



Waterloo Region  
Nurse Practitioner-Led Clinic

2025-2026  
Annual Report

# PARTNERING FOR A HEALTHIER COMMUNITY



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## Board Chair Message

The 2025/2026 Annual Report reflects another year of dedication, progress, and impact, and I am pleased to present it on behalf of WRNPLC and the Board of Directors.

Wow, what a year it has been.

There is so much to celebrate from this past year that we simply couldn't highlight it all. We continued to expand access to care by welcoming new patients, supporting individuals with increasingly complex healthcare needs, and helping navigate specialist wait times. Our team throughout the year continued to connect, collaborate, and learn through conferences, committees, and partnerships across the region. And we are grateful for our incredible community partners, whose knowledge, collaboration, and shared commitment allow us to do more, reach further, and make a real difference.

One of our most significant accomplishments was securing capital funding for the redevelopment of our Cambridge site. This investment will provide the space and resources needed for our growing team to continue delivering exceptional primary care and will help us to continue to meet the evolving needs of the community. Congratulations to all!

While this past year brought many challenges, unexpected hurdles, and moments that really tested our resilience, our team remained focused on what matters most. In fact, I continue to be inspired by the dedication, compassion, and perseverance of our staff, leadership team, and healthcare providers, especially during the most demanding of times! Quite frankly, if this team isn't exhausted, they may be superhuman. If there were ever a team deserving of superhero capes, it would be this one. While I have yet to find a supplier, I'm not even sure if there is a budget line item for it, so I hope everyone knows how deeply we appreciate their efforts. Thank you feels far too small for what each of you do. But it's all I have, so from the Board and from me personally, thank you. Your work matters, and we are very grateful. All the best in the year ahead!



**Modesty Sabourin**  
Board Chair, WRNPLC

## Strategy & Strategic Priorities – 2025-2028

### VISION

*Partnering for a healthier community.*

### MISSION

The Waterloo Region Nurse Practitioner-Led Clinic provides person-centred, quality-driven, integrated and accessible team-based primary care.



#### Focus on patients

- Strengthen patient engagement and partnerships.
- Strengthen internal clinical services and fully leverage staff expertise to minimize reliance on external referrals.
- Empower patients to serve as advocates through structured engagement opportunities.



#### Focus on the team

- Empower staff to deliver high-quality patient care.
- Foster a supportive and inclusive team environment.
- Attract, recruit and retain top talent.
- Develop succession plans and support the growth of emerging leaders.
- Prioritize leadership well-being and resilience.



#### Ongoing board development

- Provide meaningful governance training and development opportunities for board members.
- Establish and maintain clear succession plans for board leadership.
- Foster a strong understanding of healthcare delivery and policy.
- Engage in efforts to influence and guide system transformation.



#### Awareness, advocacy and education of the NPLC model

- Continue to evolve the NPLC model to align with patient needs and the shifting healthcare landscape.
- Increase public awareness and knowledge of the NPLC model.
- Develop a plan and communicate a clear return on investment of NPLCs for funders.



#### Capacity management

- Completion of the capital expansion project.
- Explore both traditional and innovative funding sources to ensure long-term clinic stability.
- Stabilize current patient care delivery while proactively planning to meet the evolving needs of the community.

WRNPLC Specialty Services

Foot Care

Home Visits

Phlebotomy

Spirometry

IUD Insertion

Smoking Cessation

Minor Procedures

Joint Injections

RPN-led Cervical Screening

After-hours Appointments

Physiotherapy\*  
  
\*new for 2026



Patient Quotes



*“Excellent care for our entire family! We feel supported and looked after.”*



*“My NP is amazing and I have never felt more included in my care. She ensures that I understand what is going on and is compassionate without judgement and always makes sure that I am happy with the next steps in place. I could not ask for a better NP. Thank you.”*



*“I enjoy coming to this clinic as everyone is very welcoming and the staff are very knowledgeable. When needing assistance or another opinion, staff are willing to jump in for help or assistance.”*



*“Love this clinic and its amazing team! Always kind and helpful. I’ve recommended NP Clinic to everyone who is looking for a MRPCP. Thank you so much for your excellent care.”*





# QIP

Our QIP Committee had another wonderful year of improving flow around the clinic and improving the quality of care for our patients.

With a focus on the new Osteoporosis guidelines, we were able to capture those at high risk who required screening and treat them appropriately, leading to an overall decrease in fragility fracture risk. We embedded the use of scribe technology into care, decreasing administrative burden and bringing our attention back to the patient in appointments, as well as further reducing burnout for staff with usage.

We continued to participate in the community QIP initiatives including the Community Cancer Screening clinic run by the amazing RPN team helping unattached people from our community get screened for colon, cervical and breast cancer. Most of these unattached patients subsequently became patients of WRNPLC, greatly improving their access to healthcare in their own community. Primary Care NP Laura Diemert also contributed to the KW4 Mammothon event planning process and implementation, helping to increase awareness of both the importance of screening and the accessibility of the Ontario Breast Screening Program.



# Climate Crew Update

Our main highlight for this year was the annual Earth Day celebration and clean up. The City of Kitchener provided support with supplies. While the weather wasn't particularly cooperative for a team nature walk, we were able to make a difference in our neighbourhoods. Many bags of litter were collected in an effort to clean up the areas around our clinics.

The Climate Crew has plans to work with the Quality Improvement Committee around a joint project for 2026-27.

Financial Data

Revenue

|                |             |
|----------------|-------------|
| MOH            | \$4,605,979 |
| Ontario Health | \$479,899   |
| Other          | \$169,909   |
| Interest       | \$6,558     |
| Total          | \$5,262,345 |

Expenses

|                     |             |
|---------------------|-------------|
| Salaries & Benefits | \$4,162,427 |
| Operating Costs     | \$836,660   |
| Total               | \$4,999,087 |



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