

Lakehead

Nurse Practitioner-Led Clinic

Cliniques dirigées par du personnel
infirmier praticien de Lakehead

Lakehead Nurse Practitioner-Led Clinic *Health Matters*

2021—2022 Annual Report



Inside this Issue:

Mission, Vision, Values	3
Service and Program Delivery	4
Teaching Role	5
Operational Performance	6
Statement of Operations	7
Quality Improvement Plan & Community Support Programs	8



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

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 multidisciplinary teams.

Nurse Practitioners can prescribe all medications and order all x-rays, labs and ultrasound. Final legislation has passed which allows NPs in Ontario to order complete

diagnostics which 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.

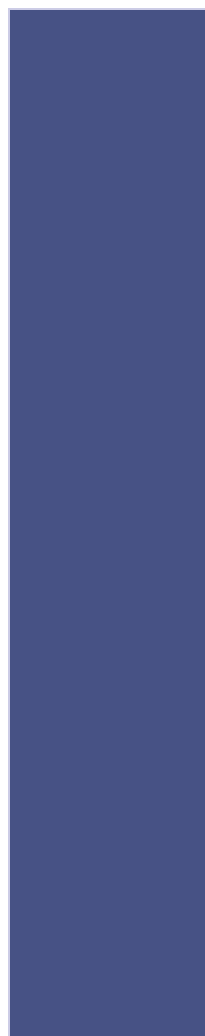


Elderly patients were treated to a Christmas Luncheon prepared and delivered to their homes by our staff.



Several staff members participated in the City of Thunder Bay's Snow Angel program.

This spring, all staff took part in EcoSuperior's Spring Up to Clean Up where we spent part of a morning cleaning up around our neighbourhood.



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.

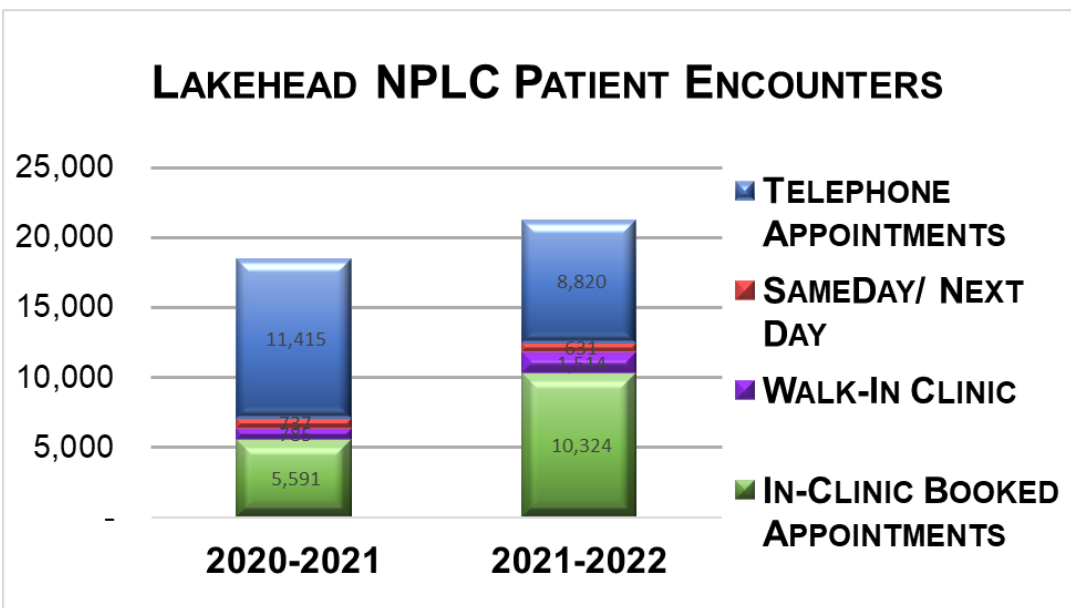
Lakehead Nurse Practitioner-Led Clinic is recognized as a vital teaching site for the Primary Care Nurse Practitioner Program with the Lakehead University School of Nursing. As well as on-site learning for Nurse Practitioners, LNPLC plays a vital role in educating other health-care providers to be competent 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. 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 \$2.3 million for fiscal 2021-2022. The 2021-2022 fiscal year resulted in an operating surplus of \$1,050.

Continuous improvement in access for our patients is a cornerstone of Lakehead NPLC's operations. With Covid restrictions lifting, we started the gradual return to in person appointments. We still continue to offer telephone appointments to patients when warranted. 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. This year, the Ministry of Health approved our proposal to expand our clinic to offer more primary care to Thunder Bay. With this funding we have the opportunity to hire 2 new Nurse Practitioners, 1 social worker, 1 RPN and 2 receptionists.



Flu Clinic The drive-through flu shot clinic was a success and more than 167 patients were immunized by the Lakehead Nurse Practitioner Led Clinic nursing team. The clinic was moved outside to due to Covid restrictions .



Diabetes Foot Care LNPLC certified foot care nurses provided care to 49 patients this year. NorWest Health Centre provided foot care for additional 89 of 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.

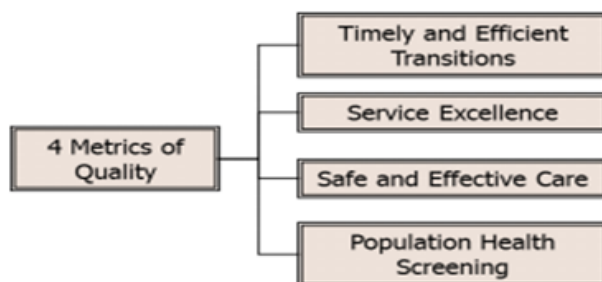


**Lakehead Nurse Practitioner-Led Clinic
Statement of Operations and Net Assets
Schedule 1 – Ministry of Health and Long-Term Care Funding**

Year ended March 31	2022	2021
	\$	\$
REVENUE		
Ontario Ministry of Health and Long-Term Care		
Operating	2,284,901	2,096,751
One-time funding	-	10,400
Transfer to deferred capital contributions	(109,510)	(21,573,0)
Repayable to funder	(1,050)	(83,790,0)
Amortization of deferred capital contributions	26,722	18,137
Other income	7,580	8,447
	<u>2,208,643</u>	<u>2,028,372</u>
EXPENSES		
Amortization	24,510	15,079
Equipment	594	516
General overhead	73,685	61,459
Information technology	44,824	27,641
Miscellaneous	4,111	2,268
Insurance/Professional liability	14,695	10,122
Premises	138,616	133,499
Service fee	69,683	46,090
Wages and salaries	1,996,715	1,728,640
Loss on disposal of equipment	2,212	3,058
	<u>2,369,645</u>	<u>2,028,372</u>
Excess (deficiency) of revenue over		
expenses for the year	23,807	22,619
Net assets, beginning of year - Ministry of Health	66,491	43,872
Net assets, end of year	<u>90,298</u>	<u>66,491</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 and Friday mornings.



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



Community Food Security

The clinic was happy to provide a grocery donation this year to The Gathering Table on Pearl Street. They run a food board program, Food Cupboard, every other week.

LNPLC has also started food bank for those patients struggling with food security.



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.ca