



ANNUAL
REPORT
2016-2017

*Celebrating
Successes*

ABOUT ANISHNAWBE MUSHKIKI

MISSION

Anishnawbe Mushkiki provides culturally appropriate, holistic care, utilizing the teachings of the medicine wheel. We offer primary, traditional and alternate approaches to health care throughout the four stages of life.

VISION

Anishnawbe Mushkiki is a leader in health care delivery by empowering individuals, families and communities throughout their healing journey of health and well-being.

BOARD OF DIRECTORS



Audrey Gilbeau
President



Corinne Fox
Vice-President



Tim Pile
Secretary/Treasurer



Roseanna Hudson
Member

SENIOR MANAGEMENT TEAM

Micheal Hardy
Executive Director

Kim Hopkins, CPA, CA.
Finance/Administration Manager

Crystal Davey, BScN, MPH, NP-PHC.
Health Services Manager

Jennifer Bean, RN, HBScN, CDE
Community Services Manager

A teal-tinted photograph of a person in a winter jacket holding a snow-covered branch. The person is in the foreground, and the background is a snowy, wooded area. The text is overlaid on the right side of the image.

MESSAGE FROM THE
BOARD PRESIDENT &
EXECUTIVE DIRECTOR

On behalf of Anishnawbe Mushkiki, we are pleased to share the Annual Report for 2016 -17. It has been an exciting and rewarding year of change and reinvigoration as we reached our one year anniversary in the Chapples building. This year, we celebrate the successes of Anishnawbe Mushkiki, starting with the exceptional team of dedicated staff that delivers quality comprehensive care to the clients we serve. We are proud to highlight many of this year's accomplishments in the quality of the services and programs that continue to grow and improve.

Anishnawbe Mushkiki evaluates the increasing needs of our clients on an ongoing basis and has identified strategic priorities that will align with the vision of Patients First; Exceptional Care. This includes the goal to increase urban outreach and accessibility of programs and services in district of Thunder Bay area.

Moving ahead, the team will focus on the expansion of clinic and traditional healing programs and increased mental health care services. Culturally safe and competent care is imperative to addressing the unique challenges of the Indigenous population and closing the gap in the provision of primary care. The newly branded website will connect Anishnawbe Mushkiki's programs and services for the community and keep our clients connected.

The collaboration with our community partners strengthens and guides Mushkiki to provide and protect the values and traditions of the Indigenous culture.

This year we welcomed the Family Information Liaison Unit (FILU) worker to Anishnawbe Mushkiki. This service is intended to provide support to families of Missing and Murdered Indigenous Women and Girls. Mushkiki offers a culturally safe and respectful environment that supports this work.

It is important to acknowledge the ongoing support of our stakeholders, including the Ministry of Health & Long-Term Care, the Ministry of Children and Youth Services and the Association of Ontario Health Centres. We are grateful for the dedication and support of the members of the Anishnawbe Board of Directors for their continued guidance in moving the organization forward. The vision remains strong to empower our community to live holistic, harmonious, healthy lives.

We are privileged to provide primary health care to those we serve and strive for continuous quality improvement of our organization.

