

# Waterloo Region Nurse Practitioner Led Clinic

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13 Water Street North

Cambridge, ON

N1R 3B2

123 Pioneer Drive

Unit B204

Kitchener, ON

N2P 2A3

## Message from the Board

The Waterloo Region Nurse Practitioner Led Clinic is responsible for providing comprehensive direct primary health to 4800 patients in Cambridge and Kitchener. This vision of comprehensive care is achieved through an interdisciplinary team of Nurse Practitioners, Dietitians, Pharmacists, Registered Practical Nurses, Social Workers, Administrative Staff in collaboration with many valued community partners.

On behalf of the WRNPLC Clinic and the Board of Directors, I am pleased to present to you the Annual Report for 2018/2019. Over the past year, the team continued to find opportunities to influence and help shape community-based approaches to care. We thank all of our dedicated and enthusiastic community partners and clinic staff who have supported our patients and our team. Looking ahead to this coming year, we are excited to begin offering DBT in collaboration with CMHA, and will be engaging in some preliminary planning with our downtown Cambridge community partners with the continuing goal of keeping comprehensive care easily geographically accessible.

All of these achievements over the past year were accomplished within a financially responsible delivery model and have positioned the WRNPLC to address the opportunities that lie ahead.

Heather Cross  
Board Chair



## Out with the old...

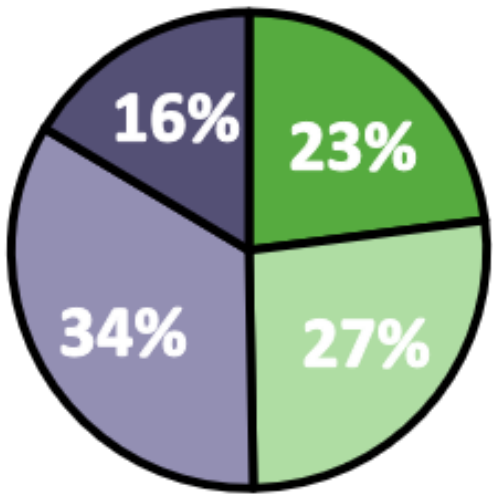
*August 2018: WRNPLC's Kitchener site moved to a larger, brand new clinic. Thank you to all of the staff for their hard work and heavy lifting and to our clients for their patience and understanding while we adjusted to our new space.*



## ...in with the new

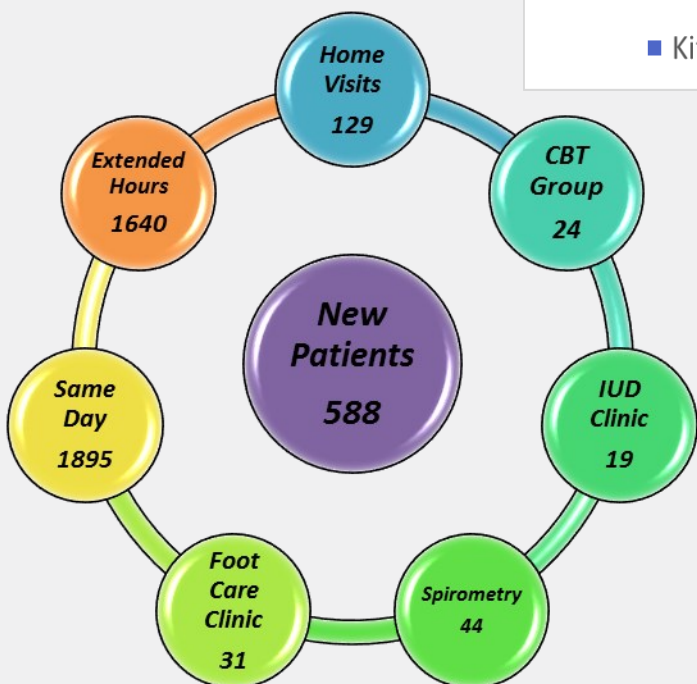
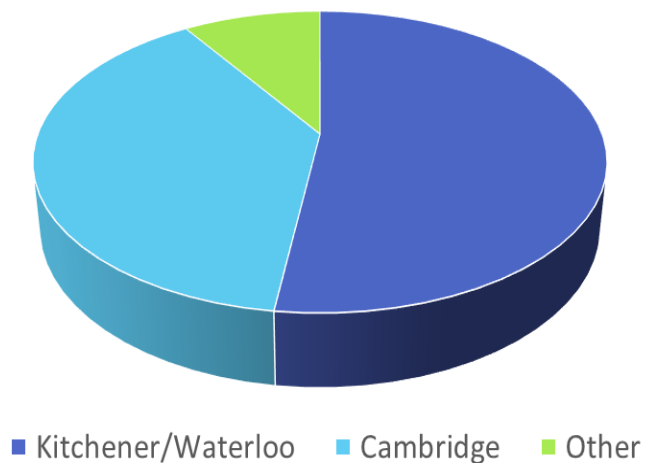


