

Sudbury District
Nurse Practitioner Clinics

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



WE GOT THIS!

Annual Report

2019 - 2020

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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 2019-2020.

The past year was a year of many changes for SDNPC. With the growth of the organization, we established that we had outgrown our flagship site on Riverside Drive. A few years ago, we set out to find a space that would meet the needs of our growing team and patient population. In November 2019, we moved into the new location on Ste Anne's Road. While change is never easy, the space has allowed for more room for staff and patients. Although we appreciate that there is still a lot of construction happening around the building, once all of the construction has been completed, SDNPC will be part of a large health hub that will include a pharmacy, pilates studio (which will allow for easier access to our chronic pain movement program) and a retirement residence.

In addition, after years of planning and a few construction delays, SDNPC also opened our third location in the downtown core of Sudbury. This site allows for easy access for care for our city's most vulnerable populations and also allows for partner organizations to come onsite to meet patients who have difficulty with transportation.

Unfortunately, this year has also brought with it a global pandemic, the likes of which has not been seen since the influenza pandemic of 1918. Within three days of declaring a state of emergency, SDNPC was able to mobilize staff to work remotely in order to do our part in physical distancing, all while still ensuring that patients continued to receive ongoing health care through virtual means. While these are definitely unprecedented times for us all, SDNPC's team has worked hard to keep up with the changes and have adapted as needed. Health care as we knew it has likely changed forever. Some of the changes that have been brought about as a result of the pandemic have actually resulted in the provision of timelier, and more efficient access to care for the patients we serve.

We would like to thank the staff, patients, Board of Directors, and all those who have continued their support for this organization over the last few very trying months. None of what we do would be possible without each one of you. We are excited to see what this next year will bring.

Roger Pilon
Board Chair

Jennifer Clement, RN(EC)
Executive Director

SDNPC Staff

**Executive Director**

Jennifer Clement

Business Operations Manager

Sharon Vukoja

Case Manager

Lucas Nupponen

Executive Assistant

Chantalle McNab

Dietitian

Sarah Gatien

Medical Secretaries

Sherri Fredette

Katherine Judd

Mallory Keller

Lynn Lapointe

Stephanie Stevens

Nurse Practitioners

Jana Blackburn
Jennifer Dawson
Kim Demers
Mary Geroux
Sherry Giroux
Tiffany McGilvery
Nicole Welsh

Pharmacists

Vicki Luckman
Nancy Tripodi

Quality Improvement and Information Management Specialist

Elyse Lamontagne

Registered Nurses

Arro Barry
Mathieu Chartrand

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 2019 - 2020

Roger Pilon, Chair

Nurse Practitioner, Director
Laurentian School of Nursing

Steve Mantler, Vice Chair

Telecom Administrator
Cambrian College

Marilyn Kingsley, Treasurer

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

Julie Fiddes

Nurse Practitioner
Sudbury East Community Health Centre

Sylvain Leduc

Nurse Practitioner
Centre de Santé Communautaire du Grand Sudbury

Margaret Loughran

Nurse Practitioner
Health Sciences North

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



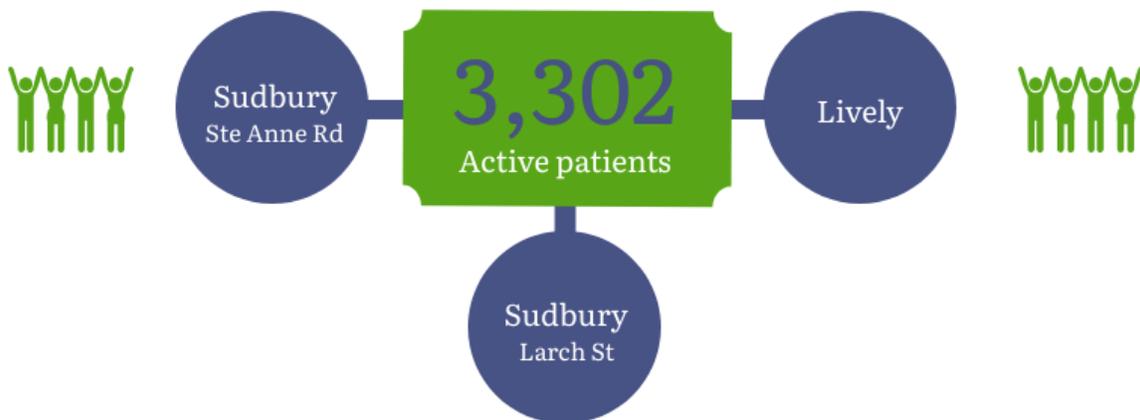
Sudbury District Nurse Practitioner Clinics

