



Riverside
Health Care

ANNUAL REPORT 2022



6 patient and family advisors

90 students trained
Medical Learners 38
College/University Students 52

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,

we still find ourselves living amid an unprecedented time. After more than two years we recently changed our screening process and some of our masking requirements. Staff and visitors are no longer required to undergo screening at a kiosk, but rather self-screen for symptoms regularly. Universal masking and social distancing are no longer required at La Verendrye General Hospital and Community Support Services, except when clinical staff is providing direct patient care. Emo Health Centre, Rainy River Health Centre, and Rainycrest Long Term Care remain mandated by the Ontario Ministry of Health to implement universal masking and social distancing measures.

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.

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.

9 board members

16 active physicians



1,086 addiction & problem gambling visits



19,145 ER visits LVGH

305 Emo urgent care visits

149 well woman visits

3,848 ER visits RR

361 ambulatory visits

166 newborns

1,170 mammograms

382,922 kgs of laundry

7,451
eldcap
residence days
Rainy River



4,247
eldcap
residence days
Emo

While we have utilized Indigenous Care Coordinators from Gizhewaadiziwin 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

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

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

5,299 
ultrasounds
FF 4,750 | RR 549



8,795
xrays FF 8,693 | RR 102

9,610 
CT Scans

81 hip
surgeries

124 knee
arthoplasty 

COVID
Assessment
Centre tests
2,844

1,043 
day surgeries

879 
oncology visits

 **49,414**
referred lab
interventions

42,046 
long term care
residence days
Rainycrest

1,660 
diabetic
education visits

 **225,117**
in-house lab
interventions

90 
senior
social visits



 **6,203**
homemaking hours
of client care

58
resident
council
members
Emo 12 | RR 21
Rainycrest 25

 **11,625**
non-profit housing
inpatient resident days

4,372 
meals delivered
Meals on Wheels

308 
inpatient
surgical
cases



2,508
of transportation
visits (trips)



FINANCIALS

HOSPITAL

\$42,119,240 total revenue

\$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)

VISIT

www.riversidehealthcare.ca
for a detailed
financial report.

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

CONNECT WITH US

 Corporate Office
110 Victoria Ave, Fort Frances, ON P9A 2B7

 807 274 3266

 riverside@rhcf.on.ca

 www.riversidehealthcare.ca

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