

# Northern Diabetes Health Network



Annual Report  
2003-2004

# President's Report



As I end my term as President, I feel that 2003-04 was a year that the Northern Diabetes Health Network, through our two distinct Northern Ontario and Ontario Pediatric Program Networks, experienced greater Board solidarity and renewed organizational vigour.

Over the past year, the Board has worked hard with staff to secure a much needed increase to base budget funding, strengthened our profile with elected and Ministry officials, and ensured the Northern Diabetes Health Network's input through the Provincial Diabetes Task Group struck to recommend strategies aimed at maximizing secondary prevention of diabetes in the future. Board recruitment and retention, a continued emphasis on governance matters, fundraising, and work on new Board/CEO evaluation tools were also the focus of Board efforts. I want to particularly acknowledge my Executive and Committee Chairs who have put in so many additional hours to ensure that full Board business was managed in a more efficient and effective manner.

The Board has also approved a 2004-05 Budget which recognizes there is so much more to do, and has requested more resources for Nurse Practitioners in Northern Ontario and for Pediatrics after-hours support and mental health services across the province.

It has been my distinct pleasure to have had the opportunity to serve with such dedicated volunteers and professional staff, and host agency members, while helping to improve access to diabetes health services. I feel confident in the Northern Diabetes Health Network's ability to continue to have a positive impact on indicators of health outcomes in our client populations into the future.

A handwritten signature in cursive script, reading "D. Gessie", written in black ink over a horizontal line.

Dwight Gessie,  
President

# Chief Executive Officer's Report



I want to give my sincerest thanks to the Board, staff and member programs of the Northern Diabetes Health Network for their determination and energy over the past year. Great accomplishments are never made without the time and effort of the people involved. Even with the many challenges that we encounter, the willingness of all these people in promoting quality diabetes services is very encouraging.

One such challenge was attempting to keep up with the continuously increasing costs of program budgets. The Northern Diabetes Health Network's goal is to provide a budget that allows programs to enhance and strengthen their capabilities in meeting the needs of the populations they serve, while at the same time recognizing the economic conditions currently facing the health system. After input from programs and subsequent review of projected needs based on current activities, a 2004/2005 budget was submitted.

Over the past few months there has also been considerable discussion regarding the Ministry of Health and Long-Term Care's Ontario Diabetes Task Force and how this may affect the two networks of over 70 programs administered by the Northern Diabetes Health Network. I want to assure everyone that the Board and staff will work closely with the Task Force and Ministry to protect what is working well while, at the same time, supporting initiatives that will advance diabetes service delivery throughout the province and elsewhere.

Realizing that the Northern Diabetes Health Network has many successes to share with others, great strides in advancing our best practices were made through our involvement with other organizations and groups during the past year. In addition, the Northern Diabetes Health Network continuously provides advice and information to others based on our experiences in establishing a regional/provincial initiative such as this model of care. We are pleased to continue to promote research as we present two leading studies at the National CDA/DES conference in Quebec City in the fall of this year.

The Northern Diabetes Health Network's goals have been, and will continue to be program sustainability, professional education and all aspects of organizational excellence. We believe these goals are the cornerstone on which quality service to our clients is based to ensure the best possible outcomes possible on their behalf. In this respect, we will continue to refine what we do, evaluate progress made and plan improvements for the future as we strengthen our leadership position in providing effective, efficient and progressive quality diabetes services. This report further outlines some of our initiatives that were either fully implemented or in progress by year-end. Each initiative represents an enormous commitment of time and effort on the part of our staff, as well as the advisors with whom we work.

Sincerely,

  
Susan Griffin,  
CEO

# Treasurer's Report



From a financial perspective, 2003-04 was a challenging year. The Northern Diabetes Health Network (NDHN) budget was not approved by the Ministry of Health and Long-Term Care until February 2004, well into the last few months of the current fiscal year.

The budget response from the Ministry, though encouraging, did not meet the ever-increasing fiscal challenges faced by the Network of Northern Ontario Diabetes Programs and the Network of Ontario Pediatric Diabetes Programs. The NDHN received a total increase in base funding of \$1.4 million. The majority of this amount (87%) was a direct result of the application to the Ministry for additional funding to support union and non-union wage increases of diabetes program staff within our 73 diabetes education member programs.

Diabetes educators and support staff, working on behalf of the clients they serve, are the NDHN's business and, consequently, our greatest expense as a funding organization.


