



Annual Report 2023- 2024



*Committed to providing
comprehensive high-quality
patient centered health care to
our communities.*



Land Acknowledgment

We respectfully acknowledge that the Nipigon District Family Health Team is located on the traditional territory of the 1850 Robinson Superior Treaty. This includes the communities of the Red Rock Indian Band and the Biinjitiwaabik Zaaging Anishinaabek, who are part of the Anishinabek Nation.

We recognize that the Anishinabek Nation people are the stewards and caretakers of these lands and waters in perpetuity. They continue to maintain this responsibility to ensure the health and integrity of these lands for generations to come.

We express our gratitude to the Métis, the Inuit, and the many other First Nations people for their contributions. We commit to strengthening our ties, serving your communities, and responsibly honoring all our relations.

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Vision Mission & Values



VISION

To provide timely and efficient access to health care through effective collaboration between health services.

MISSION

The Nipigon District Family Health Team, is committed to providing comprehensive high-quality patient centered health care to our communities.

VALUES

Compassion
and
Empathy

Accountability

Trust

Collaboration

Reliability



Meet Our Board

Board of Directors

**Dr. Jonathon
Scully**

CHAIR

**Deana
Renaud**

VICE CHAIR

**Jay
Lucas**

DIRECTOR

**Dr. Ravinder
Dhaliwal**

DIRECTOR

**Louise
Dupuis**

DIRECTOR

Non-Voting Members

**Dr. Douglas
Scott**

**LEAD
PHYSICIAN**

**Melissa
Harvey**

**EXECUTIVE
DIRECTOR**

**Lauren
Haskell**

**FINANCE
MANAGER**

**Brooke
Jean**

RECORDER



Meet Our Team



Sandra Jordan

REGISTERED NURSE

Danielle Verville

REGISTERED NURSE

Merinda Broer

REGISTERED PRACTICAL NURSE

Leanne Johnston

REGISTERED DIETITIAN

Naomi Kashak

ADDICTIONS PROGRAM CARE COORDINATOR

Blaine Aquino

MENTAL HEALTH SUPPORT WORKER

Janelle Wawia

REGISTERED PSYCHOTHERAPIST

Melissa Harvey

EXECUTIVE DIRECTOR

Joyce Stansell

QUALITY IMPROVEMENT DATA SUPPORT SPECIALIST

Brooke Jean

OFFICE ADMINISTRATION

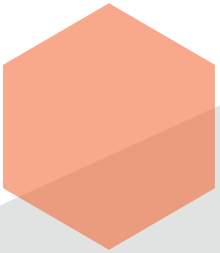
Message from the Board Chair



I am pleased to present this year's Board Chair report for the Nipigon District Family Health Team, highlighting our notable accomplishments and ongoing commitment to providing exceptional healthcare services to our community. This year has been a period of significant progress and growth, marked by achieving a fully staffed team, maintaining an excellent financial position, and successfully restructuring our board. These milestones underscore our dedication to enhancing healthcare delivery and ensuring organizational resilience.

Firstly, we are thrilled to announce that the Nipigon District Family Health Team is now fully staffed. With special thanks to our new Executive Director, Melissa Harvey. This achievement is particularly significant given the ongoing challenges in healthcare recruitment nationwide. Our concerted efforts in talent acquisition and retention strategies have borne fruit, allowing us to fill all critical positions with highly qualified professionals. This ensures that our patients receive timely, comprehensive care and allows us to expand our service offerings to include counselling and psychotherapy.

Secondly, the financial health of our organization is exemplary. We have not only met but exceeded our financial targets for the year, placing us in an excellent financial position.



The third significant achievement is the successful restructuring of our board. This process was undertaken to enhance governance, improve decision-making, and ensure that our board is well-equipped to guide the organization into the future. The restructuring included the introduction of new governance policies, the realignment of board roles and responsibilities, and the addition of new members from the community and Nipigon Doctor's Group. This has not only revitalized our board but also strengthened our strategic oversight capabilities, ensuring that we are well-positioned to meet the evolving needs of our community.

As we reflect on these accomplishments, it is essential to recognize the collective effort and dedication of our staff, board members, and community partners. Their unwavering commitment to our mission and vision has been the driving force behind our success. We are immensely grateful for their contributions and support, which have enabled us to achieve these significant milestones.

