



**SUDBURY DISTRICT NURSE PRACTITIONER CLINICS**  
**ANNUAL REPORT**  
**April 2015 – May 2016**

# *A message from the Clinic Director*

**Jennifer Clement, RN(EC)**  
**Clinic Director**

Welcome to Sudbury District Nurse Practitioner Clinic's Annual General Meeting for 2016. This report covers the period of time between April 1, 2015 to March 31, 2016.

This has once again been a busy year for all at SDNPC. We continued to provide quality patient-focused primary health care through our interdisciplinary approach to our already registered patients while also accepting unattached patients. Thanks to ongoing partnerships within the community, we were able to provide unique programs to our patients and we are looking forward to cultivating more partnerships in the coming year so that those without access to primary care will be able to benefit from the care of our fantastic team.

Our Quality Improvement Plan (QIP) continues to meet provincial requirements and we had an excellent response to the patient survey throughout the year. We are proud to note that our patient satisfaction scores are outstanding and the feedback from patients has very positive. While some of our targets were not necessarily met, for instance rates for Zostavax immunizations, these were due to circumstances beyond our control like high cost of a vaccine that was not funded at the time of data capture; thanks to the Ministry of Health, the vaccine is now a provincially funded vaccine for those over the age of 65.

This past year also marked the launch of our Patient Advisory Council. This council is comprised of six patients representing both sites of SDNPC, myself and a representative from the board of directors. Its purpose is to provide input and perspectives to inform planning and improve patient care experiences. The council serves in an advisory capacity, making recommendations on matters that impact the experience of patients and families at SDNPC.

This year unfortunately saw the retirement of one of the clinic's founders, Marilyn Butcher, from our board. While we were sad to see her tenure come to an end, we are very thankful for her tenacity and dedication to improving the health of unattached patients in the Greater Sudbury region. It is hard to believe that next August will mark SDNPC's 10 year anniversary! Where has the time gone? Since the inception of this clinic, the province has gone on to fund 24 additional clinics and the work we all do is just phenomenal.

In the year ahead, SDNPC will be working hard to ensure our vision stays strong as we navigate the changes that are coming to primary care following the announcement of the Patient's First document by Minister Hoskins. We plan to be heard as the meetings take place and work with the Northeast Local Health Integration Network and our fellow primary care organizations to ensure that patients continue to receive the primary care services they deserve.

In closing, I would like to thank our staff, patients and Board of Directors, and all those who have continued their support for this organization. We are excited to see what the new year brings and we look forward to continued promotion of health and seeing what our team can achieve

## *A message from the Board Chair*

**Charline Smith, Consultant  
Board Chair**

As another year draws to a close, the board would like to applaud the team for their collaborative and innovative approach to providing primary care to the citizens of Greater Sudbury. The clinic continues to be ground-breaking with new partnerships developing that improve access to care and excellent service to patients.

In a time of potential transformation to the primary care system the Clinic Director, Jennifer Clement must be commended for her advocacy for both patient care and for her team of professionals. Although the team has been asked to do more and more with less, Jennifer and they have stayed true to their vision of “striving to transform primary care in the Sudbury District”. The board is proud to note that the SDNPC’s Quality Improvement Plan continues to show strong results, especially in the area of patient satisfaction.

The next year will undoubtedly bring new successes and new challenges to the clinic but there is no doubt that patients will continue to receive outstanding interdisciplinary care from the team at the Sudbury District Nurse Practitioner Clinic.

# *Leaders in the Transformation of Primary Healthcare Delivery in the Sudbury District*

## **Strategic Plan Directions**

### **Provide better access to comprehensive healthcare to our patients**

We have been told by our patients that accessibility is one of their primary concerns and as a result, we have increased the number of same day spots, added evening clinics to our schedule and have staff performing many home visits for patients unable to easily reach our clinics. Some of the services provided at home include foot care, dietary assessments, and lab work.

In order to reach more unattached patients, we are hoping to be able to provide drop in/walk in primary care to a currently underserved population through a partnership with NOAH'S SPACE. NOAH'S SPACE is a community organization that is a consolidated, multi-service resource centre that would bring into the heart of the neighbourhood a family of services and resources that would have the greatest demand in an underserved area of the city. The need has been identified and we are working with the organization and the Ministry in hopes of obtaining funding for an additional full time NP.

