

Lakehead

Nurse Practitioner-Led Clinic

Cliniques dirigées par du personnel
infirmier praticien de Lakehead

Lakehead Nurse Practitioner-Led Clinic *Health Matters*

2017—2018 Annual Report



Inside this issue:

Message From The President	1
History	2
Mandate	3
Strategic Direction	3
Service & Program Delivery	4
Operational Performance	8
Statement of Operations	11
Quality Improvement Plan	12
Patient Satisfaction	13
College Health Centre	14
Community Support Programs	15
Health and Wellness Initiative	16
Board of Directors	17
Staff	19

On the Cover

(Top from left to right)

Crystal Kaukinen NP
Stephanie DaSilva, NP
Pam Delgaty, NP

(Bottom from left to right)

Jenna Coderre, NP
Carolan Thayer, NP
Kelsey York, NP

Welcome from the Board of Directors



Greetings from the Board of Directors ! This report outlines the Lakehead Nurse Practitioner-Led Clinic's achievements in 2017-2018.

Our largest accomplishment and achievement this past year is the expansion of the LNPLC. This included capital investment, project planning, and adapting systems to meet the needs of 50 percent more patients. Through advocacy and support of our Clinic's Directors, the Local Health Integration Network, and local political representatives we were supported by the Ministry of Health and Long-Term Care to expand services. This expansion includes the addition of 6 staff, expanded access for patients, walk-in clinics on evening and weekends, and our patients being served growing to 4200.

The multidisciplinary care model is one which meets the needs of our patients in a holistic and accessible way. Among other highlights, last year clinical services added include hearing screening and an expansion of foot care services. All of the highlights mentioned have been successful and within the 1.78-million-dollar budget.

Huge congratulations go out to our leadership and clinic staff for their successful projects and transition this year which ensures access to more patients and families in our community.

Best regards,

Trina Diner
Board Chair



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



Clinic Expansion Announcement November 2017 with Thunder Bay-Atikokan MPP Bill Mauro

The Lakehead Nurse Practitioner-Led Clinic is one of 25 clinics first announced by the Ministry of Health and Long-Term Care (MOHLTC) 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 what was once McKellar Hospital in November 2010.

Since the beginning of 2012, when we reached patient capacity, we have been offering ever-evolving health promotion and chronic disease management programs with our patients including: smoking cessation; diabetes management; memory screening; caregiver support; and immunization clinics. More recently, we've partnered with other health organizations to offer falls prevention exercise classes; foot care; spirometry; COPD management and hearing screenings. We've also

trained our providers to do skin screening and more foot care. We help link patients with services they need to get to a healthy state and stay there.

For over five years, our clinic team has advocated to the MOHLTC, and our two local MPPs, our passion to increase access to this value-driven model of care for Thunder Bay. We are very excited to finally have been granted this funding so that we can expand our clinic to the capacity envisioned when it was founded seven years ago.

Patient capacity will increase by 50% from 3,200 to 4,800 patients receiving primary care from our inter professional team of providers, and our clinic hours have expanded to offer evening and weekend appointments, as well as increasing our walk-in clinics from two days a week to six days!

We have recruited two additional NPs, 2 RPNs and 2 medical secretaries to man-

age the increased access to clinic hours, and the increase in new patients. The cost of delivering primary care at this NP-led model for an entire year remains at \$409 per patient.

All of our health providers are avid promoters of access to patient-centered health 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. LNPLC was recognized as a top placement agency from the Lakehead University NP program.

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 2017–2018.

All patient records are fully electronic, with a paperless chart allowing for secure exchange of information between health organizations in the city such as the Thunder Bay Regional Health Centre, laboratories and other shared providers. We are committed to maintaining privacy of patient information and have developed policies and procedures to ensure we're up to date with new privacy requirements and developments.

Lakehead NPLC maintains a link with the teams at all twenty-five NPLCs in Ontario in efforts to develop primary health care delivery that follows this holistic and value-driven model. 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. We appreciate all of the feedback that we get, and thank our patients and partners for being part of shaping our clinic.

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.

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

LNPLC survey respondent

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

Service and Program Delivery



Nurse Practitioners Crystal Kaukinen, Kelsey York, Stephanie DaSilva, Carolan Thayer, Pam Delgaty, Jenna Coderre

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 Dietitian, 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 Dietitian 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, NWLHIN 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.

The pharmacist acts as a resource for staff by collaborating on treatment choices and medication changes or adjustment when required.

