

WATERLOO REGION NURSE PRACTITIONER LED CLINIC

ANNUAL REPORT 2019—2020

Message from the Board Chair

On behalf of the WRNPLC Clinic and the Board of Directors, I am pleased to present to you the Annual Report for 2019/2020.

This past year has brought significant progress in work towards providing seamless care for the residents of our communities through the work of the Ontario Health Team and through daily efforts to strengthen relationships with other service providers. It is through the energy and ingenuity of the staff and care providers at the Nurse Practitioner Led Clinic that more and more services are finding their way to our patients.

Over the next year, the Board will embark on updating the Strategic Plan to support the expanding mission and vision of the Clinic.

We thank our many partners for their dedication and perseverance through the pandemic that descended upon us in March. We are proud of how our communities came together to rapidly respond to emerging needs, and we are proud of how our clinic care providers embraced technology to ensure services were delivered without interruption.

Heather Cross
Board Chair

Board of Directors

Heather Cross
Board Chair

Bill Davison
Treasurer

Craig Karl
Director

Karen Gehan
Director

Sandra Hett
Vice Chair

Michelle Godin
Director

Giordano Modesto
Director

13 Water St North
Cambridge, Ontario
N1R 3B2

123 Pioneer Drive, Unit 204
Kitchener, Ontario
N2P 2A3

Our Clients and Services

Children and Youth

(17 years and younger)

25%

Younger Adults

(18 years to 34 years)

26%

Adults

(35 years to 59 years)

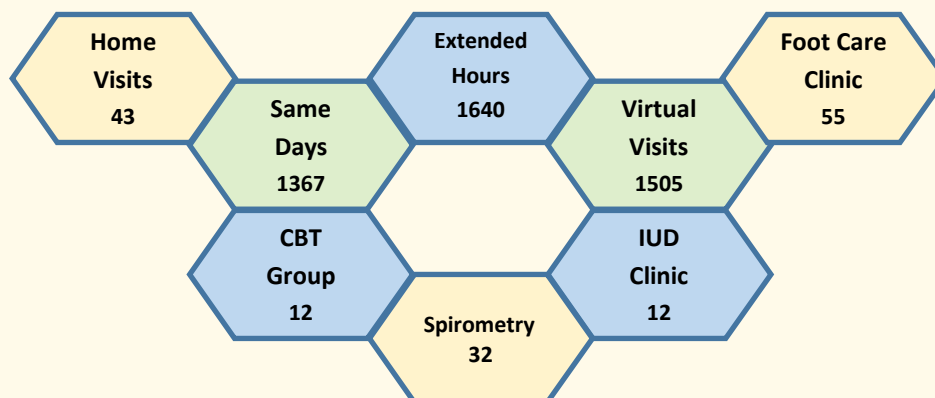
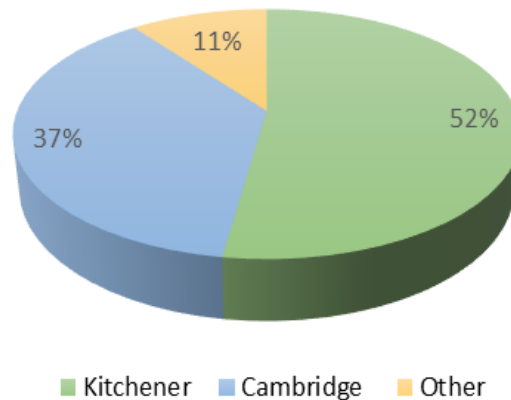
35%

Older Adults

(60 years and older)

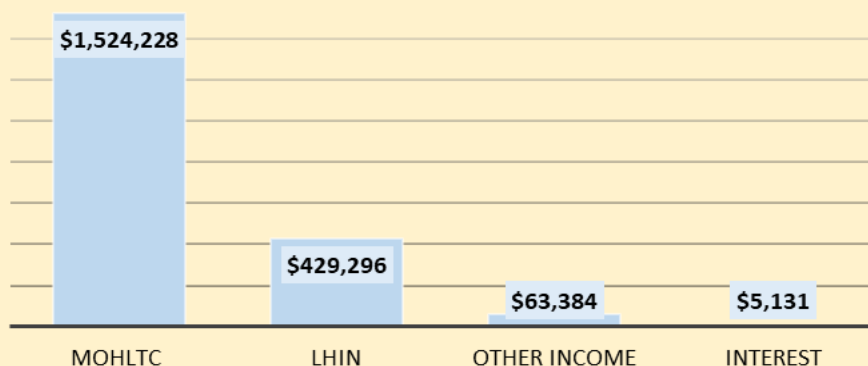
14%

Where they come from...



