

Algoma

Nurse Practitioner-Led Clinic

Monthly Leadership Team Board Report – Sept 2021

The Pulse

The current Covid 19 pandemic continued to impact our activities during the last 2 months. We did significantly increase our in clinic traffic. This has caused a sharp rise in workload for the support staff. Measures were implemented to try to decrease pressures while gradually returning to pre-pandemic in clinic traffic. Overall, there was a slight decline in team morale but it remains good.

Clinic Activities:

Remote visits:30-40% in person visits: 60-70%

Vaccination clinic: 150 doses of COVID vaccine were administered during the last 2 months

First nation health services: health coverage was provided to the health services organized for the first nation evacuees from Northern Ontario during the month of August.

Human Resources

Office Administrator: Ashley Gearing is our new Office Administrator. Jaden chose to return to her previous employer.

Administrative Assistant: Catherine Cartmill is our new Administrative Assistant.

- Nurse Practitioner:

Maternity leave 1: temp NP started on April 1st

Maternity leave 2: temp NP confirmed for 06-2021 to 09-2021 (Taylor finished her contract with us and was extremely thankful for the opportunity to be part of our team for 8 weeks)

Temp NP confirmed for 09-2021 to 09-2022: Jennifer hussey started on September 13th 2021

Contractor NP : contractor NP working(3.5 hours twice a week).

- Temporary RN finished her contract with us on September 2nd. She also reports having had a great experience at the NPLC
- Permanent RN should return on the last week of September

HR concerns:

During the month of August, the ED had to address issues with 2 disgruntled employees. Thankfully, the situation is, so far, contained and only had minimal impact on the team. Terry and Doug generously provided much appreciated support.

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Dashboard

- Total patient panel:2246 (65 intakes in August, 80% of goal)
- Number of patient visits remains stable but is expected to gradually climb

Capital Expansion:

Based on MOH capital branch, our potential new site size cannot exceed 5000 sqft. Additionally, after discussions with colleagues from other NPLCs, it was determined that a written notice from the Finance Branch authorizing the use of funds from HR for rental costs should be obtained. There is a meeting this month to discuss the issue.

1. Sault Star location is no longer an option
2. 390 McNabb St (4260sqft)
3. 405 Queen St (4000sqft)
4. Sault College was contacted to discuss possibility of relocating into the daycare center or expanding our location to final size between 3700-4000 sqft. The college will communicate their response before the end of this month.
5. Re-submission is planned for beginning of October 2021

OHT:

The Leadership Council was on break during the Summer

QIP:

Patient experience survey:

N:140

Indicator 1: Did you get an appointment on the day you wanted or within an acceptable timeframe?

Yes 100%

Indicator 2: Would you recommend our services to friends or your family?

Yes 84% probably Yes 14%

Comment 1: Hard to fix perfect

Comment 2: You should provide free parking

Comment 3: Very happy with the care I received, Nurse Practitioner is excellent and very kind and never feel rushed

Strategic Plan:

- Online scheduling being explored (Digital strategy)
- Website updates
- Total patient panel (2500-2600 by 03-2021)

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- Clinic Relocation
- Continue to build patient roster to about 2600. Intake days will be planned for the Summer 2021 and the Fall 2021