

2021-2022

# Northern Neighbours NPLC Annual Report



Written and submitted by:  
Arlene McCorry, Lead Nurse  
Practitioner  
Carolyn Burton, Clinic Administrator  
Northern Neighbours NPLC  
2021-2022



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## Message from the Chair:

It is with great pride that I present the annual report of the Northern Neighbours Nurse Practitioner Led Clinic (NNNPLC). It has been a busy year for the clinic and with the pandemic changing, providing services has been less of a challenge. I would like to acknowledge some of the highlights of the past year.



- Recruitment efforts have been successful, and the clinic is now fully staffed with the allotted number of positions as per the Ministry of Health and Long-Term Care. With the health professionals working to their full scope of practice, the number of patients they are now servicing both in White River and Netmizaaggamig Nishnaabeg (Pic Mobert First Nation) has increased significantly.
- Town Hall Sessions have been held in White River to receive feedback from the residents and the community as a whole. We are always welcome to ideas as to how the clinic can work to improve overall health outcomes and primary health care services.
- With COVID hopefully behind us, in person services have resumed and expanded. The services of phlebotomy and footcare have been added to the Netmizaaggamig Nishnaabeg (Pic Mobert First Nation) site.
- The clinic hosted a Staff Retreat to provide professional development, team building, and education for the employees.

The board and employees of the clinic will be holding a strategic planning session this spring and look forward to the results.

This annual report is a tribute to the effort of the clinic staff. The board would like to thank the employees of the clinic for their efforts and dedication over the past year. We are fortunate to have such hard working and motivated employees. The success of the clinic is always dependent on the work of the entire health care team and staff of the Northern Neighbours NPLC.

Thank you for taking the time to review the annual report of the NNNPLC.



