



# Annual Report

2019-20

With the 2019-20 year having come to a close, we reflect upon its successes and challenges. The pillars of our strategic plan - Quality, Organizational Health, Partnerships and Advocacy, hold up our vision to provide 'innovative, high quality health care – inspired and delivered by our team and partners'.

It is an honour to serve the Rainy River District and its communities, and we remain committed to working closely with our partners, the government, and the public in striving to deliver the right services in the right place at the right time to enhance the health of those we serve.



# 2019-20 HIGHLIGHTS



**82%** of staff agree they belong to a team

## Quality

Accreditation Canada awarded Riverside its highest honour "Accreditation with Exemplary Standing" for the period 2019-2023, in recognition of our commitment to providing quality, innovative health care across the Rainy River District. Riverside met 98.7% of the 2,018 standards set out by Accreditation Canada.

Rainycrest LTC was reopened in March 2019 after an extended closed to admission period. New management in the Home and increased recruitment efforts contribute to the Home's continued progress and improved compliance performance.

The Regional Orthopaedic Program at LaVerendrye General Hospital ensures local access to services; a total of 83 knee replacements were completed in the past year. This program serves as a complement to our strong general surgery program.

Our Palliative Care Committee, that includes community partners, has initiated the Palliative Performance Scale for all Riverside admissions. This scale will assist to ensure the right care and level of resources are provided to the patient, resident or client. Advanced care directives are being utilized for palliative care to ensure

communication of our patient's wishes.

The Regional Critical Care Response partnership continues to provide enhanced access at our emergency locations in Fort Frances and Rainy River. This access to the RCCR Team through technology has been of significant value during COVID-19.

Riverside's MOREOB team achieved service quality recognition for the seventh consecutive year. The effectiveness of our obstetrical team demonstrates their commitment and is reflective of our broader nursing services across the organization.

MOHLTC approval to advance planning and design of a Helipad at the LaVerendrye General Hospital will enhance emergency service by reducing transport time to and from our hospital site.

With the current pandemic, Riverside has increased utilization of virtual technology to support the delivery of health and administrative services. Our team continues to explore opportunities to revolutionize the delivery of health care through virtual technology.

## Organizational Health

The Rainy River Health Centre reopened its full emergency department and acute care beds five months after a main sprinkler break caused extensive damage. The team in Rainy River acted quickly to minimize the impact of the main sprinkler break and worked collaboratively to provide services during the construction period.

Phase I of the new human resource information system is progressing through the summer of 2020 and will, upon completion of all phases, enhance resource management, monitoring and simplify access for staff.

Considerable change in leadership and organizational structure transpired in 2020. We introduced a new Community Services Lead this year to advance quality and the type of services provided.

The COVID-19 pandemic resulted in significant provincial restrictions to health care services to protect the availability of emergency and inpatient services and our long term care residents. As the province resumes the delivery of non-urgent services we appreciate everyone's diligence to ensure we protect each other. We appreciate these have been difficult times for residents, patients and their families, and we continue to advance visitor access to loved ones in alignment with Ministry guidelines. We would like to thank our staff, physicians and management for their proactive efforts in mitigating the risks posed by the COVID-19 pandemic; efforts have ranged from the rapid implementation of assessment centres to serve the public to adapting to ever changing infection controls standards.

Emo Health Centre experienced an air conditioner system failure requiring our team to evacuate patients to Rainycrest LTC and the LaVerendrye General Hospital until a new system is installed. Collaboration from our teams at all sites enabled the evacuation to be initiated and completed within the same day.

We initiated exploration opportunities for the redevelopment of Rainycrest LTC and LaVerendrye General Hospital and are planning for submission of formal applications to the Ministry in the next year.

With Dr. Burley and Dr. Botsford having recently left the physician practice in Fort Frances and Dr. Whatley's retirement after many years of dedicated service to the community of Emo, we are pleased that four new physicians have been recruited to the community; three in Fort Frances and one in Emo.

Our Surge program, utilized for education training, is now the home to our policies and procedures. This tool also allows our team to easily integrate the review of policies as a requirement in the education system.

