



Riverside
Health Care

ANNUAL REPORT

2023-2024

As the 2023/24 year has come to a close, we would like to take this opportunity to highlight the achievements of our team members at Riverside Health Care (RHC) and their commitment to delivering high-quality, accessible care. This past year has been one of remarkable transformations; one that required us to navigate the evolving and challenging healthcare landscape.

At our most recent Accreditation this past October, Riverside met 98 percent of the 2,417 standards set by Accreditation Canada, earning Commendation status. This accomplishment is a testament to the dedication and collaborative spirit of our entire team, working tirelessly across all sites and community-based programs to demonstrate our unwavering commitment to quality, safety, and excellence in service delivery.

Human Resources

The health, safety and joyfulness of our staff is an important contributor to providing the best possible care. The addition of nursing practice, quality assurance and expanded security services are part of our focus on improving our environment for all staff.

Critical equipment in health care, utilized in the provision of nursing, diagnostic imaging and laboratory services, is becoming increasingly dependent on the existence of effective and adaptable technological infrastructure. The addition of our new Senior Director of Information Systems and Technology (IST) and expansion of our IST Team will contribute to improved healthcare services.

Local and foreign recruitment has been instrumental at Rainycrest in addressing staffing requirements and in reducing the reliance on agency workers.

The regeneration of our Wellness Committee has played a significant role in supporting the physical and mental health of our team members – from our wellness events calendar to a staff-only cancer screening blitz that debuted this year.

By fostering a supportive and efficient work environment, we will further empower our staff, improve health outcomes across the district, and continue delivering the highest standard of care to our community members.

Equity, Diversity, and Inclusion

Through education, new support roles, and community consultation, we have accelerated our commitment to cultivating an inclusive environment that extends equity, diversity, and inclusion (EDI) to our staff members and the clients, residents, patients and community members we serve.



Education is a critical component in advancing EDI. This year we introduced a broader based mandatory EDI training program for all Riverside Health Care staff - with completion required every Spring. We have also recruited a new Indigenous Liaison to act as a support for our Indigenous patients, residents, clients and communities; supporting growth and implementation of our Indigenous Services Plan, and providing internal support for staff members and the Indigenous Care Coordinators (ICC) from Gishewaadiziwin Health Access Centre (GHAC). As we work closely with GHAC to expand the ICC program, the next area of service expansion will be at the Rainy River Health Centre. We are committed to providing culturally safe care and strengthening trust and comfort of those we serve.

At La Verendrye General Hospital (LVGH), we completed a new Ceremonial Space for our Indigenous communities. This is a safe space offering a deeper cultural connection and sense of comfort for our patients and their loved ones, allowing smudging and other traditional practices. A new multi-faith space has also been completed, reflecting the diverse spiritual and religious needs of our patients, staff, and visitors, promoting respect for all faiths.

Quality Improvement

Our unwavering commitment to excellence in patient, resident and client-centered care is exhibited by our focus on continuous quality improvements in our communities, hospital, long term care and other healthcare services across the region.

This is evidenced by the introduction of new roles that focus on quality assurance and professional practice, as well as the expansion of our risk management program. These are key system changes that will contribute to our continuous quality improvement journey.

Rainycrest Long Term Care Home has taken a pro-active approach by rounding regularly thereby reducing call bell use and fall rates and, as a result, improving resident satisfaction.

Other programs such as Crisis Response, ALC Back to Home, Structured Psychotherapy and the Rapid Access Addiction Medicine (RAAM) clinic, play crucial roles in supporting timely and effective intervention and promoting stability and recovery for those requiring mental health or addiction supports or simply transitioning back to home. We are grateful for the collaboration with our partner agencies in providing the services to meet the needs of our RAAM clients.



Improved Infrastructure

As a result of aging facilities, we have made numerous maintenance and capital investments this year. While the pursuit of new facilities to replace both Rainycrest LTC and LVGH is a goal and priority, this will take many years to come to fruition. Meanwhile, we are pursuing infrastructure improvements and enhancements that are essential to ensuring safety, reliability, efficiency and quality of all our facilities.

This year's enhancements for distribution, generator, and ventilation systems at LVGH come after upgrades were made to ventilation and sprinkler systems at the Rainy River Health Centre and Rainycrest LTC. These upgrades are crucial in ensuring our facilities remain state-of-the-art and capable of meeting the needs of our communities.

Technological Advancements

Embracing technological advancements to enhance our cohesiveness and connectedness as a district-wide service provider is instrumental in the delivery of modernized health-care services. The introduction of a new employee portal, refreshed website, and impending launch of our new staff scheduling system all align with our One Riverside concept and achieve increased convenience and efficiency through streamlining efforts. We encourage the public to go to our new website – which encourages feedback, whether it is to share a compliment, deliver constructive criticism or submit a formal complaint. Public feedback helps us identify opportunities for improvement and recognize where we are being most effective.

