



2020-2021

Annual Report



Riverside's 2020-2021 Annual Report has provided us the opportunity to reflect on and highlight some milestone achievements in a year that has presented challenges the likes of which we have never seen. Yet, in the face of such challenges, we are proud to say that our teams consistently stepped up to ensure high quality care across the communities we serve while expertly navigating the new safety protocols, lockdowns, waves of COVID-19 patients, and more; reinforcing what we've always known - we are stronger when we work together.

The pandemic has touched all aspects of our organization and its operations. We want to recognize the considerable sacrifice made since March 2020 by our residents, patients, clients, families, staff and partners who have risen up to the many challenges posed by COVID and its restrictions, including contending with the many travel and visiting restrictions over the past year.

From the onset of the pandemic, teams from across our organization and across the region have worked around the clock to prepare and continuously redesign and improve our programs and services with the singular objective: to keep everyone safe. As part of this extensive pandemic planning, Riverside purchased two additional ventilators (bringing our total to 5) and 2 anaesthesia machines. A new Safe Room was constructed in our LaVerendrye General Hospital emergency department and a new negative pressure system was installed in the trauma room to create a safer experience for patients, staff and physicians.

Our district was approved two COVID testing Assessment Centres – one in Fort Frances and one in Rainy River. Our Assessment Centres operate 7 days a week. In an effort to improve and shorten the testing process, thereby getting results quicker, we designed and rolled out the COVID Transportation Service from Rainy River to Thunder Bay.

In January 2021, our Fort Frances Assessment Centre was converted to a drive-thru centre where patients could get tested while remaining in their vehicles. More recently, we introduced Biofire Torch technology to perform COVID testing locally for our patients, residents, clients and staff.

Knowing that the COVID-19 vaccine is one of the most important ways to protect our residents, patients, clients, essential caregivers, physicians, staff and community, Riverside has been an advocate and large supporter of the COVID-19 vaccination clinics. Through the support and quick action of our Riverside teams and partners, we were able to roll out the vaccine to all of our sites. Furthermore, we cannot express how proud we are of the Riverside staff who volunteered to support the Community Vaccination Clinics in our district, making vaccination a priority. But not only have staff stepped up to assist our partners in vaccination distribution, they have also stepped up to help our healthcare partners in addressing staffing shortages as a result of the COVID-19 outbreak. Thanks to the two staff members who volunteered to work at the Marathon Hospital – this demonstrates the meaning of true partnership.

Even through the pandemic, the organization managed a significant corporate restructure that would help build a healthy and stable corporation moving forward. These efforts were further supported by the Ministry of Health's recent funding commitment that will address our



1,064
day
surgeries

667
oncology
visits

45
hip
surgeries

91
knee
arthoplasty

12,093
ER visits
LVGH

2,831
ER visits RR

7,271
xrays
FF 6178 | RR 1093

83
well
woman
visits

5,063
ultrasounds

241,348
in-house lab
interventions

1,875
diabetic
education visits

920
mammograms

18
Emo urgent
care visits

9,142
CT Scans

28,808
referred lab
interventions

1,377
ambulatory visits

COVID
Assessment
Centre tests
21,337
FF 17,272 | RR 3610

84%
of staff fully
vaccinated
for
COVID-19

199
newborns



324
inpatient
surgical
cases



6,231 
mental health visits



11,864
non-profit housing
inpatient resident days



831
addiction
visits



40,612
kgs of
laundry

over
200,000
daily staff screenings
performed.

historical financial shortfalls. The Canadian and Ontario governments have also approved funding to support Heating-Ventilation-Air Conditioning (HVAC) and Sprinkler System upgrades for Rainycrest Long Term Care and the Rainy River Health Centre. These upgrades will enhance the safety and comfort of our residents and staff.

Never before has our strategic vision to deliver 'innovative, high-quality health care – inspired and delivered by our team and partners' -- been more important. Over the past year, there have been numerous accomplishments and collaborations in keeping with our strategic pillars of Quality, Organizational Health and Partnerships. We are honoured and privileged to serve the health care needs of the Rainy River District and its communities.

