

# VON Nurse Practitioner Clinics: Lindsay & Kirkfield

Presentation to the City of Kawartha Lakes Council

Presented by Jennifer Burton, MN, NP-PHC  
(Chronic Pain Program) on behalf of  
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National Director of Nurse Practitioner  
Program

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# Thank You & Regrets



- Thanks to the City of Kawartha Lakes for your support over the years and for giving this opportunity to share with you our successes and potential opportunities for future endeavors.
- Shari sends her most sincere regrets. Unfortunately she had a last minute, unavoidable appointment.
- Thanks to Jennifer for filling in last minute

# Objectives

- Provide an overview of VON Nurse Practitioner (NP) Clinics
- Outline the benefits to the community
- Illustrate demand for the service
- Highlight future growth opportunities



Lady Ishbel Aberdeen  
Founder Victorian Order of Nurses  
c. 1896

# Did you know?

- Nurse practitioners (NP) are registered nurses with a masters degree and graduate certificate in primary health care
  - Assess (diagnostics such as x-rays, lab tests), diagnose, and manage
  - Strong emphasis on prevention & health promotion
- VON is the only Ontario homecare agency who provides primary health care utilizing the full scope of NP practice
- We are the only community-based employer with a dedicated NP Director
- We offer primary health care to over 10,000 Ontarians
- VON has several NP Clinic sites in Ontario; three are Ontario Health funded (one of which is the Chronic Pain Program) + 9 MOH funded (12 MOH contracts)
- VON NPs utilize a people-centered approach to guide treatment plans, empowering clients in shared decision making

# Benefits of Nurse Practitioners

- NP clinics enhance access to primary care
- Sept 2022 - 1.8 million Ontarians do not have access to primary health care <https://www.ices.on.ca/Newsroom/News-Releases/2022/Number-of-family-doctors-stopping-practice-in-Ontario-doubled-early-in-pandemic>
- Published numbers of “unattached patients” often do not include patients registered to an NP
- Provide comprehensive primary care services, working to stabilize chronic diseases, reducing ER/hospital visits, 911
  - Ex. Diabetes, COPD, Mental Health
- Caring for highly complex individuals
  - Taking a comprehensive approach to people as a whole
  - Considering social determinants of health in care plans

# Benefits of **VON** Nurse Practitioner Clinics

- Client satisfaction surveys have demonstrated:
  - 98% rating of very good to excellent
  - 98% would recommend VON NP clinics to friends/family
- VON employs 18 Nurse Practitioners, 2 > 20 years, 1 > 8 years, 10 > 5 years – evidence of excellent retention leading to greater continuity of care for clients
- Currently providing care to complex, high needs clients who are often marginalized and would otherwise be without primary care
- Offer online appointment booking, same day/next day appointments
- One of our priorities: Preventative screening – assessing risk of falls, cervical and colon cancer, depression

# Benefits of **VON** Nurse Practitioner Clinics

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- Wider lens:
  - Our EMR connects our NP clinics provincially, ability to provide remote coverage for our NP & Medical Secretary colleagues
  - Ability to consult VON NP colleagues with expertise in specific fields:
    - Chronic pain, substance use disorder (Chronic Pain Program Windsor)
    - Diabetes Educator (Kirkfield NP: Certified Diabetes Educator)
    - Pediatrics (Northbay NP in partnership with CAS)
    - breastfeeding, palliative care, etc.
- We do home visits & virtual visits by phone or video
  - Increasing access to seniors and individuals with mobility issues

# VON Nurse Practitioner Scope & Services

- Some of the NP services include:
  - Holistic/comprehensive care across the lifespan
  - Well baby/child check ups and immunizations
  - Mental health assessment & management
  - Linking clients to services within the community
  - Chronic disease management including chronic pain
  - Primary prevention
  - Prenatal care
  - Referrals to specialists
  - Preventative care and cancer screening
  - Completion of forms: i.e. ODSP applications, WSIB
  - System navigation/advocating for client needs
  - Influenza/Immunization clinics



# Kirkfield NP Clinic



- NP 5 years, MS 12 years
- 618 registered clients
- Total of 2088 visits, combination of in-person, phone & video
- Clinic receives 6 to 10 calls per week requesting registration
- High needs area, reduced primary care providers
- Intent on helping the community gain access to primary care
  - Registered 160 new clients last year
  - Each intake generates a lot of work
- Phlebotomy (blood lab) on-site
  - Great community service, reduced travel, increased follow through



Laura Rea  
Medical Secretary  
Kirkfield

# Lindsay



- New NP – Kristen Martens
  - Start Sept 2022
  - 227 Meet & Greet of existing clients since start
- 450 current clients
- Total of 1026 visits, combination in-person, phone & video last fiscal
- Clinic receives ~ 20 calls per week requesting registration
- Projecting to take on 200 new clients FY 2023/24; & 100 in 2024/25
  - Kristen & Ashlee (Medical Secretary) are working diligently to connect with existing clients and discharge those who have primary care elsewhere in order to increase capacity for new clients
    - So far, 97 client have been discharged



Ashlee Shearer, MS  
Kristen Martens, NP  
Lindsay

# Future state/opportunities: Lindsay

- Additional NP to Lindsay clinic
  - Existing space & admin support
  - Opportunity to partner with paramedicine for unattached patients
    - Directly referral to VON NP for primary care
    - Provide care where it's needed – home, office
  - Provide in home support to seniors who are waiting for LTC placement
  - Act as a bridge to permanent primary care providers

# Future state/opportunities: Kirkfield

- Additional NP in Kirkfield:
- Register an additional ~ 800 new clients
- Fill the gap in primary care providers
- Hybrid model – see those who are precariously housed, marginalized
- New space – moving in end of January
- Plenty of space for at least a second NP (more possible)
- Medical Secretary support already in place

# Future state: broader opportunities

- Implementing specialized programs across the province:
- Chronic Pain Program
- Children's Aid Partnership: VON North Bay clinic housed in Children's Aid building
  - Provide care to unattached children involved with CAS and their family
    - Many have trauma, mental health & addictions challenges
    - Access to primary care improves outcomes for family & children
- VON is creating multidisciplinary hubs across Ontario bringing "one stop shopping" to Ontarians
  - primary care, RNs (IVs, dressings, well client checks), PSWs, Adult Day programs, senior exercise programs, Social Work, hospice

# Cost

- NP salary & benefits ~ \$145k
- Overhead ~ \$5k would include:
  - Medical supplies
  - Travel/mileage for home visits
- Requires lobbying for funding
  - Municipalities, MOH, Ontario Health
  - Funding a year as a pilot would show the benefit

# Questions?

