

Lakehead

Nurse Practitioner-Led Clinic

Cliniques dirigées par du personnel  
infirmier praticien de Lakehead

# Lakehead Nurse Practitioner-Led Clinic *Health Matters*

## 2018—2019 Annual Report



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### 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



Welcome to the 2019 fiscal year from your Lakehead Nurse Practitioner-Led Clinic Board of Directors. The following report outlines the achievements of 2018–2019.

The evolving health care climate has been seeing many challenges and opportunities for Northwestern Ontario. The hard working Management Team at the LNPLC has hired the remaining staff to allow for a full clinic complement of 4,800 patients being seen this year.

Our outstanding team at the LNPLC deserves all the praise and credit for providing comprehensive care as demonstrated in the excellent feedback we receive in our surveys and comments from patients.

Your Board is now taking on the development of a new 5-year Strategic Plan that will align with the healthcare needs of our community and surrounding area.

Please feel free to contact me directly, Pam Delgaty—Clinical Director or Kyle Jessiman - Clinic Administrator for any questions or concerns.

Best regards,

Calvin Pelletier, BScN, PHCPNP, RN(EC), CHPCN (C)  
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 26 clinics first announced by the Ministry of Health and Long-Term Care (MOHLTC) in 2007. A dedicated group of local Nurse Practitioners submitted a proposal in the first call for applications, and it was approved in February 2009! Renovations of the main floor of what was once McKellar Hospital commenced in June 2010 and the clinic opened its doors in November 2010.

Each year since then, 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; hearing screenings; and mindfulness practice. We've also trained our providers to do skin screening

and more foot care. We help link patients with services they need to stay healthy and well.

For over five years, our clinic team 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 in 2017, and expand our clinic to the capacity envisioned when it was founded nine 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!

With this expansion, we recruited two additional NPs, 2 RPNs, 2 medical secretaries, and added capacity with our Registered Dietitian and

Social Workers to manage increased access to clinic hours, and the increase in new patients. The cost to deliver primary care at this NP-led model for an entire year remains \$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, some of which now work as part of our team. 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 2018–2019.

All patient records are fully electronic, allowing for secure exchange of information between health organizations in the city such as the Thunder Bay Regional Health Sciences 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-six 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. 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, among other local health partners.

The Nurse Practitioner is a Registered Nurse with additional education which enables advanced assessment, diagnosis and health care management. This makes it possible to provide comprehensive health services including health promotion, prevention of disease and injury as well as the diagnosis and treatment of chronic diseases. NPs work as collaborative members of multi-disciplinary teams.

Nurse Practitioners can prescribe all medications and order all xrays, labs and ultrasound. Final legislation is pending which will allow NPs in Ontario to order complete

diagnostics which will include CT scans and MRIs. Registration in the Extended Class permits the NP to assume sole accountability for the activities within the NPs 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**

*"We want to express our appreciation for the wonderful service you are providing for us and Thunder Bay citizens. We think that you are high quality and a very professional health care service."*

**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 weight control through individual or group counselling. 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 111 face-to-face encounters as of March 31, 2019.

**Dr. Katalin Gyomerey** is the clinic's consulting psychiatrist, who conducted 52 face-to-face encounters as of March 31, 2019.

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 six LU School of Nursing Nurse Practitioner students completed their work education and field placement agreements at LNPLC. In addition we hosted five Registered Nursing students and three Pharmacist students from the University of Waterloo, Faculty of Pharmacy. Also on-site were one Registered Dietitian student and seven Psychiatrist students.



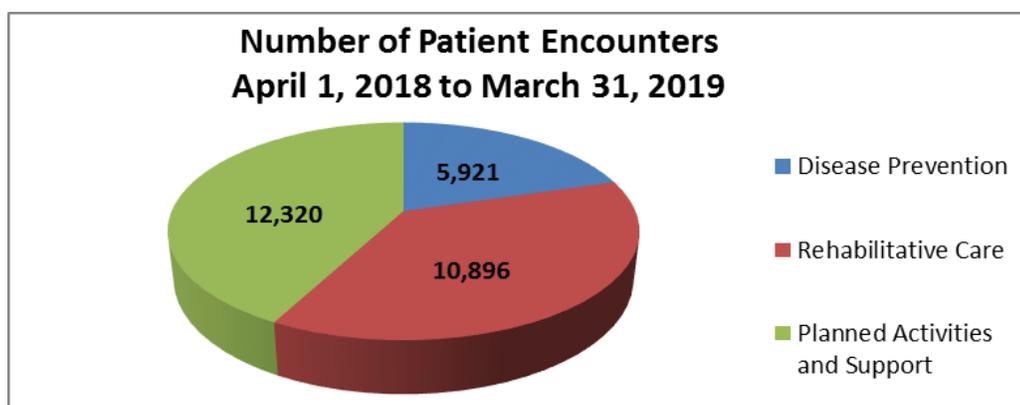
## Operational Performance

The Lakehead Nurse Practitioner-Led Clinic (NPLC) is funded by the Ministry of Health and Long-Term Care (MOHLTC) with an operating budget of \$1.93 million for fiscal 2018-2019. This is an increase from \$1.76 million in the previous fiscal year as our clinic expands our staff and access for patients. The 2018-2019 fiscal year resulted in an operating surplus of \$68,850.