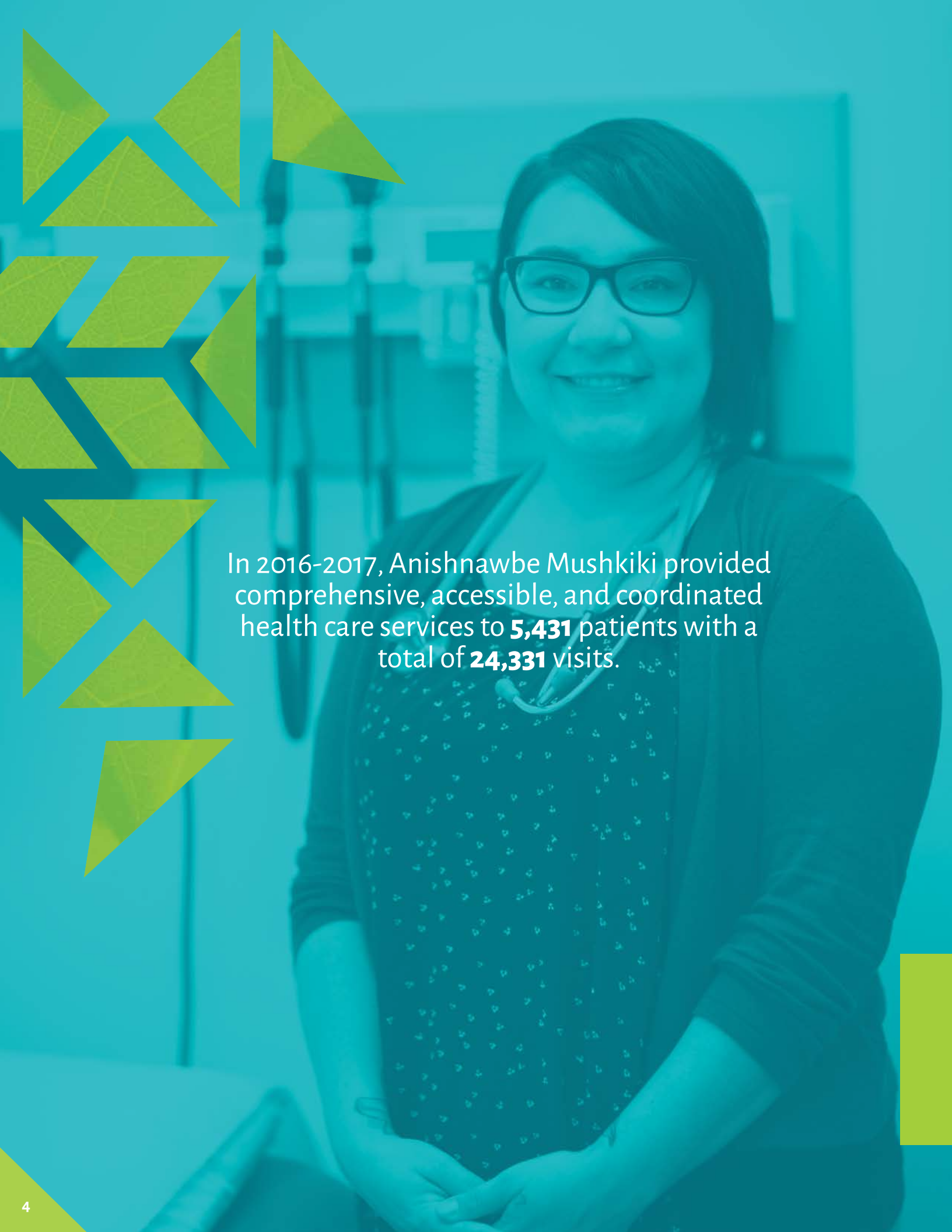
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Audrey Gilbeau
*President, Board of Directors,
Anishnawbe Mushkiki*



Micheal Hardy
*Executive Director,
Anishnawbe Mushkiki*



In 2016-2017, Anishnawbe Mushkiki provided comprehensive, accessible, and coordinated health care services to **5,431** patients with a total of **24,331** visits.

HEALTH SERVICES REPORT

ABORIGINAL HEALTH ACCESS CENTRE & NURSE PRACTITIONER LED CLINIC

Anishnawbe Mushkiki's Aboriginal Health Access Centre and Nurse Practitioner Led Clinic provide comprehensive primary health care to more than 5400 clients. Our interdisciplinary team includes physicians, nurse practitioners, registered nurses, registered dietitians, certified diabetes educators, social workers, registered practical nurses, and medical secretaries. We deliver culturally safe, coordinated care for chronic disease prevention and management, family-focused maternal and child health care, youth empowerment, cultural and traditional medicines. To divert unnecessary emergency department visits, we operate same day appointments and walk in clinics from Monday to Friday with Thursday evening access.

DIABETES MANAGEMENT PROGRAM

Our Diabetes Management Program services any Indigenous adult person at risk for, or diagnosed with pre-diabetes, type 2 diabetes, or gestational diabetes. We provide comprehensive advanced clinical diabetes management for this very complex and high risk population.

COLLABORATIVE MENTAL HEALTH CARE

Anishnawbe Mushkiki has many clients affected by mental health conditions such as depression, anxiety, schizophrenia, and post traumatic stress disorder. We have social workers on site to provide brief and short term counselling services, support group sessions, individual and family counselling, system navigation services, same day access, and referrals when appropriate. Our social workers have training in Cognitive Behavioural Therapy, Dialectical Behavioural Therapy, mindfulness techniques, and how to deal with mood disorders and past traumas.

We also have a collaborative mental health care model in partnership with St Joseph's Mental Health. We have a psychiatrist that comes on site to see new referrals and follow ups of clients with mental health issues. The Psychiatrist will provide assistance with diagnoses, medication adjustments and initiation, and brief treatment.