Using new technologies, we are also increasing our patients' access to specialists. Ontario Telemedicine Network (OTN) allows us to consult with generally hard to access specialists quite quickly. We are using it successfully for patients with dermatological, psychological, and respiratory issues on a regular basis. This is an extremely cost effective way for many of our patients to see specialists when required as it prevents travel out of town to see the harder to access specialists.

We have recently started working with Canadian Addictions and Mental Health (CAMH) on a pilot program called ECHO or Extension for Community Healthcare Outcomes. It is a new collaborative project that helps address the challenges our primary care providers can have when dealing with a complex patient suffering from anxiety and other mental health issues. It is a virtual community of practice connecting 18 rural "spoke" primary care sites with mental health and addiction specialists at the Toronto-based "hub" with the intent to bridge academic health science centres and the frontline care providers and to improve and expand clinical skills and capacity. It provides timely services to our patients that would otherwise have been lacking due to significant wait times for these local specialists.

### **Provide services guided by best practices, guidelines and research**

Since SDNPC was the first Nurse Practitioner Led Clinic (NPLC) in Canada, there has been a lot of interest in studying our model and we have been the subject of numerous research projects and discussion papers. We are currently collaborators with several university studies and are assisting with the proposal for the development of a NPLC for New Brunswick. We have or are in the process of participating in research papers for PhD students attending Laurentian University and University of Ottawa.

We recently hosted a family Nurse Practitioner from Washington Court House, Ohio who is a doctoral student at Otterbein University in Columbus Ohio doing a scholarly project on NP-led clinics. She shadowed the Clinic Director and Administrative Lead throughout the community including visiting two other NP clinics within the area. Staff also had the opportunity to learn about the NP role in the US and the information sharing was mutually beneficial.

While changes to inter-professional care scope are implemented as soon as possible, there are several barriers to our practice. One example is that although referrals to specialists can now be made without needing a signature from our collaborative physician (for billing reasons), there currently exists an OHIP billing code problem where sign off is still requested to allow specialists to bill for their time. It is our understanding that the Ministry has now resolved this problem but small glitches do persist. Awareness of the Nurse Practitioner scope of practice is still weak in some areas and community education is ongoing.

While there are no incentives associated with the QIP, part of the job description of the Clinic Director is to act as the senior administrative official for the organization and as such, is responsible for providing strategic leadership and effective management of the corporation, including the quality improvement plan. Our Board is part of the QIP “team”, and receives data on quality at every board meeting, which may include statistics, patient stories, challenges and opportunities to improve.

### **Establish seamless links and integrated approaches to care delivery for our patient population**

Though our region’s population has a significantly lower health status than all of Ontario’s combined, SDNPC is very fortunate to be part of the community of the Greater City of Sudbury. We have a large network of agencies working diligently to address all social determinants of health. We continue to collaborate with community partners such as:

- the North East Community Care Access Centre;
- the North East Specialized Geriatric Services;
- Stay on Your Feet Sudbury Manitoulin ;
- Ottawa Smoking Cessation Program; and
- the Sudbury & District Health Unit.

We have also maintained our relationships with Community Living Greater Sudbury and the Northeastern Stroke Network, to provide primary care to unattached patients and have started to develop our partnership with NOAH’s SPACE who have developed a network of various community services to provide opportunities for residents living in an underserved area. SDNPC’s hope is to provide primary care services weekly for a walk in type clinic.

As above, we are taking advantage of the advances of technology to be a part of CAMH’s Project ECHO and this has been a wonderful learning experience. We have had the opportunity to present three challenging cases from our case load and feedback has been extremely useful.

## **Foster leadership within the organization and throughout the Primary Care community**

When Sudbury District Nurse Practitioner Clinics (SDNPC) first opened our doors in 2007, we developed a very strong strategic plan to set our priorities and ensure that employees and stakeholders were working toward a common goal of striving to transform primary healthcare delivery in the Sudbury District. This plan has been revised recently to ensure that not only are we still working for that goal but we are also aligned with the priorities of our changing health care environment.

With the ground-breaking Patient's First proposal prepared by the Ministry, SDNPC Board and Staff have participated in all relevant initiatives and focus sessions to provide leadership and promotion of our model of care.

