

**North Bay**  
Nurse Practitioner-Led Clinic

*Clinique dirigée par du personnel  
infirmier praticien de **North Bay***

# Strategic Plan 2019 - 2021

# NBNPLC STRATEGIC PLAN AT A GLANCE

**Vision:** To be a quality primary health care service in North Bay that is fully integrated in the community

**Mission:** To provide team based primary health care, that is innovative, accessible and responsive to patient and community needs.

**Values:** Innovation    Collaboration    Holistic    Respect    Participation    Inclusive

## Patient Priorities

- Deliver quality patient-centered care and services
- Enhance access to care and reduce barriers

## Staff Priorities

- Attract and retain the best professional team
- Sustain a supportive environment and organizational culture

## Community Priorities

- Contribute to the evolving health system

## Partner Priorities

- Strengthen Community Partnerships

## System Priorities

- Ensure reliable resources, systems and technology to support care
- Optimize our patient and work flow
- Ensure accountability and transparency

# OUR CONTEXT

2 Clinic Sites to serve our patients



WEST FERRIS

In 2011, the North Bay Nurse Practitioner-Led Clinic first opened its doors to patients in North Bay. Since then, we have continued to establish a high functioning team of health professionals to serve over 3000 patients. Our West Ferris site continues to accept new patients, maintain our Best Practice Spotlight Organization designation through RNAO, and offer exceptional service to patients in need. With a particular focus on serving families with young children and chronic disease management, our West Ferris site sees patients across the lifespan and provides comprehensive and high quality primary care that is integrated in the community.

