

“OHSNI is an important research partner when it comes to Inuit populations in health care systems. Danielle and her team are leading the development of tools and approaches to promote shared decision-making with Inuit populations.”

- Janet Jull, OT Reg (ON), PhD, Asst. Professor, Queen’s University, Kingston, ON

“My mother was at hospital and did not have a family escort. But Donna [Interpreter] was there the whole time with her keeping me in contact via text messages. I just want to thank OHSNI and her for her amazing work. I am not sure what she would have done without her help and assistance.”

- Christie Akittiq Akearok, daughter of an OHSNI client

“OHSNI’s specialty clinics in the North are real value-adds in that they provide care closer to home and closer to a patient’s support network. They limit emotional upheaval, reduce stress and turmoil, bridge cultural divides, and stretch finite health care budgets. They’re a win-win for patients and practitioners.”

-Lori Steeves, Specialty Clinic Coordinator

***Looking
Ahead...***

OHSNI ANNUAL IMPACT REPORT
2018-2019



Connecting Nunavummiut to Vital, Life-enhancing care



100%

10,000

50

3,600

Year in Review

We believe that everyone in Canada deserves access to top-quality medical care.

We connect our clients to the vital, life-enhancing care they need.

2018-19 was a standout year because:

- Additional specialty clinics were scheduled
- All office staff participated in cultural training
- Pilot project was conducted using audiology clinics

"2018-19 was also a year of significant maturation for OHSNI. We made significant strides in streamlining services and better coordinating with Nunavut Health, all with the goal of providing superior service to clients while reducing costs and improving outcomes."



– HEATHER SHERRARD, BScN, MHA, Chair, OHSNI Board of Directors

36%

Increase in appointments over three years

23%

Increase in patients over three years

"Arriving at OHSNI, it quickly becomes clear that it is the people that make the difference. Our staff are second-to-none in their commitment to quality care for all. It is a tremendous professional honour to lead the OHSNI team, one for which I am thankful every day."



– DANIELLE DORSCHNER, BScN, MScN, OHSNI Executive Director

Revenues:
\$3.46 million

Northern Specialty Clinics:

56

over 42 weeks
(a record)

Driven by Purpose. Motivated to Make a Difference.

Mission:

To coordinate access to specialized health services for the people of Qikiqtaaluk Region of Nunavut

Vision:

Better care, better lives

Values:

Culturally sensitive: We embrace the North

Quality: We will do what we do, well

Accountability: We ensure that communities, families, and patients are informed and empowered

Collaboration: We partner with near and remote communities

Passion: We are committed to what we do

People:

Southern
Practitioners

Northern
Patients

Northern
Practitioners

Board

Staff

OHSNI Voices:

"When they come, we make sure they are comfortable and have what they need."

– LENA, LOUISE, IDA
Interpreters

"We are the connection between their community and what is happening here. We are their voice that needs to be heard."

– SHELLEY, Quality Manager

"We're the hub."
"We're the link."
"We're the equalizer."

– TACIANA, GABY, DENISE,
Case Managers

35,600+

105,000+

500+