social Worker and Pharmacist is held on a quarterly basis, in June, September, November and March.

A **Home Visiting** program, developed in 2013, provides in-home primary care to those individuals who have significant barriers to attending the clinic. This program has very specific criteria for participation and each individual is screened according to inclusion criteria.

**Smoking cessation** counselling is presently being delivered by the clinic pharmacist, Anna Kapoor. Anna has completed the CATALYST program, acknowledged by CAMH and the Ontario Pharmacist's Association as a certified smoking cessation program. **49** patient encounters for initial smoking cessation and follow up appointments to follow their progress and monitor success rates were done.

LNPLC also has an **immunization and vaccination** program in partnership with the Thunder Bay District Health Unit and holds 4 influenza immunization clinics in October for flu shots for patients of all ages and Pneumovax immunization for patients 65 years of age and older.

Vaccines that are no longer being offered in the schools, were given to children 4–6 years of age during our **Children's Immunization Clinic**.

A partnership with **Diabetes Health Thunder Bay** has been established providing diabetes education for our clients in a group setting at the clinic. This program is held on a monthly basis for up to 6 patients.

**Grocery Store Tours** are led by our Registered Dietitian on a regular basis. Participants tour a local grocery store to learn what's healthy, what's not healthy and how to read food labels.

A six week **Diabetes Exercise** Program with 15 participants each week, met to discuss a variety of educational topics (foot care, cardiac care, general diet and the importance of exercise). The ½ hour education topics were presented by a NP, RN, Pharmacist and Registered Dietician. Education topics were followed by a ½ hour of Theraband exercise instruction and participation.

## Operational Performance (cont'd)

**Diabetes Foot Care** in partnership with the NorWest Community Health Centre is provided on a weekly basis for diabetic patients, with **431** patients receiving foot care services in 2016-2017.

The clinic also hosts regular **cancer-screening clinics** with partners such as TBRHSC, Ontario Breast Screening and Cancer Care Ontario. All patients meeting screening criteria within the OBSP, OCSP and CCC screening programs have been identified in the EMR and *tasked* when they are due for their next screenings. Patients are educated and screened for both average and high risk individuals.

**48** COPD patients had **Spirometry Testing** by an industry funded Registered Respiratory Therapist. Patients also received educational materials and instruction on coping with COPD.

A **Shingles Vaccine Clinic** was held in February. Free vaccines were given to clients 65 to 70 years of age at a one day clinic.

Developed in 2014, and held once a year, the **Caring for the Caregiver** Program, brought together people within the community who are in a caregiver role, whether for a parent, spouse, friend or relative. Recognizing their unique roles and the challenges they face, the program was designed to provide information on the caregiver role, navigating within the medical community and community resources to provide information for easy access to the right services. Palliative care, legal and financial considerations, emergency planning and meal planning are also discussed. Recognizing *their individual needs* as caregivers, two workshops within the program were developed to provide information and instruction on stress management and dealing with grief and loss. 10 caregivers participated .

The Lakehead Nurse Practitioner-Led Clinic will continue to develop programs to meet the needs of our patients, specifically focusing on :

- Complex Chronic Disease Management
- Up-to-date Disease Screening
- Health Promotion and Disease Prevention
- Collaborative Interprofessional Team Practice

“Love the clinic. My NP spends time going over my issues. I don’t have to pick one or two, they look at all and determine the best course of action.”

LNPLC survey respondent



Smoking Cessation



Children's Immunization Clinic



Registered Dietitian Display at Home for the Holidays Holiday Health Fair

**Lakehead Nurse Practitioner-Led Clinic  
Statement of Operations and Net Assets  
Schedule 1 – Ministry of Health and Long-Term Care Funding**

Year ended March 31	2017	2016
<b>REVENUE</b>		
Ontario Ministry of Health and Long-Term Care	\$1,345,994	\$ 1,295,594
Repayable to funder	-	(39,537)
Amortization of deferred capital contributions	64,204	66,146
	<u>1,410,198</u>	<u>1,322,203</u>
<b>EXPENSES</b>		
Amortization	64,204	66,146
Equipment	853	897
General overhead	39,765	36,948
Information technology	24,761	21,449
Insurance/Professional liability	12,755	10,316
Premises	134,070	131,489
Service fee	55,498	43,450
Wages and salaries	1,080,391	1,011,508
	<u>1,412,297</u>	<u>1,322,203</u>
<b>Excess (deficiency) of revenue over expenses for the year</b>	<u>\$ (2,099)</u>	<u>\$ -</u>