However, meeting these salary demands does not allow us to move forward in enhancing service delivery hours for programs. An aging population, sedentary lifestyles, increasing obesity rates, and so forth are greatly increasing the demands on our programs as more and more people are being diagnosed with diabetes and demanding expert care by quality diabetes educators. Negotiations and good solid business cases on behalf of the programs' effectiveness and efficiency will be a priority for 2004/2005 budget's submission. The Northern Diabetes Health Network provides efficient and effective diabetes services to residents in Northern Ontario and to children and their families throughout the province. We hope that the Ministry of Health and Long -Term Care will continue to invest funds that allow us to provide this accessible care to those who need it.

An impressive 90% of the 2003-04 NDHN total operating budget was dedicated exclusively to program services, patient care, clinical education and community outreach, demonstrating proficient management of operating expenses. The NDHN was also able to support programs with some one-time funding opportunities for purchase of capital assets and other one-time expenses which enables programs to have critical and up-to-date equipment and resources to meet their clients' needs.

As Treasurer, I would like to acknowledge the tremendous support provided by Rob Roulston, Financial Administrator, our CEO, Susan Griffis and her dedicated staff.

The NDHN is committed to fiscal responsibility and I remain confident that our financial resources are being best used to support our mission.

Respectfully submitted,

  
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Lynne Bisset  
Treasurer

## Governance Committee Report



The Governance Committee met several times this past year to ensure that all governance issues (policies, by-laws) are compliant with Board practices and to ensure a high level of Board accountability. All policies are reviewed on a regular basis to ensure that they are appropriate and current.

One of the major tasks of the committee was to formulate policies and by-laws that protect the succession plan for the Board and allow relevant historical knowledge to be available to new and future Board members.

We are pleased with the changes that have been made and are confident that they support a more streamlined, accountable and transparent governance structure for the Northern Diabetes Health Network.



Andrea Shea Hudson  
Committee Chair

## Board/CEO Evaluation and Development Committee Report



The Board/CEO Evaluation and Development Committee is mandated with developing and recommending Board and CEO performance review tools to the Board of Directors. The instrument under development is multi-faceted facilitating both formative and summative evaluations of Board and CEO performance. The instrument also contains tools which encourage Board Member, Executive and CEO self-assessment. Board review and approval of the proposed evaluation instrument is expected this fall.



Cathy Bruyere  
Committee Chair

## Special Projects Committee Report



The Special Projects Committee was established in September 2000 with the mandate of developing a proposal for a province-wide diabetes network entitled “Diabetes Ontario” as requested by representatives of the Ministry of Health and Long -Term Care (MOHLTC). The committee completed its task and forwarded the final proposal document to the MOHLTC in October of 2002. The Board of the Northern Diabetes Health Network made a decision at the time not to disband this committee as it would, in all probability, serve a useful role during the revision or implementation of the proposal.

To date, no written response has been received from the MOHLTC regarding this proposal. As a result, the Special Projects Committee did not meet officially during the 2003 fiscal year.



