



Riverside Health Care

www.riversidehealthcare.ca

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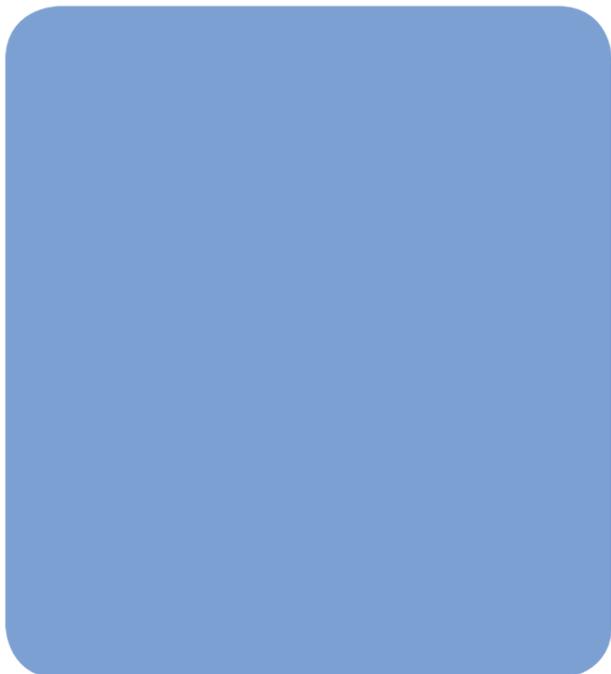
ANNUAL REPORT

OUR MISSION

Riverside Health Care provides a high quality health care experience.

We support a safe and healthy work environment where each person is valued, respected and where personal and professional growth is encouraged.

Our commitment is to respond to community needs with our health system partners.



2012-2013 BOARD OF DIRECTORS

Michelle Marinaro, Chair
Sandy Skirten, Vice-Chair
Larry Armstrong • Marlis Bruyere
Meghan Cox • Norma Elliott
Allan Katz • Irene Laing
Dr. Kim Meyers • Craig Sanders
Shanna Weir • Dr. Phil Whatley

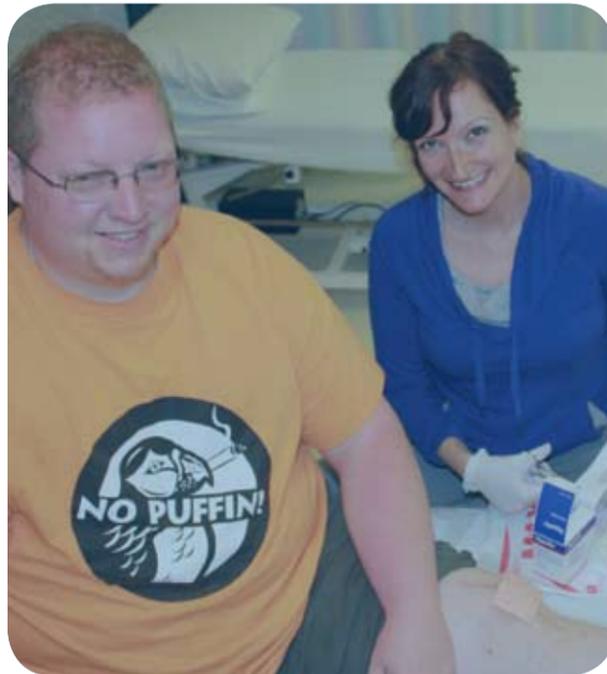


OUR VISION

To provide exceptional and compassionate health care, inspired by the people we serve, valued by our communities.

OUR SITES

La Verendrye General Hospital
Emo Health Centre
Rainy River Health Centre
Rainycrest Long-Term Care Home
Non-Profit Supportive Housing
Community Counselling • Home Support
Valley Diabetes Education Centre



Together
We Did!



Report of the Board of Director's Chair

Michelle Marinaro



The year started with Riverside Health Care welcoming its new President & Chief Executive Officer, Allan Katz. Allan comes to Rainy River District from the Kingston area where he had worked for seven years as the managing director of a voluntary health care network consisting of seven hospitals, the community care access centre, public health and the Faculty of Health Sciences at Queen's University. In his most recent position, he served as the senior project director at the South East Community Care Access Centre. Allan is very familiar with health care service delivery challenges in Northern Ontario, having worked at the Timmins & District Hospital, the Muskoka/Parry Sound District Health Councils and the Northeastern Ontario Regional Cancer Centre.