Statement of Operations

Revenues



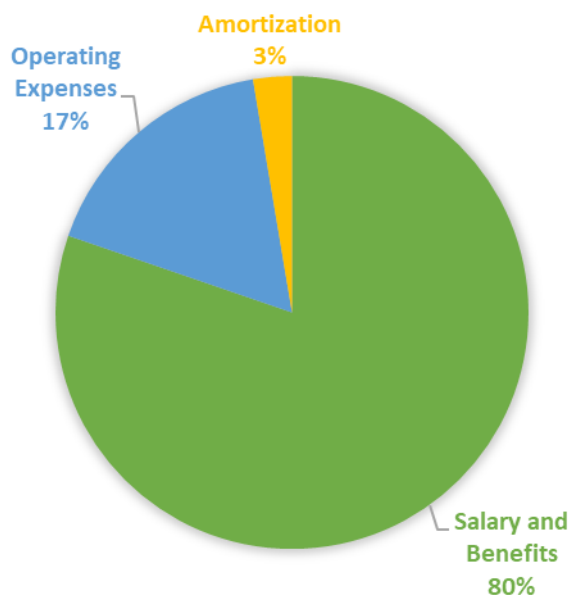
Expenses

Salary & Benefits
\$1628226.00

Operating Expenses
\$346807.00

Amortization
\$53653.00

EXPENSES



NOTE: This financial data is taken from WRNPLC audited financial statement . The financial statements were audited by Graham Mathew and are available upon request from WRN-PLC.

2019-2020 Successes

EMR Transition to Practice Solutions

One of our greatest achievement of the past year was one that started out as a simple transition from one EMR to another and then snowballed into a foundation for supporting our quality work for the coming years. We transitioned from Nightingale EMR to Practice Solutions in May of 2019. In August 2019 we connected to the Ocean platform including Ocean Tablets for self registering and assessment form completion.

Cambridge North Dumfries Ontario Health Team



Building on a tradition of collaboration between community health care and social service providers, 32 agencies from the region, including WRNPLC, achieved our goal of approval as a Wave 1 Ontario Health Team on December 6, 2019. We were also proud to welcome the honourable Christine Elliot, Ontario Minister of Health and to celebrate the opening of the beautiful new wing at Cambridge Memorial Hospital.

Children's Mental Health: Megan Power, Lutherwood

In partnership with Lutherwood and Langs CHC, WRNPLC hosts a Child and Youth Mental Health Worker once a week. Megan meets with WRNPLC staff for case consultation. She also provides virtual care for those with mobility or transportation challenges.

Community Based Psychiatry: Leanne Martin

Appreciating the value of a strong linkage between primary care and psychiatry, in 2019-20 Dr. Martin began attending WRNPLC 1 day per week to assess and advise clients and providers of Langs CHC, the Delta FHO and WRNPLC thus reducing the wait for psychiatric care by at least 3 months. Our Admin staff play a key role in coordinating this care.

2019-2020 Successes

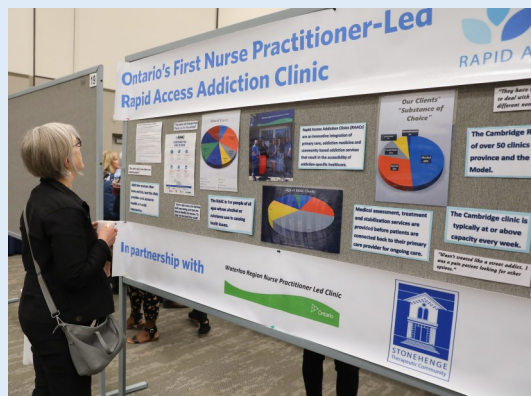


Health Guide: Rhiannon Andrade, Langs

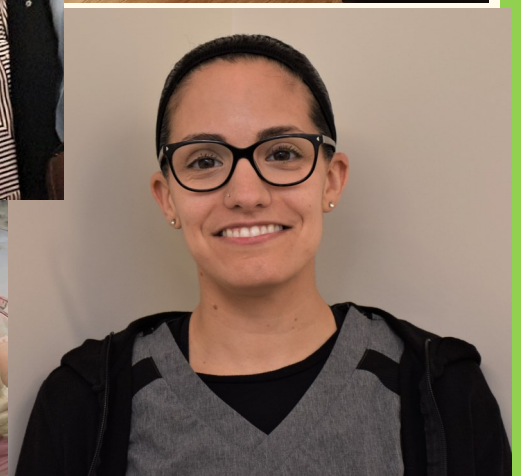
This program as a legacy of the original Healthlinks program and an early win from our OHT work. Rhiannon provides direction regarding forms and housing, attends specialist appointments with patients, meets with clients in their home if needed and expertly responds to provider messages, calls and emails about many of the barriers to health our clients face.

Rapid Access Addictions Clinic

The Rapid Access Addictions Clinic continued its good work of supporting clients from across the region by providing expert inter professional and interagency addictions care. We are grateful to our colleagues from the House of Friendship and Stonehenge Therapeutic Community for sharing their expertise. In June 2019 we shared our success at the Alliance for Healthier Communities National Conference in Ottawa.

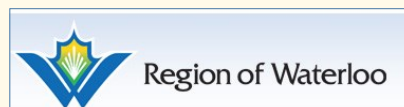
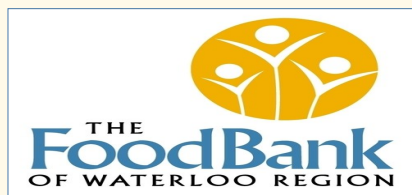


Our Team...



Our Team...





WRNPLC would like to thank all of our partners who have helped make a difference to our patients and to our communities.

