



ANISHNAWBE
MUSHKIKI
COMMUNITY HEALTH & WELLNESS

ANNUAL REPORT

2019 - 2020



A Move in the Right Direction



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

SENIOR MANAGEMENT TEAM

Micheal Hardy
Executive Director

Kim Hopkins, CPA, CA.
Finance/Administration Manager

Jennifer Bean, RN, HBScN
Community Services & Interm Health Services Manager

BOARD OF DIRECTORS



Audrey Gilbeau
President



Corinne Fox
Vice-President



Tim Pile
Secretary/Treasurer



Celina Reitberger
Director



Crystal Pirie
Director

MESSAGE FROM THE BOARD PRESIDENT & EXECUTIVE DIRECTOR

To begin, we would like to thank the Creator for the Four Directions - East, South, West and North - and for this blessing of life. We are pleased to present our 2019-20 Annual Report and theme “A Move in the Right Direction”. The four directions of the Medicine Wheel remind us of many things, perhaps most importantly the need for balance. We must strive to maintain balance in the world and within ourselves, while embracing change.

This year has been one of significant change for Anishnawbe Mushkiki, marked with growth and development. In October 2019, the clinic moved to 1260 Golf Links Road and opened our doors in a more central location, steps away from Thunder Bay Regional Health Sciences Centre. Just one month later, a new Electronic Medical Records system, PS Suite, was implemented, allowing health care providers to deliver high quality care with improved communication, efficiency, and accuracy, resulting in a better client experience. Our expanded hours took effect in January, now offering our clients access to services 12 hours a day. This year's final quarter drew on our strength and creativity during the COVID-19

pandemic, where we saw our exceptional team work diligently to come up with new ways to reach our clients during such an unprecedented time. We offer tremendous gratitude to our dedicated group of professionals who continue to support the many people we serve in our clinic and community programs. We say Meegwetch.

We acknowledge and thank our funders, including the Ministries of Health and Long-term Care, Education, Children and Youth Services, and the Registered Nurses' Association of Ontario, who support Anishnawbe Mushkiki and enable us to continue with our promise of providing exceptional care and support services to our clients and community.

We thank our Board of Directors for their unwavering commitment, guidance, and courage to drive change. We look forward to continuing to move Anishnawbe Mushkiki in the right direction with our unwavering focus on quality care and programming for the clients we are here to serve.

Meegwetch,



Audrey Gilbeau
*President, Board of Directors
Anishnawbe Mushkiki*



Micheal Hardy
*Executive Director,
Anishnawbe Mushkiki*

HEALTH SERVICES

ANISHNAWBE MUSHKIKI ABORIGINAL HEALTH ACCESS CENTRE (AHAC)



Anishnawbe Mushkiki has completed the first year as an amalgamated Aboriginal Health Access Centre (AHAC) and Nurse Practitioner led clinic. Anishnawbe Mushkiki AHAC has had a year filled with positive change first a location change/move to 1260 Golf Links Road. A location change that has facilitated the Primary Care Providers; Physicians and Nurse Practitioners, interprofessional team and health promotion programs to work on the same level daily. A working environment on one floor promotes collaboration. This facilitates the vision **Patients First, Exceptional Care.** Patient and family-centered care (PFCC) is an approach to care that shifts from “doing for” to “doing with.” It is a whole person approach to understanding the holistic needs of those we serve. PFCC is a way to live the mission, vision, and values of Anishnawbe Mushkiki.

Mushkiki has changed the electronic medical record (EMR) to PS Suite in November 2020. This EMR provides baseline data to drive real time decisions by the senior team. The data in the EMR is also improving information that is shared with Patients and families. A dashboard of key performance indicators for our AHAC has been started and will be completed and fully operational by end of this fiscal year.

Another PFCC pillar of primary care is Access. Our daily mission is to ensure those patients and families in our care and those new to Mushkiki clinic receive culturally safe access to the care they need when they need it. Since March 13, 2020 and the start of the COVID-19 pandemic we are offering options for care, virtual (phone and video) and following screening on entry in clinic primary care encounters. The access to walk in clinic all day every day is reducing emergency department use and hospital readmissions through greater care coordination and collaboration. We are supporting self management of chronic conditions such as diabetes, supporting shared decision-making between care providers and patients, and using technology to engage patients in their care. We now have health promoters (Registered Nurse and Registered Social Worker) assisting with care coordination for the patients living with multiple chronic conditions and complexities. This model of care ensures effective communication and coordination between care providers (for example, after discharge from Thunder Bay Regional Health Sciences Centre).