Allan and I quickly started his orientation to the community visiting staff at all sites within his first week of employment. He also reached out to visit many of Riverside's community agencies and key stakeholders.

One of the organization's many major accomplishments for 2012-13 was the creation of Riverside's new strategic plan for 2013-16. Expertly facilitated by rural health planning expert Jim Whaley, the Board revisited RHC's mission and vision.

Three strategic pillars and directions were identified to help chart and guide the organization's progress over the next three years: quality, organizational health and partnerships. I encourage all readers to visit our recently refreshed webpage to read the final document to learn more.

It is important to note that the strategic plan aligns with the province's Action Plan for Health Care and the North West Local Health Integration Network's Health Services Blueprint. The latter document has identified RHC as the district health campus of the Rainy River Integrated District Network. In that role, our organization has taken the lead to bring all health service providers who care for residents of Rainy River District to a common planning table. The intent is to strategically position all agencies to respond collaboratively to new initiatives, like the Ministry of Health

and Long-Term Care's Health Links, which aims to facilitate the coordination of local care for 'high needs' patients.

Riverside Health Care leadership has also been attending and contributing to several North West LHIN-sponsored "Governance -to- Governance" sessions. These sessions provide regular opportunity to volunteer trustees from all health service provider agencies to share local experience and learn the health system transformation successes from other jurisdictions in Ontario.

In addition to their exceptional ongoing support, Riverside Foundation for Health Care launched the "Together WE CAN" campaign to raise funds to purchase a new digital mammography unit for the imaging department at the La Verendrye General Hospital site. The campaign, co-chaired by Jan Beazley and Christine Ruppenstein, clearly demonstrated the amazing level of support and commitment that exists for health care throughout the Rainy River District.

The new Philips MicroDose SD mammography unit was unveiled during Breast Cancer Awareness month in October. The unit uses significantly less radiation to produce incredibly clear images that are immediately transmitted to expert radiologists in Thunder Bay for quick interpretation.

During the course of the year, Riverside also participated in two external reviews: WorkWell and Accreditation Canada.

The Workplace Safety and Insurance Board's Workwell Program performs on-site health and safety evaluations of firms when their injury experience indicates that there is a higher risk of injury at their workplace compared to other firms doing similar work. These evaluations help workplaces identify weaknesses in workplace health and safety management systems.

Firms that make improvements see the benefits of reducing the risk of injury at their workplace. Fewer injuries and illnesses leads to improved production, less downtime and better morale. After an initial assessment,

RHC's La Verendrye General Hospital achieved a 95.8% score while Rainycrest had a 90.6% score.

In October 2012, all RHC sites participated in Accreditation Canada's three-day site survey. Accreditation Canada is a not-for-profit, independent organization that provides national and international health care organizations with an external peer review process to assess and improve the services they provide to their patients and clients based on standards of excellence.

Accreditation Canada's programs and guidance have helped organizations promote quality health care for over 50 years. After our initial assessment and follow-up, Riverside was awarded Accreditation with Commendation.

Throughout the year there were some changes to Board membership. Unfortunately, Jason Kabel decided to resign during his term and we are pleased that new trustees, Meaghan Cox and Shanna Weir, have joined the Board of Directors – they have added considerable skill and expertise to a group of dedicated volunteers.

Finally, the Board of Directors on behalf of all Riverside Health Care staff, would like to recognize the passing of Patti Johnson, long-time Director of Diagnostic Services. Patti passed away on July 28, 2012 after a courageous battle with cancer.

I would like to thank my fellow trustees for the encouragement and support throughout the year and thank the friends and supporters of Riverside - physicians, senior leadership team, staff, and our superb auxiliaries and volunteers at all our sites – for their continued and exceptional assistance.



Report of the Chief of Staff

Dr. Phillip Whatley

credentialing for physicians, dentists, and nurse practitioners. This provides more consistent policies for professional credentialing, and despite the whole process being more complicated than anticipated, we look forward to less duplication and improved efficiency of "paper" work, especially for medical staff requiring privileges at more than one site.