SMOKING CESSATION

A large portion of our clients currently use commercial tobacco. Our team of physicians, NPs, RNs, RDs, and Health Promotion Coordinators collaborate to provide a multitude of smoking cessation opportunities and support. Our partnerships include: Centre for Addiction and Mental Health, Smokers' Helpline, Cancer Care Ontario, and Registered Nurses Association of Ontario (RNAO).

We were acknowledged as a Smoking Cessation champion in May 2016. We continue to offer Quit Smoking Cafes once per month, individual and groups smoking cessation visits. We are a Tobacco Cessation Implementation Site with RNAO and hosted a community education event for health care providers on smoking cessation.



EQUITY

Anishnawbe Mushkiki's vision is Exceptional Care; Patients First. We have many Indigenous and marginalized clients. We offer same day access for follow up and urgent appointments - we work to meet the clients where they are at in their healing journeys. We offer non-judgemental and comprehensive care. We understand that clients have their own priorities that don't always meet what health priorities are as clinicians. We provide longer appointments to address any needs the clients want addressed, and offer chronic disease management and screening services at that time. This way clients are empowered and in control of their own health.

PARTNERSHIPS

Our current partnerships include: Ka-Na-Chi-Hih Solvent Treatment Centre, Thunder Bay Indian Friendship Centre, Best Start, Lakehead Public Schools, Lakehead University, Confederation College, Northern Ontario School of Medicine, Thunder Bay Community Care Access Centres, Arthritis Society, Nokiiwin Tribal Council, Thunder Bay District Health Unit, Thunder Bay Regional Health Sciences Centre, and Cancer Care Ontario.

QUALITY IMPROVEMENT PLAN

As part of our Quality Improvement Plan, we implemented qualitative data client satisfaction focus groups. Participants spoke of Anishnawbe Mushkiki with incredibly positive terms.

STRATEGIC PRIORITIES FOR 2017-2018

For the 2017-2018 year, Anishnawbe Mushkiki's strategic priorities include increased mental health care services, as well as expansion of clinic and traditional healing services.



COMMUNITY PROGRAMS AND PARTNERSHIPS

Anishnawbe Mushkiki community programs in 2016-2017, offered an array of programs including Healthy Beginnings, Fetal Alcohol Spectrum Disorder (FASD) prevention and support, Health Eating Active Living for Youth, Diabetes Prevention and support for all ages. Programs in reducing commercial use of tobacco are a focus of all community programs and our community wellness center offers quit cafes, smoking cessation counselling in both group and individual sessions.

All community programs incorporate Indigenous traditional and cultural teachings, as the incorporating of these values assist individuals, families and the community in their journey to holistic wellness. The Traditional Healing Coordinator arranges traditional healers and coordinates a variety of cultural events from the Ka Na Chi Hih site.

Quality improvement and patient satisfaction are cornerstones in all community programs and services. This approach assists Anishnawbe Mushkiki to be responsive to patients' needs and continue to provide culturally safe, comprehensive care empowering patients through their health and wellness journey.





FINANCIAL REPORTS

WORKING CAPITAL

	<i>March 31, 2017</i>	<i>March 31, 2016</i>
Current assets	\$ 2,810,618	\$ 1,908,894
Current liabilities	2,552,795	2,530,099
	<u>257,823</u>	<u>(621,205)</u>
Investment in capital assets	218,209	436,301
Accumulated deficits	240,240	(627,625)
	<u>\$ 458,449</u>	<u>\$ (191,324)</u>

RESULTS OF OPERATIONS REVENUES

	<i>March 31, 2017</i>	<i>March 31, 2016</i>
Ministry of Health	\$ 4,019,320	\$ 4,019,320
Other	659,572	357,929
Repayable grants	(466,399)	(452,054)
	<u>4,212,493</u>	<u>3,925,195</u>

EXPENDITURES

Primary care	3,390,594	3,589,327
Prevention and promotion	357,194	416,627
Administration	587,943	490,186
Capital outlays included above	(130,954)	(544,088)
	<u>4,204,777</u>	<u>3,952,052</u>

EXTRAORDINARY ITEMS

Misappropriated Funds (recoveries)	(1,980)	(13,475)
Write down of properties	34,115	151,520
Recognition of deferred contributions on properties	(674,192)	(133,569)
Surplus (deficit) for the year	<u>\$ 649,773</u>	<u>\$ (31,333)</u>



ANISHNAWBE
MUSHKIKI

COMMUNITY HEALTH & WELLNESS

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