Smoking Cessation counselling is delivered by clinic pharmacist, Anna Kapoor, who is certified in Smoking Cessation, and has taken a special interest and added training in this field.

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. 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 85 face-to-face encounters as of March 31, 2018.

Dr. Katalin Gyomerey is the clinic's consulting psychiatrist, who conducted 60 face-to-face encounters as of March 31, 2018.

Dr. Gyomerey conducts 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 rele-

vance 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.

The consulting physicians assist in complex medical cases and work with our team of providers in providing patient care.

"Provided specialist services are amazing."

LNPLC survey respondent.

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
- University of Waterloo, Faculty of Pharmacy

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, two 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 a Registered Nursing student and one Pharmacist student from the University of Waterloo, Faculty of Pharmacy.



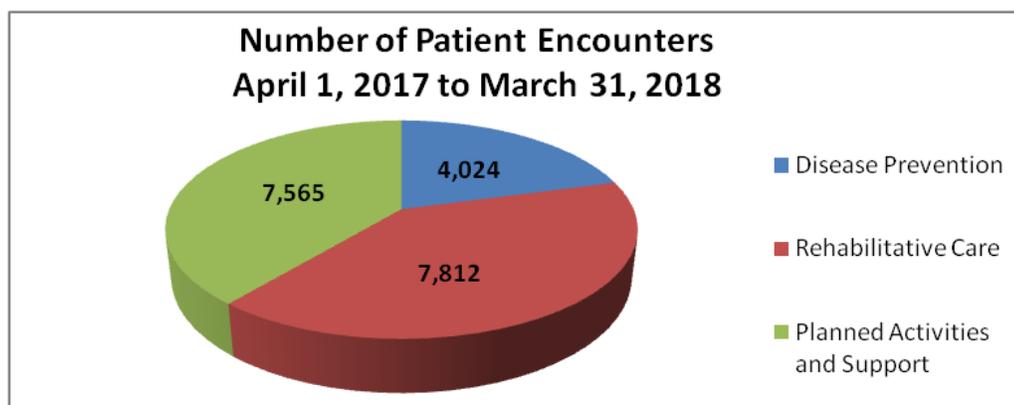
Operational Performance

The Lakehead Nurse Practitioner-Led Clinic (NPLC) is funded by the Ministry of Health and Long-Term Care (MOHLTC) with an operating budget of \$1.78 million for fiscal 2017-2018. This is an increase from \$1.3 million in the previous fiscal year as our clinic expands our staff and access for patients. The 2017-2018 fiscal year resulted in an operating surplus of \$225,568. \$202,418 of this was from Human Resources funding that was retroactive, but not filled until our expansion was officially announced.

We were very pleased this year to receive additional funding from the MOHLTC to expand our services and hire two additional Nurse Practitioners, support staff, and expand our hours to offer evening and weekend availability for walk-in clinics and booked appointments. As the Lakehead NPLC grows from a complement of 3,200 to 4,800 patients, we continue to build a waitlist of people who are accepted as patients, and schedule group intake appointments every week to start seeing new patients.

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 976 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 – Health promotion and/or disease prevention programs. Education or promotion of self-care; advocacy; links to community resources; counseling and palliative care and lifestyle and wellness counselling.

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 **934 patients from walk-in visits** between April 1, 2017 and March 31, 2018, 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 170 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



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.



The clinic also hosts regular **cancer screening clinics** with partners such as Cancer Care Ontario, TBRHSC and the Ontario Breast Screening Program. 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. Education and screenings are done for both average and high risk individuals.

LNPLC also has an **immunization and vaccination** program in partnership with the Thunder Bay District Health Unit and holds 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**.



Hearing Care Clinics are held every month by the Canadian Hearing Society. Clients receive a free hearing screening and get helpful tips and strategies to cope with hearing loss, improve communication and stay involved.

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. **48** patient encounters for initial smoking cessation and follow up appointments to follow their progress and monitor success rates were done.

Operational Performance (cont'd)



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. 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

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



In partnership with **VON's Falls Prevention Program**, weekly group chair exercise classes were held. These classes, specifically designed decrease the occurrence of falls also help people stay active, be social and healthy. Classes also assisted in improving balance and quality of life by maintaining mobility.

Diabetes Foot Care in partnership with the NorWest Community Health Centre is provided on a weekly basis for diabetic patients, with **463** patients receiving foot care services by the NorWest Foot Care Nurse in 2017-2018.

Sarah Taylor RPN, certified in providing nursing foot care, was able to provide an additional **78** diabetes clients with foot care services.