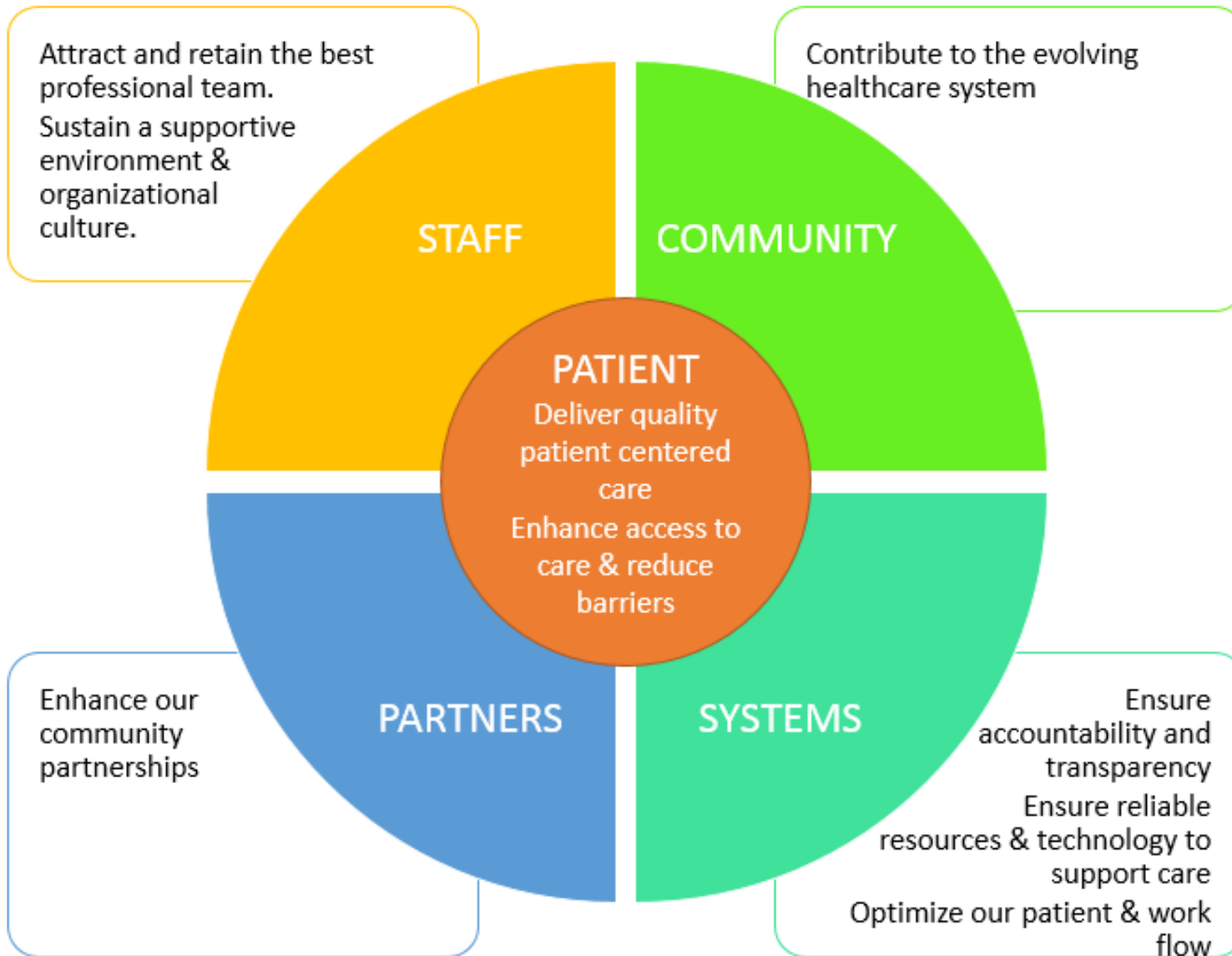


DOWNTOWN

On April 8<sup>th</sup>, 2019, the North Bay Nurse Practitioner Led-Clinic expanded its reach in North Bay by opening a second site which is located in our downtown core. Our Downtown site is centrally located and is currently accepting applications. We expect to serve an additional 2600 patients with our new site and expanded team of interdisciplinary health professionals! Like our West Ferris site, the Downtown site also offers lab services, STOP smoking cessation program, hypertension management, footcare and counselling services.

*Patient Centred. Timely Access to Comprehensive Primary Health Care and Health Programs*

# Our Strategic Priorities



# Model of Health and Wellbeing

## Highest Quality People and Community Centered Health and Wellbeing

- Individual participation in decisions about personal health and wellbeing.
- Health care that meets patient needs, is timely, with quality outcomes.

## Health Equity and Social Justice

- Reduction in social inequality improves health outcomes.

## Community Vitality and Belonging

- Safe and caring communities improve health outcomes.

### Anti-oppressive and Culturally Safe:

People from various cultural backgrounds and gender expressions are respected.

### Accessible:

Access, participation, equity, inclusiveness are attained by eliminating systemic barriers.

### Interprofessional, integrated and coordinated:

Interprofessional teams work in collaborative practice leveraging community partnerships to ensure the delivery of seamless and timely health care.

### Community-governed:

Not-for-profit organization, governed by a community board.

### Based on the Social Determinants of Health:

Social Determinants of Health are an integral part of providing care.

### Grounded in a Community Development Approach:

Services and programs are driven by community initiatives and needs.



### Population and Needs-Based:

Services and programs based on population health needs and best practices for serving those needs.

### Accountable and Efficient:

Accountable to funders and the local communities served.

## North Bay Nurse Practitioner-Led Clinic

### Teamwork and Commitment

The NBNPLC has assembled a talented and committed team of professionals, and together we do our best every day to deliver quality health care to our patients. Through team work, an engaging approach, and strong community partnerships, we will continue to play a valuable role in our community.

Jaymie-lynn Blanchard, Clinic Director

Stephanie Brooks, Administrative Lead

### North Bay NPLC – West Ferris

524 Lakeshore Drive

North Bay, Ontario P1A 2E4

### North Bay NPLC – Downtown

179 Main Street East

North Bay, Ontario P1B 1A9

[www.nbnplc.com](http://www.nbnplc.com)



“Coming together is a beginning; keeping together is progress; working together is success.” - Henry Ford