



ANNUAL
REPORT
2017-2018

Our Journey Together



ANISHNAWBE
MUSHKIKI
COMMUNITY HEALTH & WELLNESS

ABOUT ANISHNAWBE MUSHKIKI

MISSION

Anishnawbe Mushkiki's mission is to provide culturally safe, comprehensive care empowering patients through their health and wellness journeys by offering health promotion, primary and traditional approaches to patient and family centred care.

VISION

Patients First; Exceptional Care

BOARD OF DIRECTORS



Audrey Gilbeau
President



Corinne Fox
Vice-President



Tim Pile
Secretary/Treasurer



Celina Reitberger
Director

SENIOR MANAGEMENT TEAM

Micheal Hardy
Executive Director

Kim Hopkins, CPA, CA.
Finance/Administration Manager

David Peterson, NP-PHC, M.Sc., B.N.Sc., B.P.H.E., B.Sc.
Health Services Manager

Jennifer Bean, RN, HBScN, CDE
Community Services Manager

MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Firstly, we would like to thank the Creator for the blessing of life. We also say Meegwetch to the dedicated team that continue to strive for excellence in serving our clients in their journeys to good health and wellness. The Board of Directors and leadership team have provided guidance, support and hard work in the strategic direction and quality improvement goals that will lead us in becoming a more effective and efficient organization. We welcome the skills and expertise of retired attorney, Celina Reitberger, to the Board of Directors in 2017.

We are proud to present our 2017-18 Annual Report and theme of “Our Journey Together” which sums up the accomplishments of the past year.

As outlined in our Strategic Plan 2017-2021, the philosophy of our vision: *Patients First; Exceptional Care* continues to guide the organization. The core values align with the Seven Grandfather Teachings and lead Anishnawbe Mushkiki’s path. HUMILITY honours the diversity of the individuals we care for, BRAVERY gives patients the strength to do what is right, TRUTH promotes the confidence to speak up, LOVE to walk together and find balance towards health and wellness, WISDOM to provide innovative health care, RESPECT to treat others the way you like to be treated and HONESTY be honest to yourself and others.

THE FOUR STRATEGIC DIRECTIONS

- EAST: Moving forward as an effective and efficient organization.
- SOUTH: Continuing to move forward as a high functioning and effective interprofessional team.
- WEST: Growing the organization.
- NORTH: Moving toward the protection, preservation and strengthening of our cultural perspective and traditional way of life for generations.

Last year our organization was approved as an EarlyON Child and Family Resource Centre through the Ministry of Education. This service will provide education assessments and better prepare children 0-6 years to enter school.

We are excited with this new project that will support families and their young ones to be better equipped and ready to start their educational path.

Our Health Counts is an exciting research study with Anishnawbe Mushkiki as the designated lead for the Thunder Bay project. Information about the health status of Indigenous people living in urban areas of Ontario is often incomplete or not available. The “Our Health Counts” project originated out of Well Living House at St. Michael’s Hospital in Toronto under the leadership of Dr. Janet Smylie. The launch of the Respectful Health Survey to start capturing the true data is anticipated in the Fall of 2018.

The Family Information Liaison Unit continues to support families to connect with the necessary resources with the hope to find the information related to lost loved ones. Our thoughts and prayers go to these individuals and family members.

The funders that support Anishnawbe Mushkiki deserve special recognition. We continue to work together with many provincial ministries that have the trust and accountability in us to move our organization forward. A big thank you!

Anishnawbe Mushkiki much appreciates the support of partnerships and relationships in the city of Thunder Bay and looks forward to “Our Journey Together” in our future endeavours.

We acknowledge the dedicated team at Anishnawbe Mushkiki who continue to work for and support the many people we serve in our clinics and community programs. We progress together with the outstanding commitment and direction of our staff, Board of Directors and leadership team. We say Meegwetch.



Audrey Gilbeau
President, Board of Directors,
Anishnawbe Mushkiki



Micheal Hardy
Executive Director,
Anishnawbe Mushkiki



In the past year Anishnawbe Mushkiki has seen over **1,000** new faces in the clinic and increased the total number of client visits by **3,400**.

HEALTH SERVICES REPORT

ANISHNAWBE MUSHKIKI HEALTH AND WELLNESS PRIMARY HEALTH CARE CLINICS

Anishnawbe Mushkiki provides exceptional and culturally appropriate primary health care to a unique and diverse clientele from urban Thunder Bay and the surrounding region. Through understanding the health care needs and challenges our clients face, Anishnawbe Mushkiki has been able to enhance and strengthen our Diabetes, Shared Mental Health and Smoking Cessation programs.

The Clinics have grown to meet the increased volume of registered clients. At present our team consists of Nurse Practitioners, Medical Doctors, Registered Dietitians Certified Diabetic Educators, Registered Nurses, Foot Care/Wound Care RN, Registered Practical Nurses, Social Workers, and Medical Secretaries. Our team functions as a cohesive unit to deliver exceptional primary health care across the lifespan.

Our aim has been to work with our clients to help them in achieving and maintaining their health care goals. Our priority is to strengthen the connection between clinics and community programs to provide holistic wellness to each client and their family unit so they may follow their desired life paths.

Anishnawbe Mushkiki prides itself and is grateful to share the journey of life and wellness with each and every client.

COLLABORATIONS

Anishnawbe Mushkiki has expanded partnerships with the Northern Ontario School of Medicine in conjunction with McMaster University to adopt Occupational Therapy and Physiotherapy students into the clinic. These student learners will bring a unique perspective to the already expansive interprofessional team and only strengthen the holistic care we deliver.

For the first time ever, Anishnawbe Mushkiki will have a resident physician from the Northern Ontario School of Medicine. This partnership will be invaluable in bringing awareness and promoting our clinic to the medical community.