## Quality Improvement Plan

Health Quality Ontario is overseeing the implementation of Quality Improvement Plans (QIP) in Primary Health Care organizations. The “Excellent Care for All Act ” stipulates that hospitals develop and implement plans of their own, and this has expanded to cover primary care organizations. The Lakehead NPLC is pleased to offer better access, integration, and patient-centredness as we implemented our own inaugural QIP for our 2016-2017 fiscal year.

LNPLC focused on the four metrics of quality highlighted by the MOHLTC for primary care: **Access, Integration, Patient Centeredness** and **Population Health**. We are addressing these areas through a multi-pronged approach aimed at increasing patients’ ability to see their provider when they need to and giving them more opportunities for feedback, while coordinating care as much as possible between other health organizations where patients may be receiving health care service.

Our patient satisfaction surveys capture patients’ responses to the timeliness and quality of service they received at their clinic visits. LNPLC strives to provide timely access, integrated health service and a patient-centered environment for all

of our patients. We saw an overwhelmingly encouraging response in access to appointments and urgent care. Patients expressed that examinations were thorough with ample time to ask questions about health recommendations and treatments. This measure of how well clinical staff involves and engages patients in their own health treatments and decisions is a very important metric to ensure that patients are engaged and take responsibility for their health. We were also able to address patient concerns that were received from this new medium of communication with the clinic, and this initiative will continue to become more encompassing for all patients.

In 2016–2017 access to same-day and next-day appointments continue to be available through a twice-weekly walk-in clinic for LNPLC patients and increasing the availability of same-day appointment bookings. By seeing their regular provider when needed, patients are able to experience greater continuity of care and avoid repeating their health concerns to multiple organizations. LNPLC continues to work with the Thunder Bay Regional Health Sciences Centre (TBRHSC) to receive notice of when patients present at the ED or are admitted to hospital, and we follow-up with these

patients as soon as possible.

LNPLC is committed to patient-centredness by receiving and utilizing feedback from patients regarding patient engagement, opportunities to ask questions, having enough appointment time and input and feedback from LNPLC’s health program participants. This allows LNPLC to be able to respond to the needs of patients of the clinic and ensure that we are providing care that they can understand and that is congruent with their values and life needs.

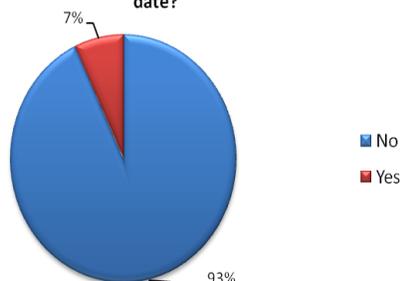
***“I can always get in quickly when I need an appointment... I always get in right away and get the support and treatment I need”.***

***LNPLC survey respondent***

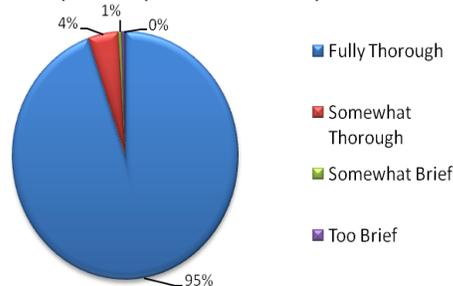
## Patient Satisfaction

Each year we aim to complete 320 patient satisfaction surveys. We've continued to see an overwhelmingly encouraging response in satisfaction and positive feedback. We were also able to address patient concerns that were received from this new medium of communication with the clinic and this initiative will continue to become more encompassing for all patients. Below are the responses we have seen:

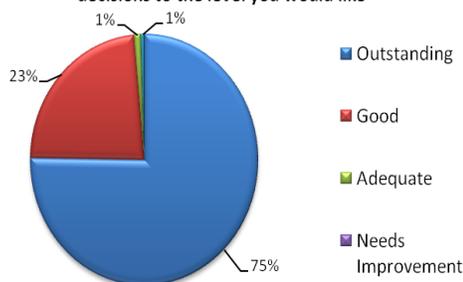
If you scheduled an appointment, did you have to wait longer than expected to get an appointment date?



