

2018

ANNUAL REPORT

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

2019

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



North Renfrew
Family Health Team

Caring

Excellence

Safety

Integrity

Partnering

Innovation



Peer Nominated Ernie Mielke Award presented to Amanda Pleadwell, PSW

Continue to provide excellent compassionate services

Physician Common Credentialing implemented with Hospitals across the Champlain LHIN

All-staff education completed throughout the year to build staff members' knowledge and foster a safe environment

8 Patient and Family Advisors

PEOPLE

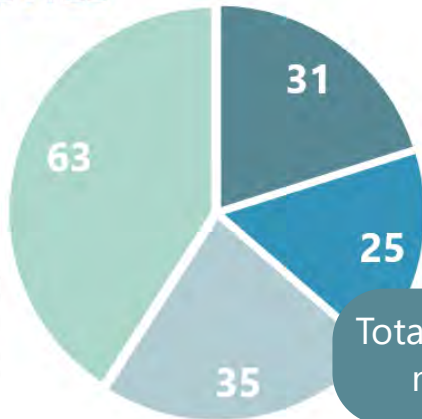


Staff survey completed to check "pulse" of the organization and highlight areas for future focus

Updated Volunteer Program launched to build and expand the experience of volunteers

STAFF STATISTICS

- RNs
- RPNs
- other clinical staff
- non-clinical staff

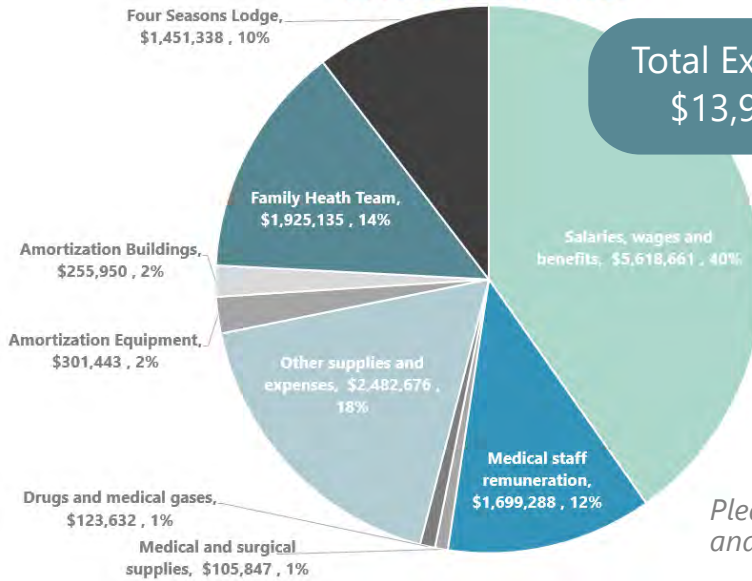


34 Privileged Physicians

Total = 154 staff members



2018/2019 EXPENSES



Total Expenses =
\$13,963,970



Started the countdown to
our November 2019
Accreditation!

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

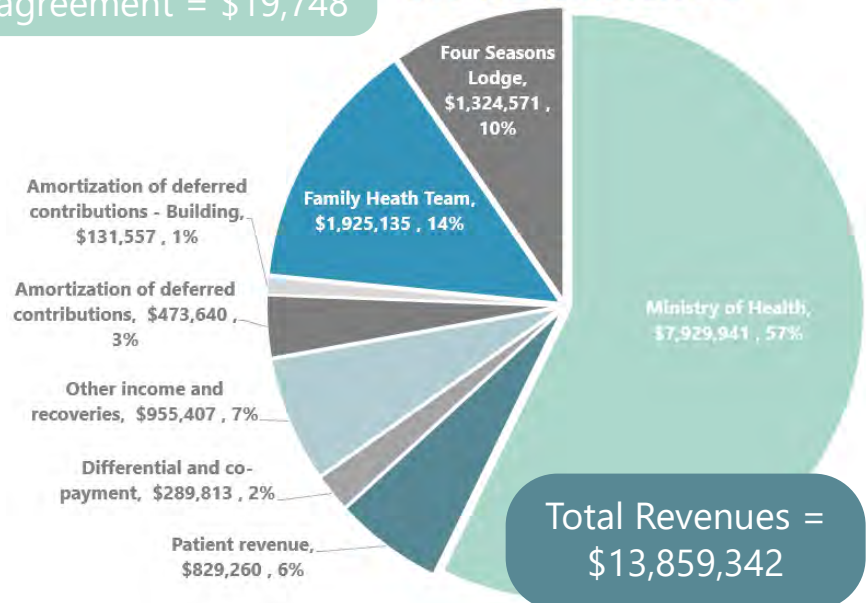
SUSTAINABILITY

Year-end surplus based on LHIN agreement = \$19,748

Action Plans developed to address identified gaps in preparation for our on-site survey with Accreditation Canada