With changing standards and potential for medical treatment, we are trying to keep up with the challenges of applying these to a relatively sparse population in a large geographic area. Patients with acute MI can be treated with thrombolytics at their local Health Centre, and then transferred directly to Thunder Bay Regional for interventional cardiology. When EMS staff recognize acute stroke upon picking up patients in the community, they take them directly to LVGH where emergent CT scan can be done, remote Neurologic consultation obtained, and thrombolytic therapy commenced within the allowed window of time. A physicians' workplace survey, performed as part of the Accreditation process, reported a high level of satisfaction with the facilities and equipment needed to provide the level of care they were trained to do. However, we still need to improve policy and practice for transferring patients between facilities in the region, and continue to be intentional about working as a team with all levels of personnel involved.

Medical staff update: Although Dr. Elaine Spencer was recognized for her many years of service in Fort Frances as she retired from practice in February 2012, she continues her work for the district as a coroner. Dr. Cynthia Saliba moved on to other opportunities and to be closer to family. Dr. Bahram Shahi has been a much needed addition to the surgical team to work with Dr. Barry Anderson. We were also pleased to welcome Dr. Joe Ennett who has agreed to work alongside Dr. Dave Singleton in Rainy River, ending the crisis that had developed a year ago. Dr. Lorena Jenks upgraded her skills in OB/GYN as she and Dr. Cam Moorhouse carry the responsibility of intrapartum care. Extended class RNs continue to be a big help in clinics and in hospital. Cathy Bock was formally recognized in her role as a Nurse Practitioner for inpatient care at LVGH. And this summer, Fort Frances looks forward to two more family practitioners to join the ranks. We have appreciated our new CEO's increased level of involvement with the medical staff.

Another step has been taken toward a regional perspective on healthcare delivery, with online regional

Fiscal Year	2012/2013	2011/2012
Fund Type 1 - Hospitals		
Revenue	\$28,277,300	\$28,399,445
Expense	\$28,058,237	\$28,087,100
Surplus/(Deficit)	\$219,063	\$312,345
Fund Type 2 - Addictions, Case Management, Crisis Response, Housing, Mental Health, Municipal Taxes, Problem Gambling		
Revenue	\$1,274,774	\$2,513,565
Expense	\$1,274,774	\$2,513,565
Surplus/(Deficit)	\$0	\$0
Fund Type 3 - Family Violence, PARR, Valley Diabetes		
Revenue	\$307,926	\$398,293
Expense	\$307,926	\$398,293
Surplus/(Deficit)	\$0	\$0
Fund Type 2 - Rainycrest Long Term Care		
Revenue	\$10,247,759	\$10,189,576
Expense	\$10,294,778	\$10,232,406
Surplus/(Deficit)	(\$47,019)	(\$42,830)
Fund Type 2 - Rainycrest Community Support Services		
Revenue	\$812,034	\$759,953
Expense	\$812,034	\$760,628
Surplus/(Deficit)	\$0	(\$675)
Consolidated Operating Revenue & Expense Summary		
Revenue	\$40,919,793	\$42,260,832
Expense	\$40,747,749	\$41,991,992
Surplus/(Deficit)	\$172,044	\$268,840

This year at the Riverside Quarter Century Club dinner, six of our members celebrated 30 years of membership and seven members celebrated the 40 year mark. We are very lucky to have so many members of long standing. Our membership remains constant with 215 members.

We supported the Digital Mammography campaign with a three year pledge of \$60,000.00 in honour of our 60th anniversary. We are very pleased to announce that we will be able to fulfill our three year commitment in just one year! What an amazing accomplishment.

This year, our Auxiliary and the Rainycrest Auxiliary co-hosted the Regional Spring conference which was held in Hallet Hall at Rainycrest.

In March the Auxiliary held a Staff Appreciation Tea in the cafeteria. This is an annual event and was again well received by the staff who really appreciate the fruit trays and dainties as well as the draw prize.

We continue with our successful events. Rockin' for a Reason, Strawberry Social, Fall Tea and Bakeless Bake Sale



Report of the La Verendrye Hospital Auxiliary

Irene Laing, President

were well attended. Thanks to everyone who donated, collected pledges and rocked.

