North Muskoka
Nurse Practitioner-Led Clinic

Annual Report

2025/26 Year in Review



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NP Clinic Lead Message

It is with great pleasure that I present the 2025/26 North Muskoka Nurse Practitioner-Led Clinic Annual Report which highlights the NPLC's accomplishments, growth and impact over the past year. Grounded in our commitment to provide accessible, high-quality Primary Care across the lifespan, the clinic continues to improve the health and wellbeing of our community and team members alike.

The accomplishments outlined this year are a reflection of the hard work and dedication of our exceptional Nurse Practitioners, Registered Nurses, Registered Dietician, Administrative Professionals, health care partners and community stakeholders. Through innovation, teamwork and a focus on improving the health care experience for patients and staff alike, the clinic continues to grow and thrive.



Together we remain committed to advancing exceptional health care and building Healthier communities across Muskoka Almaguin.

NP Leanna Lefebvre
NP Clinic Lead

North Muskoka
Nurse Practitioner-Led Clinic

Strategic Plan Overview

North Muskoka
Nurse Practitioner-Led Clinic

A vibrant and healthy community, growing stronger together.

ACCESSIBLE HEALTHCARE THAT GETS RESULTS

We measure access and outcomes to provide care that exceeds quality standards

TEAM STRENGTH AND RESILENCE

A strong and healthy team that is supported, recognized, valued and respected

Re-energizing healthcare in our community and beyond

EQUITY, DIVERSITY AND INCLUSION

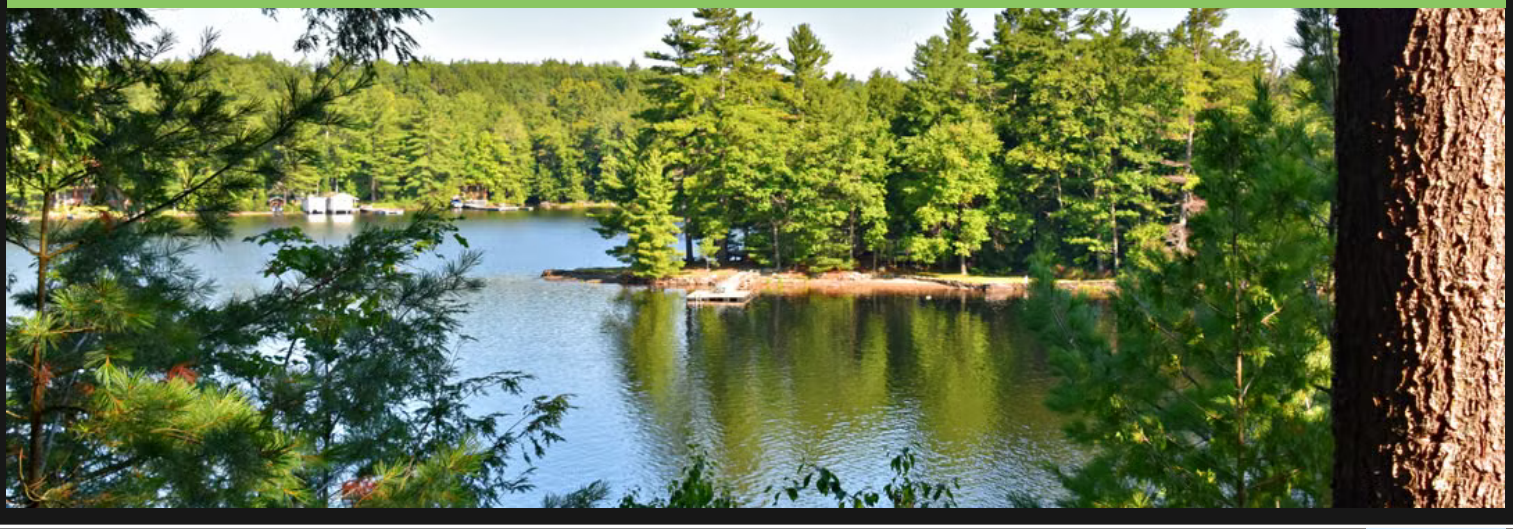
We recognize the unique characteristics of the populations we serve and ensuring that all who connect with our services are treated with knowledge, dignity and respect

