

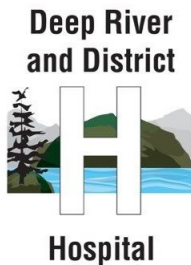
2020

ANNUAL REPORT

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

2021

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



North Renfrew
Family Health Team

Caring

Excellence

Safety

Integrity

Partnering

Innovation



Began COVID-19 testing for our community in November 2020 in partnership with the Renfrew County and District Health Unit, Renfrew County Virtual Triage and Assessment Centre, and Canadian Nuclear Laboratories

COVID-19 RESPONSE

Conducted COVID-19 testing for our staff, physicians, and their household contacts

Sought feedback on our organizational COVID-19 emergency response through two stakeholder surveys during the pandemic

Created an overflow inpatient unit to potentially receive additional patients to support regional health system capacity

Maintained activation of Emergency Operations Centre since March 2020





Partnered with the North Renfrew Long-Term Care Centre to provide infection prevention and control support during the pandemic



Adapted to rapidly changing vaccine eligibility and supply

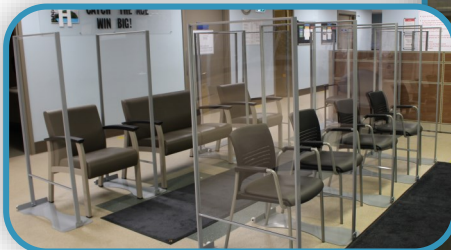
Provided over 3,500 doses of COVID-19 vaccine at clinics for high risk healthcare workers and our community



COVID-19 RESPONSE

Implemented plexiglass barriers in a number of areas across the organization to increase safety for all

Provided dedicated Four Seasons Lodge staff and residents with both doses of COVID-19 vaccine in February and March to project against the virus



Continue to provide excellent compassionate services

Completed emergency code education with a focus on COVID-19 safety

Maintained safety of our healthcare workforce during the pandemic

Achieved the highest staff influenza vaccination rate in the region

Re-Launched Performance Appraisal process for staff as a formal process for regular feedback

Improved accessibility of registration desk and outdoor sidewalks

Provided 12 days of Christmas give-aways and turkey vouchers for all staff to celebrate the holidays safely during the pandemic

PEOPLE

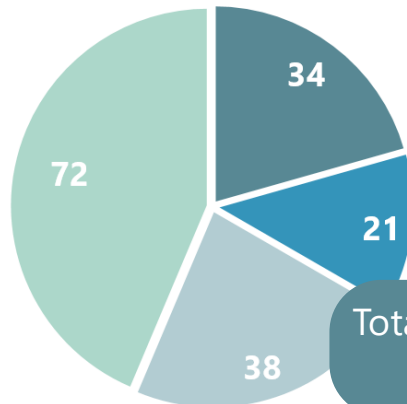
74 Privileged Physicians

8 Patient, Resident, and Family Advisors

Recruited two new physicians to Deep River, adding to our community's complement of family physicians

STAFF STATISTICS

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



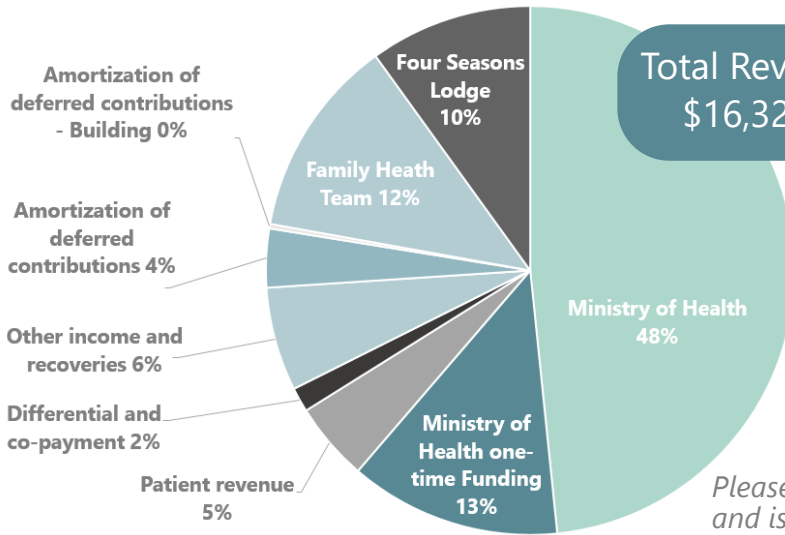
Total = 165 staff members

Re-launched Leadership Development Institute to foster a strong, efficient, and aligned leadership team for our organization



Dr. Ceponis (top)
Dr. Sage (bottom)

2020-2021 REVENUES



Total Revenues =
\$16,322,563

Received grant funding from the Canadian Medical Association and the Emergency Community Support Fund

Upgraded and improved WOWs (workstations on wheels)

