

Lakehead

Nurse Practitioner-Led Clinic

Cliniques dirigées par du personnel  
infirmier praticien de Lakehead

# Lakehead Nurse Practitioner-Led Clinic *Health Matters*

2020—2021 Annual Report



# Welcome from the Board of Directors

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Under these unprecedented times our health care system has been forced to deal with challenges never before seen in medical history. Our Team at the Lakehead Nurse Practitioner clinic has stepped up and dealt with these unforeseen challenges and become leaders in our community. Everyone has worked together to achieve the impossible. The war against COVID continues but we are winning the battles by sticking together and adapting daily to new challenges.

The NPLC leadership team has worked closely with the Ministry of Health to develop new strategies to continue to provide care to our patients and our staff have been there supporting our patients 100% of the time. Without the cohesiveness of our dedicated staff we could never have achieved this. So thank you, your dedication and commitment to patient care has not gone un-noticed and greatly appreciated. With a unified approach we together will overcome this.

This will be my last update from the President, as my time serving on the board is up. It has been an amazing 10 years working with a ground-breaking clinic and inspiring team of health care providers. I have not seen a team ever function in this way, and am proud to be a part of the Nurse Practitioner clinic. The internal culture of this clinic should be an example for other healthcare organizations, as the staff that we have stay and their job satisfaction is great. It is also reflected in our patient surveys, that find our clinic at the forefront of providing care and level of satisfaction from feedback is the best I have ever seen.

So thank you for the honor as serving as your Board President and thank you to entire board for being there during challenging times and providing your expertise in this new era of health care.

Thank you,

Calvin Pelletier, BScN, PHCPNP, RN(EC), CHPCN (C)  
Board Chair



# Strategic Plan

Approved: November, 2019

## Our Shared Mission

We are committed to providing comprehensive, team based primary health care in equal partnership with patients in Thunder Bay, to improve quality of life and foster overall health and wellbeing.

## Our Vision

Superior Care.

Patient  
Access

Integration &  
Collaboration

Patient  
Education

LNPLC  
Patients

Team-Based  
Delivery

Operational  
Effectiveness

## Our Values

- The patient is our primary focus
- Bring integrity, honesty and excellence to primary health care
- We treat all patients and staff with respect and dignity regardless of their race, age, culture or background
- Employees function as an inter-disciplinary team
- Employees work to their full scope of practice and remain current in their respective field
- Celebrating success in an open, non-judgemental 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 x-rays, labs and ultrasound. Final legislation is pending which will allow NPs in Ontario to order com-

plete 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.

*“Thank you for being there. I did not need to come to see anyone in over a year due to good health, but it is LNPLC survey respondent*

“So happy to be a client of this organization. I have received great care from NPLC and always felt that my voice is heard from my first interaction with Reception to my appointment with my NP. Thank you so much for all that you do for us..”

**LNPLC survey respondent**

# LNPLC's Teaching Role



Lakehead Nurse Practitioner-Led Clinic is recognized as a vital teaching site for the Primary Care Nurse Practitioner Program with the Lakehead University School of Nursing.

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As well as on-site learning for Nurse Practitioners, LNPLC plays a vital role in educating other health-care providers to be competent and caring practitioners including:

**The Northern Ontario School of Medicine  
Lakehead University School of Nursing  
NOSM Dietetic Internship Program  
Lakehead University School of Social Work  
Confederation College of Applied Arts  
University of Waterloo, Faculty of Pharmacy**

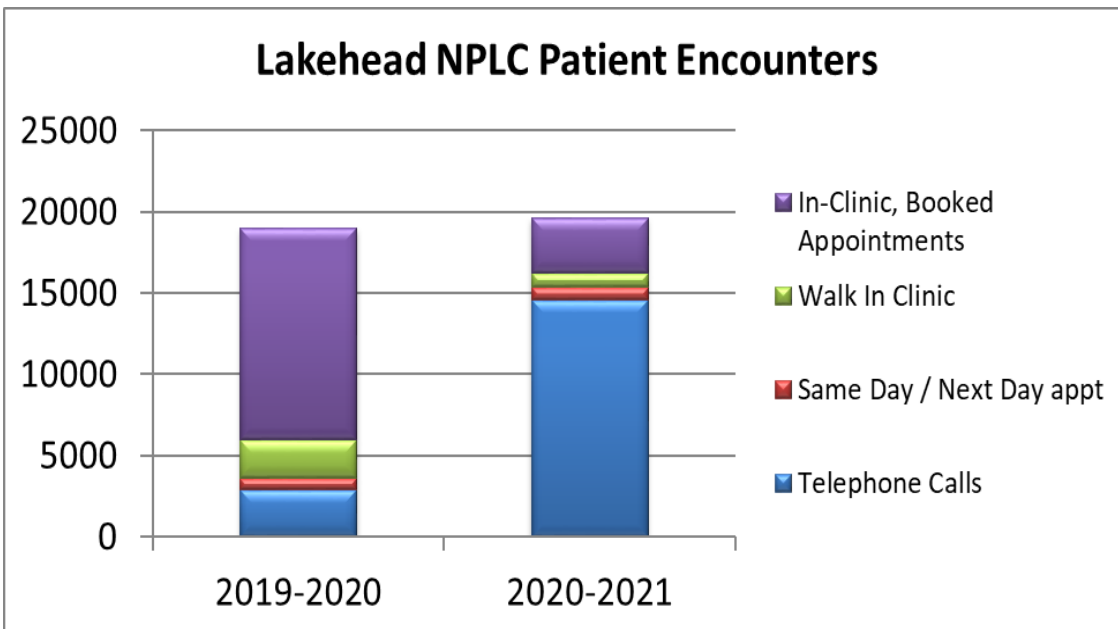
This past year, 8 LU School of Nursing Nurse Practitioner students completed their work education and field placement agreements at LNPLC. In addition, we hosted 1 Registered Dietitian intern and 1 Kinesiology student for their field placements.