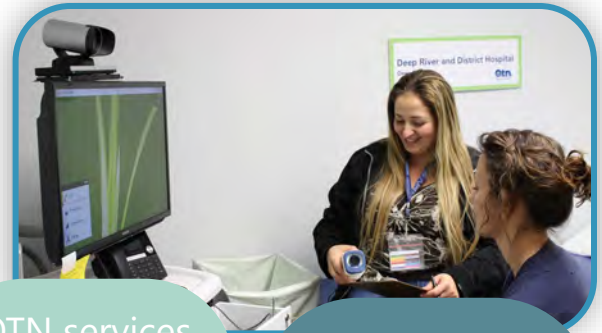
Ensure sustainability of services into the future

2018/2019 REVENUES



Total Revenues =
\$13,859,342

596 Ontario Telemedicine Network (OTN) appointments held for specialties including cardiology, dermatology, endocrinology, oncology, hematology and more



Partnered with 1 Field Hospital's Bedside Care Program to enable military med techs to use their skills in a hospital setting with the support of DRDH staff

OTN services continue to provide care close to home

Completed upgrades to the public address (PA), nurse call, and fire detection / notification systems



INTEGRATION

Launched the "Health Myself" portal for Family Health Team patients to schedule their own appointments and communicate with staff online

Transformational projects completed to upgrade our IT infrastructure to prepare for the transition to Epic with The Ottawa Hospital

Collaborated with 2 Field Ambulance to conduct a disaster response exercise



Develop and expand internal and external partnerships and collaboration

Strengthen services for Seniors



45% of eligible Family Health Team patients have had a mammogram

65% of eligible Family Health Team patients have been screened for colorectal cancer

Launched the *Lodge at Home*, a multi year project to transform how we care for our Residents in Long-Term Care

Launched a Suicide Risk Screening and Prevention program

SENIORS

Completed a Seniors' Needs Assessment to prepare for an application for expansion in Long-Term Care to meet the needs of our growing senior population

Launched an updated Universal Falls Prevention Program, including the use of a screening tool for those over 65

Delirium screening tool implemented across the organization

Began participating in *Seniors without Walls* telephone trivia program with other seniors across Renfrew County





Focused on You campaign launched to raise \$1.75 million for Diagnostic Imaging upgrades, including a new x-ray, portable x-ray and ultrasound machine



Built Tree of Caring donor wall to recognize supporters

Donated \$19,000 for the purchase of a vacuum pump for wound care thanks to the CNL Black Bears Hockey Tournament



FOUNDATION

Received major gifts of stocks from generous donors

\$574,584 awarded to Catch the Ace progressive lottery winner Mark McEachen of Douglas



Hosted successful Daddy Daughter Ball, Trim the Tree, and other fundraising events, as well as received generous donations from 3rd party activities including the Northern Credit Union Charity Golf Tournament



Raised nearly \$800,000 from rounds 1 and 2 of the Catch the Ace progressive lottery

Provided the Four Seasons Lodge with a gift of \$12,000, which enabled the organization to replace the mattresses in every room to ensure Residents are sleeping on safe and quality beds

Donated \$6,000 towards the purchase of new over-bed tables throughout the organization

Since 1974, the Auxiliary has contributed \$1,462,468

AUXILIARY

Since 1974, Auxiliary members have contributed 366,531 hours of volunteer time

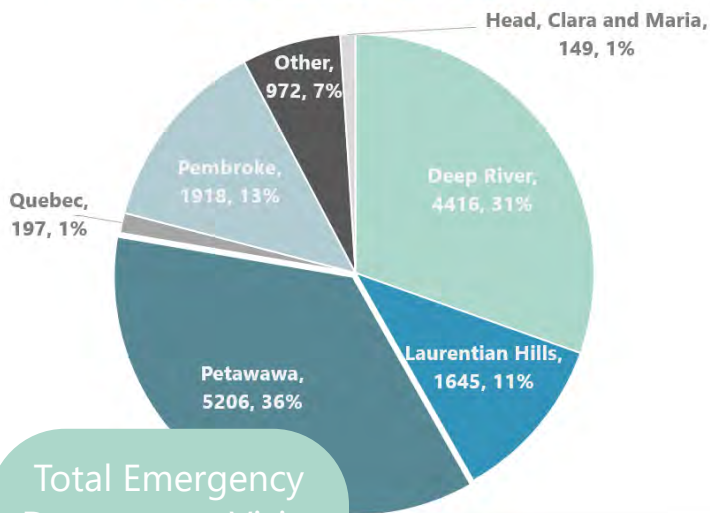
Donated \$10,000 to support the Pre-School Speech Therapy Program

Continued to support breast screening, evening nutrition, and recreational activities, as well as operate The Whistle Stop and Gift Shop

Donated \$60,000 towards upgrades to the Nurse Call System, and pledged another \$60,000

