

Sudbury District  
Nurse Practitioner Led Clinics

*Cliniques dirigées par du personnel  
infirmier praticien de Sudbury District*

# Annual Report

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2022/2023



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# A Message from SDNPC's Board Chair and Executive Director

On behalf of the board of directors and the Sudbury District Nurse Practitioner Clinics (SDNPC) team, we are pleased to provide you with the Annual Report. This report outlines SDNPC's achievements in 2022-2023.

This past year has been one of navigating what health care looks in the post pandemic landscape. While we have continued our standard of excellence providing high quality care and excelling in our outcomes, we are seeing that the health care landscape has changed – wait times to specialists are longer (and we are seeing a decrease in the number of specialists), phone visits are often a preferred visit type, patients are coming in with uncontrolled health issues, cancer screenings have been delayed, there are higher instances of mental health crisis and more patients with addictions than ever before. Despite all this, we are working hard to support our patients and we continue to register unattached patients.

This year also brought with it some change. In 2007, it was the Minister of Health, George Smitherman, who was willing to give a couple of unknown, grassroots NPs the authority to introduce a new model of care into the Canadian health care system when he approved Marilyn Butcher and Roberta Heale's proposal for the first Nurse Practitioner Led Clinic. Since that time, we've worked closely with our ministry representatives and have seen NPLCs expand across the province but as of April 1st, the NPLC portfolio has now moved to Ontario Health. With this move we will be building new relationships and we are looking forward to teaching them more about who we are and what we have accomplished over the past 16 years.

We would like to thank the staff, our patients, the Board of Directors and all those who have continued their support for this organization over the past year.