We look forward to being at the table during this ongoing process of change to ensure that patients will continue to receive the continuity of care they deserve.

To date, we have asked our patients to undertake three different series of Client Satisfaction Surveys. We know that 95% of those surveyed have either indicated that their experience with our clinic has been very good or excellent. This is what drives us to eagerly move forward with this model of care.

## *The Past Year in Review – Some Highlights*

**8,589** Number of patient visits

SDNPC is open daily from 8:30 – 4:30 and 12:00 – 8:00 the last Tuesday of every month. There are dedicated same day appointment slots in each nurse practitioner’s schedule to avoid visits to walk in clinic’s and the Emergency room.

**255** Number of participants in the Stand Up Program (participants counted for each class attended)

Once again, Stand Up ran the fall of 2015. Eleven new and two returning participants completed the 13 week program and feedback was resoundingly positive. Our maintenance exercise class continued year round and provided training to older adults and sedentary patients hoping to increase their capacity for activity. We look forward to continuing to offer both programs.

**104** Stress and Stress Management Program (participants counted for each class attended)

The Stress and Anxiety Management Program continues to be offered semi-annually. This 6 week workshop aims to increase participant’s knowledge of anxiety and stress through education, group support, and discussion. This year was notable for the number of participants who participated from the community and we are proud to report that one participant found the program through a google search – a sure sign of the effectiveness of our website.

**29** Number of participants in the Smoking Cessation Program

This marks our second year offering the Ottawa Model for Smoking Cessation to Primary Care. Staff remain engaged with this model and support is high. We continue to have regular contact with our facilitators and task force to maintain motivation and ensure quality assurance.

**83** Number of procedures done within the clinic

SDNPC continues to offer patients “Lump and Bump” days every two months for the removal of moles, suspicious lesions and soft tissue masses saving patients from having to wait up to a year to see a dermatologist. These services are offered by one of our collaborative physicians as well as two of our Nurse Practitioners. SDNPC is also fortunate to have a physician who performs IUD insertions and endometrial biopsies right within the clinic.

## **41** Number of OTN referrals made

SDNPC utilizes PCVC OTN. Thanks to the Store Forward Dermatology program through OTN, providers are able to send referrals (including pictures of the condition they are discussing) directly to a dermatologist and have a response within seven days – most times however, a response is received within the same day. OTN services have also allowed patients to access psychiatry services in a more timely manner.

## **2,738** Number of phone visits made

Phone visits are being utilized to review results, follow up on the status of medication changes, answer patient questions and a large number of other reasons. Time is dedicated each day for returning patient calls and phone visits are also scheduled into a provider's schedule.

## **108** Number of home visits

Home visits allow the provider a chance to see the patient in their own environment and get a sense of health status like fall risks within the home, and how patients are able to manage their activities of daily living. Home visits are also important to patients who are unable to access the clinic for any number of reasons, including foot-care.

## **10** Number of student placements

SDNPC offers placements for nurse practitioner students, students from the Northern Ontario School of Medicine, pharmacy students, and social worker students. Students are exposed to not only complex primary care issues, but they also learn the importance of inter-professional teams working together for the health of the patient. During this period we also had a high-school co-op student who was interested in experiencing all aspects of primary care to help her decide the direction she would take after completing grade 12.

## **964** Number of physician – NP collaborations

Collaboration between the physician and NP is an integral aspect of care for the patients of SDNPC. Collaboration can take place face to face, by phone or through the messenger aspect of the electronic medical record. Collaboration with the physician takes place when the NP wants to review a case for advice in the management of the patient's care. Due to funding constrictions, we have reduced our number of collaborating physicians working with us from four to three.

