

SUDBURY DISTRICT NURSE  
PRACTITIONER LED CLINICS

# ANNUAL REPORT

2024/2025



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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 2024-2025 Annual Report, outlining SDNPC's achievements.

Ongoing effects of the Health Human Resources crisis see our staff working beyond capacity, as do providers in other sectors. Work-life balance is becoming more and more difficult to achieve. Yet we have continued our standard of excellence in providing high quality care by optimizing the scope of our allied health providers. SDNPC is a champion of teamwork, as we remain dedicated to meeting the needs of both staff and patients.

Even in this time of provider shortage, patient access to services has been preserved. Our community outreach remains active and is well-received by patients and agency partners alike.

SDNPC has been a local leader in the adoption and optimization of digital tools to offload administrative burden. In response, we have been offered pilot trials of new technologies by our Ontario Health Team, and we enjoy the opportunity to provide feedback which benefits providers across the health sectors.

In a second capacity, we also continue to be active participants at various levels of the Ontario Health Team (OHT) to ensure the Nurse Practitioner care model advocacy is voiced is loudly, clearly and repeatedly at decision-making tables. We aim to ensure our vision remains intact and our achievements are recorded moving forward.

Many thanks to our staff, our patients, the Board of Directors, our professional associations and all those who continue to offer unwavering support in SDNPC and the NPLC model of care.

Lisa Demers, Board Chair  
Jana Blackburn, Executive Director

# OUR TEAM

## **Executive Director**

Jana Blackburn

## **Business Operations Manager**

Chantal Crigger

## **Administrative Assistant**

Debbie Rushton

## **Case Manager**

Carole Pilon

## **Clinical Assistant**

Mallory Keller

## **Dietitian**

Sarah Gatien

## **Medical Secretaries**

Krishna Foster

Karen Lappa

Myriam Kpazai

Gillian Sasseville

Natalie McDevitt

## **Nurse Practitioners**

Jennifer Dawson

Kim Demers

Mary Geroux

Sherry Giroux

Kirandeep Kaur

Tiffany McGilvery

Hannah Potvin-Smith

## **Pharmacist**

Vicki Luckman

## **QIIMS**

Kristy Robertson

## **Registered Nurses**

Ethan Lamarche

Sarah Slack

Emily McDonald

## **Registered Practical Nurse**

Christina Dippong

## **Registered Social Workers**

Mariah Dempster

Bev Sloan

## **Collaborative Physicians**

Alex Anawati

Dominique Ansell

Scott Carmichael

Charis Kolari

Lionel Marks de Chabris

Jennifer Zymantas

## **Board of Directors 2024 – 2025**

Lisa Demers, Chair

Ewa Ceccon, Vice-Chair

Sylvain Leduc, Treasurer

Marilyn Butcher

Anne Despatie

Steve Mantler

Jocelyn Turcotte

Jared Bonis

Adele Austin (NP student for governance leadership experience)

# VISION, MISSION AND VALUES

## VISION

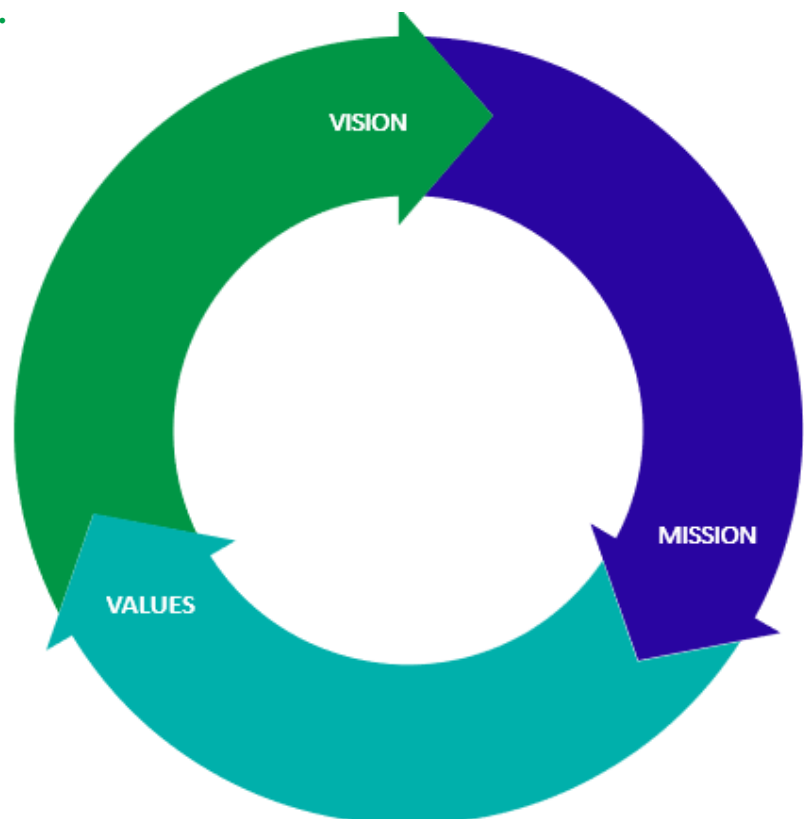
To be the primary health care provider of choice.

