

Sudbury District  
Nurse Practitioner Clinics

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



# Annual Report

2018 - 2019

# Table of Contents

<b>2</b>	Message from Board Chair and Executive Director
<b>3</b>	SDNPC Staff
<b>4</b>	Board of Directors
<b>5</b>	History of the Hula Hoop
<b>6</b>	Mission, Vision and Values
<b>7</b>	Clinic Profile
<b>11</b>	Acknowledgements

## Message from Board Chair and Executive Director

On behalf of the board of directors and our team, we are pleased to provide you with the Sudbury District Nurse Practitioner Clinics (SDNPC) Annual Report. This report outlines SDNPC's achievements in 2018-2019.

The past year continued to be a busy year for the clinic not only in terms of preparing for expansion but also through community engagement. In an effort to increase our capacity to provide care ensuring social accountability and meeting the social determinates of health, we met with many organizations to build partnerships and examine how our organizations could improve collaboration. SDNPC also held a community engagement session and the response from the community provided us with critical information to develop a comprehensive, responsive model of care that will meet the needs of patients.

The past year was also a time of significant change in our government. With the shift, we have been strategic in our approach to updating our strategic plan so that we could critically examine what the government's health care priorities were going to be and then align our plan accordingly. The announcement of the Ontario Health Teams is an opportunity we are embracing in order to increase integration and collaboration resulting in improved patient care and greater system outcomes.

During this time of transition, SDNPC's exceptional staff continue to provide comprehensive primary care for our patients and our patients continue to be very appreciative of the care they receive. With over 12,000 patient visits in the past year, the inter-professional team all work to their full scopes using a collaborative approach to care ensuring needs are met. In the following pages, you will see some results of the hard work over the past year by the team.

We would like to thank the staff, patients and Board of Directors, and all those who have continued their support for this organization. We are excited to see what this next year brings.

Valerie Scarfone  
Board Chair

Jennifer Clement, RN(EC)  
Executive Director

# SDNPC Staff



## **Executive Director**

Jennifer Clement

## **Business Operations Manager**

Sharon Vukoja

## **Executive Assistant**

Chantalle McNab

## **Dietitian**

Sarah Gatien

## **Drop In Coordinator**

Danielle Bray

## **Medical Secretaries**

Melodie Bayard

Kathy Beland

Melissa Hayden

Mallory Keller

Jamie-Lynn Legault

Stephanie Stevens

## **Nurse Practitioners**

Jana Blackburn

Jennifer Dawson

Kim Demers

Mary Geroux

Sherry Giroux

Tiffany McGilvery

Rachel Stewart

Nicole Welsh

## **Pharmacists**

Vicki Luckman

Nancy Tripodi

## **Quality Improvement and Information Management Specialist**

Elyse Lamontagne

## **Registered Nurse**

Arro Barry

## **Registered Practical Nurse**

Christina Dippong

## **Social Workers**

Bev Castonguay

Louise Jones

## **Collaborative Physicians**

Alex Anawati

Dominique Ansell

Scott Carmichael

Charis Kolari

Lionel Marks de Chabris

Shelley Anne Routhier

Jennifer Zymantas

## Board of Directors 2018 - 2017

**Valerie Scarfone, Chair**

Executive Director  
North East Specialized Geriatric Centre

**Angie Wiwczor, Vice Chair**

Nurse Practitioner  
Health Sciences North

**Laura Hill, Treasurer**

Nurse Practitioner  
Health Sciences North

**Julie Fiddes**

Nurse Practitioner  
Sudbury East Community Health Centre

**Mary-Katherine Howe**

Executive Director  
Children's Community Network

**Marilyn Kingsley**

Project Manager  
Children's Aid Society of the Districts of Sudbury and Manitoulin

**Sylvain Leduc**

Nurse Practitioner  
Centre de Santé Communautaire du Grand Sudbury

**Margaret Loughran**

Nurse Practitioner  
Health Sciences North

**Roger Pilon**

Nurse Practitioner, Assistant Professor  
Laurentian University

**Steve Mantler**

Telecom Administrator  
Cambrian College

## History of the Hula Hoop



During the years of the Harris administration, nurses were unfortunate casualties of hospital budget cuts. Harris' response to laying off nurses was that nursing had gone the way of the hula hoop and that because health care was now high tech, it was OK to lay them off. At the time, Marilyn Butcher was very active in political advocacy and used the comment in many, many letters sent to the media and politicians. The Registered Nurses Association of Ontario (RNAO) and Nurse Practitioners Association of Ontario (NPAO) even did a march at Queen's Park with all nurses carrying a hula hoop, so it became quite a symbol. In the late 1990s, NPAO presented Marilyn with the hula hoop to acknowledge her work.