*(for ease of data collection – all stats collected are from April 01, 2015 – March 31, 2016)*

## *2015-2016 Quality Improvement Plan*

Quality Dimension	Objective	Target	Actual Performance
Access	Access to primary care when needed.	50%	Unable to give accurate data in percentage for this indicator however data pulled from our EMR shows that we were able to provide 812 same day or next day visits
Integrated	Timely access to primary care appointments post-discharge through coordination with hospital(s)	75%	87%
Patient-Centred	Receiving and utilizing feedback regarding patient/client experience with the primary health care organization	80%	252 Patient Surveys completed
Patient-Centered	Provide access for psycho-educational support for the prevention of mental health impacts on physical health and well-being.	70%	Class attendance full for first class then significantly declined. Only 5 of 13 completed the program.
Patient-Centred	Provide access to Chronic Pain Management Workshop to increase pain self-management skills	50%	Attendance dropped significantly following first class and only 2 of 16 participants completed the program.
Population Health	Reduce shingles rates in older adults by increasing access to the Zostavax vaccine.	30%	After review of the charts of those who meet the criteria for the vaccine, the number one reason for refusing due to cost. 4 patients received the vaccine.

# *Biographies: Sudbury District Nurse Practitioner Clinics Staff*

## **Arro Barry, Registered Nurse**

Arro is a graduate of Laurentian University's Bachelor of Science in the Nursing program. In her role as a primary care registered nurse, Arro has the opportunity to wear many hats. At SDNPC she works with patients to support their health throughout the lifespan: in the clinic setting, in their homes, individually and in groups. Before coming to Sudbury and making it her home, she worked in Northern rural settings in Moosonee and the Yukon as well as spending time providing chronic care in Thunder Bay. She is pleased to be part of such a professional and focused team at SDNPC. She is a nature enthusiast and avid gardener.

## **Kelly Bystedt, Medical Secretary**

Kelly is our newest team member at SDNPC. She graduated from Medical Office Administration after traveling around the world while working on cruise ships. She enjoys spending time with her twins, swimming and reading.

## **Jana Carter, Nurse Practitioner**

A graduate of McMaster University's Bachelor of Science in Nursing program, Jana obtained her Nurse Practitioner Certificate from Laurentian University in 2009. Prior to expanding her horizons to take on the NP-PHC role, her professional career was based in Public Health, having served the communities under the Porcupine and Sudbury & District Health Units. Jana is also SDNPC's certified Lactation Consultant. She is a devoted hockey mom and serves on the executive of the Walden Minor Hockey Association. She also holds a seat on the board of the Capreol Nurse Practitioner Led Clinic.

## **Bev Castonguay, Social Worker**

Born and raised in Sudbury. Bev has had the opportunity to work in many types of settings before coming to the SDNPC. She enjoys primary care as it affords her the flexibility in working with different groups of people deal with mental health issues, chronic disease management or health prevention strategies. Having worked in both acute care and community settings, she is enjoying the opportunity to work as part of a multi-disciplinary team.

## **Jennifer Clement, Clinic Director/Nurse Practitioner**

A lifelong resident of the north, Jennifer earned her Bachelor of Science in Nursing from Laurentian University in 1997. After working as an RN in Texas, Mississauga and Sudbury in hospital acute care settings, she returned to school to earn her certificate as a Primary Health Care Nurse Practitioner in 2008. She has been with the clinic since 2008 and has been the Director of the clinic since September 2012. She is back in school once again working towards her diploma in Health Care Management. Jennifer also serves on the board of the Children's Community Network.

## **Jennifer Dawson, Nurse Practitioner – Currently on Leave**

Jennifer is a 2002 nursing graduate from Memorial University of Newfoundland. She has spent the majority of her career working in Cardiology, Emergency Medicine and Intensive Care. Overlapping with this, she has also taught BScN students for a period of 6 years and worked in primary care. With a significant acute care background she decided it was time to change the pace and embark upon

becoming a Primary Health Care Nurse Practitioner. She started at SDNPC immediately after graduation in 2012 and since this time she also pursued and completed her Masters in Nursing.

**Kim Demers, Nurse Practitioner**

Kim grew up in the true north of Ontario working in Red Lake after graduating from Confederation College where she obtained her diploma in Nursing. She moved to New Liskeard and obtained her Bachelor of Science in Nursing through Lakehead University. She and her family moved to the Sudbury region and after working many years in the emergency department, Kim obtained her certificate as a Primary Care Nurse Practitioner in 2007 and has been with SDNPC since 2008.

**Christina Dippong, Registered Practical Nurse**

A graduate of Canadore College's RPN program in 2000, Christina has worked in all aspects of health care from nursing homes, to community agencies and the local hospital. Christina is the clinic's phlebotomist, foot care specialist, reflexologist and OTN coordinator to name a few job titles. Christina is also the founder of the Lively Little League baseball league.