PROACTIVE, INNOVATIVE DELIVERY

A team that appreciates the underlying factors influencing health and wellness and incorporates proactive collaborative solutions

SUSTAINABLE, PERSONAL, INNOVATIVE, CONNECTED, RESULTS-ORIENTED

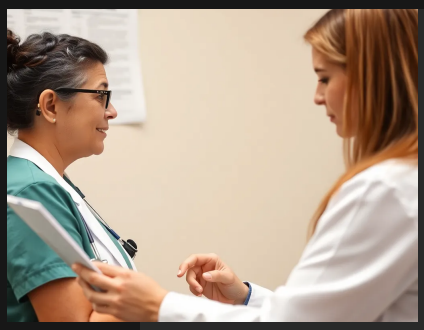
NORTH MUSKOKA NPLC STRATEGIC PLAN 2023-2028



Core Strengths and Strategies

Our exceptional team works to get results for the patients and the community.

Core Strengths



Accessible Care that Gets Results

Highly skilled team providing comprehensive care

Day of choice access reducing unnecessary emergency room visits

Integration of technology and tools to streamline communication and care



Equity, Diversity and Inclusion

Advanced socio-demographic data collection to understand our clients

Patient experience surveys to gain meaningful feedback

Staff edcuation and support to ensure the care we provide is safe, accessible and effective



Team Strength and Resilience

Teamwork for integrated and efficient care delivery

Focus on staff wellness, community and connection

Frequent, timely and inclusive communication



Proactive, Innovative Delivery

Collaborative programs open to all community members

Regular professional team education provision

Innovative client attachment programing and clinician support



Board Chair's Letter

Guidance and Vision

It is my honor, as Board Chair of the North Muskoka NPLC, to present this 2025-26 annual report, reflecting our collective achievements. Our board remains commited to the clinic's mission and strategic direction.

The Clinic provides services to the Huntsville and surrounding area with a client panel of over 3100 residents. Your clients rely on the clinic to provide excellent, evidence-based, team enhanced primary care and your satisfaction survey results reflect this incredibily hard work.

This year has seen growth in the work done with the Ontario Health Team as well as the region with involvement in the overall health and wellness for the residents of Huntsville. Your continued focus on the NM-NPLC strategic goals is inspirational with your emphasis on team strength and resilience, accessible care that gets results and proactive, innovative care delivery.

By integrating AI tools in your practice, the clinic has been able to better serve your clients as well as reduce the administrative burden on the staff. This will lead to better job satisfaction and has noted in the report, excellent client satisfaction!

The ongoing work that your Leadership team are engaged in with the NPLCA, OH and the Ministry of Health will inevitably yield positive results both in appropriate funding for retention of staff as well as linking the clients to primary care providers through patient enrollement.

Please allow me to thank the amazing leadership and the entire team on behalf of the board of directors of the NM-NPLC for all your hard work and dedication to the Nurse Practitioner-Led Clinic model as well as to your clients and to each other over the past year.

Together, we will continue to enhance healthcare accessibility and quality.

Your in good health,

Beth Cowper-Fund NP-PHC, MN

Activity Report Utilization

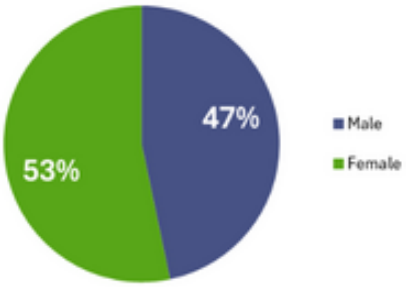
High patient engagement and service utilization underscore our vital community role.