## Northern Neighbours NPLC Staff



Arlene McCorry, NP-PHC  
Lead Nurse Practitioner



Carolyn Burton  
Clinic Administrator



Mandy Larouche, NP-PHC



Kristen Carnes, RN



Nathalie McCaig, RPN



Nancy McLeod  
Receptionist



**NNNPLC Board of Directors:**



Dr. Lynne Thibeault, NP-PHC, DNP  
Chair



Shawn Dookie, NP-PHC  
Director



Crystal Pirie  
Director



Tina Forsyth  
Director



Patricia Anglehart, NP-PHC  
Director

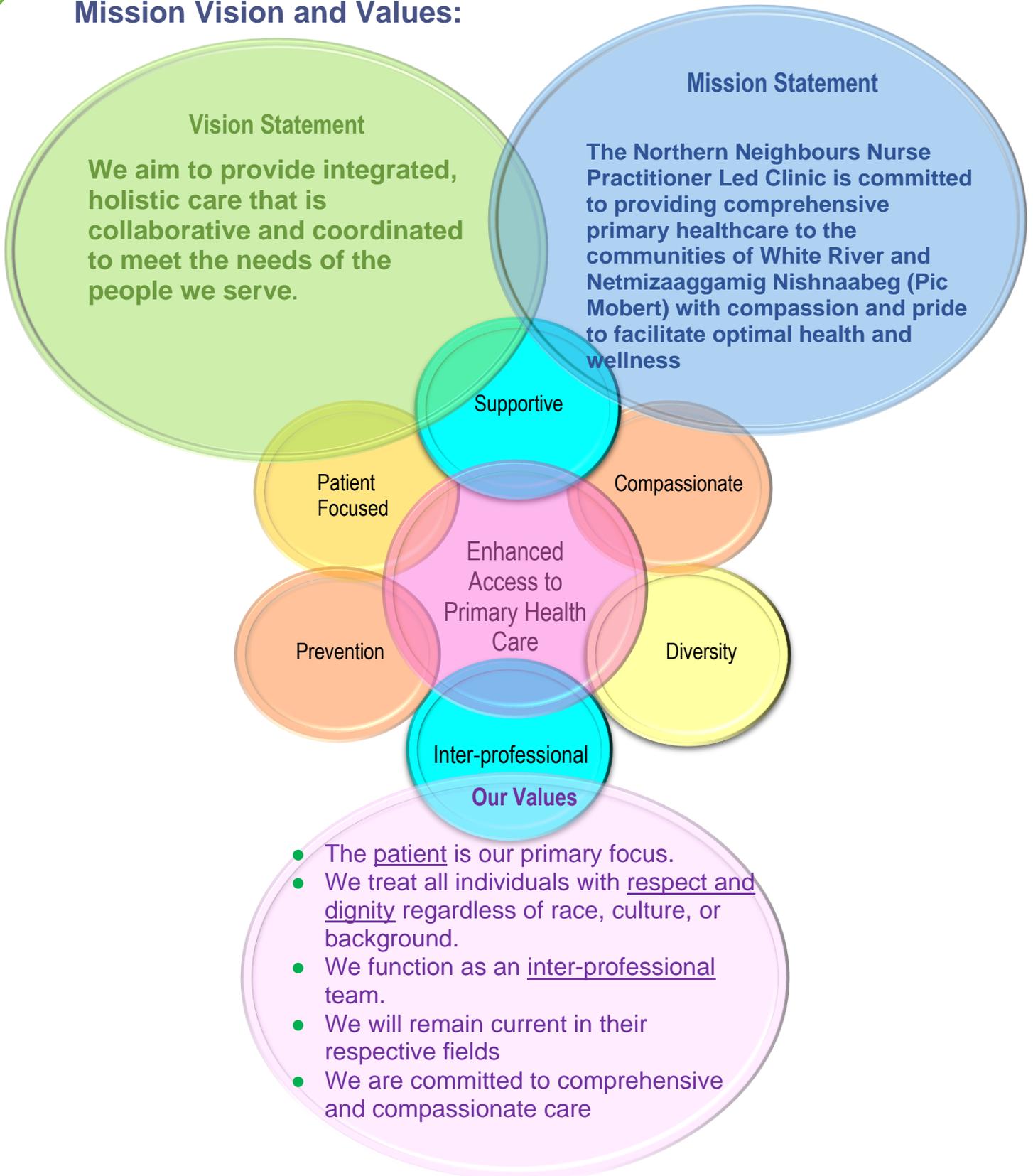


Charles Alderson  
Director



Shelly Livingston, RN  
Director

## Mission Vision and Values:





## History

The Township of White River and Netmizaaggamig Nishnaabeg (formally Pic Moberg First Nation) recognized that access to primary health care within each respective community was a priority. It is important to note that the Township of White River is located in the Algoma District and Netmizaaggamig Nishnaabeg is located in the Thunder Bay District. Leaders from each community ignored the invisible boundary that historically served as a barrier and formed a unique team dedicated to finding a solution to the poor access to primary healthcare.

In late 2017, the team developed and submitted a business plan for Interprofessional Primary Care Funding. In January 2018, The Ministry of Health and Long-Term Care (MOHLTC) advised the team that the submission for funding was approved. The residents of both communities would no longer have to travel one (1) hour, in often times dangerous conditions, to access primary health care.

The NNNPLC Funding Agreement became effective January 01, 2018. The first fiscal year for the NNNPLC would be referred to as our expansion year. During the expansion year the clinic became incorporated on August 30, 2018. Subsequent to the incorporation, recruitment of the following positions ensued.

- 2 FTE NPs
- 1 FTE Social Worker
- 1 FTE Clinic Administrator
- 1 FTE Receptionist
- 1 FTE Registered Nurse
- 2 Collaborating Physicians



## Service and Program Delivery:

Optimizing services and program delivery in Netmizaaggamig Nishnaabeg First Nation and the community of White River has been affected by the COVID 19 pandemic restrictions as well as having less than full complement staffing concerns, and this year was no exception. This past year has seen ongoing recruiting efforts for a second full time Nurse Practitioner and one Social Worker. The Township of White River was a great partner in providing additional incentive in our recruitment competition.

Thankfully our Lead Nurse Practitioner had the assistance of a part time NP to continue to offer primary care to both communities. Our recruiting efforts were rewarded in January when a second full time Nurse



Practitioner was hired. We were also able to obtain the services of a part time social worker for several months. Part of her mandate was to assist with recruiting a full time Social Worker. Unfortunately, social workers are a rare commodity. We were however successful in recruiting a Counsellor/Outreach Worker who is working toward her Social Work degree. She came to us with many

years of counselling experience. The NPLC was also very fortunate to hire a second RN (NP graduate) for the summer and fall of 2021 with the potential of recruiting her once she was registered with the College of Nurses.

2021/2022 was again a rocky ride as we continued to navigate the waves of the COVID 19 pandemic. In the early months Northern Neighbours NPLC in collaboration with the Algoma Public Health Unit began to offer weekly COVID 19 vaccine clinics at the local legion. Our nurses and the public health nurses are to be commended for their coordination and organization of these clinics. Specific groups were targeted first. The clinics were very well attended. We were able to offer vaccines to include the local businesses and industries as well. (Vallard Construction, Hart Gold Mine, White River Forest Products, local volunteer fire fighters and mine rescue

members just to name a few). First and second doses were given through the spring and summer. Third doses were given in the fall. Not all of the vaccines given were counted in the Northern Neighbours vaccine statistics, but 1478 doses were. The vaccine clinics will continue into the new fiscal year on an “as needed” basis for 4<sup>th</sup> doses and following public health recommendations going forward.