**Stephanie Doni, Registered Dietitian**

Stephanie graduated from The University of Western Ontario with a Bachelor of Science (Foods and Nutrition) degree and completed her dietetic internship with the Northern Ontario Dietetic Internship Program. Stephanie has also obtained certification as a Certified Diabetes Educator. She joined SDNPC in 2011 and has experience counseling patients on a variety of nutrition related topics. Stephanie is also on the Board of Directors for Meals on Wheels.

**Tiffany Furlong, Nurse Practitioner**

Tiffany graduated cum laude from the Laurentian University School of Nursing in 2009. She worked in geriatrics for the next two years with a special interest in palliative care, wound care, and management of dementia. She obtained her Primary Care Nurse Practitioner certificate from Laurentian in 2012 and has been working as a nurse practitioner with the Sudbury District Nurse Practitioner Clinic since October 2012. She has since completed a specialty certification in gerontology via the Canadian Nurses Association and is a certified geriatric nurse. Tiffany remains current with evidence-based guidelines through regular completion of educational modules via McMaster University.

**Mary Geroux, Nurse Practitioner**

Mary obtained her Registered Nursing diploma from Sault College in 1998 and completed the Critical Care Nursing Certificate from Cambrian College in 2002. She has worked as a Registered Nurse in Sault Ste. Marie, Sudbury, California and Washington D.C. She completed the Bachelor of Science in Nursing and Primary Health Care Nurse Practitioner Certificate at Laurentian University in 2006. Following completion of her degree, she worked as a locum NP in Chapleau before being hired to work at the Sudbury District Nurse Practitioner Clinics in 2007. She left in 2012 to specialize in Bariatrics at Health Sciences North, and returned to her previous primary care practice at SDNPC one year later.

**Sherry Giroux, Nurse Practitioner**

Although she has only been a nurse practitioner since 2015, Sherry has been nursing for over 11 years with experience primarily in the emergency department. Seeing the great need for basic primary healthcare was a major motivator for Sherry's career transition and she looks forward to serving her clients and promoting health and wellness in the community.

**Katherine Judd, Medical Secretary**

Katherine has been employed as a medical secretary with the SDNPC since the summer of 2007 when they first opened. She has worked in the medical field for over 35 years and brings a wealth of knowledge to the team. In her spare time, Katherine enjoys spending time with her grandchildren, training her dogs, gardening, archery and swimming.

**Christine Kuula, Medical Secretary**

Christine is a resident of Espanola who obtained her Medical Office Administration diploma from CDI College. Prior to CDI College she worked in Retail Management and Customer Service for several years. Christine has over 9 years of experience in Medical Administration in areas such as Primary Health Care, Methadone and Pain Management and Cardiology. Christine enjoys spending her off time with family, camping and boating.

**Chantalle McNab, Medical Secretary**

A resident of the north, Chantalle spent many years in Southern Ontario before returning to her local roots. She obtained her Medical Office Administration diploma from CDI College and worked for the Espanola Family Health Team as well the Espanola Regional Hospital before joining SDNPC in 2010. She is currently working towards a Leadership Development Diploma.

**Nancy Tripodi, Registered Pharmacist**

Nancy is a pharmacist licensed with the Ontario College of Pharmacists. She is a graduate of the University of Toronto Faculty of Pharmacy and completed a residency program at The Hospital for Sick Children in Toronto. Following that, she returned to her hometown of Sudbury to begin her career with Med-I-Well Services Ltd. which is contracted to provide pharmacy consultant services to the SDNPC.

**Sharon Vukoja, Administrative Lead**

Sharon has been the Administrative Lead for the clinic since its inception in 2007. She holds a Bachelor of Arts from McMaster University and obtained her certification in procurement. She has an extensive background in Construction Management which was an added bonus during SDNPC's several capital construction projects. She is responsible for ensuring the clinic runs smoothly by ensuring Policies and Procedures are current and in line with Ministry of Labour requirements and prepares funding reporting for the Board and the Ministry on a monthly and quarterly basis. Sharon is also responsible for the accounting, information technology, and facility management issues as they arise. She has lived in Sudbury most of her life and loves all that the city offers including but certainly not limited to the magnificent natural environment and local theatre.