## Our Clients and Services

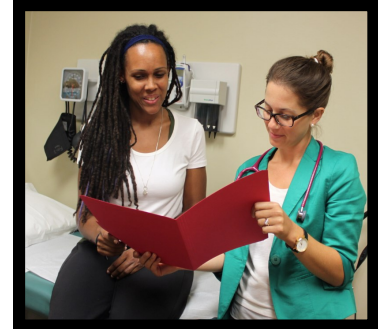
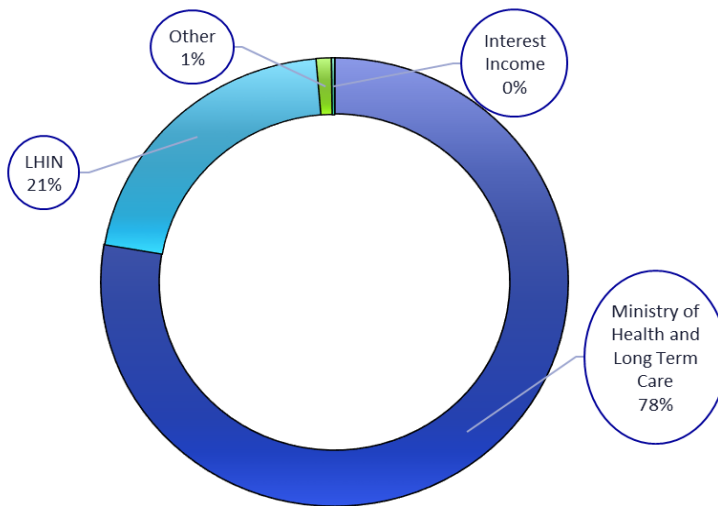


- Children and Youth (17 years and younger)
- Younger Adults (18 years to 34 years)
- Adults (35 years to 59 years)
- Older Adults (60 years and older)

Where they come from...

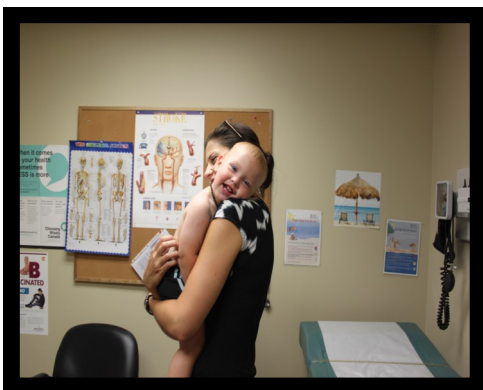
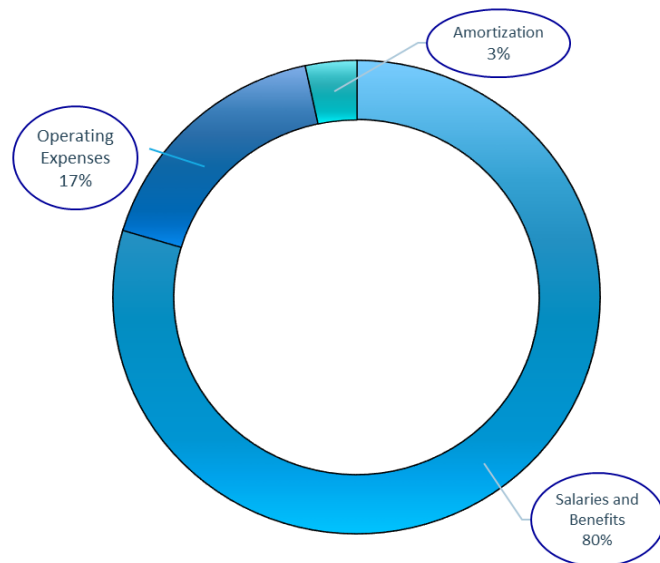


# Statement of Operations



## Revenues

|                 |              |
|-----------------|--------------|
| MOHLTC Funding  | \$1515031.00 |
| LHIN Funding    | \$410636.00  |
| Other Income    | \$18989.00   |
| Interest Income | \$4148.00    |



## Expenditures

|                       |              |
|-----------------------|--------------|
| Salaries and Benefits | \$1562888.00 |
| Operating Expenses    | \$334083.00  |
| Amortization          | \$66360.00   |

