




**7,449**   
 eldcap  
 residence days  
 Rainy River

**2,508**   
 # of  
 transportation  
 visits (trips)

  
**5,253**  
 meals  
 delivered  
 Meals on Wheels


**309**   
 senior  
 social visits

**46,620**   
 long term care  
 residence days  
 Rainycrest

**4,348**  
 eldcap  
 residence  
 days Emo

  
**9,537**  
 homemaking  
 hours of  
 client care



 **81**  
 crisis  
 response  
 visits



**Riverside  
 Health Care**

**2021-2022**

# Annual Report



The past year certainly brought its share of challenges including the second year of the pandemic, extreme cold in February, snow throughout April, and extensive rain and record water levels in May. It has truly been a unique and challenging year for our team at Riverside! We encourage all staff, physicians and management to take some much needed time off this summer to recharge.

While we have had many difficult circumstances, there are certainly positives to reflect upon as well. We are developing Riverside's new Strategic Plan that will solidify Riverside's future direction. Internal and external stakeholders have already been provided opportunity to contribute to development of this plan, and we look forward to further engagement before our new Strategic Plan is finalized in the fall. As we focus on the future of our organization it is important to recognize the past and current efforts of all staff in managing COVID-19 over the past two years.

The health care system, like many other industries, is experiencing a health human resource crisis and we are no exception to this. While considerable staffing challenges remain, and will for some time, we wish to recognize the many successes in meeting our needs that have been achieved through recruitment from both within and outside of Riverside. The Resident Experience Coordinator and the Emo Health Centre/CSS Manager are two fine examples of internal recruitment and position redesign that will enhance connectedness

across the organization. Our Human Resources department is currently recruiting thirteen out of country personal support workers to assist Riverside and they continue to onboard Agency staff that ensure the sustainability of Rainycrest Long Term Care Home. Our Team will continue to collaborate with the government, partners, and educational institutions to ensure success in restoring the stability of health human resources across the organization through the use of innovative, creative solutions.

While we have lost a physician in both Emo and Fort Frances this past year we have been fortunate to have recruited both Dr. Mitchell and Dr. Trottier. Dr. Arnesen is now part of our obstetrical group and Dr. Eltawil, our remaining general surgeon, received his extended license to provide cesarian sections. Visiting surgical specialists continue to provide orthopedic and gynecological surgeries and the urology regional program will begin in June.

At Riverside, we strive to provide the very best care and experience. This past year's Indigenous Training program for staff, physicians, and Board Members; planning



**1,086**  
day  
surgeries

**7,790**  
oncology  
visits

**43**  
hip  
surgeries

**63**  
knee  
arthoplasty



**16,667**  
ER visits  
LVGH

**93**  
well  
woman  
visits

**5,348**  
ultrasounds  
FF 4870 | RR 478

**245,144**  
in-house lab  
interventions

**3,410**  
ER visits RR



**7,518**  
xrays  
FF 7007 | RR 511

**2,159**  
diabetic  
education visits

**1,491**  
mammograms

**280**  
Emo urgent  
care visits

COVID  
Assessment  
Centre tests

**16,306**  
FF 12202 | RR 4104

**8,791**  
CT Scans

**18,411**  
referred lab  
interventions

**600**  
ambulatory visits

**100%**  
of active  
staff fully  
vaccinated  
for  
COVID-19

**180**  
newborns



**311**   
inpatient  
surgical  
cases

**6,071**   
mental health visits



**11,486**  
non-profit housing  
inpatient resident days



**1,182**  
addiction  
& problem  
gambling  
visits



**410,358**  
kgs of  
laundry

for development of an Indigenous ceremonial space at La Verendrye General Hospital (LVGH); and the presence of Gishewaadiziwin Health Access Centre Indigenous Care Coordinators at LVGH are important steps in demonstrating our commitment to all communities and individuals we provide care to. As we move into the 2022-23 year we are introducing a training program that will focus on enhancing the 'patient experience'.

This year, the Rainy River Health Centre installed new sprinkler and ventilation systems while Rainycrest Long Term Care Home (RLTC) now has a new resident room air conditioning system and is preparing for installation of their new sprinkler system. The Riverside Foundation for Health Care fundraised over \$1.6 million for a new CT scanner, mammography machine, upgrades to convert the x-ray machines to digital and an elevation table for the fluoroscopy room. A special thank you to the Riverside Foundation for Health Care, our Auxiliaries (Rainy River, Emo, La Verendrye, Rainycrest) and the public for their unwavering support of health care across the district. Through the Regional Orthopaedic Program, LVGH has been able to fund the purchase of new equipment to support the local orthopaedic and urology programs. Riverside is currently in the midst of a master program and master plan that will set the service direction and outline the building requirements for the organization into the future.

Over the past year our surgical program has managed increased orthopaedic activity, onboarded gynecological surgery, and advanced planning for the new urology program that will start in June 2022. Although we have been down one surgeon this past year, our remaining surgeon, surgical team and

locum surgeons have ensured that the general surgery and endoscopy needs of our communities continue to be met. The Remote Diabetes monitoring pilot project is being considered for renewed funding and encouraged to continue collaboration efforts with local, regional and provincial partners. The ALC Back To Home program and Nelson House Transitional Program are now both operating out of their new space in Fort Frances. This new nine bed program is supported by 24/7 staffing coverage and close proximity to LVGH. Riverside's Medically Stable Patient Transport service began this past year, and we are actively considering potential expansion of this program in the future.

We reorganized our Quality and Risk Management portfolios with a focus on increasing the engagement of front-line staff to enhance the positive impact of these programs on services and the organization as a whole. In addition, the Riverside Innovation Program, a Dragon's Den style program, reaches out to staff to bring forward concepts to improve care and services. This program consists of the Monthly Ripple Award and the River Rapids Innovation Grant. Lunch with Leadership is being introduced in the fall of 2022 as an opportunity for staff to meet with leadership in an informal, casual environment. After a multi-year absence, the much needed Wellness Committee will be resurrected as an instrumental part of continuing improvement of our workplace environment.

We celebrated over the past year numerous accomplishments and achievements, some small and some large, but all instrumental to the success of Riverside and the quality care we provide. A special recognition goes to our Board of Directors, a dedicated group of volunteers that are committed to the organization and ensuring that we provide the best care. A big thank you to the staff, physicians, volunteers, patients, residents, clients, and their families for the many sacrifices they have made over the past two years throughout the pandemic. We look forward to working with you as we reset from the pandemic and advance Riverside Health Care forward into the future.

Henry Gauthier | Joanne Ogden | Dr. Karim Eltawil  
President & CEO | Board Chair | Chief of Staff

# FINANCIALS

## HOSPITAL

\$39,088,288.00 total revenue

\$37,898,012.00 total expense

\$1,190,276.00 surplus/(deficit)

## LONG TERM CARE & OTHER FUNDS

\$18,150,325.00 total revenue

\$19,120,691.00 total expense

(\$970,366.00) surplus/(deficit)

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



 **17**  
active  
physicians

**58**   
resident  
council members  
Emo 12 | RR 21 | Rainycrest 25

**7**   
patient  
and family  
advisors




**633**  
staff



**52**

students trained  
Medical Learners 12  
| College/University Students 40

**9**   
board  
members

**589**   
patient  
navigator  
visits






**8**   
family  
council  
members  
Rainycrest

## 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](http://www.riversidefoundation.ca)

## CONNECT WITH US

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