Clinic Profile

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

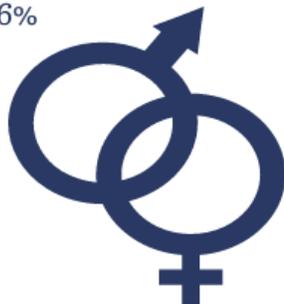


Patient Profile



Demographics

Male
46%



Female
54%

Sex

Older adults
(60+ years)
27%

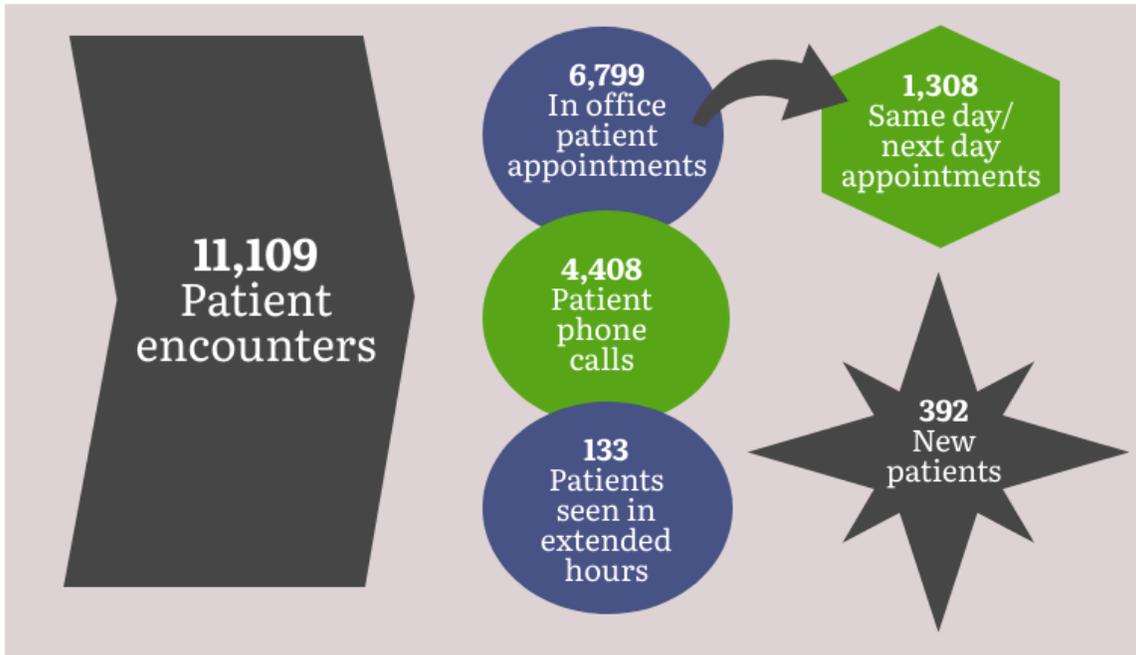
Children and youth
(18 years or less)
16%

Adults
(40-59 years)
32%

Younger adults
(19-39 years)
26%

Age

NPLC Indicators
April 2019 to March 2020



Reasons for Visits



5,560
Drug/medication review



4,545
Chronic disease management



2,625
Acute/episodic illness



1,557
Results Review

COVID-19 Response
March 15 to March 31, 2020



534
Phone
Visits



86
In office
visits



<\$1,000
spent on
PPE and
sanitizer
products



Next year anticipated costs for PPE, sanitizer, plexiglass barriers, new phone system to allow paging from exam rooms and signage are approximately **\$35,000**

Patient Experience Indicators March 2019 to April 2020

34%

% of patients who indicated they were able to see their provider on the same/next day when needed

96%

% of patients who indicated they are involved as much as they want to be in decisions about their care and treatment

WHAT ARE PATIENTS SAYING ABOUT OUR CLINIC!

"I am very happy for all the professional and excellent care received from the Nurse Practitioner Clinic. I am very grateful to all for the wonderful caring services."

"This clinic has everything I need. The staff is awesome and I love that they all work to take care of me. I have no complaints about my care or my husband's."

"This clinic has saved my life. The only thing missing is more of these people."

"Would like to see other doctors acknowledge the true value of Nurse Practitioners and greater communication and respect between the doctors and the Nurse Practitioners...Nurse Practitioners play an important role in our health care and deserve more respect... Thank you for your service. It is well appreciated."

"You are doing everything right! I have the utmost trust in my NP. She is very thorough, careful and always has my back. Thank you for your past performance."

"Always wish people could switch to NP from MD - better care. I love the NP clinic. Very open and useful. I love even being part of training. I hope they open more across northern and rural Ontario"

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.

With the opening of Larch Street Place and our partnership with the Canadian Mental Association, we would like to recognize Centre de Santé Communautaire du Grand Sudbury. It is through this organization that we are able to fund a full-time RN for this site.

Thank you to all!

Sudbury District Nurse Practitioner Clinics Locations:

30 Ste. Anne Road, 3rd Floor
Sudbury, ON P3C 5E1
P: 705-671-1661 F: 705-671-0177

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

200 Larch Street
Sudbury, ON P3E 1C5
P: 705-673-3721 F: 705-805-3660

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Twitter - @Sudbury_NPLC

Website - www.sdnpc.ca