*Note: This financial data is taken from WRNPLC audited financial statements and does not contain all of the information. The financial statements were audited by Millards and are available upon request from WRNPLC*



# Our Accomplishments...

**Rapid Access Addictions Clinic (RAAC)-** This year we partnered with House of Friendship and Stonehenge to open the province's first Nurse Practitioner Led RAAC in Cambridge. RAACs are specialized medical clinics for people experiencing health issues related to their substance use. The RAAC provides access to stigma free healthcare and support from a harm reduction perspective. Collaboration allows for referrals to WRNPLC for ongoing primary care support-something that is often difficult to access for this population. We opened the doors to this clinic at our Cambridge site August of 2018 and in January 2019, added a second day due to high volume of use. WRNPLC has rostered over 30 RAAC clients for ongoing primary care. This partnership was selected for a poster presentation at the 2019 Alliance for Healthier Communities National Conference in Ottawa

**WRNPLC Foot Care Program-** WRNPLC RPNs completed the Foot Care Certification 2015. As a result, our patients needing foot care are able to be seen quickly and without any additional cost, which is often a barrier. Along with nail and callus treatments, our RPNs provide education and follow ups for our patients.



**IUD PROGRAM-** Having an NP certified in IUD insertion on the WRNPLC team means that our female patients needing this service no longer have to wait months to see a specialist.



**Spirometry Testing-** Onsite spirometry testing is available to WRNPLC patients who otherwise would have wait months to see a specialist. In partnership with local Respiriologist Dr. Mathai, we are able to expedite diagnoses and start treatment earlier.



## What Our Clients Say...

“How can I put it into words? I came to this clinic 7 years ago with a number of health issues that had gone undiagnosed by my previous physician. I was listened to, and the team worked together to take care of ‘all of me’, not just my physical conditions. When I was very sick and unable to leave my home, my NP came to my home to provide care. I have always felt listened to here...”

-patient since 2012

“I am a senior, I am a widow, I live in a rent geared to income building, I am lucky to live in Canada...my luckiest advantage in the underserved medical community in Cambridge Ontario, is to have a Nurse Practitioner Clinic. A SERVICE WHICH MUST BE EXTENDED TO ALL COMMUNITIES. ...

-excerpt from patient letter sent to Minister of Health's office

“Our NP brings a wealth of information to our discussions and goes above and beyond to seek out different options for my care...I have also had experiences with the other staff and this is definitely a team environment...I am not limited to one issue per visit and I do not necessarily leave with a prescription. Instead of a quick Q&A I am now having an ongoing conversation about my health...”

-excerpt from patient letter sent to LHIN CEO and local MPP



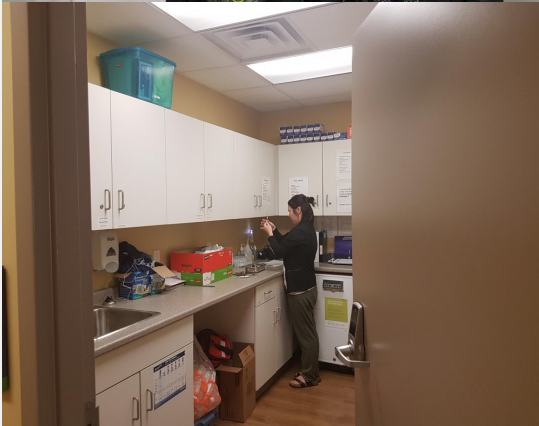
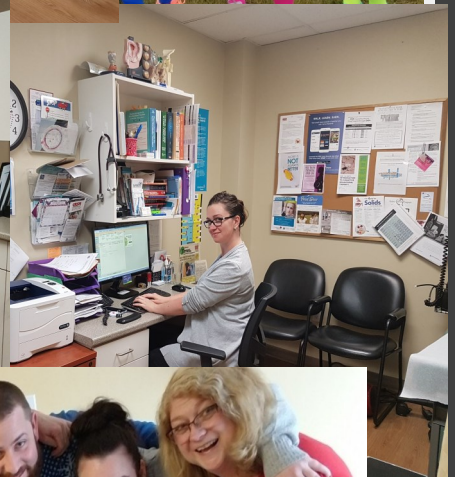
Most commonly used words in our 2018 Patient Experience Survey

“I don't know where else I would have gone. My doctor fired me because I missed too many appointments. I missed the appointments because I needed help. My NP, the social worker and the nurse all helped to make sure I was good physically but also that I got what I needed to stay good. They helped me get a place to live, bus passes so I could get to my appointments and helped me get food. You can't really be good physically without that stuff. All I had ever got before was medicine and fired.

-patient since 2015



# Our Team...



# Thank You!!!



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