In an effort to support the surgical service volumes of patients and healthcare partners during the pandemic, our surgical team handled a considerable increase of joint replacement surgeries at LaVerendrye General Hospital along with Thunder Bay Regional Health Sciences Centre, Lake of the Woods District Hospital and Dryden Regional Health Centre. As an active partner in the Regional Surgical Program, our organization remains focused on expanding its local surgical program. Not only have we introduced new gynecological and orthopaedic surgical procedures this year, but planning has advanced in introducing a new urology program that supports our care close to home philosophy.

Now more than ever, and with the support of our partners, we are determined to find new ways to deliver quality and accessible care to our patients, clients and residents. The Rainy River District Ontario Health Team (RRDOHT) continues to advance in the midst of the pandemic. Initial efforts have focused on establishing the administrative structure and in evaluating the three priorities within our health population; mental health, addictions and diabetes. This year, along with its partners, Riverside launched the highly successful remote diabetes monitoring pilot project. As well, to complement the Rainy River District Social Services Administration Board's services, Riverside now provides Medically Stable Patient Transport throughout the district.

The Riverside Foundation for Health Care, our donors and our Auxiliaries from Emo, Rainy River, LaVerendrye and Rainycrest are instrumental in ensuring that we are equipped with the best health care technology and that our Homes are well maintained. In August 2020, the residents of the Emo Health Centre returned to their Home from Rainycrest Long Term Care after an air conditioning system failure. The support provided by the Emo Auxiliary and Emo and Rainycrest staff was instrumental in the successful return of the residents to a Home that was safe and comfortable. Generous contributions from the Riverside Foundation for Health Care made it possible for Rainycrest to install accessibility upgrades within the Activation Room. The response from the community over the past year has also been nothing short of inspiring. Thank you for your unwavering support in all forms – donations of protective equipment, acts of kindness, words of encouragement, and vital philanthropic donations through the Foundation. We have continued to provide exceptional and quality care to this community thanks to the generous support of individuals across this district.

One of our top priorities is to improve the health care experience for each and every person we serve. Over the past year, these efforts have included Indigenous Cultural Safety and Multi-Cultural training for all staff and physicians and focused mental health training for our emergency department staff. More recently, an Indigenous Community Elder visited our Rainycrest Long Term Care Home to perform a smudging ceremony that was followed by a traditional meal for Indigenous residents and a walleye dinner for all. In collaboration with Gizhewaadiziwin Health Access Centre (GHAC), we have welcomed our first Indigenous Care Coordinator to LaVerendrye General Hospital. GHAC continues to work closely with our team to advance the development of ceremonial spaces and culturally appropriate wayfinding, and these initiatives are planned for our other sites across the district as well.

Moving into 2021-2022 we face many challenges: finding a way to move forward and out of a pandemic, and recruitment of qualified, specialized, passionate, energized human resources. Riverside will continue to explore creative and unique ways to ensure the continuity of a robust, qualified workforce to ensure the sustainability and quality of the service we provide to the community.

There are simply not enough words to express our appreciation to our residents, patients, clients, families, staff, physicians, volunteers, donors and Board for the sacrifices they have made over the past 16 months. Now is a time to be optimistic as health care and our society as a whole evolve with their reopening plans.

Henry Gauthier
President & CEO

Joanne Ogden
Board Chair

Dr. Karim Eltawil
Chief of Staff

FINANCIALS

HOSPITAL

\$38,317,360 total revenue

\$38,318,371 total expense

(\$1,011) surplus/(deficit)

LONG TERM CARE & OTHER FUNDS

\$18,405,091 total revenue

\$17,835,086 total expense

\$570,005 surplus/(deficit)

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



 **17**
active
physicians



622
staff



36
students
trained


8 patient
and family
advisors


8 board
members


760
patient
navigator
individuals

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

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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