

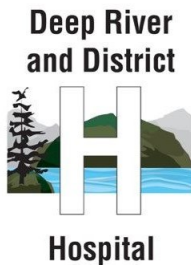
2022

ANNUAL REPORT

Deep River & District Hospital
Four Seasons Lodge Long-Term Care Home
North Renfrew Family Health Team

2023

*Caring for every person like a loved one,
within an integrated health system*



North Renfrew
Family Health Team

Caring

Excellence

Safety

Integrity

Partnering

Innovation



Continue to provide excellent compassionate services

Awarded Brynda McDonald, RPN, with peer-nominated Essential Pieces Award

Stood down COVID-19 Emergency Operations Centre in July, which had been in effect since March 2020

Achieved an 85% staff satisfaction rate, a 24% increase from before the COVID-19 pandemic

Hosted Swing Into Spring Soirée to recognize team members for their long-standing dedication to DRDH, including a celebration of Gerald Chaput's 40 years of outstanding service

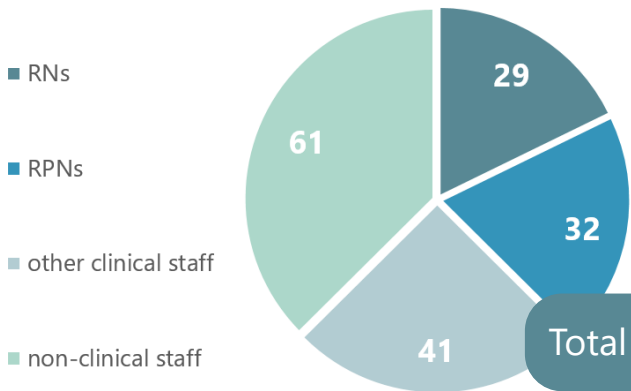
7 Patient, Resident, and Family Advisors

PEOPLE

64 Privileged Physicians

Developed Long-Term Care Health Human Resources and Medical Workforce Plans to support growth and transformation of the organization

STAFF STATISTICS

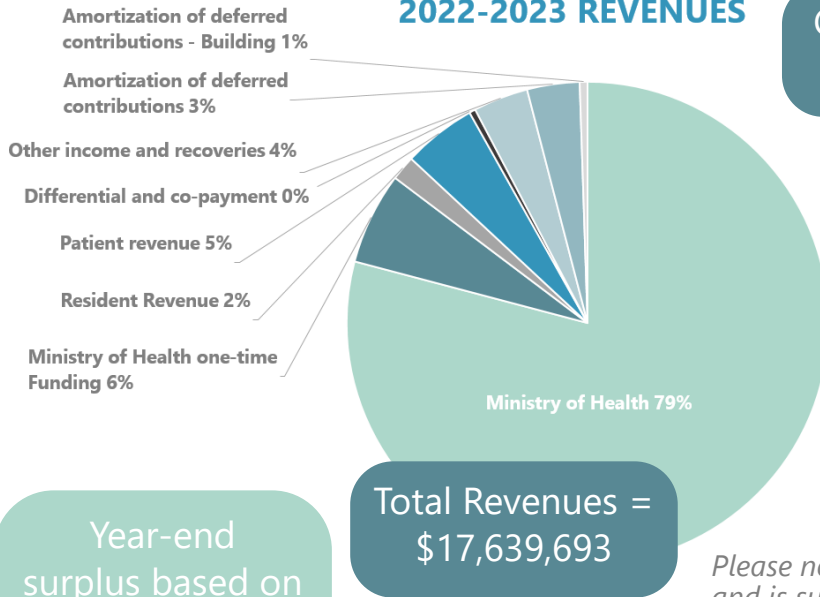


Total = 163 staff members

Welcomed Dr. Armer to the Family Health Team as a new family physician



2022-2023 REVENUES



Completed renovations on negative pressure room for enhanced safety

Conducted assessment of governance processes to improve performance

Advanced Family Health Team Development Project, and refined design with physicians and staff

Year-end surplus based on Ministry agreement = \$123,439

Please note that this financial information is unaudited and is subject to changes upon audit conclusion.