“Anishnawbe Mushkiki is the custodian for the **Our Health Counts Thunder Bay** study which results show that there are **23,080 to 42,641 Indigenous adults living in Thunder Bay.**”

**This is 2-4 times more than the estimated Statistics Canada 2016 census report of 9,789 indigenous adults (15 years+) live in Thunder Bay.*

Health care is rooted, first and foremost, in human relationships. Medical technology and technical expertise are only tools within those relationships. Providing health care to the sick and injured from earliest infancy to the end of life, to the worried is ultimately about relationships and relieving anxiety. We will continue to build on successes and acknowledge failure with respect to grow what is working well and to improve on what could be even better if.

A Move in the Right Direction.



COMMUNITY PROGRAMS AND PARTNERSHIPS

Anishnawbe Mushkiki community health promotion teams offered an array of new and existing programs in 2019-2020.

Traditional Wellness programs aim at improving the health of First Nation peoples through a holistic approach, which reflect Indigenous culture, values and traditions. Drumming circles, access to Elders and Traditional healers, women's support circle, traditional craft workshops, access to the Four Sacred Medicines and cultural events like pow wows are services integrated into our primary healthcare clinic and program delivery.

Our Health Counts Thunder Bay Indigenous Health Survey is completed. The importance of the data available in the survey should influence program funding, development and delivery. It is instrumental in ensuring cohesive and client centered program delivery. One example of the importance of the data is the fact discovered that “23% of Indigenous adults in Thunder Bay do not have a regular place to go for health advice or when they are sick.” This shows there is an urgent need for Indigenous health services in Thunder Bay.

Maternal Wellness- Prenatal Postnatal and Fetal Alcohol Spectrum Disorder (FASD) programs continue delivering a variety of new services and supports to expecting mothers, Indigenous children up to 2 years of age and their families. Healthy Beginnings, Wellness Wednesdays, Grab Bags, Well Baby and Immunization Clinics connect families to community resources and increase access to services for our clients. These programs focus on promoting healthy choices before, during, and after pregnancy as part of our education and prevention strategy.

EarlyON Centre at Anishnawbe Mushkiki continued to welcome clients and families with children from ages 0-6

years in our previously established centre. Once Anishnawbe Mushkiki relocated to our new site, the EarlyON program built a new partnership with Communities Together for Children. All EarlyON programs were put on hold March 16, 2020 due to Covid-19.

Healthy Eating Active Living (HEAL) programs for youth 7-18 years of age are “moving in the right direction”. The HEAL program expanded its reach by branching out to new community neighbours to support the development of skills necessary to live a balanced life, providing access to Elders, prevent diabetes and make connections to other community services. As this program transitions to a virtual model, it will continue to work with service providers at Anishnawbe Mushkiki to support holistic patient and family centred care for youth.

Diabetes Prevention include various services and programs. These services and programs are available through our Diabetes Education Centre and Community Health Promotion Programs. The center provides diabetes prevention for all ages, from children to older adults. Under the guidance of our interprofessional diabetes team, we provide self-management education for adults and older adults living with diabetes, prediabetes, gestational diabetes and those who may be at risk of developing diabetes. Anishnawbe Mushkiki has a vision to increase awareness and to prevent the onset of diabetes as well as assist those living with diabetes to prevent complications. Community Programs include Good Food Box, grocery store tours, adult fitness and access to diabetes foot care aimed at the prevention of diabetes foot ulcers. During the COVID-19 pandemic, we have adapted programs to provide diabetes education via video conferencing and frequent telephone encounters.

MEET MARGARET PALMER

A PATIENT STORY

All information in this profile was provided by the patient and was published with her knowledge and consent.

Margaret Palmer is originally from Lake Helen First Nation and now lives in the Castlegreen community Co-operative, an affordable housing community co-op. Margaret has been a client of Anishnawbe Mushkiki for many years. Being a senior living on a fixed income often made it difficult or impossible to eat healthy food and make healthy meals. On top of the rising cost of groceries, it is often difficult for seniors to physically carry certain products home from the grocery store. Anishnawbe Mushkiki offers a Good Food box program that helps to alleviate the financial burden of nutrient-dense foods for people suffering from food insecurity. Participants are also provided with options and recipes for creating nutritious meals on a budget.