## *Sudbury District Nurse Practitioner Clinics Collaborative Physicians*

### **Catherine Cervin, Collaborating Physician**

Dr. Cervin, originally from Ontario, began her career practicing family medicine in the Northern Ontario communities of Timmins and Sault Ste. Marie for seven years before embarking on an academic career. From 1997 to 2007, Dr. Cervin facilitated the growth of the residency program from two community sites to five, as residency program director in the Department of Family Medicine at Dalhousie University in Nova Scotia. She also served as interim department head of Dalhousie Family Medicine from 2009 to 2010. In addition to her work with SDNPC, she is the Associate Dean of Northern Ontario's School of Medicine Postgraduate Education.

### **Shelley Ann Routhier, Collaborating Physician**

Originally from Valley East, Dr. Routhier graduated from Laurentian University with a Bachelor's in Biochemistry before attending Queen's University for Medical School. She completed her residency in Family Medicine in Sudbury. She has been working at the Centre de Santé Communautaire since 1997 and joined the SDNPC team as collaborative physician in 2010.

### **Jennifer Zymantas, Collaborating Physician**

Dr. Zymantas obtained her MD at Northern Ontario School of Medicine (NOSM) at the Thunder Bay Campus in 2011, followed by completion of a Family Medicine Residency at Northern Ontario School of Medicine (NOSM) at the Sudbury Campus in 2013. She is currently working as a hospitalist at Health Sciences North (HSN), several of the walk-in clinics and at the Sudbury District Nurse Practitioner Clinics.

## *Governing Board of Directors 2015 – 2016*

### **Marilyn Butcher, Board Chair – until December 2015**

Marilyn co-authored the proposal for the first NP led clinic in Canada and retired from her position as inaugural Clinic Director for the Sudbury District Nurse Practitioner Clinics (SDNPC) in 2010. She remains on the Board of Directors of SDNPC. Marilyn has launched her own consulting firm and is working with health care organizations and groups of NPs who are launching their own NP – Led clinics. She assists with business and operational planning, budget and site development and creates best policies and procedures. She maintains her clinical focus by practicing as a nurse practitioner in rural northern Ontario.

She co-authored “Canada's First Nurse Practitioner–Led Clinic: A Case Study in Healthcare Innovation”, in the Nursing Leadership Journal; “Nurse Practitioners : Part of the Solution to the Primary Health Care Crisis”, a presentation to the Romanow Commission on the Future of Health Care in Canada and Merging Traditional Aboriginal and Western Health Practices in a Canadian Urban Aboriginal Community. Marilyn has been an active member of RAO and NPAO, sitting as NPAO Chair of Political Action and NPAO Chair of Communications in past years. She was given a Honourary Lifetime Award from NPAO and a Lawrence S Bloomberg Faculty of Nursing Award of Distinction from the University of Toronto. Under her leadership, SDNPC was awarded the group Women of Distinction Award.

Marilyn and her husband Stephen have launched Walden Today, a positive community based monthly newspaper in Walden Ontario with a monthly circulation of 5 000 readers.

### **Charline Smith, Board Chair – from January 2016 to current**

Charline is a graduate of Laurentian University and a long-time resident of the Sudbury area. She has been an advocate for disadvantaged youth and adults for over 25 years, working in post-secondary education, vocational counselling, life skills coaching and employment support.

In 2006 Charline became the inaugural Executive Director of one for the first Family Health Teams in Ontario and had the opportunity to be part of the transformation of primary care in Ontario. Access to primary care remains a challenge in Northern Ontario and as a result she is a staunch supporter of the NP model of care. She is honoured to be a member of the board for an innovative organization like the Sudbury District Nurse Practitioner Clinic.

Charline provides business consulting, management coaching and leadership training to organizations that are pursuing positive change and growth. She facilitates gatherings for small and large groups across the province, using a culturally sensitive and safe approach that inspires.

Charline believes that many hands working together can achieve great things!