Due to staffing at the Health Unit, the nurses of the NNNPLC also organized and ran the local influenza vaccine clinics. They were able to attend White River Forest Products site to accommodate their shift workers.

Due to COVID 19 pandemic restrictions at Netmizaaggamig Nishnaabeg First Nation, our staff were unable to attend the NNNPLC site in that community in person. However, virtual appointments continued to be offered by telephone. Northern Neighbours NPLC was fortunate to have the services of Malcolm McCormick NP on a part time basis to facilitate access to care for the community of Netmizaaggamig Nishnaabeg and relieve some of the wait times for appointments in White River.



With the lifting of some of the COVID 19 restrictions and the hiring of the second full time NP, Mandy Larouche, Northern Neighbours NPLC is once again able to provide on-site services in Netmizaaggamig Nishnaabeg one day a week. The NP and one nursing staff travel to the community and provide appointments for acute medical issues as well as monitoring of chronic conditions. Phlebotomy access has resumed, and foot care is now being offered once again.

As of the end of this fiscal year there is now full complement of staff. In clinic appointments are slowly increasing but virtual telephone appointments have become a standard option. Travelling in house visits from other allied health care providers are starting to resume. This includes Diabetes Educator, Dietitian, Chadwick Home supportive counselling,



chiropractor, CAMH community counselling, and Ontario Cancer Care Screening Van.

Some of the other ongoing primary care services include:

- access to early antenatal care,
- childhood wellness assessments and immunization,
- adult wellness and screening
- cryotherapy for wart and other skin lesions
- allergy, B12, other injections
- BP monitoring

Other services include:

- Phlebotomy
- STOP – smoking cessation program
- Prenatal Nutrition Program

We continue to have the services of a physician from Wawa who comes to White River once a month for consultation with the NP's and facilitating care that is beyond the scope of the NP's such as steroid injections and referrals for MRI's and CT scans.



Looking to the future, the Northern Neighbours NPLC is actively supporting advanced education and training for our staff so that we can offer other services for which our clients would have to travel to Wawa, Marathon and beyond. Two of our nurses have successfully completed the Spirometry course and are in the process of setting up their practical clinical experience at the Sault Area Hospital. We are also in the process of

investigating the possibility of having cardiac rehabilitation support in the clinic.

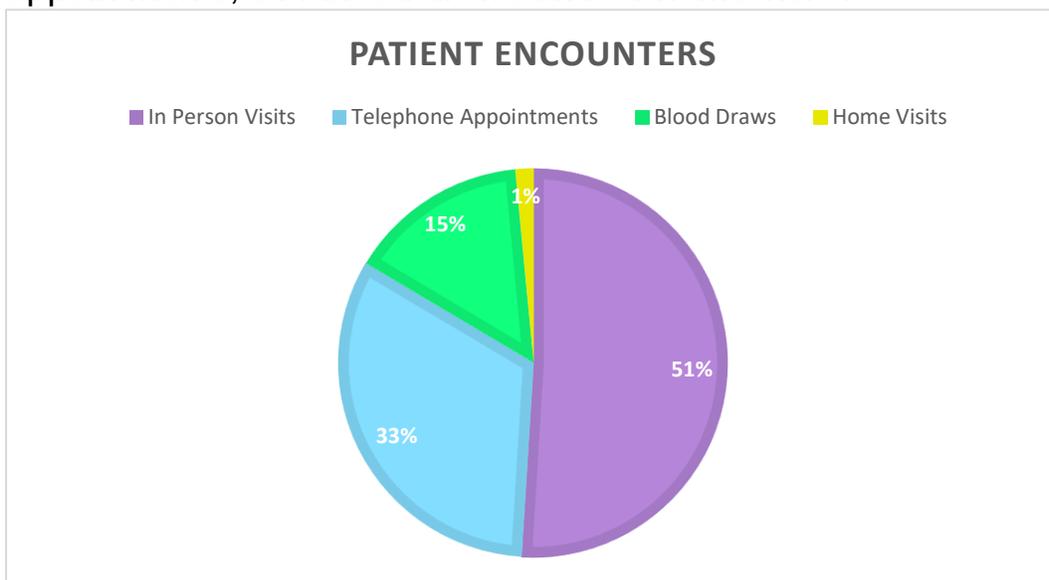
The Northern Neighbours NPLC continues to support continuing education and training by providing placement opportunities for nurse practitioner students through Athabasca University and Lakehead University. We were

very fortunate to be able to recruit one of these students as our newest full time Nurse Practitioner. We will continue to foster these relationships with these post-secondary educational institutes. It is our vision that in doing so, students will get a sense of small town and remote medical practice. Students may then see our small towns and remote areas for future consideration when they graduate.

