

ANNUAL REPORT

2024-2025



Riverside
Health Care



RIVERSIDEHEALTHCARE.CA



@OurRiversideHC



VISION : CARING, TOGETHER

Our vision is at the very centre of our mission to improve the health of our communities.

Our team at Riverside Health Care has continued its efforts to improve the quality of services and expand the types of programs available across our district. Ongoing enhancements to our workplaces to support the safety of staff, physicians, patients, residents, clients, volunteers and all members of the public remain instrumental in ensuring accessible health care services.

Advancing utilization of new infrastructure, technologies, and partnerships enables us to enhance the level of care we provide. This past year, our surgical team added non-invasive laser technology as a surgical first. Meanwhile, our Specialty & Diagnostic Transportation vehicle began transporting district residents to Thunder Bay to access specialized care. Our mental health program now dedicates one day each week to same-day appointments for those with more pressing needs. Recognizing the importance of providing in-home supports to our aging population, our team has expanded assisted living programs in Rainy River, Emo and Fort Frances. These examples represent a small sample of the many efforts our team makes to improve your access to care.

In 2024-25 our investments to upgrade security across our aging infrastructure are ensuring a safe workplace for staff, physicians, and those we serve. While these enhancements may not always have the same level of appeal as innovative technologies, they remain an essential part of our continued delivery of high-quality care.

Our Indigenous Liaison continues to work closely with our Riverside team, partner agencies and our communities to create a culturally sensitive environment as we work closely together to ensure everyone's voice is clearly heard. Further information regarding our Indigenous services and spaces may be reviewed on our website.

While the challenges across health care in terms of reportable outbreaks continue, our organization has never been more effectively prepared to manage these moments. We extend a special thank you to our dedicated staff and the many community members visiting our sites who are mindful of outbreak practices and how important they are to the safety of residents, patients, clients, staff, and physicians.

As we continue into 2025-26, our team is focused on progressing our future services plan, replacing aging facilities, further expansion of community and transportation services, continued advancement of our surgical program, the addition of an MRI in Fort Frances, and continuing to work with our partners to meet the evolving needs of district residents.

The unwavering dedication of our Riverside team members continues to demonstrate our ongoing commitment to service excellence. Most importantly, our ability to grow and learn together is essential in our continuous quality improvement journey and our continued efforts to achieve our vision of Caring, Together.

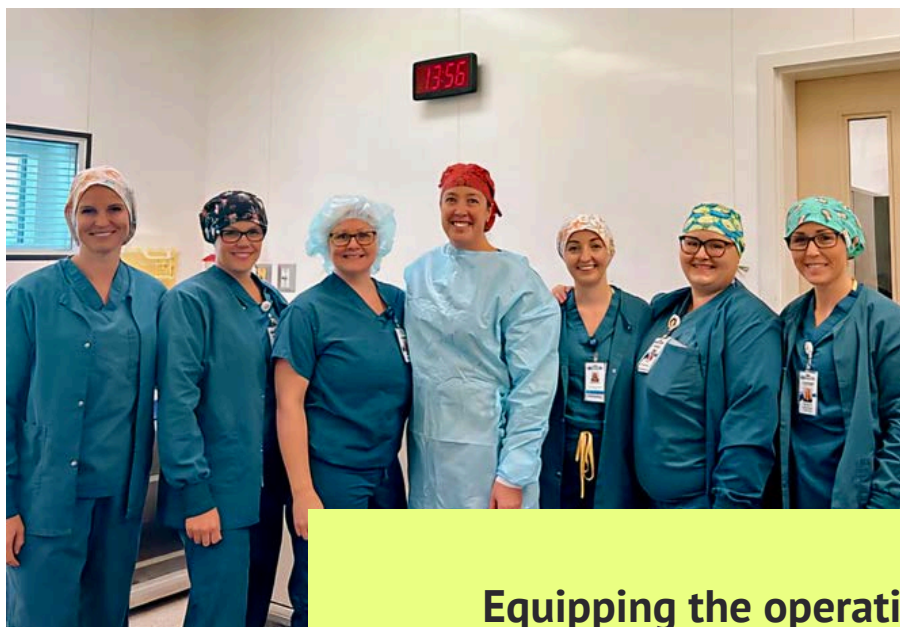


Henry Gauthier
President & CEO

Diane Clifford
Board Chair

Dr. Lucas Keffer
Chief of Staff

NEW TECHNOLOGY LEADS TO SURGICAL FIRSTS



Equipping the operating room at La Verendrye General Hospital with a Thulium LASER, our surgical team has performed multiple groundbreaking procedures for the region.