## 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





# WHO WE CARE FOR PATIENT DEMOGRAPHICS



4,145

ACTIVE  
PATIENTS

5,560

INACTIVE  
PATIENTS

1,405

WAITLIST

SPECIAL PROGRAM  
ENROLLMENT

557

COMMUNITY  
CARE

YOUTH  
HUB

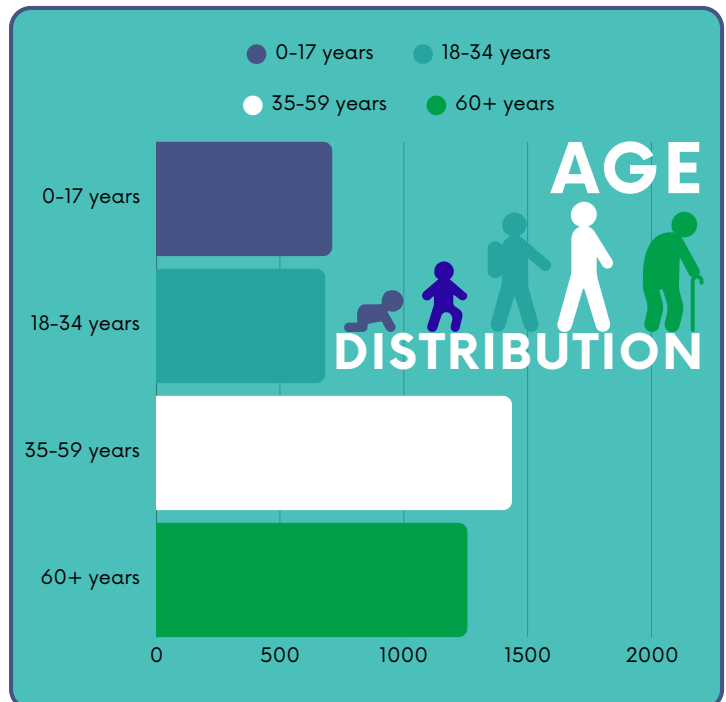
114

## GENDER BREAKDOWN



48% MALE

52% FEMALE





SUDBURY DISTRICT NURSE  
PRACTITIONER LED CLINICS

# A YEAR IN REVIEW



Please note: Intakes have been on hold due to the  
inability to fill 3 NP positions