The provision of Primary Care Services in our communities is due to the successful collaboration with our community partners and allied health providers. There are well established relationships with the surrounding area pharmacies (Marathon, Hornepayne and Wawa), hospitals and diagnostic facilities (Wawa, Manitouwadge, Marathon, Thunder Bay and Sault Ste Marie) as well as the numerous specialists which we access for consults and referrals on a daily basis. Northern Neighbours NPLC is an active member of the Nurse Practitioner Led Clinic Association which provides ongoing support and networking.

Although not seamless, our ongoing efforts to provide quality primary health care to our residents of Netmizaaggamig Nishnaabeg and White River have been successful. We look forward to continuing to establish our presence in each community and to improve access to services for our clients.

Over the course of 2021/2022 fiscal year, Northern Neighbours NPLC had 4088 patient encounters, 2084 in person visits, 1332 telephone appointments, 611 blood draws and 61 home visits.





## Strategic Goals

The NNNPLC is a mere three (3) years old. The first year 2018-2019 was classed as our expansion year whilst the subsequent two (2) years were recognized as our operational years.



Our team successfully navigated the challenges of operating during the pandemic years. Of the many things learnt, our ability to work as a team and provide patient focused health never wavered.

As we approach our third (3<sup>rd</sup>) operating year, we will do so prepared with a Strategic Plan. On April 22<sup>nd</sup> and 23<sup>RD</sup> the Northern Neighbours NPLC hosted a Strategic Plan Retreat in White River, Ontario. The retreat was very well attended by NNNPLC staff and the NNNPLC Board of Directors. The clinic procured Bourgeault Consulting Services to facilitate the retreat and produce our first Strategic Plan.

The NNNPLC Team bought their collective *A game!* Through the development of the SWOT analysis we produced the NNNPLC's goals.

## Collaboration

Goal: *Explore methods to increase collaboration and partnerships with surrounding communities, industry, and health service providers.*

- Build a needs assessment
- Explore partnership efficiencies
- Improve collaboration with Netmizaaggamig Nishnaabeg
- Explore expectations
- Engage in dialogue
- Create relationships



## Professional Development

Goal: Encourage and support training opportunities to establish a full scope competency amongst staff.



- Full scope training
- Cross training – share knowledge and explore reimbursement policy
- Review registration criteria for training sessions
- Schedule time and allowances to attend training
- Administration professional development
- Undertake succession planning
- Indigenous training – IPHCC and Wake the Giant

## Communication

Goal: Explore methods to increase communication among clients, staff, Board, community, and business/industry.

- Update social media regularly
- Increase marketing i.e., brochures
- Schedule 2 community engagement sessions
- Continue staff meetings and huddles
- Mechanism for staff to Board reporting through leadership
- Plan networking opportunities
- Explore ways to develop new marketing opportunities

# Statement of Operations and Net Assets

## NORTHERN NEIGHBOURS NURSE PRACTITIONER-LED CLINIC

### STATEMENT OF OPERATIONS

For the year ended March 31,	2022	2021
<b>REVENUE</b>		
Province of Ontario	\$ 761,275	\$ 808,013
Province of Ontario - OTN	31,707	30,739
Province of Ontario - RNPGA	-	62,792
Other	20,000	-
<b>TOTAL REVENUE</b>	<b>\$ 812,982</b>	<b>\$ 901,544</b>
<b>EXPENDITURES</b>		
Advertising & Promotion	3,650	1,728
Audit and accounting services	11,761	10,162
Benefits	104,162	78,892
Computer Leasing	2,720	3,510
Fees & Memberships	18,454	12,468
General consulting	4,417	1,650
Insurance	13,667	9,061
Interest & Bank Charges	1,936	1,408
IT Software/Hardware	8,772	2,832
Legal and advisory services	22,789	25,363
Medical supplies and clinical travel	5,150	17,653
Occupancy costs	11,987	14,211
Office supplies	7,007	5,829
Professional development	6,294	88
Program supplies - RNPGA	-	32,881
Recruitment and retention	20,000	49
Repairs and maintenance	23,245	21,435
Salaries - health providers	286,349	284,388
Salaries - management and administration	198,049	125,105
Salaries - OTN	31,707	30,739
Salaries - RNPGA	-	29,910
Telephone	7,797	5,886
Travel and meetings	233	372
<b>TOTAL EXPENDITURES</b>	<b>790,146</b>	<b>715,620</b>
<b>SURPLUS OF REVENUE OVER OPERATING EXPENDITURES</b>	<b>22,836</b>	<b>185,924</b>
<b>AMORTIZATION OF CAPITAL ASSETS</b>	<b>(98,156)</b>	<b>(89,719)</b>
<b>AMORTIZATION OF DEFERRED CAPITAL CONTRIBUTIONS</b>	<b>98,156</b>	<b>89,719</b>
<b>SETTLEMENT OF FUNDS FROM PROVINCE OF ONTARIO</b>	<b>(22,836)</b>	<b>(185,924)</b>
<b>ANNUAL SURPLUS (DEFICIT)</b>	<b>\$ -</b>	<b>\$ -</b>