COMMUNITY PROGRAMS AND PARTNERSHIPS

Anishnawbe Mushkiki Community Program team provided an array of new and existing programs in 2017-18 across the continuum of care. Community programs are offered for pre-natal **Healthy Beginnings, Fetal Alcohol Spectrum Disorder (FASD)** prevention, care, support and post-natal programs to support infants, children and families during the early years.

EarlyON Indigenous Child and Family Resource Centre
Anishnawbe Mushkiki site was established in March 2018 through funding from the Ministry of Education and the District of Thunder Bay Social Services Administration Board (TBDSSAB). This new program is intended to welcome children, ages birth to 6 years, and their families to spend time in a welcoming, interactive and culturally safe environment. This center incorporates *How Does Learning Happen? Ontario's Pedagogy for the Early Years*. This center is built around relationships, relationships between children their families and the early childhood educators that work with them. The four pedagogy foundations of Belonging, Engagement, Expression and Well-Being are integrated in each EarlyON interaction and program.

Healthy Eating Active Living (HEAL) programs are provided for Youth. Existing HEAL content was refreshed in 2017-2018. HEAL programs continue to be delivered with many partner organizations. A clear focus of Diabetes Prevention programming was provided to youth 7 to 17 years of age. Anishnawbe Mushkiki programs continue to offer community youth programs that prevent or reduce

use of all types of commercial tobacco, and discuss the differences between traditional and commercial tobacco.

Diabetes Prevention and Smoke Free Ontario adult and older adult programs are provided in a hub model. Program delivery of Healthy Eating Active Living sessions are held at Mushkiki in the Cedar room and also outreach sessions meeting clients and families where they gather. These programs include Healthy Eating Skills, Good Food Box, Grocery Store tours and a variety of active living activities such as yoga, urban poling and Fit-Nish. Client satisfaction survey and feedback from program participation include qualitative feedback of "I learned to read labels, it is never too late to take care of myself, and I continue to learn more about my diabetes when I attend program."

All community programs incorporate sharing Indigenous traditional medicines and teachings. Integrating traditional values assists individuals, families and the community in their journey to holistic wellness.

Quality Improvement (QI) and patient satisfaction are part of each program delivery. Client feedback and evaluation is completed at each session and the feedback received is incorporated into the next program session. Consistently using QI methodology ensures the program teams continue to provide culturally safe, responsive and comprehensive programming for all clients, patients and families accessing Anishnawbe Mushkiki Community Health and Wellness.

QUALITY IMPROVEMENT PLAN

Quality Improvement Plan (QIP) for 2017-2018 includes the following 3 priorities:

1. Primary Care Patient Experience – The aim of the 2018-19 is to increase the percentage of patients and clients to be able to see a doctor or nurse practitioner on the same day or next day when needed to occur 90.0% of the time. As well, when patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment is being measured.
2. Primary Care follow up within 7 days of an acute care admission – Currently we are collecting baseline data and process step review to ensure there is follow up by a primary care provider for each patient at Anishnawbe Mushkiki who has been discharged from Thunder Bay Regional Health Sciences Centre.
3. Diabetes Prevention and Diabetes Care – The third priority of the Quality Improvement Plan includes prevention and management of pre-diabetes, gestational diabetes, Type 2 diabetes process change (transformation) to ensure there is care and education that is patient and family centred, culturally safe and responsive to needs, incorporating the Educating for Equity (E4E) Framework. Starting in early childhood, Indigenous individuals will be evaluated for modifiable risk factors of diabetes (obesity, inactivity, food insecurity, unhealthy food choices pre-diabetes or metabolic syndrome) screening for diabetes prevention. Maternal health, prenatal and postpartum diabetes prevention is a priority of this quality improvement plan. Diabetes care will include self-management support and care by a specialized diabetes interprofessional team.



FINANCIAL REPORTS

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|--|--|--|
| WORKING CAPITAL | <i>As at March 31, 2018</i> | <i>As at March 31, 2017</i> |
| Current assets | \$ 3,758,036 | \$ 2,810,618 |
| Current liabilities | 3,088,424 | 2,552,795 |
| | <hr/> 669,612 | <hr/> 257,823 |
| Investment in capital assets | 145,568 | 218,209 |
| Accumulated deficits | 537,027 | 240,240 |
| | <hr/> \$ 682,595 | <hr/> \$ 458,449 |
| RESULTS OF OPERATIONS | | |
| REVENUES | <i>For the year ended March 31, 2018</i> | <i>For the year ended March 31, 2017</i> |
| Ministry of Health | \$ 4,580,045 | \$ 4,019,320 |
| Other | 403,250 | 659,572 |
| Repayable grants | (650,820) | (466,399) |
| | <hr/> 4,332,475 | <hr/> 4,212,493 |
| EXPENDITURES | | |
| Primary care | 3,295,768 | 3,390,594 |
| Prevention and promotion | 379,046 | 357,194 |
| Administration | 691,949 | 587,943 |
| Capital outlays included above | (22,545) | (130,954) |
| | <hr/> 4,344,218 | <hr/> 4,204,777 |
| EXTRAORDINARY ITEMS | | |
| Misappropriated Funds (recoveries) | (235,889) | (1,980) |
| Write down of properties | - | 34,115 |
| Recognition of deferred contributions on properties | - | (674,192) |
| Surplus (deficit) for the year | <hr/> \$ 224,146 | <hr/> \$ 649,773 |



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MUSHKIKI

COMMUNITY HEALTH & WELLNESS

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*Thank you to our
funding partners.*



Ministry of the Attorney General
Ministry of Children & Youth Services
Ministry of Health and Long-Term Care