In January 2018, LNPLC partnered with the North West LHIN to hold the **Healthy Change Chronic Conditions Self Management** workshops on lifestyle coping strategies for people with chronic conditions. Over 6 weeks participants learned management techniques to deal with pain and fatigue, developed healthy eating and exercise plans, learned how to manage difficult emotions and developed skills on how to make informed treatment decisions.

Once monthly **Skin Screening** examinations are done to detect any abnormal skin growths, changes in colour, shape or size of a skin growth and identify suspicious growths that could mean melanoma. NP Carolan Thayer and Sarah Taylor, RPN screened **72** patients during 2017-2018.

LNPLC continually strives to increase the quality, availability, and effectiveness of educational and community-based programs designed to prevent disease and injury, improve health, and enhance quality of life.

**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	2018	2017
	\$	\$
REVENUE		
Ontario Ministry of Health and Long-Term Care		
Operating	1,697,967	1,345,994
One-time funding	84,300	-
Transfer to deferred capital contributions	(89,521)	-
Repayable to funder	(233,705)	-
Amortization of deferred capital contributions	94,791	64,204
Other income	4,414	3,025
	<u>1,558,246</u>	<u>1,413,223</u>
EXPENSES		
Amortization	94,791	64,204
Equipment	1,130	853
General overhead	42,549	39,765
Information technology	20,600	24,761
Miscellaneous	1,287	5,112
Insurance/Professional liability	10,422	12,755
Premises	133,077	134,070
Minor capital - expansion	10,873	-
Service fee	52,031	55,498
Wages and salaries	1,191,486	1,080,391
	<u>1,558,246</u>	<u>1,417,409</u>
Excess (deficiency) of revenue over		
expenses for the year	-	(4,186)
Net assets, beginning of year - Ministry of Health	(35,815)	(33,716)
Net assets, beginning of year - Development Fund	11,236	13,323
Development Fund surplus to be remitted to Ministry	(9,137)	-
Ministry repayment adjustment for previous years	33,716	-
Net assets, end of year	-	(24,579)

Quality Improvement Plan

Quality in health care is important to our patients and our staff in everything we do at LNPLC. We are 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 regularly see an overwhelmingly encouraging response in access to appointments and urgent care. Patients express 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.

We made significant improvements to patients' access to our clinic in 2017–2018. By March 2018, we were able to expand the clinic to offer walk-in clinics six days per week, including evenings and Saturday. Availability of same-day appointment bookings continues, so our patients should always be able to see someone at our clinic when needed. 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.

"Every time I come to this clinic I feel fully taken care of and I never leave with unanswered questions no matter who I see."

LNPLC survey respondent

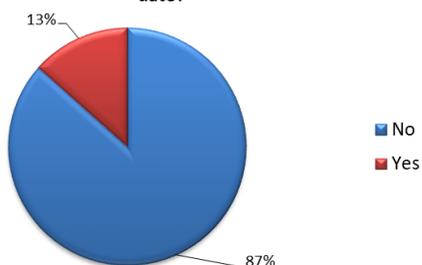
"I can always get in quickly when I need an appointment... I always get in right away and get the support and treatment I need".

LNPLC survey respondent

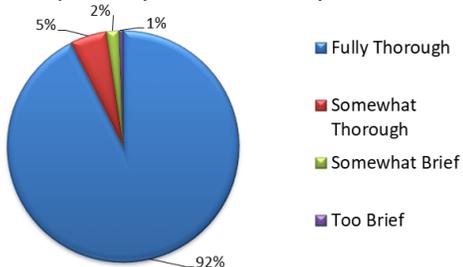
Patient Satisfaction

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:

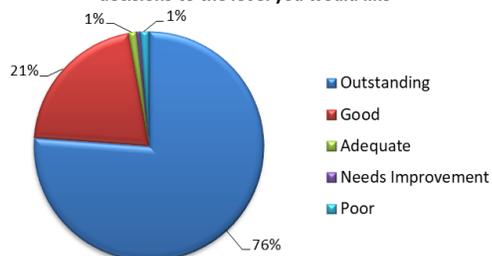
If you scheduled an appointment, did you have to wait longer than expected to get an appointment date?



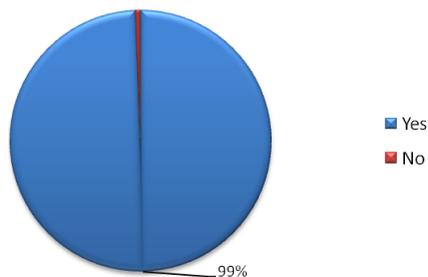
Did you feel that your healthcare provider's examination was thorough and that enough time was spent with you for the nature of your visit?