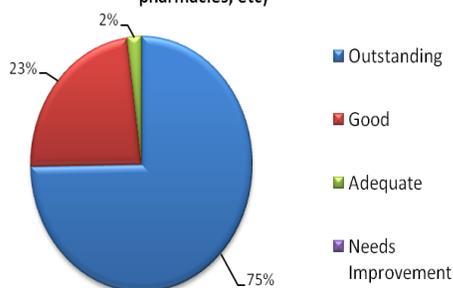
Did you feel that your healthcare provider's examination was thorough and that enough time was spent with you for the nature of your visit?



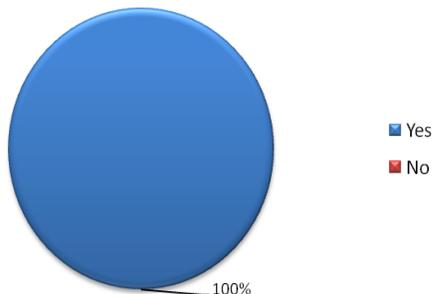
Please rate how well your health care provider involved/engaged you in healthcare and treatment decisions to the level you would like



How well did the clinic coordinate your care with other health care organizations? (specialists, labs, pharmacies, etc)



Were your questions answered to your satisfaction?



## Confederation College Health Centre

For the fifth year, the Lakehead Nurse Practitioner-Led Clinic partnered with the Confederation College Health Centre in delivering Nurse Practitioner-Led care to students, faculty, and families of the Confederation College. We participated in the grand opening of the Confederation College Health Centre in February of 2012 at its new location in the REACH building.

The Health Centre utilizes broad spectrum health promotion strategies to promote the health of a very diverse population. Regular clinics are available by appointment during the school year excluding holidays. A Nurse Practitioner is available Monday to Friday for appointments as required by students. Appointments are preferred; however drop-in appointments and same day

appointments are sometimes available.

The Health Centre's goal is to enable students, faculty and staff access to medical services, to help them become active participants in their own health care and works collaboratively with other departments and agencies to help promote and maintain optimum health.



**Vivian Siciliano**  
Nurse Practitioner



Our Nurse Practitioner, Vivian Siciliano, conducted over 1,700 patient encounters at the Confederation College Health Centre during the 2016-2017 school year, from mid-August to mid-June. These patient visits largely focused on screening of infectious diseases, diagnosis and treatment of acute episodic minor illnesses, and education and promotion of self-care.

As with the LNPLC, The Confederation College Health Centre hosted student placements to assist in training new health providers.

**Dr. Terry Trusdale** is the consulting physician for the College Health Centre and works closely with the Nurse Practitioner on the shared care of patients requiring physician services. The Lakehead NPLC will continue this partnership with Confederation College to help provide access to primary care for its students and staff for the upcoming school year.

The Health Centre utilizes broad spectrum health promotion strategies to promote the health of a very diverse population.

## Community Support Programs

### Christmas Cheer Hampers

LNPLC staff and Board members volunteered their services again this year for the Thunder Bay Christmas Cheer Fund.

Over two days, our volunteers filled boxes for families that would provide food for a week and toys for the kids over the holiday season. LNPLC also donated over 40 pounds of food.

More than 800 community volunteers worked to sort and organize all the donations the week before the hampers were picked up and together with approximately 350 other community volunteers over 2 days we helped families in need have a little Christmas cheer !



**LNPLC supports the community with innovative projects that really make a difference in peoples' lives.**

**These projects provide a source of access to items for those under unfortunate circumstances would not have them.**

### Ontario Baby Box Program

LNPLC became a pick up site for this new initiative for 2016-2017 where new parents are provided with a baby box free of charge for infants born between August 1, 2016 and August 1, 2017. Modeled after the Finnish baby boxes, these boxes contain a mattress and crib sheet which come as a ready made safe sleep environment for baby. Also included is a bag of baby supplies with items such as diapers and clothing.

LNPLC has so far given out 25 baby boxes to new parents in the community.



### Spring Up To Clean Up

Every year LNPLC staff take part in the city's annual Spring Up to Clean Up event in May. Staff take to the streets and clean up litter and garbage in our neighbourhood.