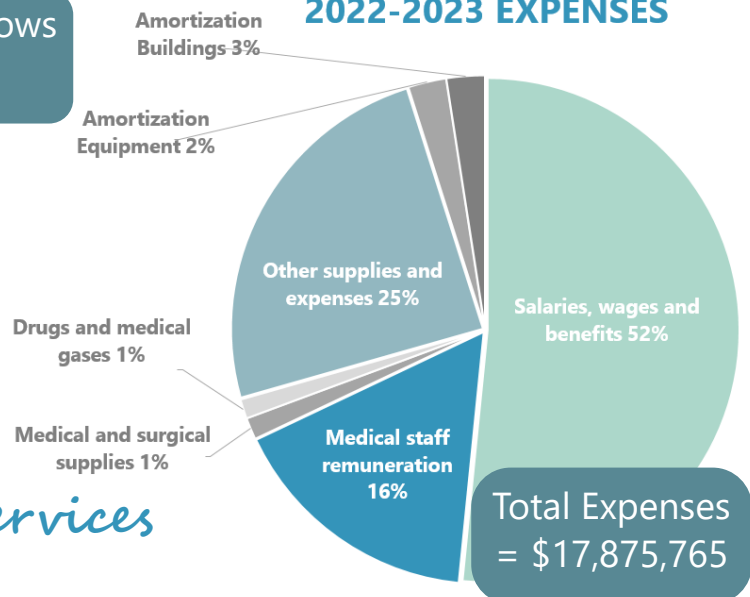
SUSTAINABILITY

Completed replacement of exterior windows and doors across the DRDH campus

Increased medical inpatient capacity by 33% to support regional patient care needs and increase sustainability of health services locally

Ensure sustainability of services into the future

2022-2023 EXPENSES



Develop and expand internal and external partnerships and collaboration

Collaborated with Ottawa Valley Ontario Health Team partners to offer pap tests for eligible unattached patients

Advanced clinical supports through two new critical care program partnerships

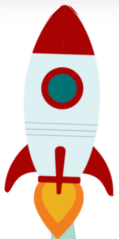
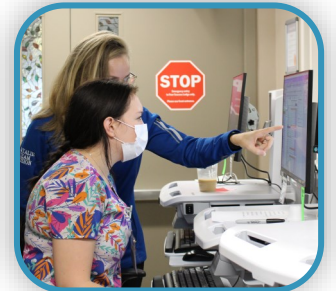
Implemented MyChart patient portal to enable patients to securely view and manage their own health information

Connected patients using telemedicine with specialist in oncology, hematology, dermatology, endocrinology, cardiology, psychiatry, infectious disease, and more



INTEGRATION

Began offering online booking for Family Health Team patients



**DRDH
IS EPIC!**

Completed successful accreditation of the laboratory, with the lowest number of non-conformances the team has ever achieved, and the lowest across all 13 EORLA sites

Launched Epic, a state of the art electronic health information system along with two other hospital partners across our region

Completed community consultations on a new unified name and branding for the health campus moving forward

83% of eligible Family Health Team patients are up to date for cervical cancer screening

60% of eligible Family Health Team patients up to date for mammograms

70% of eligible Family Health Team patients are up to date for colorectal cancer screening

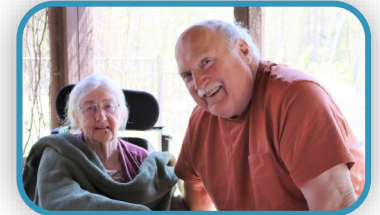
Safely managed first COVID-19 outbreaks in the Four Seasons Lodge in late 2022, which were successfully avoided through years of the pandemic



Administered 494 influenza vaccinations to Family Health Team patients

Provided education sessions for the community on healthy eating, prediabetes, diabetes, heart health, and more

SENIORS



Advanced Long-Term Care Development Project and received valuable community input through open house events and surveys

Launched video series to share information about the Long-Term Care Development Project

Began site preparation for the new 96-bed Long-Term Care Home



Achieved high overall resident satisfaction rates, with staff responsiveness and respect by staff as the top scoring categories