Training for obstetrics nursing was provided over a four month period following development of the curriculum in Fall 2019. The curriculum is modelled after the MOREOB program, including leadership from internal nursing and physicians ranks. Learning Essential Approaches to Palliative Care (Leap) course was offered to the community and participation was at full capacity. Attendance included representatives from numerous professional classes. We continue to offer regular education for courses in intensive care, perioperative, advanced cardiac life support, neonatal resuscitation, obstetrical risk (MOREOB), Canadian Triage Acuity Scale, gentle persuasion, and non-violent crisis intervention, to identify a few.



## Partnerships

Riverside worked with other district providers in support of our Indigenous partners' resubmission of their Ontario Health Team (OHT) readiness assessment. OHT's are intended to bring together health partners to deliver a coordinated continuum of care, from primary care to long term care.

The dedication of the Riverside Foundation for Health Care and Auxiliaries for Emo, Rainy River, Rainycrest and LaVerendrye continue to be instrumental in our ability to replace aging equipment critical to the delivery of hospital, long term care and community services. In 2019, through their financial support, our organization was able to make considerable investments to upgrade equipment, including renovation of the dining room at Rainycrest LTC and the purchase of a portable digital x-ray at LaVerendrye General Hospital.

Members of our Riverside team participate in numerous community, district, regional and provincial committees and working groups that are focused on improving care through increased collaboration and transformation opportunities.



## Advocacy

Riverside contracted the consulting group 'Big Health Care' to complete an operational and right size funding review to assist in overcoming our financial challenges. The report issued on February 28 included 31 major recommendations. Most recommendations are currently being implemented while the magnitude of others requires further exploration with staff, physicians, management, board, government, partners and the public.

In December 2019 our team engaged ministry representatives, along with partner agencies, to discuss priorities that include redevelopment opportunities, Fort Frances helipad, District Wide Ontario Health Team, and financial challenges. This extensive advocacy effort allows us to mature relationships within the Ministry as we advance the aforementioned opportunities.

# 98.7%

of 2,018 standards met, receiving Accreditation Canada's highest honour "Accreditation with Exemplary Standing".



**9 family & patient advisors**



**15 active physicians**



**8 board members**



**602 staff**



**52 students trained**

## Final Thoughts

We wish to express sincere appreciation to the Riverside Board of Directors for their dedication as volunteers in providing governance oversight during a year that presented numerous challenges. A special thank you to Jordan Forbes, former Board Member, and Janice Beazley, a former Board Chair and Board Member, for their many years of service to our organization and the communities we serve.

This year we received Accreditation with Exemplary Standing - in the same year our organization contended with a train derailment, an evacuation, a shooting incident at one of our locations and then the COVID-19 pandemic. We cannot say enough about the resilience of our board, staff, physicians and leadership during these challenging times. It has been inspirational to see our team manage these difficult circumstances in stride, while continuing to deliver exceptional care to our patients, residents and clients. As we resume services, COVID-19 has undoubtedly changed some aspects of how care will be delivered. Riverside will continue to be proactive, innovative and seek opportunities to continually improve quality and access to care.

Thank you to our team for their exceptional dedication and commitment. We are privileged to work with you!

Henry Gauthier  
President & CEO

Joanne Ogden  
Board Chair

Dr. Melanie Kowal  
Chief of Staff

## FINANCIALS

### HOSPITAL

\$35,149,553 total revenue

\$35,338,493 total expense

(\$188,940) surplus/(deficit)

### LONG TERM CARE & OTHER FUNDS

\$15,005,122 total revenue

\$17,610,885 total expense

(\$2,605,763) surplus/(deficit)

(\$2,794,703) Corporate surplus/(deficit)

visit [www.riversidehealthcare.ca](http://www.riversidehealthcare.ca) for a detailed financial report.

## OUR RIVERSIDE

LaVerendrye General Hospital. Emo Health Centre. Rainy River Health Centre. Rainycrest Long Term Care Home. Mental Health & Addiction Services. Community Support Services.

## CONNECT WITH US

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@OurRiversideHC

#OurRiverside

By donating to the Riverside Foundation for Health Care, you will not only be helping to meet immediate needs, but you will also help to define the way health care is provided in our communities for years to come.

Whether your contribution is large or small, every donation makes a difference. Contact our Foundation at 807 274 4803 or [www.riversidefoundation.ca](http://www.riversidefoundation.ca)