# PROVIDING CARE TO OUR PATIENTS



**SMOKING  
CESSATION**

206

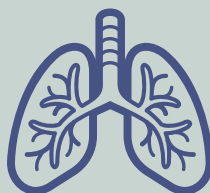
**LAB  
VISITS**



422

502

**SERVICE  
CO-ORDINATION**



7544

**CHRONIC DISEASE  
MANAGEMENT**



1866  
**ACUTE  
VISITS**



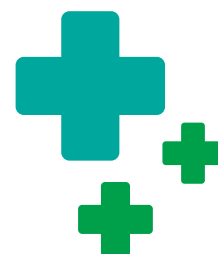
579

**HEART DISEASE  
SCREENING**



339

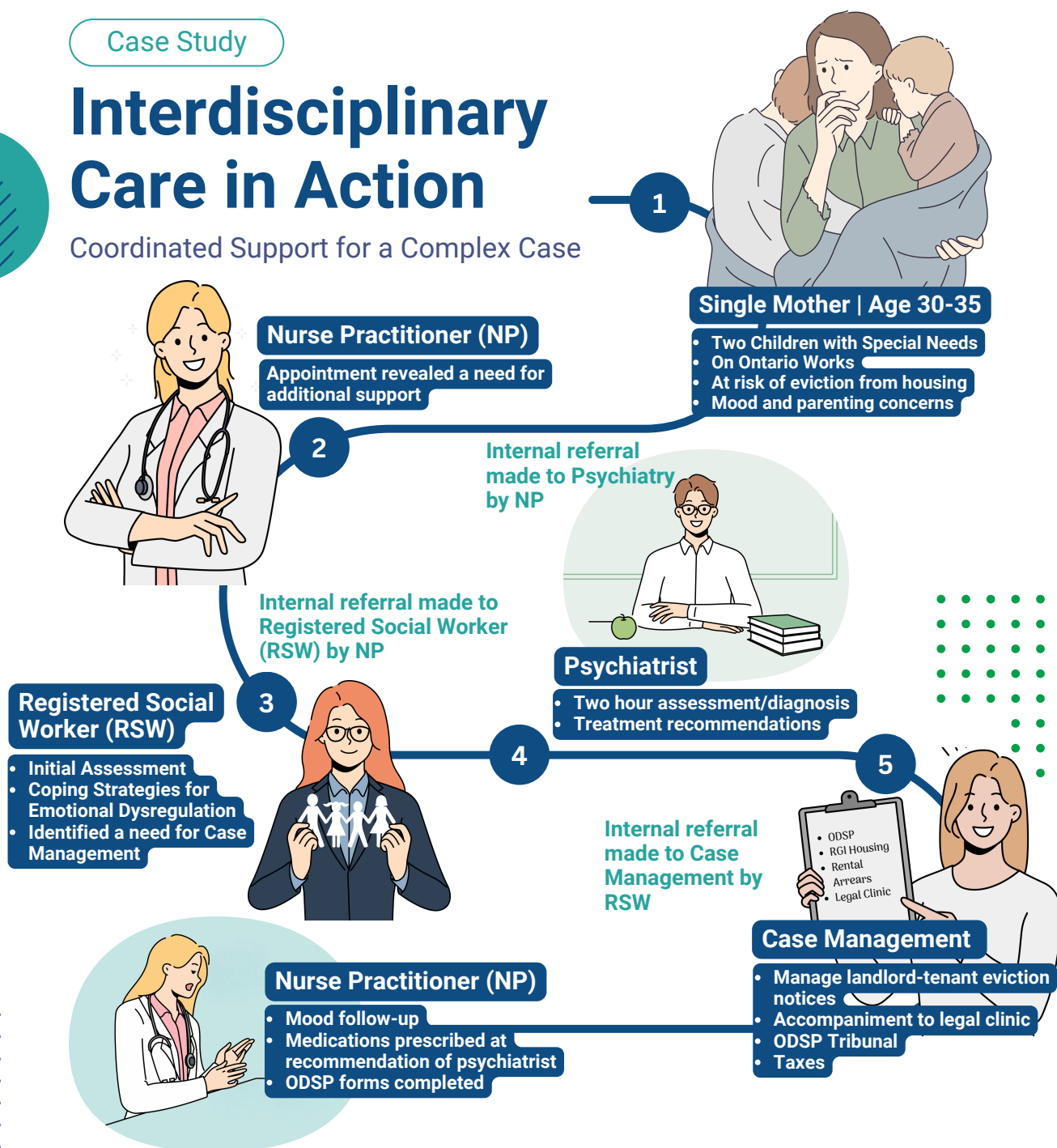
**INITIAL  
ASSESSMENT  
ALLIED  
HEALTH**