1,630.5
Operating Hours

Using this non-invasive technology, we're enabling better outcomes and less recovery time for patients while also allowing more surgeries to be performed locally.

This will significantly reduce waiting lists in the district and region. Every OR team member involved completed training in LASER safety, with leads certified as LASER Safety Officers. A pair of procedures effectively treating kidney stones and abnormal tissue were the first to take place in October.

The team was able to perform the first minimally invasive surgical foot procedure of its kind in all of the Northwestern Ontario region in November. Using small incisions and state-of-the-art laser techniques, we marked a transformative step in patient care with the patient able to walk away from surgery without a cast or crutches. Working in partnership with the Regional Surgical Program, we're ensuring we have access to the expertise we need to deliver these advanced options in our district—bringing increased services closer to home.

100% of in-patients surveyed felt they were cared for in a safe manner.



3,789
Transportation Visits

TRANSPORTATION PROGRAM EXPANDS **ACCESS TO CARE**

Riverside strives to deliver quality health care close to home, but our team is also there for you when you need to travel beyond the district for important appointments.

When we launched our Specialty and Diagnostics Transportation program in early April, we opened the door to affordable access to Thunder Bay medical centres many Rainy River District residents may otherwise be unable to coordinate. The ability to visit a pacemaker clinic, get an MRI or other important diagnostics that may not currently be available in our district is critical to the health of many.

We are now making the trip to Thunder Bay via La Verendrye General Hospital in Fort Frances, with connecting stops available at Atikokan General Hospital and other locations along the way. Leveraging other existing transportation programs and collaborating with partners in the district, our team is excited to be able to reach across the district into remote and rural areas to enable better outcomes for our most vulnerable community members.

90% of staff say the people they work with treat them with respect.

LAYING THE FOUNDATION FOR SAFETY AND HIGH-QUALITY CARE DELIVERY

Advancement is a huge piece of high-quality health care, and it applies to infrastructure, systems and human resources as well as technology.

Continual progress is vital to ensure safety for staff, physicians, patients, clients, residents, and others in our district. With that in mind, Riverside made significant investments to upgrade our aging building infrastructure, enhance security and increase accessibility at multiple sites over the past year. New entry systems have been upgraded for staff members, and all sites will be moved to new swipe-in access in the near future — complementing our modern scheduling system.

Patient safety and care quality has been significantly improved with the addition of new intravenous (IV) pumps across our acute-care sites. We also implemented processes to prioritize emergency calls through switchboard. Substantial upgrades at La Verendrye General Hospital included an additional palliative care room and enhancements to third floor air handling units, with pharmacy and health records improvements in planning stages and expanded generator coverage forthcoming.

At Rainycrest Long Term Care Home, several new lifts in resident rooms to make safer transfers for both residents and staff members. Activation renovations and new kitchen exhaust upgrades have been made, with a roofing project and main air handling unit upgrades ongoing.



407,301
Kgs of Laundry



94% of our long-term care residents would recommend their home to others.

OUR RIVERSIDE **IMPACT**

Diagnostic Imaging



30,051

Xrays LVG 11,338
Xrays RR 611
CT Scans 11,558
Ultrasounds LVG 4,620
Ultrasounds RR 567
Mammograms 1,357

ER & Urgent Care Visits



24,302

LVG ER 20,225
Rainy River ER 4,077



280

Emo Urgent Care

Registrations



3,385

In-patient 1,676
Specialist Clinic 1,709

Our Team



716

Staff Members



14

Active Physicians



7

Board Members



64

Student Placements



35

Resident Council Members

In the Community



8,627

Home Support Hours



7,101

Meals on Wheels Delivered



381

Seniors Social Visits



68,220

Rainycrest 45,651
Non Profit Housing .. 11,579
Rainy River 6,668
Emo 4,322

Resident Days

Additional Health Care Services



2,026

Diabetic Education Visits



310,876

Laboratory Sessions



5,650

Mental Health and
Addiction Visits



167

Newborns



907

Oncology Visits



2,470

Telemed Visits



245

Well Women Visits



228

Orthopaedic Surgeries



FINANCIALS

Hospital

\$56,179,378 total revenue

\$53,592,787 total expense

\$2,586,591 surplus/(deficit)

Long Term Care & Other

\$24,444,977 total revenue

\$25,642,847 total expense

(\$1,197,870) surplus/(deficit)

Read Full Reports



Scan the QR code
to visit our website.

riversidehealthcare.ca/public-reports

MAKE AN IMPACT

Your donation creates lasting change in health care across the Rainy River District. Together, we can ensure access to essential care, advanced treatments and vital support for everyone we serve, improving the health of our communities with care that's close to home.

riversidehealthcare.com/donate

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