Looking ahead, we are excited about the future of the Nipigon District Family Health Team, with its new community inspired Strategic Plan, a fully staffed team, strong financial health, and a revitalized board, we are well-prepared to continue our journey of providing high-quality healthcare services. We remain committed to our mission of improving the health and well-being of our community, and we look forward to building on our successes in the years to come. Thank you for your continued support and dedication to our organization.

Dr. J. Scully
Board Chair

Message from the **Executive Director**



This past year has been a remarkable period of change and growth for the Nipigon District Family Health Team. With a now full staffing complement and the addition of new board members, we have made significant strides in creating our strategic plan and regaining our identity.

Our dedicated team of healthcare professionals has been instrumental in this progress. Their unwavering commitment extends beyond patient care to supporting one another and fostering a nurturing, collaborative work environment. This caring spirit is the backbone of our success and the reason for our thriving community.

The new board members have brought fresh perspectives and invaluable insights, aiding in the development of our strategic plan. This plan has been pivotal in guiding our actions and ensuring we stay aligned with our mission and vision.

We have made significant efforts to reconnect with our community, marked by an increase in community events and the revival of the walking club program. Additionally, we have been working to reopen lines of communication with key community healthcare partners to create a seamless healthcare system where patients do not fall through the cracks.

The NDFHT is a signatory in the newly formed Noojmawing Sookatagaing Ontario Health Team. We are actively engaged in the implementation process of our Ontario Health Team and look forward to the improvements it will bring to the healthcare system. This is an exciting time to be part of the healthcare system, with hope for better care for all populations we serve.



Our quality assurance committee has been revamped, reflecting our dedication to continuous improvement and excellence in care. The staff at NDFHT have shown a newfound passion for quality improvement, and we are excited to see the positive changes resulting from our new Quality Improvement Plan.

It has been an honor to be appointed as the NDFHT Executive Director. I have learned immensely from the board and my staff, and I am deeply grateful for their support and guidance. Together, we have navigated challenges and celebrated successes, always keeping our community's well-being at the forefront. The staff at the NDFHT go above and beyond for their patients on a regular basis, forming connections that truly showcase the benefits of team-based care, where patients who might otherwise be overlooked receive the attention they need. I am humbled by the work I've witnessed my staff perform and feel blessed to work with such a remarkable group of people.

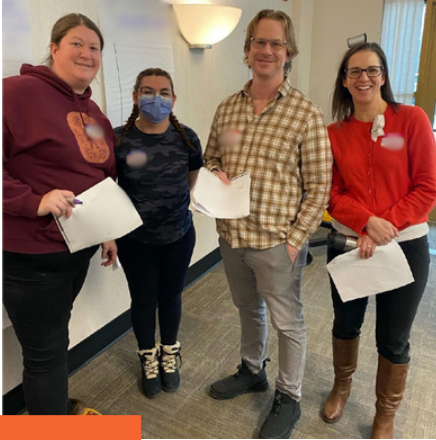
As we look to the coming year, we are excited to build on the momentum gained in 2023-2024. Our goal is to further our mission of creating a healthier community and ensuring our family health team meets the diverse needs of all the communities and people we serve.

Thank you for your continued support and trust in our team. We are committed to delivering exceptional care and making a positive impact in the lives of those we serve.

Sincerely,

Melissa Harvey
Executive Director
Nipigon District Family Health Team

Strategic Plan



During January and February 2024, the NDFHT board and staff dedicated their efforts to crafting our new 3-year strategic plan for 2024-2027. We actively engaged with the community through an online survey and in-person sessions to gather insights on our current services and areas needing improvement. We also reached out to key community partners to ensure open lines of communication about our collaborative effectiveness in providing care.



The strategic planning process served as a valuable opportunity for our board, staff, and physicians to come together as a unified team. By collaborating closely, we strengthened our internal relationships, shared diverse perspectives, and fostered a collective commitment to enhancing patient care. This teamwork laid a solid foundation for the development of a cohesive and comprehensive Strategic Plan.



By listening to the community's needs and desires, we developed an ambitious Strategic Plan that will guide us in better serving our patients. We are excited to begin the work necessary to achieve our goals across six key priorities: Aging Well, Mental Health and Addictions, Chronic Disease, Strong Foundation, Staff Wellness, and Community Wellness.