\*These numbers represent encounters/visits across SDNPC

# Interdisciplinary Care in Action

Coordinated Support for a Complex Case



## In Review

### Case Management

18 Encounters with patient  
26 hours total workload

### Nurse Practitioner

7 Mental Health Encounters  
4 Encounters for form completion

### Registered Social Worker

10 Encounters for counselling

### Psychiatrist

1 Encounter  
2 Hours for assessment/diagnosis



## Outcomes



Secured RGI Housing  
Avoided eviction



Obtained additional  
resources/assistance for  
children with severe disabilities

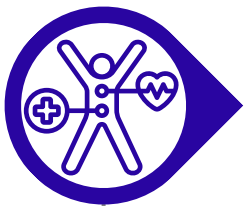


Successfully obtained ODSP  
Improved financial  
wellbeing



Improved mood  
Stabilized mental health  
and wellbeing

# OPTIMISING REGISTERED NURSES AT SDNPC



**EXPANDING SCOPE OF PRACTICE  
THROUGH THE ENHANCED USE OF  
SKILLS**



**INCREASING CAPACITY OF PRIMARY  
CARE VISITS TO HELP MANAGE PATIENT  
NEEDS IN A TIMELY MANNER**



**ENHANCING TEAM-BASED PRIMARY  
CARE THROUGH INTERDISCIPLINARY  
COLLABORATION**



**STANDARDIZING NURSING PRACTICES &  
EMR DOCUMENTATION TO FACILITATE  
CONSISTENT CARE ACROSS ALL CLINICS**



**REDUCING ER VISITS AND  
HOSPITALIZATIONS THROUGH TIMELY  
FOLLOW UP AND ASSESSMENT**



# WHAT OUR PATIENTS HAVE TO SAY

"I've been with the clinic since it opened... excellent care and follow-up...suggest it to others when the opportunity arises."



"...you are all an amazing team and such an asset to healthcare in Sudbury"

"Everything so far has been great. Looking forward to using the online appointment system. Really enjoy the multidisciplinary approach to care."

"Your clinic is the best care and most attentive I think I may have ever experienced. My NP is caring, empathetic and has a genuine concern for my well-being"

"I am very happy with the ongoing care I receive from the NP TEAM. Very thorough and hands on and work well in conjunction with each other handling my care."

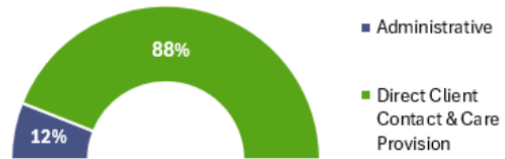
"100% satisfied with my NP. I recommend to everyone!"

"Excellent care! No improvements to suggest. x4"

"I'm always greeted with a smile...I have been with SNPC for over 15 years and have always received excellent service and care...caring individuals...thank you so much for all that you do!!"

"We need more nurse practitioners to alleviate the shortage of doctors"

"I feel very trusting of the care provided"



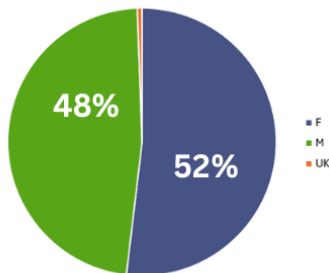
NP   RN   RPN   RD   SW   CW   RPh   Admin   Reception   Allied HCP

## Demographics

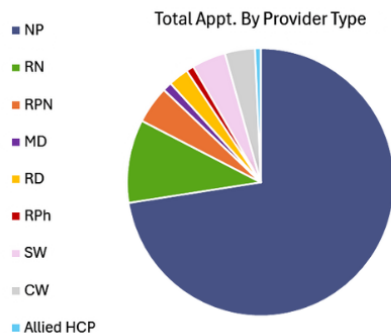
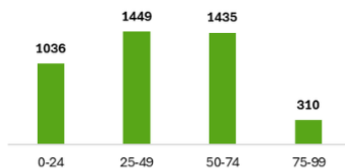
Total Active Patients  
= 4241

