

North Bay
Nurse Practitioner-Led Clinic

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

Strategic Plan 2022-2026

NBNPLC

Strategic Plan at a Glance

Vision:

To be the exemplary primary health care organization 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:

Courage	Respect
Collaboration	Equity
Holistic	Integrity



NBNPLC

Strategic Plan at a Glance

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
- Sustain a supportive environment and organizational culture

Community Priorities

- Contribute to the evolving health system
- Partner Priorities
- Strengthen Community Partnerships

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.



Patient Centred, Timely Access to Comprehensive Primary Health Care and Health Programs

Our Context

2 Clinic Sites to serve our patients

Downtown

On April 8th, 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

Staff

Attract and retain the best professional team

Sustain a supportive environmental & organizational culture

Community

Contribute to the healthcare system

Patient

Deliver quality patient centered care

Enhance access to care & reduce barriers

Partners

Enhance our community partnerships

Systems

Ensure accountability & transparency

Ensure reliable resources & technology to support care

Optimize our patient & workflow

Model of Health & Wellbeing

Highest Quality People and Community Centered Health & 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



Model of Health & Wellbeing

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

nbnplc.com

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

Working with each other, acting with honesty and integrity, ensuring we do the right thing for our patients and our community