Demographics

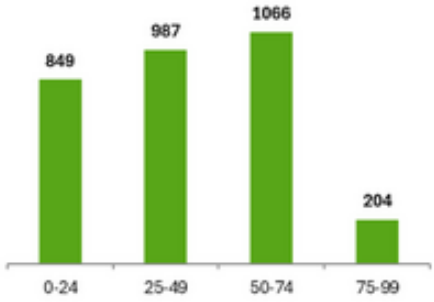
Total Active Patients = 3106

Total Non-Enrolled Patients = 323

Total New Patients = 281



Patients by Age



Patient Satisfaction

99%

of patients were involved in decisions about their care

99%

of patients were satisfied with overall experience

95%

of patients got an appointment on the day they wanted

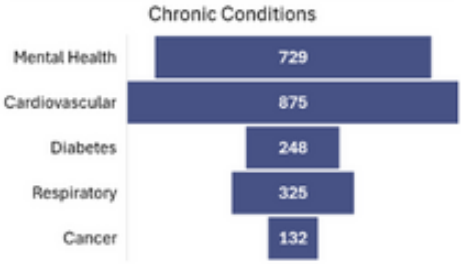
Cancer Screening

Colorectal cancer screening = 66%

Breast cancer screening = 66%

Cervical cancer screening = 63%

Health Conditions



Patients w/ 5 or more medications = 671

Encounters

Total appts = 16557

Total patients served = 2437

Avg. appts by patient = 7

Total Appts. By Provider Type

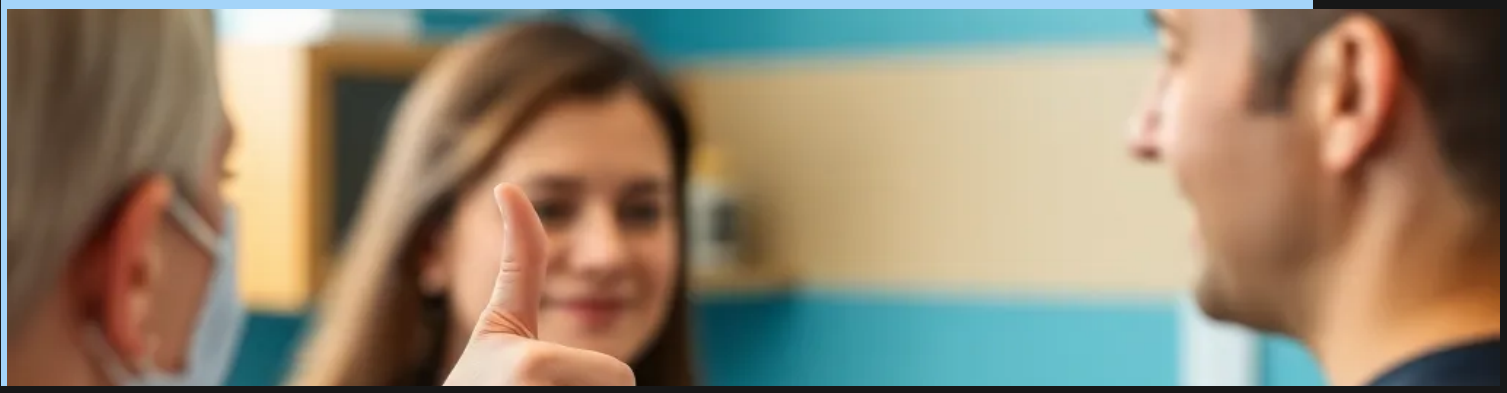


Childhood immunizations = 68

Influenza immunizations = 306

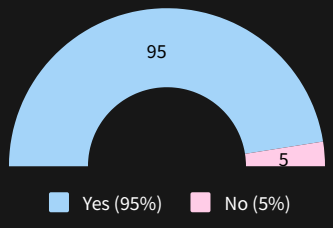
Patient Experience

Understanding patient experience is crucial for our continuous improvement efforts.

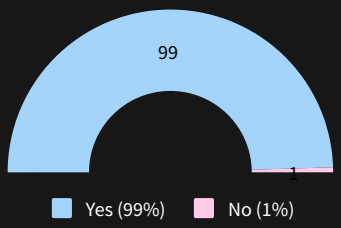


Our recent surveys reveal high levels of patient satisfaction.

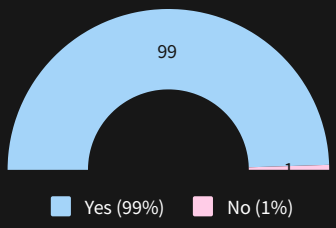
Patients got an appointment on the day they wanted



Patients feel involved in decisions about their care



Patients feel comfortable and welcome at the NPLC



Patient Feedback

"I am always impressed with the care and concern provided by the professionals at this clinic. If only this was provided across the country - people would feel well cared for. My NP is outstanding in their work, and the support staff are so responsive. Thank you so much for the past years of care!"