We were very pleased to have received additional funding from the MOHLTC to expand our services, 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 to a complement of 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 clinics, the Lakehead NPLC offers additional same-day appointment bookings each day. At year-end, there were 940 patient encounters for same day bookings (advanced access). We maintain the important goals of reducing wait times to see your 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 connection to the Ontario Lab Information System, laboratory reports and diagnostic imaging, also receives regular Emergency Department reports from TBRHSC when our patients present there, and hospital admission and discharge reports so that patient follow-up from their primary care provider can be done in a timely way.



**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 **1,989 patients from walk-in visits** between April 1, 2018 and March 31, 2019, with 19% 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 370 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.

**We offer ever-evolving health promotion and chronic disease management programs and partner with other health organizations to offer programs for our patients. We help link patients with services they need to get to a healthy state and stay there.**

## Operational Performance (cont'd)



**Mindfulness and Meditation**, held evenings in January, February and March 2019 participants learned practical tools for responding to life's challenges and difficult emotions. The program was designed to allow participants to develop a personal mindfulness practice to fit their own lifestyles, and to begin to experience more peace of mind, body and spirit.

**Holiday Stress and Wellness**, a group program of 10 participants, was held in December 2018 to help participants use coping skills including relaxation and healthy lifestyle options to cope with holiday stressors.



**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. Initial smoking cessation appointments and follow ups are done to follow progress and monitor success rates.

**Diabetes Foot Care** in partnership with the NorWest Community Health Centre foot care is provided on a weekly basis for diabetic patients. In 2018-2019, 638 foot care appointments were done by the NorWest Foot Care Nurse.

Sarah Taylor RPN, certified in providing nursing foot care, was able to provide an additional 371 diabetes foot care appointments.



In October 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 conducted over 90 screenings during 2018-2019.

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	2019	2018
	\$	\$
<b>REVENUE</b>		
Ontario Ministry of Health and Long-Term Care		
Operating	1,934,904	1,697,967
One-time funding	-	84,300
Transfer to deferred capital contributions	(16,009)	(89,521)
Repayable to funder	(68,850)	(233,705)
Amortization of deferred capital contributions	97,308	94,791
Other income	3,618	4,414
	<u>1,950,971</u>	<u>1,558,246</u>
<b>EXPENSES</b>		
Amortization	95,409	94,791
Equipment	1,435	1,130
General overhead	56,978	42,549
Information technology	31,487	20,600
Miscellaneous	1,759	1,287
Insurance/Professional liability	9,251	10,422
Premises	134,194	133,077
Minor capital - expansion	-	10,873
Service fee	59,884	52,031
Wages and salaries	1,558,823	1,191,486
Loss on disposal of equipment	1,751	-
	<u>1,950,971</u>	<u>1,558,246</u>
<b>Excess (deficiency) of revenue over</b>		
<b>expenses for the year</b>	-	-
Net assets, beginning of year - Ministry of Health	-	(35,815)
Net assets, beginning of year - Development Fund	-	11,236
Development Fund surplus to be remitted to Ministry	-	(9,137)
Ministry repayment adjustment for previous years	-	<u>33,716</u>
<b>Net assets, end of year</b>	<u>-</u>	<u>-</u>

## 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: **Timely and Efficient Transitions, Service Excellence, Safe and Effective Care, and Population Health Screening.** 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've made significant improvements to patients' access to our clinic. Continuing this year, we are 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. LNPLC continues to work with the Thunder Bay Regional Health Sciences Centre (TBRHSC) to receive notice of when patients present at the Emergency Department 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 en-

sure 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."*

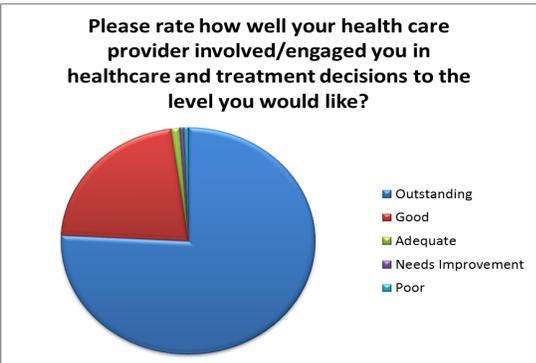
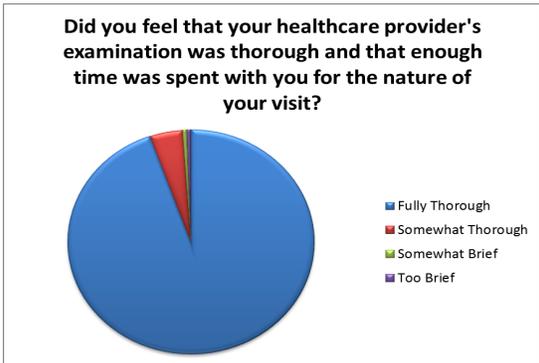
*LNPLC survey respondent*

*"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 patient satisfaction surveys from up to 10 percent of our patients. 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 this year:



## 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 3,692 patient encounters at the Confederation College Health Centre during the 2018-2019 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 six

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. The highest participation is rewarded by a gift certificate to the Thunder Bay Country Market.