### **Gisèle Guénard, Vice-Chair**

A native of Northern Ontario, Gisèle has served in health care for over 30 years. She has held a variety of positions from patient care to CEO of Espanola General Hospital where she led the launch of one of Ontario's first Family Health Teams and a new long-term care facility. She has served in Public Health, as Administrator in Long Term Care and taught nursing in the college sector.

Her governance roles include director on the board of the North East LHIN. She is currently a director on the board of the Sudbury District Nurse Practitioner Clinics, and a Peer Facilitator for the Canadian Patient Safety Institute - Governance initiatives. She has been a member of, and chaired board committees including quality, governance and audit. She is a past member of the Ontario Hospital Association's Small Rural & Northern Leadership Council, and presented at OHA and OACCAC conferences.

Gisèle provides support to governance and executive leadership teams through VisionarEase Inc., specializing in Positive Change Leadership and Consulting. Clients include a cross section of the health care and community sector, where she has facilitated and presented for groups from the smallest community agencies to provincial Regional Health Authorities.

Fluent in French and in English, Gisèle is the recipient of the YWCA Women of Distinction Award. Educated in Ontario, she holds a Bachelor of Science (Nursing) degree from Laurentian University, as well as a Master in Education (Sociology) degree from the University of Toronto.

#### **Phil Beauchamp, Director**

Phil is a lifelong resident of Naughton where he currently resides with his growing family. He graduated from Laurentian University in 2006, with his BScN, and immediately started working at the former Sudbury Regional Hospital. He pursued further education at Laurentian University and in 2010, completed his primary care nurse practitioner (NP) certificate as well as a master's degree in nursing. Phil started his career as a NP with the SDNPC and credits his success in that role to an excellent team and supportive environment. He worked there for just over one year when he then pursued a bit more flexibility and adventure and worked for the Canadian Health Care agency providing emergency and primary care on remote First Nation reservations. He is now settled and working at Health Science North (HSN) in Heart Failure Disease Management Program.

Phil is passionate about advancing NPs current scope of practice and public imagine and has been working energetically with the newly formed NP professional practice council within HSN. He is enthused about the role on the board of directors of the SDNPC and will strive to ensure it remains the progressive, landmark clinic that changed the landscape of primary care delivery in Ontario.

#### **Laura Hill, Director**

Laura, a native of Sudbury, graduated from McMaster University's Bachelor of Science in Nursing program in 2006 then went on to obtain her Masters in Nursing from York University in 2010. She recently (2013) graduated from Toronto University's NP-Adult Program. She has worked in both Sudbury and Moose Factory as a nurse in various units such as medicine, surgery, obstetrics, emergency and geriatrics and is currently working as an NP in Health Science North's emergency department. She is also a volunteer for Camp Manitou working as the Camp Nurse for Junior Girls week. She and her husband love going camping, kayaking and outdoor fun and she is excited to be on the board of directors for such an amazing clinic, something that is homegrown and puts Sudbury on the map as a leader in nursing.

**Margaret Loughran, Director**

Margaret is a native Sudburian, having resided, played and learned locally. She graduated from Laurentian University with BA Hons (Political Science/Economics). After starting her family, she returned to Laurentian to study Bachelor of Science in Nursing. She followed her passion to working in Mental Health, and has worked a number of clinical and leadership roles at HSN Mental Health and Addictions Program. While working, she completed her Masters in Health Sciences (Nursing) from Deakin University, Australia. To deepen clinical knowledge and meet client needs, Margaret completed the Nurse Practitioner program and has implemented the Nurse Practitioner role in the Regional Eating Disorders Program. Margaret lives with her husband and family in Sudbury.

**Valerie Pinaud, Director**

Valerie was born and raised in Sudbury. She has worked for twenty years for the Sudbury Regional Hospital, in many different areas. Primarily her experience has been in the operating room but has also spent time on maternity, post-partum and neonatal unit. Her experience also encompasses working in Day surgery and radiology. She graduated from nursing at Cambrian College and has enjoyed taking continuing education courses. Some of these include OR/PACU strategic planning, preceptor training, issues and techniques for operating room nurses and several oncology courses as well. She has also completed a course for minimal access surgery thru McMaster University Health Sciences and Continuing Education. Valerie is currently working in long term care and enjoys contributing her time to SDNPC.