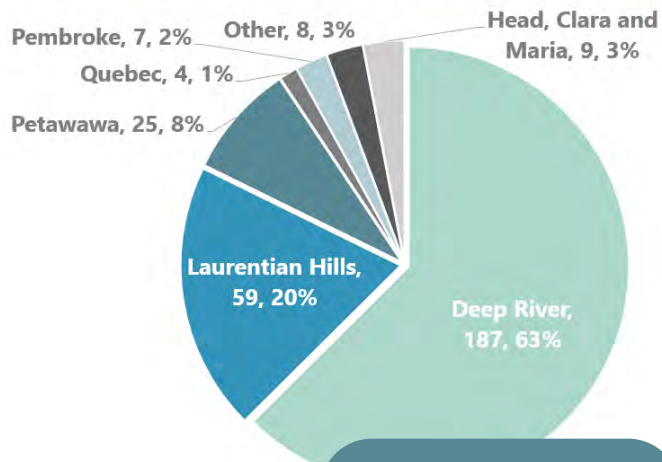


2018-2019 EMERGENCY DEPARTMENT VISITS BY RESIDENCE



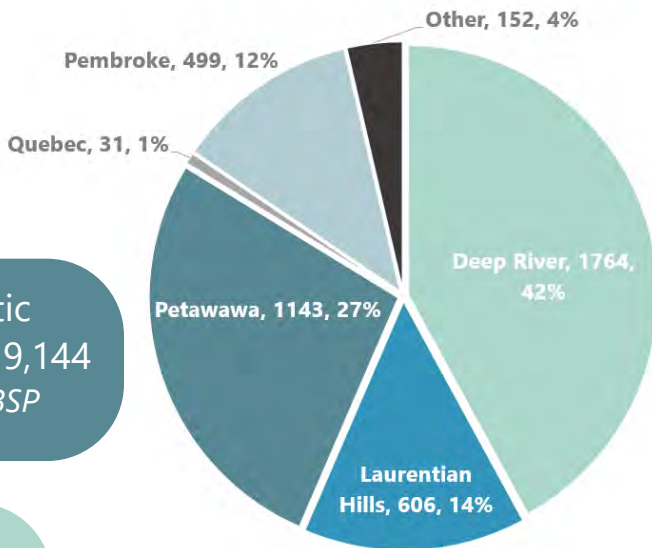
Total Emergency Department Visits = 14,503

2018-2019 IN-PATIENT ADMISSIONS BY RESIDENCE



Total In-Patient Admissions = 299

2018-2019 FAMILY HEALTH TEAM PATIENTS BY RESIDENCE



Total Laboratory Tests = 38,649

Total Diagnostic Imaging Exams = 9,144
**not including OBSP*

Acute Average Length of Hospital Stay = 9 days

Total Rostered Family Health Team Patients = 4,195

Patients re-admitted to Hospital within a week = 2%

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

PROGRAMS & SERVICES

Deep River and Area
Food Bank

Deep River and District
Physiotherapy Center

Hospital Auxiliary
Gift Shop

Diabetes Education
Program

Clinical Nutrition and
Dietitian Services

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
includes Physicians and Nurse Practitioners
who are supported by clinical and
administrative staff

Diagnostic Imaging
Services

Palliative Care
Support

Inpatient and Community
Laboratory Services

Ontario Breast
Screening Program

Pre-School Speech
Therapy

North Renfrew Family
Services

Board of Directors 2018-2019



From left to right: Sandra Griffiths, Richard Bedard, Dr. Kathy Kipp, Mike Ward, Ken Philipose, Brian Cheadle, Janet Gow, Dick Rabishaw, Jenifer Bradley, Anne Giardini, Tracy Gendron, William Willard, Chris Carroll and Janna Hotson.

ELECTED BOARD MEMBERS

Dr. Janet Gow, Board Chair

Dick Rabishaw, Vice-Chair and Chair of Strategic Planning and Partnership Committee / Community Health Partners Group

Brian Cheadle, Chair of Governance Committee

Jenifer Bradley, Chair of Quality, Risk and Safety Committee / Nominating Committee

Chris Carroll, Chair of Resource and Audit Committee

Tracy Gendron, Anne Giardini, Ken Philipose, Michael Ward

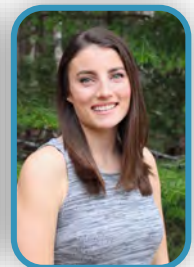
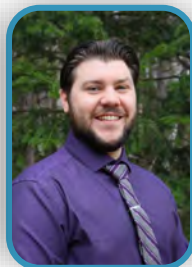
COMMUNITY MEMBERS APPOINTED TO BOARD COMMITTEES

Kelly English

Quality, Risk and Safety Committee

Ross Judd

Strategic Planning and Partnership Committee



SENIOR LEADERSHIP TEAM

Richard Bedard, Chief Executive Officer

Dr. Kathryn Kipp, Chief of Staff

William Willard, Chief Financial Officer

Janna Hotson, Chief Nursing Executive

Michelle Robertson, Human Resources Officer

Sandra Griffiths, Family Health Team Executive Director

Amy Joyce, Executive Assistant and Communications Coordinator



BOARD OF DIRECTORS

Community Health Partners Group

Strategic Planning & Partnership Committee

Governance Committee

Medical Advisory Committee

Nominating Committee

Quality, Risk & Safety Committee

Resource & Audit Committee

Patient & Family Advisory Council



*The Deep River and District Hospital receives funding from the Champlain Local Health Integration Network (LHIN).
The opinions expressed in this publication do not necessarily represent the views of the Champlain Local Health Integration Network.*