## Health and Wellness Initiative

LNPLC is happy to support initiatives that help involve patients and staff in health and wellness. Food security is identified as a primary social determinant of health, and the availability of fresh, local, nutritious food is a key for keeping our community healthy. The efforts by our clinic to keep patients well is impacted in a big way by the availability of fresh nutritious food. The Locally-Grown Good Food Box, or-

ganized by the Northern Ontario Women's Centre is an enormous contributor to supporting local food networks.

As part of LNPLC's Health and Wellness Initiative launched in July 2013, and continued for the last four years, all staff were given one complementary Good Food Box throughout the season.

Integrating physical activity, enjoyable and connecting activities, healthy habits and food, while minimizing unhealthy habits has been a great motivator for staff and patients to participate in their favourite way to achieve the health and wellness that they want.



LNPLC's involvement with the Good Food Box Program promotes our community involvement and supports local agriculture!

Our clinic promotes Exercise as medicine, and patients can get an actual prescription for exercise, based on the Canadian Physical Activity Guidelines, and Sedentary Behaviour Guidelines. Are you getting at least 150 minutes of exercise in each week? Ask your NP about a prescription for exercise and improve your health and wellness!

We look forward to expanding on these initiatives next year and into the future!

The importance of health and wellness for patients and staff cannot be overstated, and encouraging all to participate fully in their own wellness is an important part of these initiatives. Recognizing and coping with

stress, getting enough sleep, eating and drinking healthfully, and minimizing negative inputs into our bodies are the simplest ways to ensure good health and reduce the risk of most chronic diseases.

## Board of Directors



**Trina Diner** is the President of the Board of Directors, taking over from Lynne Thibeault this year. She has been a Board Member since inception of the LNPLC, having worked alongside the original project team. Trina has worked in Healthcare for over 20 years with an extensive background in Computer programming, project management and communications. She has held several positions at the Thunder Bay Regional Health Sciences Centre, and is currently managing Palliative Care and Telemedicine. Her interests include using technology to improve health access across wide geographic regions.

**LNPLC is a not-for-profit organization governed by a volunteer Board of Directors.**



**Ken MacKenzie** has previously worked in several Northern Ontario, Manitoba, and Nunavut Nursing stations as well as an International Flight Nurse. He was previously an instructor in a College nursing program as well as a teacher in a grade one-two class in a remote First Nation community. Ken is presently employed as an NP with the GAPPS Program, St. Josephs Care Group, addressing health care needs of the hard to serve population. He continues to work casually for the TBRHSC as a medevac nurse, as well as providing occupational health at Musselwhite Mine. He has completed a business diploma at Confederation College. His Nursing degree, Education degree and NP certificate were completed at Lakehead University.



**Joe Speziale** is proud to be a Director on Board of the Lakehead NP-Led clinic, and feels it's amazing how successful the NP clinic has been in a short time.

Formally from Schreiber, Joe was a former long-time employee of St Josephs Care Group where he was a Union executive for many years and is currently a local Realtor. He enjoys spending time with his large family and loves fishing, camping and the great outdoors.

## Board of Directors (cont'd)

**Calvin Pelletier**, a life long resident of Thunder Bay, attended Lakehead University for Bio-Chem and transferred into the BScN program, then University of Manitoba for the Intensive Care Nursing Program. After completing his program he travelled to the Great North for 8 years where he acquired Advanced Training certifications and completed a Management Program through McMaster University.

He returned to Lakehead University for the Nurse Practitioner Program, then working with the Community Care Access Centre for the diversity and challenge of home based care as a Primary Health Care Nurse Practitioner. Involved in developing various pilot projects, he is also an active board member on numerous health care advisory committees.



**Sue Powell** graduated as an RNA in 1977, got her EMCA in 1984, her RN in 1992 and her NP in 1998. She was proud to be a pioneer in the NP field, however difficult it was at times. She is married and also a proud Grandma of one. She has a passion for the outdoors and loves to do anything outside. Currently working as a Nurse Practitioner in Nipigon for the last 15 years, prior to which, she worked in Armstrong, Thunder Bay, Moosonee, Moose Factory, Owen Sound, Markdale, Pender Island, and At-tawapiskat was her first job in 1977. She is originally from Richmond Hill.