Margaret was initially introduced to the Good Food box program over the telephone by Anishnawbe Mushkiki medical secretary Joanne. Living on a fixed-income, Margaret immediately liked the sound of a program of this nature. Once she received her first food box, she signed up to receive the Good Food box every week. "It wasn't about the quantity, but the quality," Margaret says. She enjoyed receiving items that were new to her or that were too heavy to carry herself from the grocery store. She also enjoyed getting meal ideas included in the food box that were not on her radar before registering for the program.

It isn't just the food box and recipes from Anishnawbe Mushkiki that Margaret enjoys. She also feels very blessed to have such good care givers and kind front-end staff that are always pleasant and friendly. "Every staff member I come into contact with has always been kind and never rude," Margaret said. She was particularly grateful of having her food box delivered "by such cheerful and kindhearted people." Getting to speak with a welcoming and warm person at the organization will often bring a smile to Margaret's face. Evie, Margaret's nurse practitioner, received high praise from Margaret. "She is one of the most genuine people you will ever meet. She doesn't just listen to what you are saying but she really hears you," she says of Evie. Evie helped Margaret get connected to grief counselling. Initially, Margaret thought she was having a heart problem. After speaking in-depth with Margaret, Evie wasn't sure if Margaret was having

a heart problem but committed to finding out exactly what her health issue was. Evie referred Margaret to Dr. McDougal from Curan's Heart Centre. It was determined that she suffered from Broken Heart Syndrome.



Evie also referred Margaret to Valerie in the clinic for her footcare. Once again, Margaret was very pleased with the care she received from the clinic. "Even with my footcare provider, I was treated very well. Everybody at the clinic have always treated me with respect and in a caring manner." Valerie made Margaret feel comfortable saying "I'm just going to take my time until you are comfortable with me." Valerie also reached out to Margaret and informed her of special funding to assist her with acquiring special shoes she needed.

Margaret appreciates the little things that Anishnawbe Mushkiki provides her that go a long way. She enjoys being able to make herself a salad from the food items in the Good Food box that if she were to go and buy ingredients on her own, would cost her over \$20 dollars. She is grateful for the bus tickets provided by the organization, as it helped with her transportation, and is also something she has never had offered to her at any other clinic. "When you are 80 years old and living on a fixed income, having this type of resource really helps to stretch your income." "The food has helped so much that it will carry me into the winter for my bills and other finances." The team members at Anishnawbe Mushkiki are happy to be able to provide tools to assist people in making healthy lifestyle choices and providing holistic health care that improves clients' lives. Margaret's appreciative smile, and others like it, is just the (low sugar) icing on the cake.

FINANCIAL POSITION

WORKING CAPITAL

	<i>March 31, 2020</i>	<i>March 31, 2019</i>
Current assets	\$ 4,892,100	\$ 4,296,113
Current liabilities	<u>3,560,941</u>	<u>3,378,675</u>
	<u>1,331,159</u>	<u>917,438</u>
Investment in capital assets	195,333	156,925
Accumulated surpluses	<u>1,182,916</u>	<u>664,410</u>
	<u>\$ 1,378,249</u>	<u>\$ 821,335</u>

RESULTS OF OPERATIONS

	<i>For the year ended March 31, 2020</i>	<i>For the year ended March 31, 2019</i>
REVENUES		
Ministry of Health	\$ 5,075,559	\$ 4,927,624
Other	864,202	942,749
Repayable grants	<u>-268,399</u>	<u>-904,148</u>
	<u>5,671,362</u>	<u>4,966,225</u>
EXPENDITURES		
Primary care	4,593,475	3,811,928
Prevention and promotion	1,319,145	1,185,354
Administration expenditures (recoveries)	-313,448	-79,029
Capital outlays included above	<u>-222,876</u>	<u>-86,673</u>
	<u>5,376,296</u>	<u>4,831,580</u>
EXTRAORDINARY ITEMS		
Missappropriated Funds (recoveries)	-3,600	-4,500
Loss on disposal of capital assets	1,752	405
Legal settlement	<u>-260,000</u>	<u>-</u>
Excess of revenue over expenses	<u>\$ 556,914</u>	<u>\$ 138,740</u>



ANISHNAWBE
MUSHKIKI

COMMUNITY HEALTH & WELLNESS

Anishnawbe Mushkiki
1260 Golf Links Road, 3rd Floor
Thunder Bay, ON P7B 0A1

Phone: 807.623.0383
Email: info@mushkiki.com

► MUSHKIKI.COM

*Thank you to our
funding partners.*



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD



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