Strengthen services for Seniors



Launched *Closer to Home* to support the new 96-bed Long-Term Care Home, and coordinated nearly \$500,000 in donations and pledges for the campaign



Held or benefitted from over 17 different special events and programs, including the Bonspiel, Christmas Craft & Vendor Fair, 20th Annual Golf Tournament, and many third-party events



FOUNDATION



Held #GivingTuesday celebration to celebrate generous donors and volunteers, as well as share stories about why they give



Grateful patients recognized DRDH team members through the *Healthcare Heroes* program for making a difference in their care



Launched Deep 50 / 50 lottery, which has distributed over \$60,000 in prizes to our community of supporters

Donated \$40,000 to support the Closer to Home Campaign, and Executive Members also pledged personal commitments

Donated \$80,000 to update the Emergency Department registration area and workstations

Donated \$2,072 to the Four Seasons Lodge for recreation with proceeds from a silent auction and specialty sale

AUXILIARY

Donated \$14,000 to support the Pre-School Speech Language Therapy Program

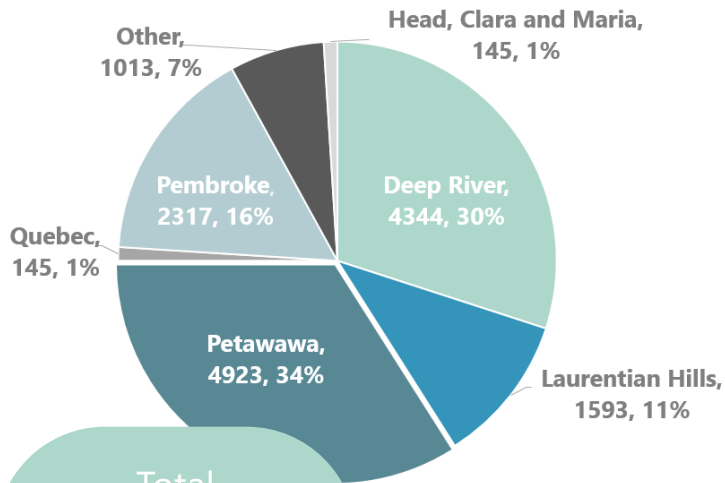
Recognized 3 recipients of Ontario Service Awards for their long-standing volunteer service to the DRDH Auxiliary

Contributed over \$1,751,575 since 1974

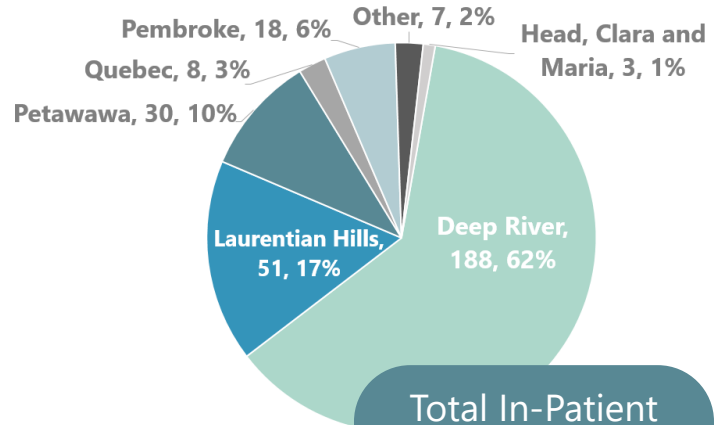
Contributed over 411,000 hours of volunteer time since 1974