Strategic Plan Priorities



Strategy: Coordinate system navigation for seniors

Strategy: Create nutrition program for seniors

Strategy: Start a falls prevention program

Strategy: Increase collaboration with Dilico and local First Nation communities

Strategy: Lobby Nipigon Township to increase senior transportation

Strategy: Increase FHT home visits and/or organize volunteers (EASE Program)

Strategy: NDFHT to offer Comprehensive Geriatric Assessment (CGA) in coordination with other key community partners to provide wrap around care for seniors at risk for frailty

Strategy: Improve partnership for palliative care planning, including Goals of Care program

Strategic Plan Priorities



Strategy: Evolving system navigation

Strategy: Restart HARMS program

Strategy: Initiate Mental Health (MH) and Addiction support/wellness groups

Strategy: Expand on school collaborations/programs

Strategy: Improve communication/collaboration with external partners (PACE, NOSP, RRIB, Dilico, etc)



Strategy: Promote available funding sources

Strategy: Initiate respiratory health program



Strategy: Provide initial footcare assessments

Strategy: Collaborate with Registered Dietitian

Strategy: Explore active living program

Strategy: Investigate chronic disease management program



Strategy: Promote current VON seniors' exercise program

Strategic Plan Priorities



Strategy: Improve coordination for discharge between NDMH and NDFHT

Strategy: Identify referral pathways and institutions that could refer to NDHFT

Strategy: Establish agreement between NDMH NP and NDFHT for non-rostered patients' (exceptions only)

Strategy: Establish media/PR strategies

Strategy: Advocating for building accessibility compliance

Strategy: Develop/implement a staff cross training plan

Strategy: Adopt a unified IT solution

Strategy: Increase clarity between NDFHT & NDMH roles/responsibilities

Strategic Plan Priorities



Strategy: Consider flexible hour options for staff	Strategy: Consider birthdays off
Strategy: Hold team building days	Strategy: Host potlucks/coffee
Strategy: Improve NDFHT/hospital team relationship	

Strategy: Promote and educate available services to all ages

Strategy: Develop system navigation tools and procedures



Strategy: Increase smoking cessation participation

Strategy: Improve availability of nutrition education and programming in communities

Strategy: Increase community outreach

Strategy: Collaborate and communicate with Dilico

NDFHT Statistics

In 2023-24 the NDFHT had 4788 active patients, 2759 have an assigned physician.



Program/Service	Description	Total Patients Served in 2023-2024	Total Patient Visits in 2023-2024
All NDFHT Services	Total number for all NDFHT patient visits, regardless of program or service accessed.	1569	7009
Blood Pressure Clinics and Blood Pressure Screening	To ensure blood pressures are within target and provide education around life style modifications.	374	867
Cancer Screening Appointment	Includes patient appointments for pap tests, and for referrals for breast and colon cancer screening tests.	71	80

NDFHT Statistics



Program/Service	Description	Total Patients Served in 2023-2024	Total Patient Visits in 2023-2024
Diabetes Management	Diabetes focused appointments with a Certified Diabetes Educator to assist with treatment and provide education. Includes Diabetes Education Program and routine follow-up appointments for diabetes management.	273	966
Foot and Wound Care	Appointments provided for complex diabetic foot care, foot assessments, and wound care.	58	249
Immunizations	Routine immunizations provided to children, and additional vaccinations provided to adults looking for additional protection.	723	1168

NDFHT Statistics

Program/Service	Description	Total Patients Served in 2023-2024	Total Patient Visits in 2023-2024
Counselling with a Registered Psychotherapist	Treatments provided for patients who have a mental illness or who are struggling with their mental health.	9	22
Outreach Programs	Community outreach to isolated patients in their homes, and to teenagers in the high school.	95	604
System Navigation	Appointments for assisting patients with navigating the healthcare system.	32	63

AJU	1,822	12,369,000
EJK	3,680	238,881,000
HPL	1,062	85,678,000
KEE	485	8,369,000
NAH	8,569	189,301,000
QOP	6,602	102,698,000
TIK	890	24,697,000
WIG	6,280	76,002,000
AHD	2,436	57,610,000

NDFHT Statistics

Program/Service	Description	Total Patients Served in 2023-2024	Total Patient Visits in 2023-2024
Rapid Access to Addiction Medicine Clinic	Appointments provided to patients for assistance with managing their addictions disorder.	106	903
Smoking Cessation	Assisting patients to stop smoking.	35	109
Acute/Episodic Appointments	Appointments providing health care service to non-complex patients with acute care needs.	404	851

AIG	1,822	12,349,000
EJK	3,680	238,681,000
HPL	1,062	85,678,000
KEE	485	8,369,000
NAH	8,569	189,301,000
QOP	6,602	102,698,000
TIK	890	24,697,000
WIG	6,280	76,002,000
AHD	2,436	57,610,000



Contact Us



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