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



Were your questions answered to your satisfaction?



Confederation College Health Centre

For the sixth 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 6,783 patient encounters at the Confederation College Health Centre during the 2017-2018 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.

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 who would not have the resources to have them.

Spring Up To Clean Up

Every year LNPLC staff take part in Eco-Superior's annual Spring Up to Clean Up event in May. Staff take to the streets and clean up litter and garbage in our neighbourhood. Every year, thousands of proud Thunder Bay residents take to the streets and green spaces of their neighbourhoods as part of the City of Thunder Bay's spring clean up program.



Thunder Bay Good Food Box

The Thunder Bay Good Food Box is a non-profit, volunteer powered, community based, food security program administered by the Northwestern Ontario Women's Centre. LNPLC staff purchase these food boxes to help raise funds to assist individuals access to affordable fresh produce 12 months a year.



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, organized by the Northern Ontario Women's Centre is an

enormous contributor to supporting local food networks.

The importance of a whole foods, plant-based diet is becoming increasingly evident as more people are seeing improvements in their health by changing their diets – especially reducing sugar and processed foods. Come and see our Dietitian for important info on nutritional health.

As part of LNPLC's Health and Wellness Initiative

launched in July 2013, and continued for the last five 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 supports initiatives that help involve patients and staff in health and wellness to keep our community healthy.

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.

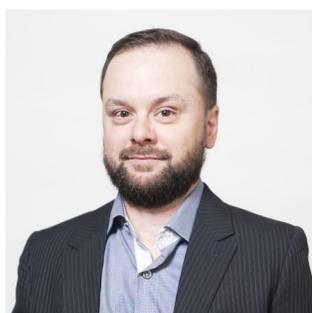
Recognizing and coping with stress, getting enough sleep, eating and drinking healthfully, and minimizing negative inputs into our bodies are the simplest ways to ensure good health and reduce the risk of most chronic diseases.

Board of Directors



Trina Diner is the President of the Board of Directors. 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.



Reese Little attended Lakehead University where he received his Bachelor of Science in Biology (Natural Sciences). He then pursued a Bachelor of Laws at Cardiff University in Wales, UK. Taking an alternative route with his law degree, Reese went into health care administration where he worked as a Labour Relations Specialist, until transitioning to independent labour consulting. He entered the field of personal injury and insurance law with the opening of White Macgillivray Lester LLP, where he currently works. Reese has a special interest in health care and mental health. Through personal experience and working in health care he understands the challenges health care faces in Northwestern Ontario.



Ken MacKenzie has previously worked in several Northern Ontario, Manitoba, and Nunavut Nursing stations and 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 some occupational health services 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.

Board of Directors (cont'd)

Calvin Pelletier attended Lakehead University for Bio-Chem and transferred into the BScN program, at the 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. Calvin returned to L.U. for the Nurse Practitioner Program, then began 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. More recently, Sue has worked as a Nurse Practitioner in Nipigon for over 15 years, prior to which, she worked in Armstrong, Thunder Bay, Moosonee, Moose Factory, Owen Sound, Markdale, Pender Island, and Attawapiskat, her first job in 1977.



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 and 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. Lynne 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)

Jenna Coderre, Nurse Practitioner, completed a degree in Biology from Lakehead University before completing her Bachelor of Science in Nursing in 2009. She started her career at TBRHSC, where she worked on Stroke and Renal medicine until she returned to LU to complete the Nurse Practitioner Program in 2015. From there she worked for a brief period at Anishnawbe Mushkiki NP Led Clinic, then went North to work as a Community Health Nurse and Nurse in Charge in Sandy Lake First Nations. She worked there until becoming part of the team at Lakehead NPLC



Stephanie DaSilva, Nurse Practitioner, graduated from Lakehead University in 2013 with an Honours Bachelor of Science in Nursing. She specialized in Emergency Nursing and Trauma and Injury Prevention working at Thunder Bay Regional Health Sciences Centre. In addition, she worked casually as a Sexual Assault and Domestic Violence nurse. With a passion for Primary Health Care, she completed her Master of Public Health and Primary Health Care Nurse Practitioner certificate in 2017. Subsequently, she worked as a Nurse Practitioner at an Indigenous Health Access Centre in Kenora, Ontario where she embraced the culture and promoted holistic health care of patients. She is now a happy member of the LNPLC team.



