



ANNUAL REPORT 2022

638 staff

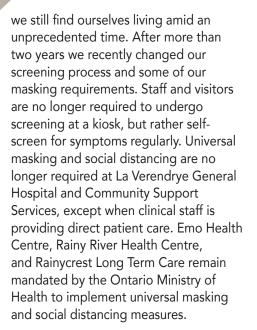
Each year the Riverside Health Care Annual Report presents an opportunity for us to reflect on and recognize the successes and challenges we have experienced.

At Riverside Health Care we are focused on support and accountability. This means supporting our leaders with additional tools such as training programs and more actively engaging front-line staff in continuous quality improvement from issue identification to putting in place improvement plans. Improving engagement across our organization will only serve to enhance the level of service we provide to those we serve.

This year Senior Team implemented our 'Lunch with Leadership' days which have been an invaluable opportunity to meet with small groups of staff from across Riverside. The restoration of our Wellness Committee was essential to ensure we are creating an environment that promotes further engagement from the 600+ staff members across our organization.

Although the pandemic has become less pervasive in our daily activities,

6 patient and family advisors



Like many healthcare providers, Riverside is experiencing significant staff shortages, yet we continue to work to increase health human resources while focusing on sustaining services today. The increase in direct hours of care for LTC residents enhances their quality of life. This has required us to boost our recruitment of foreign workers and further increase the need for agency staff to mitigate our human resource challenges across the organization. Efforts to focus on 'building from within', where appropriate, means investing more In The People Who Serve one of our four Strategic Pillars; the others include One Riverside, Tomorrow's Riverside Today, and Striving To Excel In Equity, Diversity and Inclusion.

A new Code of Conduct focused on Care, Compassion, and Commitment is now in place to support our staff, physicians, patients and the public in providing a healthier culture at Riverside. We have worked diligently to mitigate the increased threat of workplace violence by establishing 24/7 security at La Verendrye General Hospital, increased engagement and improved processes with local police services, and continued enhancement of physical security features.

Medical Learners 38

College/University Students 52

As healthcare environments increasingly become the target of cybersecurity attacks, we have taken a heightened state of precautions by continuing to work closely with our regional partners to enhance protections across our networks.

Our Mental Health & Addiction Ontario Structure Psychotherapy program is a new satellite program from St. Joseph's Care Group in Thunder Bay, that provides treatment for people with depression, anxiety, and anxiety-related conditions. The region-wide team is currently working on promotional materials that are region specific to maximize awareness of the program.

Our new Indigenous ceremonial space at La Verendrye General Hospital is nearing completion and our existing chapel is being converted into a multi-faith space.

> 1086 addiction & problem gambling visits

19,145 ER visits LVGH

well woman

ambulatory visits





382,922 kgs of laundry **305** Emo urgent care visits

ER visits RR

active

physicians



residence davs

Health Access Centre, we are looking to further enhance these supports demonstrating that we continue to Strive To Excel In Equity, Diversity and Inclusion.

Through the efforts of our Foundation and generous contributions from the district community our new CT scanner went live in the fall of 2022, and a new ultrasound was approved for the Rainy River Health Centre in March 2023. In December 2022, we received more good news that our application for funding for a Magnetic Resonance Imaging (MRI) in Fort Frances was approved; the initiative will require 2-3 years to complete renovations, necessary fundraising, and educational requirements. This critical diagnostic equipment will both enhance local diagnostic services and significantly reduce the need for patient travel outside of the district. We would like to extend a special thank you to the Chiefs of the districts' First Nations Communities and our Ontario Health Team partners as



8,795 rays FF 8,693 | RR 102





COVID Assessment Centre tests 2,844



oncology

dav surgeries

their endorsement of our MRI proposal certainly made this dream a possibility.

residence davs

We are thankful to both the provincial and federal governments for their financial support to enhance the safety of both residents and staff with either upgraded or newly implemented air conditioning and sprinkler systems at the Rainy River Health Centre and Rainycrest LTC, which recently completed the installation of its first sprinkler irrigation system.

In January 2023, Dr. Lucas Keffer and Dr. Lorena Jenks joined Riverside as our new Chief of Staff and Associate Chief of Staff, respectively. With the departure of our prior Chief of Staff and remaining general surgeon, Dr. Karim El Tawil, we have been actively employing locum surgeons as we continue our search for a permanent general surgeon. At the same time, we have seen enhancements to surgical services with the prior introductions of gynecology and urology, and with increased orthopaedic hip and knee volumes. We are actively involved in a regional review of surgical services that may present the opportunity to further enhance our local services such as the introduction of spinal surgery and ENT.

Dr. Cam Moorhouse retired as Medical Director in May 2023, at Rainycrest LTC after many years of service to the residents of both the Home and the District. We are very thankful to Dr. Caroline Trottier for assuming the role of Medical Director at Rainycrest LTC.

This past year has undoubtedly presented us with numerous challenges, yet our remarkable team has made considerable

5,681 mental health visits

strides as we maintain our focus and unwavering commitment to always provide the best care and services. The success of Riverside Health Care is only made possible through the efforts of our Board of Directors, volunteer groups, staff, physicians, management, and with the support of our public. Thank you all for your unwavering support and trust in Riverside Health Care.

Henry Gauthier | Joanne Ogden | Dr. Lucas Keffer President & CEO | Board Chair | Chief of Staff



42,046 long term care residence days Rainycrest

interventions





90 Senior Social visits







308 inpatient surgical cases



council

members

Emo 12 | RR 21 Rainvcrest 25

of transportation visits (trips)

> HOSPITAL \$42,119,240 total revenue

NANCIAL

\$43,936,456 total expense

(\$1,817,216) surplus/(deficit)

LONG TERM CARE & OTHER FUNDS \$24,101,386 total expense

\$21,761,959 total revenue

(\$2,339,427) surplus/(deficit)

OUR RIVERSIDE

La Verendrye General Hospital Emo Health Centre Rainy River Health Centre Rainycrest Long Term Care Home Mental Health & Addiction Services Community Support Services VISIT www.riversidehealthcare.ca for a detailed financial report.

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

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