Total Non-Enrolled  
Patients = 1929

Total New Patients  
= 76



Patients by Age



## Patient Satisfaction

**95%**

of patients were  
involved in decisions  
about their care

**93%**

of patients were satisfied  
with overall experience  
with last visit

**95%**

of patients would  
recommend SDNPC to  
friends & family

## Encounters

Total appts = 28209

Total patients served  
= 3109

Avg. appts by patient  
= 9

Monthly Encounters



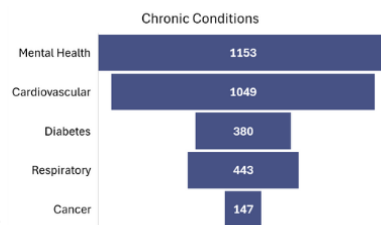
## Cancer Screening

Colorectal cancer  
screening = 60%

Breast cancer  
screening = 73%

Cervical cancer  
screening = 65%

## Health Conditions



Patients w/ 5  
or more  
medications  
= 1269

Childhood  
immunizations = 73

Influenza  
immunizations  
= 154

# AISHA ALADDIN SUDBURY DISTRICT NURSE PRACTITIONER CLINIC MEMORIAL AWARD

## RECIPIENT: ABI RUJBALLY

I am writing to express my sincere gratitude for being selected as the recipient of the Aisha Aladdin Memorial Award. This esteemed recognition not only provides invaluable financial assistance, but also symbolizes a meaningful connection it holds with the memory of the beloved Aisha Aladdin. Aisha's life was a testament to boundless passion, unwavering dedication, and a deep commitment to serving others. Her enthusiasm for lifelong learning, cultural appreciation, and community engagement continues to inspire me as I navigate my final year as a nursing student. Drawing from Aisha's life experiences and her profound belief in holistic well-being, I emphasize the importance of integrating cultural humility and promoting health equity in my nursing practice.

Receiving this Memorial Award in honor of Aisha's passion reinforces my dedication to uphold her legacy of excellence and compassion in healthcare. It motivates me to continue striving for academic and professional excellence while embracing the values that Aisha held dear. I am deeply thankful for the Aisha Aladdin Sudbury District Nurse Practitioner Clinic Memorial Award and the support it provides to BSCN students. Being chosen as this year's recipient left me pleasantly surprised and incredibly honored. This recognition serves as a source of inspiration, fueling my determination to persevere in my final year of nursing school. I eagerly anticipate the opportunities awaiting me in my nursing career, and I am committed to not only completing my degree successfully this academic year, but also excelling as a compassionate and dedicated nurse.

Thank you once again for this meaningful recognition and support. I look forward to the journey ahead with gratitude and determination.

With warm regards.  
Abi Rujbally



# SDNPC'S NEXT STEPS

A number of strategies selected in 2024 have been identified as integral to the future success and growth of the Clinic. The Board retreat for this year was deferred to Fall 2025 due to a changeover in management team. In anticipation of ongoing strategic plan review this year, the current keys remain:

1. Develop a communication strategy that: tells our story, target audience: system partners, OHT leadership, develop key messages that can be shared nationally, provincially and locally (macro, meso, micro).
2. Become the employer of choice for Nurse Practitioners and multidisciplinary allied health providers by recognizing the complexity of patients, developing complexity scores, and by developing progressive human resource policies that focus on taking care of our people.
3. Become the primary health care provider of choice.
4. Continue to be patient-centric in our practice.
5. Embrace technology by enhancing Artificial Intelligence and digital tools, and by participating in the development of complexity scoring system.

# ACKNOWLEDGMENTS

SDNPC would like to thank its dedicated, compassionate staff who provide exemplary care and services to our patients. They continue to raise the bar despite increasing workload and work-life balance pressures.

The SDNPC team would like to thank our families, patients and the residents of Sudbury District; for their continued support of our clinic work and by participating collaboratively in optimizing the health and safety of our community.

SDNPC would like to acknowledge Ontario Health and the Primary Care Branch of the Ministry for their continued support. We thank NPAO and the NPLCA Association for their leadership and advocacy.

We also want to thank the Canadian Mental Health Association, the City of Greater Sudbury, Health Sciences North and our many other community agency partners who support and engage with us in our work throughout the community.

Thank you. Merci beaucoup. Chi-Meegwetch.