In 2006, Marilyn and Roberta Heale began lobbying and submitting proposals for a new model of care, Nurse Practitioner Led Clinics, as a means to help provide care for the thousands of "orphaned" people in the community without access to a primary care provider. After months of intense work, SDNPC opened its doors in August of 2007 and Marilyn hung the hula hoop to remind visitors that nurses had a political voice and were here to stay.

The political voice of nurses continued and there are now twenty five Nurse Practitioner Led Clinics in the province. Today, thousands of people within the province receive care from the interdisciplinary teams within the NPLCs with NPs recognized as the most responsible provider. Unfortunately we are once again facing changes within the health care sector but our political voice remains strong and the hula hoop is remains visible reminding us that we are here to stay.

## **VISION**

Accessible Comprehensive “Wholistic” Primary Health Care for All

## **MISSION**

Providing quality patient-focused primary health care through an interdisciplinary approach

## **VALUES**

### **Partnership**

Patient-centered care  
Collaboration and integration  
Community engagement

### **Quality**

Evidence-based practice  
Every provider working to full scope of practice  
Continuous quality improvement

### **Leadership**

Advocacy for optimal utilization of health human resources  
Innovative approaches to care

### **Positive Culture**

Culturally sensitive, appropriate, and safe  
Workplace of choice  
A place to learn and grow

### **Accountability**

Responsible utilization of resources  
Commitment to patients and stakeholders



# Sudbury District Nurse Practitioner Clinics

## Clinic Profile

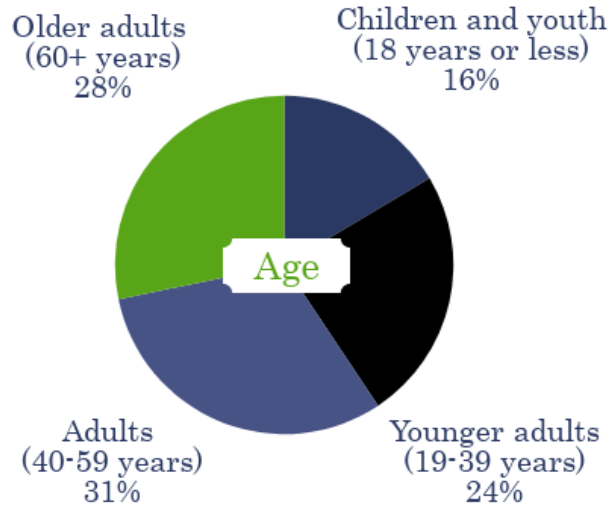
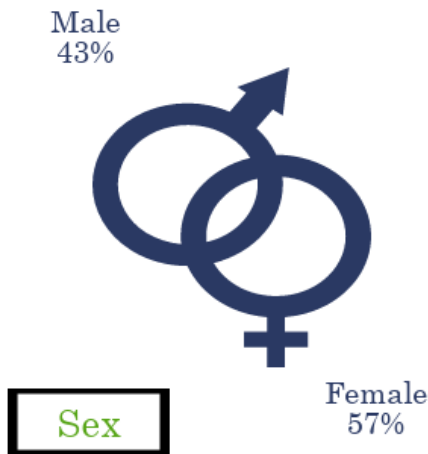
Prepared by: Elyse Lamontagne,  
Quality Improvement and Information Management Specialist