We sponsored two bursaries to graduating high school students who plan to enter a health-related field.

The Auxiliary continues to operate the gift shop and goody cart which are appreciated by patients and staff. The locale for selling our break-open tickets moved from Bonnie Blue to Sunset Schmidys and continues to do well, as does the Lobby Lottery.



Report of the Emo Hospital Auxiliary

Heather Oltsher, President

We are supporting the digital mammography campaign, our pledge is \$15,000.00. With the help from our community, to date we have paid \$4,000.00 towards this pledge.

We continue to do our regular projects and events, Strawberry Social and our spring and fall teas. We want to thank the community, individuals and businesses for being so supportive of the Auxiliary.

Our loan cupboard, (wheel chairs, walkers, bath items and more), have helped many people with items to get

Our Christmas Cash Draw was successful again and like all our events requires a great deal of planning and hours of hard work and commitment from our members. We are so grateful to have so many able and willing hands to help in our various activities.

them by after surgery, etc. Donations are accepted for the use of these items. Many members volunteer at the Hospital cafeteria Monday to Friday serving meals and enjoying the visits with the patrons.

We have a twin size quilt raffle underway which will be drawn in October at our Fall tea. This lovely quilt was made and donated by Diane Bonot, who has been a great supporter for us.

We had a float in the Holly Daze parade again this past year, the Jacksons are a huge help each year when it comes to getting ready for this event. We collect food along the way for the local food cupboard.

The hospital staff, Glenna Morand and her crew continue to support our causes, our thanks to each of them.

I want to thank Chris Hartry and all our members for their hard work and dedication, you step forward when ever called upon. We can be proud of reaching our goals and working for the needs of our hospital and district.

The Hospital Auxiliary had a very successful year. The money raised goes to help activities and hospital supplies for the Rainy River Health Centre.

Our Strawberry Social, Christmas Bazaar, Bakeless Bake Sale, and Bingo at the Walleye Tournament were all very successful again. We also participated and helped with Relay for Life, Meals on Wheels and the local Locum House initiatives.

Activities involving the Long Term care seniors include holiday and special occasion lunches and planting flowers.

We award high school students a large scholarship fund when they have enrolled in a university for a medical career and we donate money towards Chem-Free Grad.

During the big Digital Mammography Campaign the Auxiliary was excited to donate \$15,000 for this great

Report of the Rainy River Hospital Auxiliary

Joyce Penner, President

cause. The day of the big bike ride we held the pancake breakfast and joined in on the bike ride. We would like to thank the generous public and all members for the donations and help they have given during the year in helping with all the activities and for making quilts, afghans, baby toques and dishcloths for bazaars.

We remember our long-time member Vivian Hartnell by giving to her memorial.



We're hoping to see all the current members in the coming year and welcome any new members.

We are once again planning a Garden Party with the local Horticultural Society including tours of the courtyards.

We will hold our annual Fall Tea and Bake Sale in October. We will celebrate our 60th anniversary at that time also.

Rainycrest Auxiliary co-hosted the annual HAAO Regional Spring Conference with LaVerendrye Auxiliary. We had a delicious lunch prepared and served by the kitchen staff at Rainycrest. We continue to help out at the Blood Donor Clinic by donating cookies and providing drinks for donors, and monitoring all donors.

We have been attempting to come up with new fundraising ideas. We are making a Mile/Kilometer of Dimes, Nickels, Quarters, Toonies and Loonies. We are collecting loose change from members, staff and visitors. We're also collecting Canadian Tire money.

I am proud to be part of an organization that has been around for 60 years, using their personal talents and valuable time to support and go that extra mile to volunteer at Rainycrest Long Term Care Home. By singing, serving, visiting, or fund raising, many members work tirelessly with a smile on their faces, to bring some joy to the residents of Rainycrest.



Report of the Rainycrest Auxiliary

June Caul, President

During this past year, I have had the pleasure of attending the Quarter Century Club Awards Banquet hosted by Riverside Health Care, where I presented members of our auxiliary with 25- and 30-year awards for dedicated service to the residents of Rainycrest.