**Lynne Thibeault** has been a member of the Board of Directors since its inception, and served as President for the first six years. She was the project lead for the development and implementation of the clinic, the first of its kind in Thunder Bay. Lynne has 30 years of nursing experience in a variety of settings including education, administration, research and hands-on care. She is an educator at both Confederation College and Lakehead University. Lynne remains current in the field by practicing at a local Community Health Centre and the emergency department. Born and raised in Northeastern Ontario, she completed a Diploma in Nursing at Cambrian College in Sudbury, then completed her Post RN BScN, Masters of Education and her NP at L.U. She has completed the Doctorate in Nursing Practice program in Duluth, Minnesota.



The Board of Directors is comprised of 51 percent Nurse Practitioners, with other health care professionals and community members making up the difference.

## Staff

**The Lakehead Nurse Practitioner-Led Clinic is part of a primary health care delivery model where Nurse Practitioners are the lead providers of primary health care.**



**Pam Delgaty, Nurse Practitioner and Clinical Director**, is the Lead Nurse Practitioner for the Lakehead Nurse Practitioner-Led Clinic. After obtaining her Nursing Degree from Lakehead University in 1990, Pam travelled extensively across Europe and Asia. Over the next ten years, Pam worked in the Canadian North, in the U.S. Correctional System and as a Medical Officer for the Canadian Coast Guard. Pam returned to school and graduated from the Nurse Practitioner Program at Lakehead University in 2000 at the top of her class. After graduation she worked at the Norwest Community Health Centre for ten years. Pam has been with the Lakehead Nurse Practitioner-Led Clinic since February 2011.



**Kyle Jessiman, Clinic Administrator**, completed his Masters of Health Administration from the Telfer School of Management at the University of Ottawa in 2011. He is an advocate for positive change in health care delivery models to ensure patient satisfaction and quality care delivery along with significant patient education. Currently Vice Chair of the Thunder Bay Physician Recruitment and Retention Council, Kyle advocates for the important role of NPs as primary care providers. He completed his Honours Bachelor of Commerce Degree from Lakehead University before working for WIS International in Brampton, RBC in Thunder Bay, and the University of Ottawa. Kyle strives to apply management principles to health organizations by encouraging leadership, teamwork and communication in a patient-centered and inter-professional environment. Continued life-long learning and knowledge sharing are important in his career. After joining the LNPLC in 2012, he has maintained important networks with other NPLCs and health care leaders. He is fluent in English and French.

## Staff (cont'd)

**Crystal Kaukinen, Nurse Practitioner**, graduated as a Registered Nurse from Lakehead University School of Nursing with first class standings in 2003 and with her Primary Health Care Nurse Practitioner certificate in 2009. During her career Crystal worked with the Thunder Bay Regional Health Sciences Centre paediatric unit, Thunder Bay District Health Unit's Healthy Babies Healthy Children Program and the Anishnawbe Mushkiki's primary health care clinic. Crystal has a Bachelor of Arts in Psychology from Lakehead University and is working on her Masters of Nursing from Athabasca University.



**Carolyn Thayer, Nurse Practitioner**, graduated in 2006 as a Primary Health Care Nurse Practitioner. In addition to Nursing, Carolyn worked as a Dental Hygienist and educator in the dental field. She worked at the Norwest Community Health Centre for five years. She has a special interest in Diabetes and Chronic Care.



**Christine Miller** joined the Lakehead NPLC in February 2015. In addition to attaining her Bachelor of Education degree from Trent University, Christine completed a student placement for her PHC-NP program here at our clinic during her NP education at Lakehead University. She has been practicing as a Registered Nurse for seven years in emergency care, paediatrics and northern nursing; practicing in Lindsay, Ontario; Ottawa, Ontario; Whitehorse, Yukon and here in Thunder Bay.



## Staff

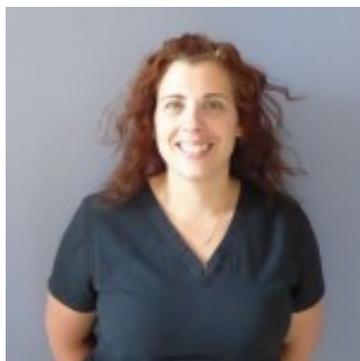


**Stacy Roberts, Nurse Practitioner**, is our casual relief Nurse Practitioner, working the walk-in visits on Fridays. Stacy is a life-long resident of Northwestern Ontario who completed her BScN and the Ontario Primary Health Care Nurse Practitioner Program at Lakehead University.