**NORTHERN NEIGHBOURS NURSE  
PRACTITIONER-LED CLINIC**

**STATEMENT OF CHANGES IN NET ASSETS**

<b>For the year ended March 31, 2022</b>	Invested in Capital Assets	Unrestricted	<b>2022 Total</b>
<b>BALANCE, BEGINNING OF YEAR</b>	\$ -	\$ -	-
<b>ANNUAL SURPLUS (DEFICIT)</b>	-	-	-
<b>BALANCE, END OF YEAR</b>	\$ -	\$ -	-

<b>For the year ended March 31, 2021</b>	Invested in Capital Assets	Unrestricted	<b>2021 Total</b>
<b>BALANCE, BEGINNING OF YEAR</b>	\$ -	\$ -	-
<b>ANNUAL SURPLUS (DEFICIT)</b>	-	-	-
<b>BALANCE, END OF YEAR</b>	\$ -	\$ -	-

## Community Support

At the Northern Neighbours NPLC every Wednesday is recognized as casual dress day. The staff come to work, dressed casually and donate money to support our local charities



Arlene McCorry, Lead Nurse Practitioner is making the first donation to the first local charity, Marilyn Parent of The White River Food Bank.



Carolyn Burton, Clinic Administrator is presenting Ashley Colbey, of the White River Parks Committee with a staff donation.

## MERRY MONTH OF MEALS

Thank you to NNNLPC (clinic)  
for donating ONE Merry Month  
of Meals to our food bank



**DONATE A MONTH OF MEALS TO A  
FAMILY IN NEED FOR \$112!**

The Northern Neighbours NPLC Staff fund, spread the holiday cheer by donating a month of meals to a family in need during the holiday season.

The Northern Neighbours Nurse Practitioner-Led Clinic (NNNPLC) in collaboration with the Township of White River, White River Economic Development Committee, and Superior East Community Futures Development Corporation hosted an event for the White River Winter Carnival. The NNNPLC chose to coordinate the Snow Sculpture Contest, the theme was simply animals. Our aim was to coordinate an event that would:

- Promote physical activity;
- Promote family/friend togetherness;
- Promote team work;
- Promote our love of winter; *and*
- Remind us of our inner-child and to just have fun!



The residents of White River didn't disappoint there were 13 teams enrolled. Soon various animals began to pop up overnight, some not even from Northern Ontario and others not of this world! The winners of the Snow Sculpture Contest are:

- 1<sup>st</sup> Place Isabel Chicoine
- 2<sup>nd</sup> Place Kristie Colby
- 3<sup>rd</sup> Place Nicole Simpson

We want to thank all of the teams for your participation, your sculptures were fantastic! For more photos of this event, please visit our website: [nnpplc.ca](http://nnpplc.ca)



1<sup>st</sup> Place  
Isabel  
Chicoine



2<sup>nd</sup> Place  
Kristie  
Colby



3<sup>rd</sup> Place  
Nicole  
Simpson



## Acknowledgements:

The Northern Neighbours NPLC, from our recent beginnings has faced the challenges of developing and operating a Nurse Practitioner-Led Clinic. We did this while navigating the uncertainty of a global pandemic. This could not be accomplished without partnerships, support, and feedback for this we are grateful.

The staff of the Northern Neighbours NPLC are to be applauded. They are dedicated, patient focused, hardworking, and genuinely care about the overall state of our patients and each other. Their skill and dedication are an inspiration.

We are tremendously fortunate to have such an esteemed Board of Directors and we value their guidance, support, and dedication. They have gifted us their time and above all else, that is the most valuable asset. Your dedication to enhancing access to primary health care is to be commended, we thank you.

The Mayor and Council of the Township of White River are to be praised for the \$20,000.00 funding for the recruitment and retention of our Nurse Practitioners. Your investment will ensure that our patient community has the access to primary care within their own respective communities.