**Valerie Scarfone, Director**

Since 2013 Valerie Scarfone has been the Executive Director of North East Specialized Geriatric Services a program sponsored by the North Bay Regional Health Centre. Valerie has also worked as a Senior Consultant with the North East Local Health Integration Network. Prior to this, she was the Chief Executive Officer of ICAN (Independence Centre and Network). Valerie has a Bachelor of Arts degree in Sociology from Laurentian University and a Human Resources Certificate from Queen's University.

Throughout the past twenty-five years, Valerie has served on many boards of directors and has gained vast knowledge on board governance. She has served on the United Way/Centraide Sudbury Board of Directors. In the past, she served on founding boards of local and provincial organizations and was that provincial appointee to the Algoma Health Unit Board.

Currently Valerie is serving on the Board of Directors of the Children's Aid Society, Community Living Greater Sudbury and has recently joined this board.

**Claire Warren, Director**

Claire has been nursing for over 23 years. Since graduating from the University of Ottawa with her BScN, Claire has worked in Sudbury and area in various roles. She started her career working in the neuro-trauma ICU in Sudbury as well as at the Espanola General Hospital (floor, emergency and OR). She then went to public health where she worked in a number of different programs and departments and in various capacities (public health nurse, manager, director, and evaluator/researcher) for 18 yrs. Claire has occasionally taught courses in the nursing program at Laurentian University and was a member of the University's Research Ethics Committee for 6 years. She completed her Master of Nursing from Athabasca University in 2005 and the Primary Health Care Nurse Practitioner program in 2012. She is currently working at the NE-CCAC as a primary health care NP specializing in palliative care.

**Angie Wiwczor, Director**

Angie has been nursing for over 13 years. Since graduating from the diploma program at Cambrian College she went on to pursue further education and graduated from Laurentian University obtaining her BScN. Angie has extensive pediatric nursing experience in both the hospital and community setting. With children's health being an area of special interest and passion Angie went on to further her education becoming a Primary Health Care Nurse Practitioner in 2009. Angie officially became a Certified Asthma Educator in 2011. She continues to work with the pediatric population in a variety of outpatient clinics that include; the BALANCE Program (focus on pediatric obesity), Pediatric Asthma Education Clinic, ADHD clinic at the Northeastern Ontario Health Centre for Kids (NEO Kids) at Health Sciences North.

## *Acknowledgements*

If it were not for all of our partners, SDNPC would not be the success it is today. We would like to thank our hardworking, dedicated staff who go above and beyond to provide care and services to our patients. We would like to thank our families, patients and the residents of the Sudbury district for their continued support of our clinics.

We would like to acknowledge the Ministry of Health and Long Term Care and the Primary Care Branch of the Ministry for their continued support financial support. We appreciate the recent increase in scope that will allow us to better serve our patients in a more timely manner. NPs can now prescribe all drugs except for narcotics, refer to specialists, admit and discharge patients to hospitals, and provide full scope primary care to their patients.

Thank you to the North East Local Health Integration Network and the Sudbury and District Health Unit for their continued support of our various programs.

We also want to thank the City of Sudbury itself for the ongoing support of our Lively clinic building and their continued belief in our model of care.

*Thank you to all!*

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August 24, 2016

Jennifer Clement  
Clinic Director  
Sudbury District Nurse Practitioner Clinics  
359 Riverside Drive, Suite 107  
Sudbury, ON P3E 1H5

Dear Jennifer,

**Subject: Letter of Acknowledgement – Sudbury District Nurse Practitioner Clinics  
Annual Report 2015/2016**

Thank you for sharing your 2015/2016 Annual Report with us.

The North East LHIN is pleased to learn about the continued excellent care you provide your patients. Your commitment to providing comprehensive primary care to your patients is clear from your “Year In Review”.

I appreciate your collaboration with the North East LHIN through our various committees, your involvement in the Greater Sudbury Health Link, and in your work with Jennifer MacKinnon on advancing the integration of primary care in the wider health system. Your partnership and work is very much appreciated.

Thank you for your ongoing effort in advancing quality health care when and where Northerners need it.

Sincerely,



Louise Paquette  
Chief Executive Officer

LP/jm

cc.: Jennifer MacKinnon, Primary Care Officer  
Nancy Lacasse, Officer, Sudbury/Manitoulin/Parry Sound