She has worked in various communities across Northwestern and Northeastern Ontario. She has experience working in a variety of nursing areas including emergency, obstetrics and acute care. Stacy was instrumental in developing the Wawa Family Health Team. Stacy has a special interest in Diabetes and has completed her Diabetes Educator Certificate at Confederation College.



**Kim Prochnicki, Registered Nurse**, completed the Registered Nursing program through Confederation College, and joined the Lakehead NPLC in December 2012. She brings over 20 years of nursing experience, starting at McKellar Hospital. For over ten years she's provided nursing care at the Upsala nursing station, and has been practicing emergency department nursing and ambulatory care. Kim has worked extensively with health teaching and patient education and has a lot of experience working with the diversity of patients seen at our clinic.



**Sarah Taylor Registered Practical Nurse**, joined the LNPLC in October 2016. She graduated from the Confederation College RPN program in Thunder Bay, with first class standing in 2006. She spent nine years of her practice at Thunder Bay Regional Health Sciences Centre on 2A medical, with specialties in renal and stroke.

Sarah has a special interest in foot care and wound care. As of March 2017, Sarah will be a certified foot care nurse. She will continue pursuing her interest in hopes to provide additional services to the clinic's patients.

## Staff (cont'd)

**Claudia Isfeld, Registered Dietician**, has over 20 years of experience working as a Dietitian in various health care settings in Manitoba and Ontario. She graduated from the University of Manitoba with a Bachelor of Human Ecology (Foods and Nutrition) degree and completed her Dietetic Internship at Misericordia Hospital in Winnipeg. She continues to also work as a Dietitian in home and community care and is a preceptor for the Northern Ontario Dietetic Internship Program.



**Lawni LaBelle-Paynter, Social Worker**, graduated from Lakehead University School of Social work with first class standings in 2007. She obtained an Honours Bachelor of Social Work degree with a double minor specialization in Woman's Studies and Gerontology. Lawni has worked in Health Care for over fifteen years, as a Youth and Seniors Community Health Worker with NorWest Community Health Centres, as a Community Care Coordinator and recently as the Community Care Manager. Lawni has obtained a certificate in Addictive Disorders from Confederation College in 2002 along with a Social Service Worker Diploma in 1995.

Lawni has gained experience in health promotion, information and referral, system navigation, chronic disease, advanced care planning and community collaboration.



**Anna Kapoor, Pharmacist**, was born and raised in Thunder Bay, and graduated as a Pharmacist from the Faculty of Pharmacy at the University of Toronto in 1995. Since that time she has worked full time as a pharmacist, currently owning and operating her own pharmacy, and she has consulted in various areas of healthcare. Anna has a specialty certification in Geriatric Pharmacy, and more recently has become certified in Smoking Cessation. This training is put to good use at the clinic where Anna serves as a resource for clinic staff, and completes medication reviews and smoking cessation consultations with patients.



**Staff (cont'd)**

**Chris Sikkerbol, Administrative Assistant**, joined the clinic in the spring of 2011. Chris brings a wealth of experience to the position of Administrative Assistant. In 1990, Chris returned to school as an adult student and graduated with a Bachelor of Arts Degree from Lakehead University. Chris brings extensive administrative experience including 10 years Accounting Administration and several years experience in small business development.



**Sheri Plexman, Medical Secretary**, has over 23 years of valued experience working in a fast-paced medical clinic setting, ranging from medical records clerk, receptionist, to medical secretary. Since joining the Lakehead NPLC in February 2013, Sheri has been thoroughly enjoying working in the team environment that the clinic strives to maintain.



**Debbie Karpowich, Receptionist**, joined the team at the Lakehead Nurse Practitioner-Led Clinic in September 2011. She brings over 30 years of experience working in a medical setting and running a medical office. Debbie thoroughly enjoys working at LNPLC and values the great rapport she has with the patients, clinic staff and clinic associates.

**Lakehead**  
***Nurse Practitioner-Led Clinic***

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