Crystal Kaukinen, Nurse Practitioner, graduated as a Registered Nurse with a Bachelor of Arts in Psychology in 2003 from Lakehead University. She specialized in child health working with the Thunder Bay Regional Health Sciences Centre Paediatric unit followed by The Thunder Bay District Health Units' Healthy Babies Healthy Children Program. She returned to school to focus her career on primary health care of all ages graduating in 2009 with her Primary Health Care Nurse Practitioner Certificate. She subsequently worked with the indigenous population at Anishnawbe Mushkiki before coming to work fulltime with the Lakehead Nurse Practitioner-Led Clinic. Due to her passion and desire to teach, Crystal graduated with her Masters of Nursing in 2016 and taught pharmacology as a sessional instructor with Lakehead University for nursing students.



Staff (cont'd)

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.



Kelsey York, Nurse Practitioner, completed her BScN at Lakehead University in 2012. She has worked as a Registered Nurse at TBRHSC on the neurosurgical unit, and in the immunization department at TBDHU. Kelsey returned to school in 2015 to complete her Masters of Public Health Degree and obtained her qualifications as a Primary Health Care Nurse Practitioner through Lakehead University. She also worked in Kenora at an Indigenous Care Community Access Centre after graduating in 2017.

“Excellent care. They take the time to ensure you understand everything...never rushed or limited to how many questions or concerns during the appointment.”

LNPLC Survey Respondent

Staff (cont'd)

Sandra Crawford, Nurse Practitioner, is one of our casual relief Nurse Practitioners. Sandra was involved with the proposal development and implementation of the LNPLC and was a full time employee for 5 years before retiring in 2015. Sandra also completed a Doctorate of Nursing Practice from The College of St. Scholastica in Duluth Minnesota and she teaches part time at Lakehead University in the Nurse Practitioner Program.

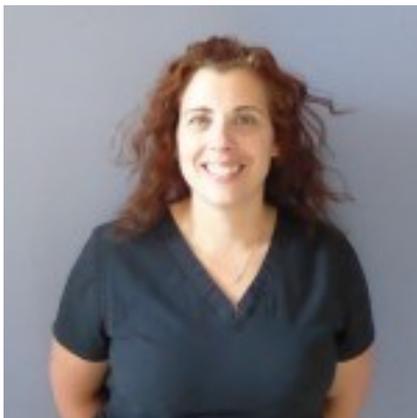


Stacy Roberts, Nurse Practitioner, is a casual relief Nurse Practitioner. Stacy completed her BScN and the Ontario Primary Health Care Nurse Practitioner Program at Lakehead University. She has worked in various communities across Northwestern and Northeastern Ontario, and has experience in a variety 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 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.



Staff (cont'd)

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 and wound care, and in March 2017, she received her certification in foot care. She will continue pursuing her interest in hopes to provide additional services to the clinic's patients.



Tracy Kmet, Registered Practical Nurse, received her Registered Practical Nursing diploma from Confederation College in 1996 and has worked as a clinical nurse in various hospital and clinical settings. Tracy is also a member of the CDAAC, Communicative Disorders Assistant Association of Canada and the CSAM, Canadian Society of Addiction Medicine.



Tanya Smith, Registered Practical Nurse, is a Registered Practical Nurse who received her diploma through Confederation College in 2006. Tanya has worked at St. Joseph's Hospital for 12 years where she has gained experience in hospice, palliative care, complex chronic care and rehabilitation. At St. Joseph's Hospital, Tanya provides rehabilitation to geriatric, stroke, brain injury, orthopaedic and neuro rehab patients. Tanya also has experience providing primary nursing care to patients in long-term care and home care.

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 serve as 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 Nor-West 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, 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 and Privacy Officer, 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 and 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, Medical Secretary, 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.

Staff (cont'd)

Nancy Gillespie, Medical Secretary, graduated from the Medical Administration program in 2009 and has worked as a Pharmacy assistant and Medical Office Receptionist. Nancy also works with numerous clients and staff at Thunder Bay Diagnostics.



Marlene Ross, Medical Secretary, has over 10 years of experience working in the medical field, ranging from receptionist, medical biller and hospital admissions. She splits her time between the Admitting Department at TBRHSC and LNPLC.



“Just keep up the good work ! This facility is essential !”

LNPLC Survey Respondent

Lakehead
Nurse Practitioner-Led Clinic

*Suite 101 – 325 Archibald Street South
Thunder Bay, ON P7E 1G6*

Tel: 807-475-9595

Fax: 807-475-9797

info@lnplc.ca

www.lnplc.com