Rainycrest Auxiliary continues to have monthly birthday parties and ice-cream days for residents. We hold Welcome Teas for new residents, celebrate Valentine's Day, St. Patrick's Day, Easter and Christmas with parties and treats for residents. We purchased poinsettias for residents, staff and visitors to enjoy and we continue to run the "Tuck Shop", our little store in Rainycrest.

Our annual dinner outing for residents went well again. What a great and rewarding evening spent with those residents who enjoyed just getting out for an evening!

Rainycrest Auxiliary is celebrating our 60th anniversary this year! We continue to have a strong core group of volunteers, with a membership of 130 including 20 life members.

This past year has been a learning process during my first year as president. I have had the pleasure of working (and playing) with a wonderful, dedicated group of volunteers who bring joy and happiness to the residents of our Long Term Care Home.

2012-2013 Board of Directors

Livia Lundon - Chair

Kim Jo Bliss - Vice Chair

Allan Katz- Riverside President and CEO

Nicke Baird - Secretary/Treasurer
and Foundation Director

Bruce Armstrong • Larry Cousineau

Deane Cunningham • Bill Gushulak

June Keddie • Tammy Kellar

Bev Langner • John McTaggart

Heather Oltsher • Craig Sanders



Riverside Foundation
for Health Care

2012-2013 Annual Report

2013 Special Events Committee

Allison Hyatt- Chair

Nicke Baird- Foundation Director

Diane Carlson • Janice Cousineau

Grace Cridland • Natalie DeGagne

Rochelle Duchnicki • Diane Gibson

Livia Lundon • Sandy McKinnon

Lynne Savage • Karen Woods



Report of the Chair and Foundation Director

Livia Lundon and Nicke Baird



What a year we've had! Success, change, record setting, grand partnerships and best of all huge support from the community are some of the highlights.

Change We start by thanking Deane for his years as Chair on the committee and we welcome Livia Lundon as our new Chair. Deane has led us to many successes and his commitment to health care is admirable. Livia brings years of experience in healthcare to the Foundation. She is a member of the Special Events committee and has been a board member since 2010.

Success Economic challenges haven't slowed our communities down! In six months, technically four, we like to boast as we laid low in the summer months, our dedicated cabinet committee for the Together We Can campaign raised over \$650,000 to purchase a Digital Mammography machine for Riverside. But as always this success is rooted from the support of the community. The residents, businesses, Municipalities, Auxiliaries and staff supported the campaign from the beginning and we reached our goal on target because of this. We would like to thank all the volunteers, donors and supporters of the campaign.

Riverside now has the best technology available in Canada to detect early stages of breast cancer.

This fiscal year we transferred over \$260,000 to Riverside for equipment purchases. This is inclusive of dollars raised by our Auxiliaries for equipment they agreed to fundraise for and the first payment towards the Digital Mammography machine. Purchases include ultrasound units, tubs, lifts, fetal monitor, ACLS mannequin, and blood pressure machines.

Although we withheld sending out a Christmas letter this year, our Canada Day Cash Lottery continued to be a success. Thank you to Jay and Cheryl Handberg for their years of supporting the lottery by donating the early bird prize.

Record Setting Our hard working and dedicated ladies of the special events committee continue to raise **RECORD** amounts at our spring lunch and Fall dinner. Mamma Needs to Accessorize and an Evening in Paris were sold out events raising over \$30,000. Lynne Savage joined the team this year and we welcome her creativity and dedication. Thank you to the ladies who work so hard to make these events fun and successful.

Grand Partnerships We would also like to take this opportunity to thank the Relay For Life committee for awarding us the partnership to receive the dollars raised above their goal and keep the dollars local. Relay for Life is a brilliant event that we are proud to be a part of. Other partnerships throughout the year included partnering with the Breast Health Network to bring back the Spirit of Christmas event to help fulfill their pledge to the Together We Can Campaign. The network is a group of amazing people who are passionate about healthcare and very committed to supporting the campaign. A huge thank you to all of them.

As always the Auxiliaries work hard raising dollars for health care. Together the Auxiliaries donated \$85,000 towards the Together We Can campaign. Their events are always successful and fun to attend and we are thankful for the great partnership we have with them. The ladies are vibrant, committed and hard working.