Clinically, along with our partners, we are advancing to implement a new Regional Hospital Information System that will enhance access to information and reduce utilization of paper-based systems to improve the delivery of health care services.

Program Expansion

We have expanded our Medically Stable Patient Transport (MSPT) this year and are working with partners at Atikokan General Hospital and GHAC, with support from the Rainy River District Ontario Health Team (RRDOHT), to develop models to deliver MSPT and specialist and diagnostic transportation at a district level. The specialist and diagnostic transportation model will provide coordination of appointments and transportation to our tertiary centre in Thunder Bay – with eventual expansion to Health Sciences in Winnipeg. Access to care is a priority for all, especially seniors and vulnerable people living across our sparsely populated district.

Establishment of a new ALC Community Nurse role will support our district residents obtain access to community services. This role helps patients navigate the services available through numerous health-care providers across the district and region. While preventative in nature, the role will also support individuals recently discharged from hospital experiencing challenges in accessing home support.

In recent years our surgical team has expanded orthopedic activity for hips and knees and introduced gynecology and urology surgery. Care Closer To Home has been a focus of our expansion and has been facilitated through our participation in the Regional Surgical Services Team. In the not-too-distant future, it is anticipated that both spinal and ENT (Ear, Nose & Throat) surgeries will be added.

The return of Dr. Shiraz Elkheir as General Surgeon has been instrumental in growing our quality surgical program and ensuring critical surgical support is available for emergent cases.

The increasing number of residents in our district without a family doctor or Nurse Practitioner (NP) requires LVGH to staff NPs in the emergency room to manage the overflow primary care population. This is, at times, overwhelming the LVGH ER, but we remain committed to maintaining NPs in ER, and are hopeful further expansion of this program will be approved for Rainy River.



Recently, the Ministry recognized the need to provide additional in-hospital physician support for the inpatient population in rural areas. While our local physicians have managed this along with clinical duties at various locations, staffing the emergency department, and providing other medical supports, the increased demand is not sustainable. We are progressing toward a permanent hospitalist model in late 2024, and are confident the Ministry will release its new funding model by this time.

Acknowledgment

We wish to extend a heartfelt thank you to the following Board Members whose terms with RHC have come to an end: Joanne Ogden, Bob Calder, and Jon Begg. The time and dedication of our Board, particularly in light of the array of services and locations managed by RHC, are commendable. We are appreciative of their time dedicated to our organization on behalf of the residents of the district.

As Diana Harris will join us shortly as Chief Nursing Executive, we want to recognize the commitment from Julie Loveday, Executive Vice President, Clinical Services & Chief Nursing Executive. Julie retired after more than 33 years of service to RHC, the health care system and the public we serve.

Final Thoughts

This past year has brought numerous challenges, yet our remarkable team continues to make significant strides in navigating health human resources struggles and aging facilities while continuing the pursuit of new and redesigned programs and services to effectively meet the needs of our patients, residents, clients, staff, and physicians.

We extend a heartfelt thank you to everyone for their continued trust and support in Riverside Health Care.

Henry Gauthier President & CEO		Dianne Clifford Board Chair		Dr. Lucas Keffer Chief of Staff
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FINANCIALS

HOSPITAL	LONG TERM CARE & OTHER
\$53,704,015 total revenue	\$22,838,462 total expense
\$49,632,017 total expense	\$25,649,192 total revenue
\$4,071,998 surplus/(deficit)	(\$2,810,730) surplus/(deficit)

Visit www.riversidehealthcare.ca for a detailed financial report.

OUR RIVERSIDE. OUR IMPACT.

Diagnostic Imaging Sessions



31,107

12,796 X-rays
11,236 CT scans
5,579 Ultrasounds
1,496 Mammograms

Emergency Room



23,448

19,515 LVGH ER
3,933 Rainy River ER

Surgeries



2,123

1,456 Day Surgeries
211 Orthopedic
456 Inpatient

Resident Days



55,062

43,320 Rainycrest
7,510 Rainy River
4,232 Emo

11,149

Non-Profit Housing
Resident Days

Food & Nutrition Services



236,740

Meals Prepared

\$1.3M+

Food Purchased

In the Community



11,745

Meals on Wheels
Delivered



438

Seniors Social
Visits



7,517

Home Support
Hours



2,232

Handi-Van
Trips

Our People



636

Staff
Members



75

Students
Trained



15

Active
Physicians



8

Board
Members



166

Births



2,017

Diabetic Education
Visits



310,876

Laboratory
Sessions



400,395

kg of Laundry



316

Emo Urgent Care
Visits



6,541

Mental Health &
Addictions Visits



804

Patient Navigator
Visits



90,000+

Toilets Cleaned

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