LNPLC supports initiatives that help involve patients and staff in health and wellness to keep our community healthy.

Our clinic promotes Prescriptions to Get Active, 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, and a healthy team.

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 Past-President of the Board of Directors. Trina 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 and is currently managing Palliative Care and Telemedicine.



**Susan Fairservice** graduated from LU in 1987 with her HBScN and worked at the McCausland Hospital in many nursing roles over the years. She became a Nurse Practitioner in 2006 and completed her Master's in Public Health in Nursing in 2008. Susan was involved in the establishment of the North Shore FHT and continues to work there as a Nurse Practitioner. She also works casual with the Norwest CAC in Thunder Bay. Susan has served on various committees over the years, most recently the regional representative for NPAO.



**Reese Little** received his Bachelor of Science in Biology (Natural Sciences) at LU, then pursued a Bachelor of Laws at Cardiff University in Wales, UK. 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.



**Aaron Medd** graduated in 1996 with his BScN degree and worked for several years in Ontario's far north. Aaron returned to school at the University of Windsor and graduated in 2000 from the NP program. He received his Master of Nursing in 2011. Aaron has worked as a NP with the Norwest CHC, Anishnawabe-Mushkiki Health Centre, The Chatham-Kent Health Alliance Urgent Care Centre and Confederation College Student Health Centre. Aaron advocated for the advancement of the NP role as the past communication specialist for the NPAO. Aaron currently works as a Palliative Care NP at the Northwest LHIN.

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

## Board of Directors (cont'd)

### Colleen Morrow

**Calvin Pelletier, President of the Board of Directors,** attended the University of Manitoba for the Intensive Care Nursing Program, then worked in the 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 worked with the CCAC for the diversity and challenge of home based care as a NP. 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.



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 NP 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**, having completed his HBCom degree from Lakehead University, Kyle received his MHA 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 serving on the Thunder Bay Physician Recruitment and Retention Council, Kyle advocates for the important role of NPs as primary care providers. 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.

**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 HBSc in Nursing. She specialized in Emergency Nursing and Trauma and Injury Prevention working at the TBRHSC and 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. Stephanie worked as a NP 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 TBRHS Paediatric unit followed by The Thunder Bay District Health Units' Healthy Babies Healthy Children Program. She returned to school and graduated 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.

***"I honestly feel that services and time are being used in the most efficient and compassionate manner possible. Every provider that I see at the clinic is above exceptional. I don't think anything could be improved".***

**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.

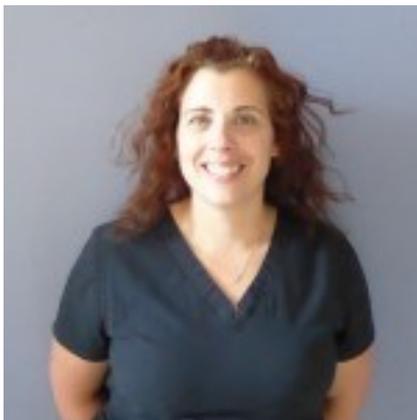


**Stacy Roberts, Nurse Practitioner**, is a casual relief Nurse Practitioner. Stacy completed her BScN and the Ontario Primary Health Care Nurse Practitioner Program at Lakehead University. She has worked in various communities across Northwestern and Northeastern Ontario, and has experience in a variety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



**Laura Kay, Registered Practical Nurse**, graduated from Confederation College in 2002. She brings diverse experience to the team with skills and knowledge in long-term care, community care, mental health and addictions, palliative care, orthopedic care, and neuro rehab. She also has experience in assisting medically complex patients. Laura takes a great interest in education.



**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, Executive Assistant and Privacy Officer**, joined the clinic in the spring of 2011. Chris brings a wealth of experience to the clinic. In 1990, Chris returned to school as an adult student and graduated with a Bachelor of Arts Degree from Lakehead University. Chris brings extensive executive and administrative expertise, 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)**

**Alecia Boshcoff, Medical Secretary**, has studied Business Fundamentals at Confederation College and is currently completing her undergraduate degree in Psychology and Sociology at Lakehead University, with hopes of continuing her studies in Psychology.



**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.



**“In a city where finding a family doctor is nearly impossible, this alternative has more than surpassed my expectations of primary care provision. Thanks for all you do.”**  
LNPLC Survey Respondent



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

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