Dr. David Wright  
Committee Chair

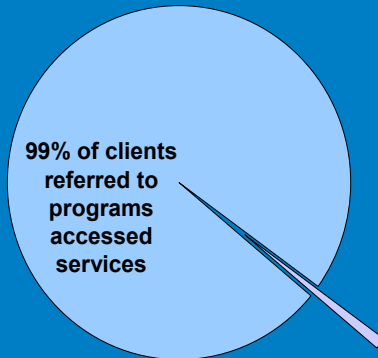


# Network of Northern Ontario Diabetes Programs

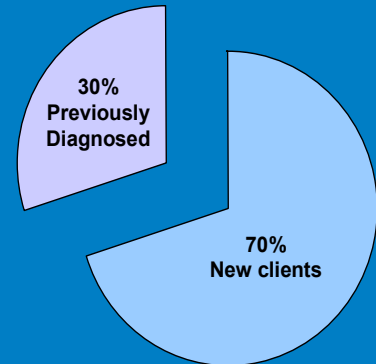


# Overview of northern Ontario program activities for 2003-04

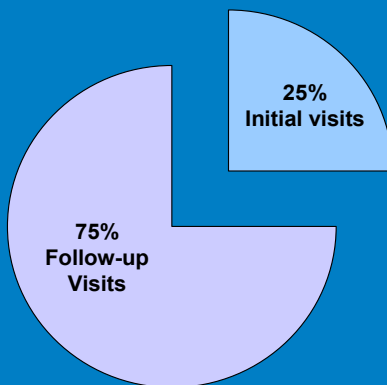
Over 8,300 referrals to programs



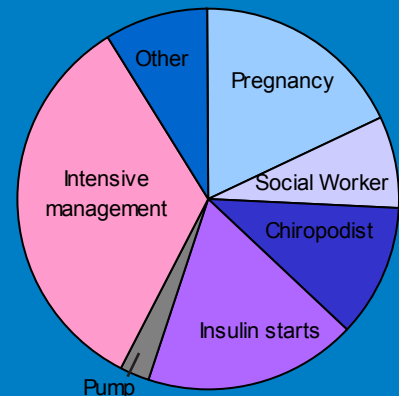
More than 8,200 new clients



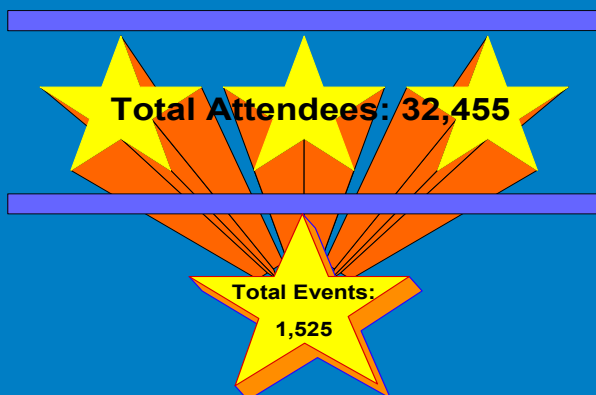
More than 60,000 client visits



Over 12,000 visits to access specialty services



Prevention and Promotion Activities



Over 7,300 clients in surrounding and remote communities accessed services through outreach programs



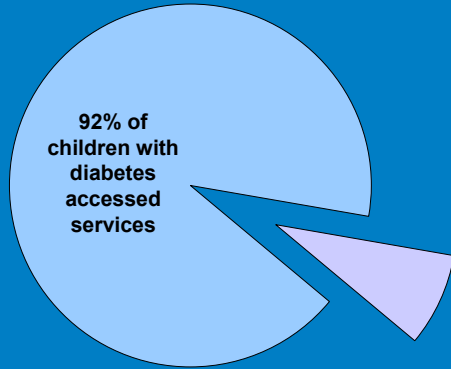
**NOPDP**

# Network of Ontario Pediatric Diabetes Programs

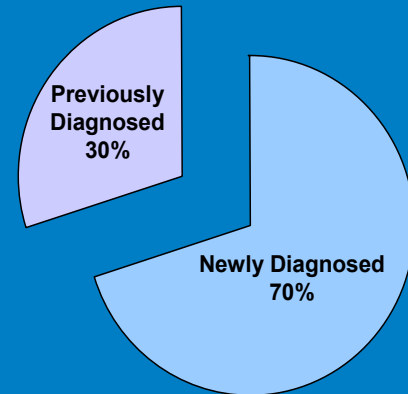


# Overview of pediatric program activities for 2003-04

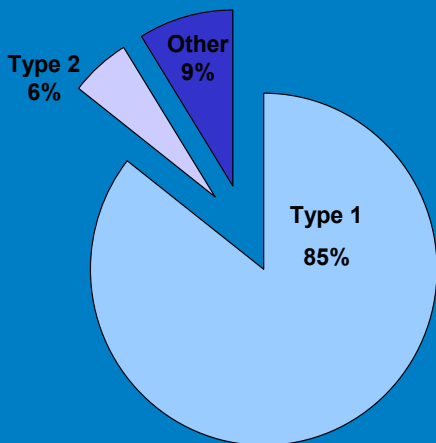
Access to pediatric diabetes services



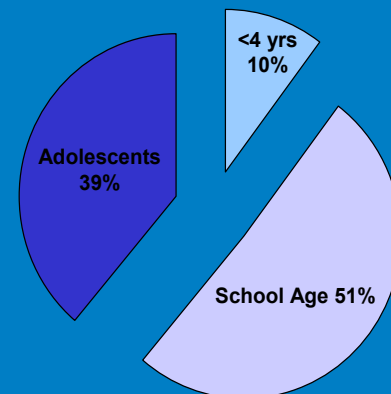
More than 1,200 new clients



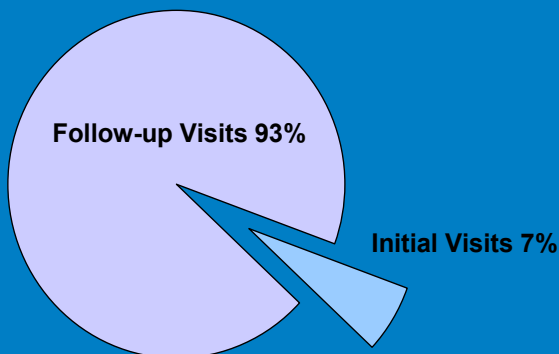
Type of diabetes diagnosis for new clients



