



# Annual Report

## Year at a Glance

The Nipigon District Family Health Team has gone through tremendous transitions over the past year. With a lot of amazing team work and consistent hard work from all members of the Team we are confident the FHT is reaching goals and setting targets to better align with the health care needs in our community.

We are excited to have new programs starting and have worked together to form positive relationships with various community partners to continue our goal of working as an integrated and collaborative team.

We are providing follow up appointments to all patients who have been discharged from the Nipigon District Memorial Hospital and in some cases providing additional phone call check ins or home visits. We want patients to feel connected to their primary care team and know that we are here to help with their transition home from hospital.

Navigating the health care system can be frustrating and confusing for many patients and we try to provide a sense of security and assistance in this as well.

Mental Health and Addictions continue to be a focus for our Team and we are providing clinical appointments as well as programs based on stress management, opioid reduction programs, self esteem programs and seasonal mental health. We are passionate in helping those in our community as well as the surrounding communities. We work with Dr. Greg Carfagnini and provide weekly appointments to patients who are on the Suboxone program.

The children in our community are our future and we are working to support them and provide interactions with them to help them feel comfortable in accessing the proper health care when they need it as well.



## Patients First...

With so many changes happening in the world of health care we want to focus on rostering patients to our local physicians. This ensures better access to care, less wait times and more effective use of primary care as opposed to patients feeling the need to visit the Emergency Department for non-urgent needs.

At the end of March 2019, we have rostered approximately 2025 patients and have attached them to a primary care physician. We plan to increase this number to optimize outcomes for patients and populations.

*Individuals and families have the power to improve their own health and well-being and strengthen their ability to take charge of their lives.*

### Our Team

Executive Director—Shannon Jean

Receptionist—Naomi Kashak

Quality Improvement Decision Support

Specialist—Joyce Stansell

Registered Nurse—Danielle Verville

Registered Nurse—Sandra Jordan

Community Services Worker—Jaime Keay

Social Worker—Deana Renaud

Registered Dietician—Liane Malette

Registered Practical Nurse—Alicia Haskell

### FHT Progress

During the last year the staffing complement has seen many changes. We have successfully hired an additional RN, Danielle Verville who has been an amazing asset on our team. Danielle has taken over the role of Wound Care and seeing patients in the Urgent Care Clinic. This helps to reduce wait times in the Emergency Department as one of our main goals. Patients are able to book their appointments and be seen on a regular basis. The RN position is also involved in the Preventative Care Program, Community Services as well as Clinical Services.

Our RPN, Roma Dupuis has officially retired from the Nipigon District Family Health Team and is spending much deserved time with her grandchildren. Alicia Haskell has been hired and is filling the role remarkably well.

The FHT meets twice weekly to discuss new referrals, new discharges and able to

Our Team has been focusing on spending time engaging the community and stakeholders to ensure we are meeting their needs.

We participated in the Nipigon Labour Day Parade and Hike for Health in September.

We continue to volunteer to the local Breakfast Programs at the Elementary Schools weekly and provide programs during the year for surrounding schools.



## Key Partnerships

The FHT works closely with the Nipigon Doctor's Group and holds regular monthly meetings to address issues and work together on upcoming programs.

Meetings have been held to discuss Quality Improvement Plans and we are working together to achieve our goals.

Our new RN position has enabled the Family Health Team to expand on our services we provide and with signed Medical Directives we are able to assist the Physicians to accomplish a seamless patient flow.

The Family Health Team has reached out and partnered with the Township as well as Red Rock Indian Band and Flying Post First Nation. We have been able to run very successful programs in partnership with the stakeholders.

Our Team has joined the Nipigon Situation Table and meets twice a month to discuss patients who are considered to meet the criteria of AER (Acutely Elevated Risk). This situation table has proven to be a very effective working group and we look forward to sharing our services and doing our part in reducing the risk.

We are working closely with the Nipigon District Memorial Hospital and ensuring our patient needs are met while doing our best to reduce the cost of care.

## Current Programs

Preventative Care

Cancer Screening

BP/A1C Clinics

Immunizations

Community Services

Active Living

Kids Functional Program

Community Walking

Best Start

Self Esteem

Seasonal Mental Health

Interactive Nutrition

Care Coordination

Discharge Planning

System Navigation

Diabetes Management

Smoking Cessation

Nutritional Counselling

Metabolic Clinic

Opioid Monitoring Program

Clinical Services

Holter/Loop Monitoring

PFT's

INR's

Wound Care

Mental Health and Addictions

## Nipigon District Family Health Team

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## Why Primary Care?

When people are sick or hurt they turn to their primary care providers first. To provide the best primary care putting the patient first, it takes a team. Primary Care offers a wide range of programs and services as we outlined above to promote health and manage chronic disease.

Today 3.5 million Ontarians in over 200 communities are provided comprehensive primary care by 187 Family Health Teams, 75 Community Health Centres, 25 Nurse Practitioner-Led Clinics, 10 Aboriginal Health Access Centres and other primary health care teams.

## Heading into a New Year

Our Team has met and redesigned our programs to better align with areas we believe will meet the needs of our community. We are excited for our New Programs and we are always looking for new ideas and areas that are concerning to patients in our community.

We strive to have a positive work environment and we believe we all work more efficiently and effectively by doing this.

*Respectfully Submitted*

*Shannon Jean*