2022-2023 EMERGENCY DEPARTMENT VISITS BY RESIDENCE

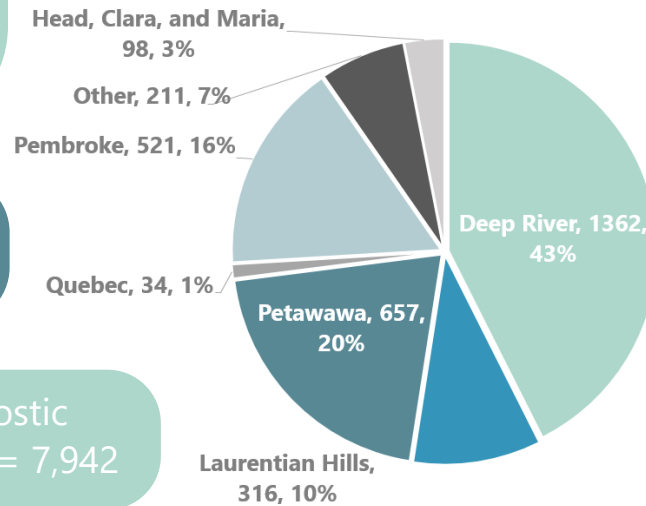


2022-2023 IN-PATIENT ADMISSIONS BY RESIDENCE



Total In-Patient Admissions = 304

2022-2023 FAMILY HEALTH TEAM PATIENTS BY RESIDENCE



Patients re-admitted to Hospital within a week = 4%

Patients re-admitted to Hospital within a month = 5%

Total Emergency Department Visits = 14,480

Total Laboratory tests = 57,984

Total Diagnostic Imaging Visits = 7,942

Average Length of Acute Hospital Stay = 9.5 days

Total Family Health Team Patients = 3,199

PROGRAMS & SERVICES

Diabetes Education Program

Clinical Nutrition and Dietitian Services

Auxiliary Gift Shop

Vaccination Clinics

Pre-School Speech Therapy

Telemedicine Suites

24/7 Emergency Department

16 bed Medical Floor and Inpatient Services

14 bed Long-Term Care Home (Four Seasons Lodge)

North Renfrew Family Health Team with Physicians and Nurse Practitioners supported by clinical and administrative staff

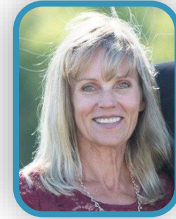
Diagnostic Imaging Services

Palliative Care Support

Inpatient and Community Laboratory Services

Ontario Breast Screening Program

Board of Directors 2022-2023



First Row: Claudia Beswick, Doug Champ, Ted Chiasson, David Cox, Michelle Ferderbar, Tracy Gendron, Christian Kaiser

Second Row: Becky Kenrick, John Osborne, Doug Tennant

Not Pictured: Elizabeth Burke

ELECTED BOARD MEMBERS

David Cox, Board Chair, Chair of Fundraising and Long-Term Care Development Committees

Tracy Gendron, Vice-Chair, Chair of Governance Committee, and co-Chair of Strategic Planning and Relationships Committee

Douglas Tennant, Vice-Chair, Chair of Community Health Partners Group, and Nominating Committee

Douglas Champ, Chair of Quality, Risk & Safety Committee

Christian Kaiser, Chair of Resource and Audit and Fiscal Advisory Committees

Claudia Beswick, co-Chair of Strategic Planning and Relationships Committee

John Osborne, Ted Chiasson, Elizabeth Burke, Michelle Ferderdar, Beckie Kenrick

PATIENT / RESIDENT REPRESENTATIVES APPOINTED TO BOARD COMMITTEES

Jenifer Bradley
Quality, Risk & Safety Committee

Angie Chaput
Resource & Audit Committee



SENIOR LEADERSHIP TEAM

Janna Hotson, President & Chief Executive Officer | Administrator

Dr. Michael Sage, Chief of Staff

William Willard, Executive Vice President and Chief Financial Officer

Tabitha Kearney, Vice President of Clinical Services and Chief Nursing Executive



BOARD OF DIRECTORS

Community Health Partners Group

Medical Advisory Committee

Medical Recruitment Committee

Governance Committee

Strategic Planning & Relationships Committee

Nominating Committee

Long-Term Care Development Committee

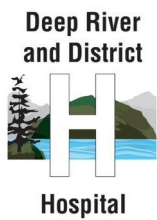
Quality, Risk & Safety Committee

Patient & Family Advisory Council

Resource & Audit Committee

Fiscal Advisory Committee

Fundraising Committee



**North Renfrew
Family Health Team**

*The Deep River and District Hospital receives funding from Ontario Health.
The opinions expressed in this publication do not necessarily represent the views of Ontario Health.*