Age distribution of new clients



More than 65,000 client visits



Pediatric Prevention and Promotion Activities



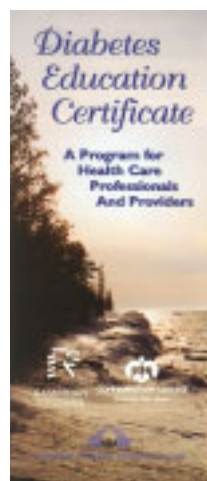
Over 300 clients accessed tertiary pediatric diabetes services through outreach clinics

# Some featured highlights...

Programs in Northern Ontario have provided services to over 53,000 people out of an estimated total of 57,000 diagnosed with diabetes, since inception of the NDHN.

Ongoing studies of program performance indicators are tracking the efforts of diabetes programs and continue to demonstrate improved outcomes for clients.

Work is under way to develop and update appropriate resources based on a needs assessment and the clinical practice guidelines released this year.



The 2-year diabetes certificate program, approved by the Ministry of Training, Colleges and Universities and offered through the Northern Ontario Colleges, continues to grow with provincial and national registrants.

Network-wide implementation of the electronic diabetes client record in the Network of Northern Ontario Diabetes Programs is in progress while work on the pediatric electronic record continues.



Less than 3 years after the establishment of the Network of Ontario Pediatric Diabetes Programs more than 90% of children with diabetes and their families are now accessing services.

A task force of the Network of Ontario Pediatric Diabetes Programs is developing strategies in partnership with stakeholders to support children with diabetes and their families in their efforts to overcome challenges that significantly impact the children's quality of life in the school.



Annual program networking and professional development days were presented for both the Network of Northern Ontario Diabetes Programs and the Network of Ontario Pediatric Diabetes Programs and were highly acclaimed with record numbers of diabetes educators, physicians and others in attendance.

The programs of the First Nations Committee continue to share best practices and work to ensure that services meet the unique cultural needs of their population.



# Summarized Financial Statements

## SUMMARIZED BALANCE SHEET, as at March 31, 2004

	2004	2003
<b>ASSETS</b>		
Current	\$ 717,594	\$ 342,103
Capital, net accumulated amortization	113,939	53,830
	<u>\$ 831,533</u>	<u>\$ 395,933</u>
<b>LIABILITIES</b>		
Current	\$ 507,799	\$ 205,886
<b>Fund Balances</b>		
Investment in capital assets	113,939	53,830
Reserve restricted internally	209,795	136,217
	<u>323,734</u>	<u>190,047</u>
	<u>\$ 831,533</u>	<u>\$ 395,933</u>


## SUMMARIZED STATEMENT OF OPERATIONS, for the year ended March 31, 2004

<b>REVENUES</b>	\$ 8,580,899	\$ 7,269,810
<b>EXPENSES</b>	8,221,361	7,360,267
<b>EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES</b>	<u>359,538</u>	<u>(90,457)</u>

Note: Surplus in 2004 is a result of the lateness of our 2003/2004 budget approval from the Ministry of Health and Long-Term Care. We received an additional 1.3 million dollars in February and these funds had to be disbursed by March 31, 2004.

Approved on behalf of the Board:

  
Dwight Gessie,  
President

  
Lynne Bisset,  
Treasurer

# Board of Directors

Dwight Gessie, President - *Thunder Bay*  
Andrea Shea Hudson, Vice President - *Lively*  
Lynne Bisset, Treasurer - *Kenora*  
Ann Marie McPhee, Secretary - *Sault Ste. Marie*  
Dr. David Wright, Past President - *Parry Sound*  
Catherine Bruyere - *Fort Frances*  
Jackie Hill - *Oshawa*  
Ivor Jones - *Connaught*  
Joseph Logozzo - *Thunder Bay*  
Audrey McKay - *Schreiber*  
Velma Michano-Pilon - *North Bay*  
Marianne Perry - *Sault Ste. Marie*  
Gregory Russell - *North Bay*  
Judith Thompson - *Kirkland Lake*  
Dorothy Wynne - *Kapuskasing*  
Susan Griffis, CEO Ex-Officio - *Thunder Bay*  
Rob Roulston, Financial Administrator Ex-Officio - *Thunder Bay*



## Thunder Bay Office

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Toll-Free: (800) 357-6346  
Fax: (705) 522-1319

## Burlington Office

3390 South Service Rd.  
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L7N 3J5  
Phone: (905) 632-6244  
Toll-Free: (866) 366-9866  
Fax: (905) 632-4309