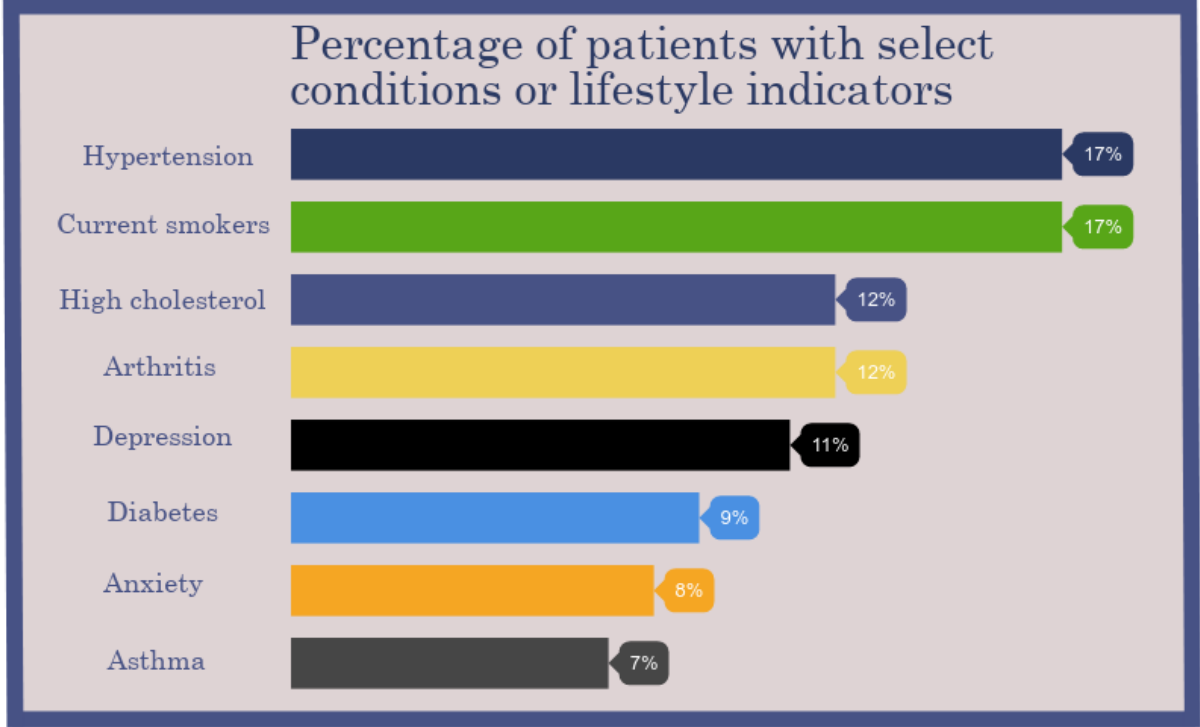
### Patient Profile



### Demographics

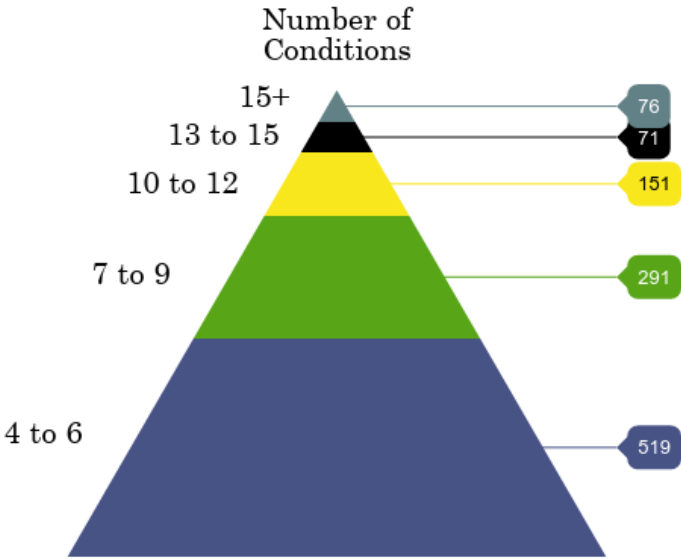




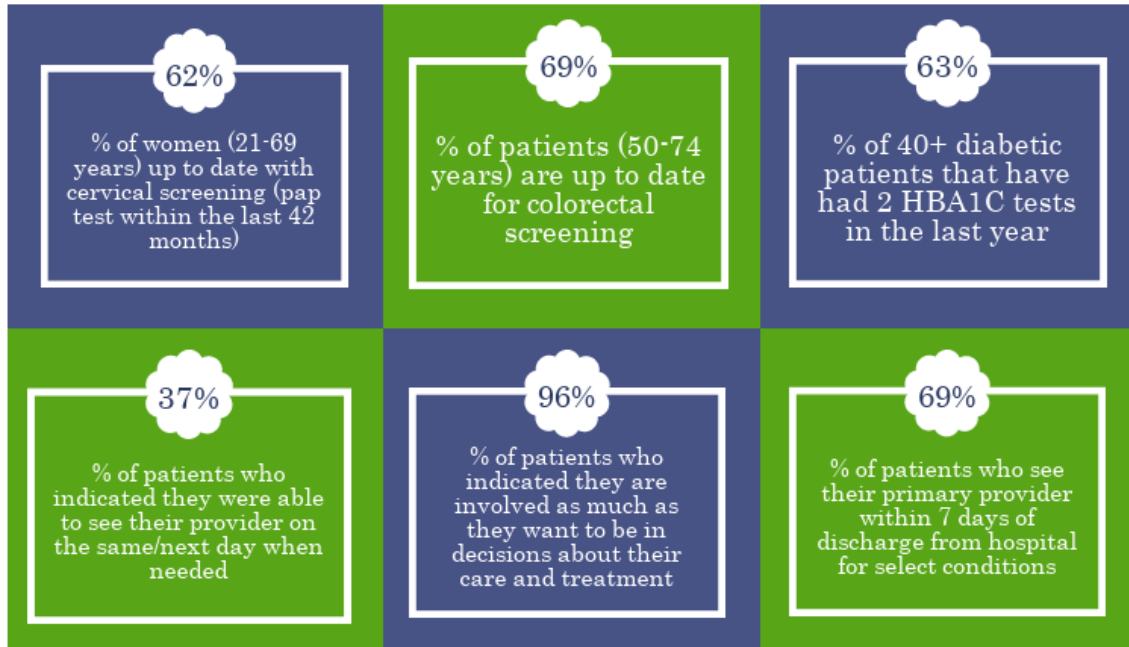


*38% of patients have 4 or more conditions*

1108 patients



Quality Improvement Plan Indicators  
2018-2019



WHAT ARE PATIENTS SAYING ABOUT OUR CLINIC!