"Congratulations you've built an incredible team for 10 plus years. Deeply blessed and forever grateful."

"Thank you all. Your personal care given by reception staff, nurses and NPs is excellent. Your team allows your patients to feel safe knowing they are receiving the best care possible."

"The NMNPLC team is awesome. They are very accommodating. They hear my concerns and are always very thorough in their care for me. I always feel apart of the decision making."

"I truly appreciate the professionalism that is a 'constant' of this North Muskoka NPLC Team ... from the receptionists onward, this clinic always exudes a collaborative, welcoming, highly experienced group of individuals. Thank you ... our community is very grateful !"

We are committed to maintaining and exceeding patient expectations.

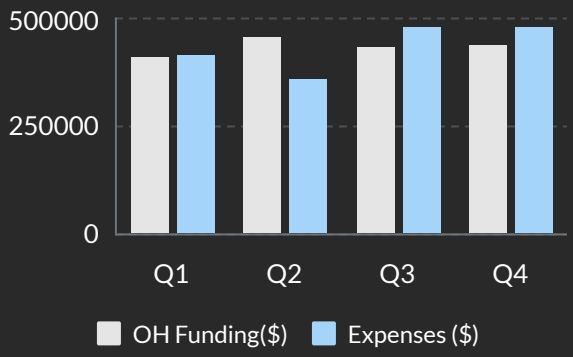


Financial Activities Review 2025/26

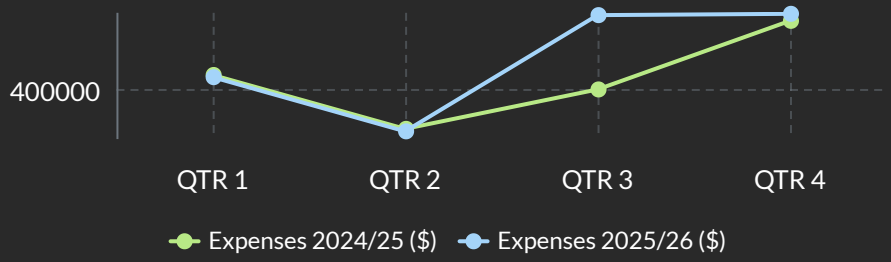
Sound financial management ensures sustainable operations and continued service expansion.



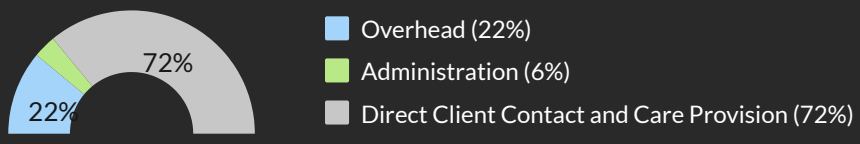
Annual Operating Budget



Expense Management - Year over Year

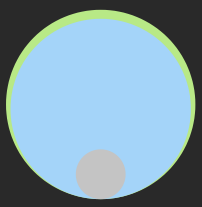


OH Budget Utilization



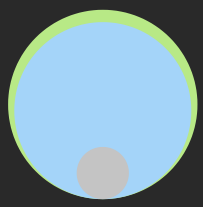
Other Budgets

CMHA Budget



- Total Revenue (50.6%)
- HR Expenses (45.91%)
- Operational Expenses (3.5%)

SDNPC Budget



- Total Revenue (51.29%)
- HR Expenses (44.82%)
- Operational Expenses (3.9%)

Looking ahead

The North Muskoka NPLC is excited to continue to build on our momentum through 2026/27 by welcoming a new permanent full-time Nurse Practitioner and Administrative Assistant to our team. The growth of our team will strengthen care provided and will allow us to welcome 800 new people into the clinic for lifelong, ongoing primary care.

Through growth, the NPLC will remain solidly committed to supporting our ongoing clients and our valued team members. We will continue to drive positive change and innovation as we strengthen our work with our communities, region and provincial partners.

The North Muskoka NPLC is deeply rooted in our community. We understand that accessible, high-quality primary care keeps people at home where they want to be. We will continue to deliver care that is of the highest quality, care that gets real results. It is our honour to continue this work through 2026/27.

North Muskoka
Nurse Practitioner-Led Clinic