Support We have a supportive board of Directors who are fun and dedicated and are always leading us on the path of success. We say good bye and thank you to Noreen Robertson. Noreen was the Riverside Board of Directors representative. In her place, Craig Sanders has stepped forward and we welcome him. Craig has years of experience on the Riverside Board. Thank you to each member for your commitment and hours of volunteer work.

Special thanks to the Riverside employees for their support, together they gave over \$50,000 to Digital Mammography. Their positive attitudes and eagerness to get involved in our events and activities is greatly appreciated!

We would like to remember two amazing ladies who contributed on many levels to the Foundation, Joan Allison and Patti Johnson. Joan Allison was the founding member of the Foundation and was committed to fundraising for our hospitals. She put the fun in fundraising. As an employee of Riverside Patti was always eager to head up internal events and get the staff involved. She sat as a member on the Together We Can Campaign. You were both fun and amazing ladies. We will always remember you.

Please go to www.riversidefoundation.ca to view photos of our recent and past events.

Thank you, Thank you, Thank you.

Providing state-of-the art healthcare to the residents in the Rainy River District remains at the heart of the Foundation and we thank all of you for supporting this. You bring better healthcare closer to home.

Together we did it!

We gratefully acknowledge Memorial Funds that have been provided April 1, 2012 - March 31, 2013.

In loving memory of . . .

Wendy Agar	Stan Grabowski	Charles Minshall
Dorothy Anderson	Marion Greenner	Ken Munn
Elaine Anderson	Trudy Guimond	Helen Myers
Walter Andrusco	Ingrid Gushulak	Hilda Mykytyn
Orval Armstrong	Marvin Haglin	Hank Nelson
Lucille Audette	Gordon Hannam	Jane Olynyk
Clara Badiuk	Richard Harper	Ken O'Neill
Adele Baraniuk	Fred Hartnell	Lynn Orton
Mildred Bell	Vivian Hartnell	Betty O'Sullivan
Ron Bernardi	Marie Haver	Edith Pattison
Sainta Berry	Tammy Hayward	Keith Perrault
Verna Beyak	Ronald Heliar	Clarice (Boo) Peterson
James Bourre	Harold Herrem	Judy Plasky
Matthew Boven	Mervin Hyatt	Lyle Plumridge
Eric Brandrick	David W. Ironfied	Betty Pryde
Fred Brett	Patti Johnson	Shawna Pynten (Pruys)
Edna Brown	Mother of Jovanka Stopa	Lea Quibell
Bud Cain	Doreen Kitzul	Beatrice Rawn
Raoul Cayer	Reine Kivell	Eileen Roots
John Chornabay	Norine Koval	Marvin Rowe
Bruce Church	Violet Joan Kreger	Winona Rowe
Gloria Cleaveley	Earl Calvin Krueger	Shirley Russell
Arthur Colfer	Donna Lee	Earl Sandmoen
Laura Coulson	Heinz Leimenstoll	Geraldine Smart
Jerome Cousineau	Conrad Lemieux	Rolene Spencer
Dot Cupp	Ellen "Shirley" Lord	Sheri Stamarski
Joan Daw	Lou Loughheed	Stan Stamarski
Charlie Dimit	Gladys Lund	Sharon Tibbs
Irene Donnelly	Lois Makarenko	Jack Tiefenbacher
Irvin Eisenhauer	Iris Marquis	Reta Topham
Lydia Ferguson	Bill Martin	Lillian Tucker
Jim Finch	Jessie Martinson	Hazel Turcotte
Cecil Fletcher	Frank McClymont	Paul Turewich
Don Foster	Mayva McFayden	Jane Turple
Paul Fraser	James McInnis	Pearl Wardman
Herb George	David McPherson	Mary Williams
Madeleine Georgeson	Ron McQuaker	Cecil Wilson
Dmytro Gerula	Donald McTavish	Alvina Zrum
Georgette Gill	Clara Medhurst	Caroline Zucchiatti
Gilbert Gillies	Donald Melville	

Memorial funds that total \$1,000.00 or more are recognized on the donor wall at the facility of choice. Thanks to the family and friends who so generously give these lasting and thoughtful gifts.