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



The Lakehead Nurse Practitioner-Led Clinic (NPLC) is funded by the Ministry of Health and Long-Term Care (MOHLTC) with an operating budget of \$2.1 million for fiscal 2020-2021. The 2020-2021 fiscal year resulted in an operating surplus of \$77,611.

Continuous improvement in access for our own patients is a cornerstone of Lakehead NPLC's operations. This year, our clinic made necessary changing due to Covid restrictions. Patient appointments were mostly telephone appointments to limit number of patients coming into the clinic. The number of Same Day/Next Day appointments stayed relatively the same as the previous year. There was a decrease in the number of Walk-in appointments as we had to limit the number of patients coming into the clinic. Patients needing urgent care were screened by the RN or RPN and when possible these patients received a telephone appointment on the same day.



**Flu Clinic** The drive-through flu shot clinic was a success and immunized more than 250 patients with the Lakehead Nurse Practitioner Lead Clinic. The clinic was moved outside to due to Covid restrictions .



**Diabetes Foot Care** Sarah and Laura RPN, certified in providing nursing foot care, were able to provide **131** diabetes foot care appointments to our patients.

**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. These appointments were done over the telephone due to Covid restrictions.

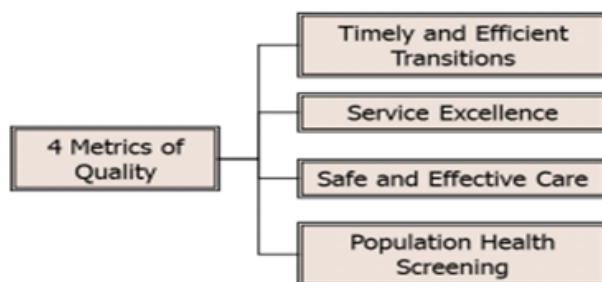


**Lakehead Nurse Practitioner-Led Clinic  
Statement of Operations and Net Assets  
Schedule 1 – Ministry of Health and Long-Term Care Funding**

Year ended March 31	2021	2020
	\$	\$
<b>REVENUE</b>		
Ontario Ministry of Health and Long-Term Care		
Operating	2,096,751	2,004,404
One-time funding	10,400	-
Transfer to deferred capital contributions	(21,573)	(19,230)
Repayable to funder	(83,790)	(11,637)
Amortization of deferred capital contributions	18,137	63,893
Other income	8,447	11,541
	<u>2,026,372</u>	<u>2,048,971</u>
<b>EXPENSES</b>		
Amortization	15,079	61,885
Equipment	516	1,128
General overhead	61,459	58,696
Information technology	27,641	26,206
Miscellaneous	2,268	3,319
Insurance/Professional liability	10,122	9,633
Premises	133,499	136,340
Service fee	46,090	62,869
Wages and salaries	1,728,640	1,686,887
Loss on disposal of equipment	3,058	2,008
	<u>2,028,372</u>	<u>1,950,971</u>
<b>Excess (deficiency) of revenue over expenses for the year</b>	-	-
Net assets, beginning of year - Ministry of Health	-	-
<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 all 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.** These areas are being addressed through a multi-pronged approach. Our aim is to increase 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.



*"I always feel as if it is a discussion between us, with my NP presenting me with options so I can make an informed choice about treatment decisions."*

LNPLC survey respondent

## Community Support Programs

### 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.

### Blessings Box

This year staff started bringing food donations that are placed in the Blessings Box across the road from the clinic. The donations are brought over every Tuesday morning. Alixis, our RD, sometimes will add directions on how to use some of the food items to help with recipes ideas.



### Community Food Security



The clinic was happy to provide grocery donations to a number of organizations who help to offer food security for residents in Thunder Bay. We delivered carloads of groceries to Dew Drop Inn, Boys and Girls Club, and Underground Gym as part of our Community Food Security Initiative, which will help to provide hundreds of meals and snacks. Here is Pam and Kyle pictured with Julio, Kitchen Manager at Dew Drop Inn.

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





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

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