Steve Mantler, Chair

Jennifer Clement, Executive Director

# Our Team

## **Executive Director**

Jennifer Clement

## **Business Operations Manager**

Sharon Vukoja

## **Administrative Assistant**

Jamie Graveline

## **Case Manager**

Carole Pilon

## **Clinical Assistant**

Mallory Keller

## **Dietitian**

Sarah Gatien

## **Medical Secretaries**

Carley Coulombe

Karen Lappa

Debbie Rushton

Sheri Plexman

Stephanie Stevens

Wendy-Lynn Ingram

## **Nurse Practitioners**

Jana Blackburn

Mathieu Chartrand

Jennifer Dawson

Kim Demers

Mary Geroux

Sherry Giroux

Tiffany McGilverly

Nicole Welsh

## **Pharmacists**

Vicki Luckman

Nancy Tripodi

## **QIIMS**

Ed Donaldson

## **Registered Nurses**

Julie Wong

Sarah Slack

## **Registered Practical Nurse**

Christina Dippong

## **Social Workers**

Lucas Nupponen

Bev Sloan

## **Collaborative Physicians**

Alex Anawati

Dominique Ansell

Scott Carmichael

Charis Kolari

Lionel Marks de Chabris

Jennifer Zymantas

## **Board of Directors 2022 – 2023**

Steve Mantler, Chair

Julie Fiddes, Vice-Chair

Sylvain Leduc, Treasurer

Anne Despatie

Ewa Ceccon

Kelli-Ann Lemieux

Lisa Demers

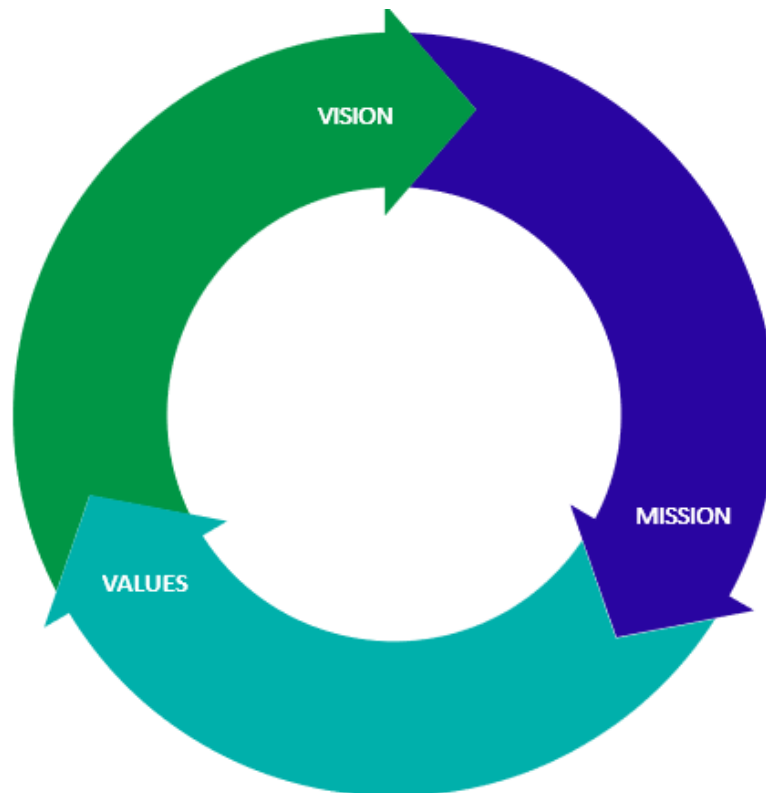
Marilyn Butcher

Patricia Plourde

# Vision, Mission and Values

## VISION

To be the primary health care provider of choice.



## MISSION

Social accountability will be embedded in all that we do to guide collaboration with the patients, populations and communities that we serve, to improve equitable access to best practices, high quality, holistic, adaptable and innovative health care and social support services that address priority health and social needs.

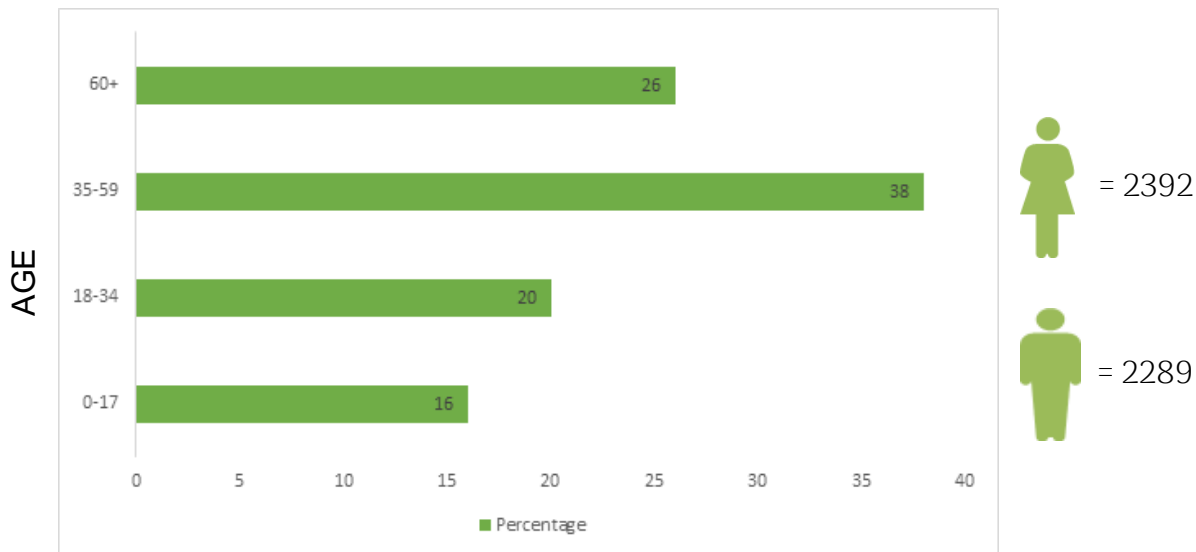
## VALUES

- Accountability
- Collaboration
- Diversity
- Equity
- Inclusion
- Leadership
- Respect
- Well Being

# SDNPC Patient Demographics

Active Patients - 4869

Inactive patients\* - 5177



Patients taking 5 or more medications = 20.1%

Patients with diagnosis of:

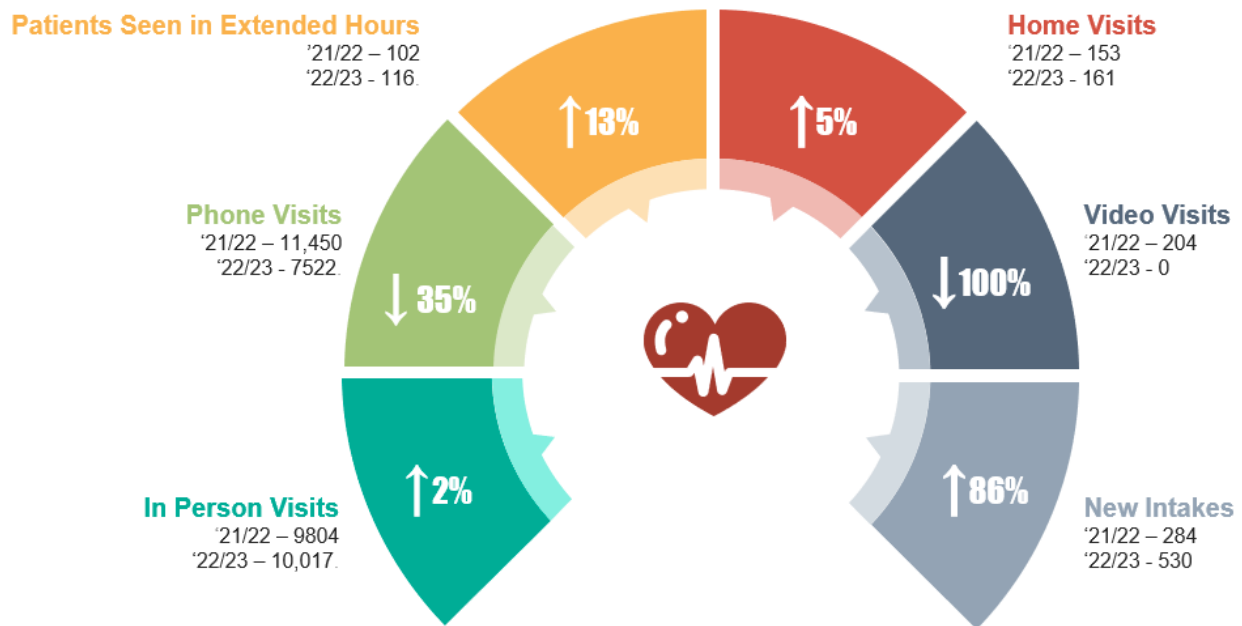
- Coronary Artery Disease = 2%
- Chronic Obstructive Pulmonary Disease (COPD) = 4%
- Diabetes = 8.3%
- High Blood Pressure = 14%
- High Cholesterol = 10.6%
- Mental Health diagnosis\*\* = 17%

\*= former patients who are deceased, moved or found a new provider

\*\*= Diagnoses include depression, anxiety, bipolar disorder, panic disorder and schizophrenia; many patients have more than one mental health diagnosis.

# A Year in Review

This past year, while SDNPC continued to use a mix of visits to provide care, we were starting to see a return to our pre-pandemic norm in office visits. The data below shows what our visits looked like this year compared to the previous year.



# Providing Care to our Patients



\*Vaccinations included all childhood and covid vaccines.



# What Our Patients Have to Say

"My experience with the NP clinic has been very positive and I feel there should be many more NP clinics established in Ontario."

"You are all amazing!"

"There is thoroughness in finding problems and explaining things to me."

"This clinic has provided the best experience in health care that my wife and I have ever had. Thank you. Keep up the good work."

"Always have a great experience. Talk highly about the clinic."

"They listened to my concerns, explained to the things that can be done."

"Always great staff."

"Friendly welcome and check in."

"Customer service - warm, friendly, compassionate. Detailed explanations with time for follow up questions."

"My concerns are taken seriously. I never feel judged."

"She talks about medication and makes sure I understand, tries to get me into programs that can possibly help me."

# Acknowledgments

We would like to thank our always hardworking and dedicated staff who go above and beyond to provide care and services to our patients and who have worked tirelessly this past year while navigating the post pandemic landscape. We would like to thank our families, patients and the residents of the Sudbury district for not only their continued support of our clinics but also for the way we all came together to ensure the safety of our community.

We would like to acknowledge the Ministry of Health and the Primary Health Care Branch of the Ministry for their continued support and we also would like to thank Ontario Health for their continued support of our various programs.

We also want to thank the City of Sudbury, Health Sciences North and the many community agencies who worked together to support the health of our community.

Thank you. Merci beaucoup. Chi-Meegwetch