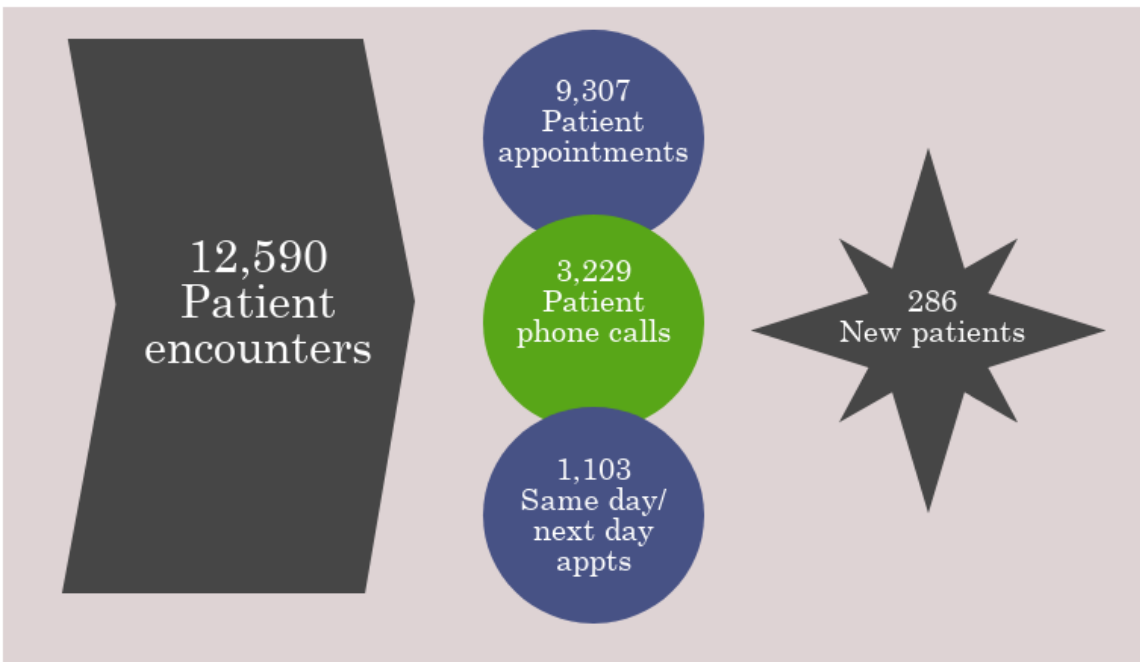
"The service is excellent. The clerical staff is friendly and always answer the phone. Our NP is thorough, professional, and does a great job. Our family feels well taken care of."

"This is the best health care I have ever received. I always feel like the entire team listens and takes time to make sure I understand everything to do with my health and associated treatments. Thank you."

"I was more than 10 years without a family doctor until the clinic was opened. They've been excellent in their thoroughness and key to maintaining my health"

"Excellent clinic - Excellent care - Great staff."

"I left the clinic when I was taken on by another doctor BUT came back after 6 months because of the wonderful staff here!."



### Reasons for Visits



9,117  
Health education



3,750  
Chronic disease management



2,751  
Drug/medication review



1,963  
Acute/episodic illness



1,367  
Results review

## 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 and 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 and we also would like to thank the North East Local Health Integration Network and the Public Health Sudbury and District 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 for their continued belief in our model of care.

**Thank you to all!**

**Sudbury District Nurse Practitioner Clinics Locations:**

359 Riverside Drive, Suite 107  
Sudbury, ON P3E 1H5  
P: 705-671-1661 F: 705-671-0177

623 Main Street  
Lively, ON P3Y 1M9  
P: 705-692-1667 F: 705-692-0177

344 Elgin Street, Second Floor  
Sudbury, ON P3E 3N9  
P: 705-673-3721 F: 705-805-3660

Follow us on:

Facebook - Sudbury District Nurse Practitioner Clinics

Twitter - @Sudbury\_NPLC

Website - [www.sdnpc.ca](http://www.sdnpc.ca)