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

SUSTAINABILITY

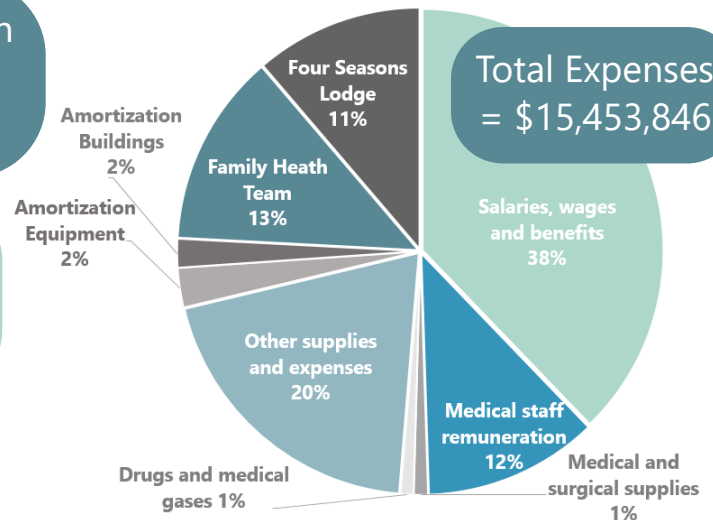
Year-end surplus based on LHIN agreement = \$979,719

Received funding through the Health Infrastructure Renewal Fund for electrical service upgrades

Gratefully accepted donations from our community to ensure sustainability of services during the pandemic

Ensure sustainability of services into the future

2020-2021 EXPENSES



Total Expenses =
\$15,453,846

Adapted Ontario Telemedicine Network (OTN) processes to support patient access during COVID-19 pandemic

Submitted collaborative Ontario Health Team application with a multitude of health service partners across our region, "Network 24"

Family Health Team transitioned to providing predominately virtual care, conducting 4,954 virtual appointments for patients to reduce COVID-19 transmission risks



INTEGRATION

Completed renovations and replacement of equipment in the Diagnostic Imaging Suite, which will include general x-ray, portable x-ray, ultrasound and ECG machines

Formed a number of new partnerships to meet the needs of our community during the pandemic, including those related to influenza vaccination clinics, as well as COVID-19 testing and vaccinations

Began transition to Epic Hospital Information System

Develop and expand internal and external partnerships and collaboration



Implemented infection prevention and control measures to protect vulnerable seniors from the spread of COVID-19

Refreshed dining and living space in the Four Seasons Lodge, including new dining tables and a fresh coat of paint

807 Family Health Team rostered patients received influenza vaccinations through community vaccination clinics

Strengthen services for Seniors

38% of eligible Family Health Team patients had a mammogram

90% of eligible Family Health Team patients were screened for colorectal cancer

Adapted visits safely to support residents and patients to have virtual and outdoor visits

SENIORS

Received allocation of 86 additional Long-Term Care beds to grow into a 96 bed Long-Term Care Home





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



Launched **Healthcare Heroes** Program to enable grateful patients an opportunity to highlight those who made a difference in their care at the Hospital, Family Health Team, or Four Seasons Lodge



FOUNDATION



\$12,400 grant received to bring high-speed fibre-optic broadband service to the organization in order to support patients and residents to communicate with family and friends as well as improve access to services available over the internet

Held annual **Trim the Tree** fundraiser virtually, where decorations were purchased to recognize a loved one and support the Focused on You Campaign

Click on the photo above to watch the **Focused on You** Campaign thank you video

Raised over \$46,100 from round 5 of the **Catch the Ace** progressive lottery

Donated \$50,000 to refresh the Nursing Station and Triage Desk in the Emergency Department, and pledged an additional \$30,000 next year towards this project

Donated \$14,000 to support the Pre-School Speech Therapy Program in a virtual format

Held specialty sales for staff in the Gift Shop, while it remained closed to the public due to COVID-19

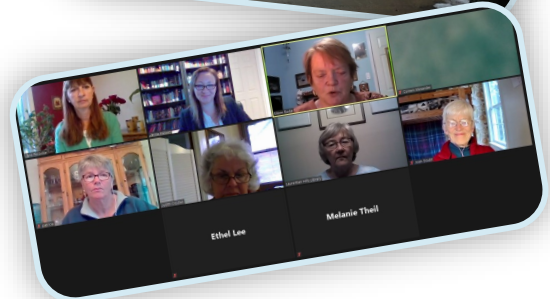
AUXILIARY

Since 1974, Auxiliary members have contributed 400,171 hours of volunteer time

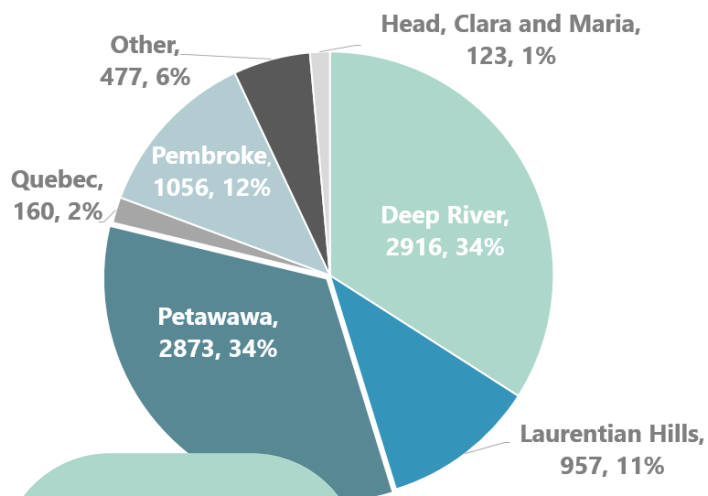
Since 1974, the Auxiliary has contributed \$1,679,367

Decorated Four Seasons Lodge courtyard at Christmas so residents could safely enjoy the holiday cheer from a distance

Participated in the development of palliative care supports for patients and their families during the COVID-19 pandemic

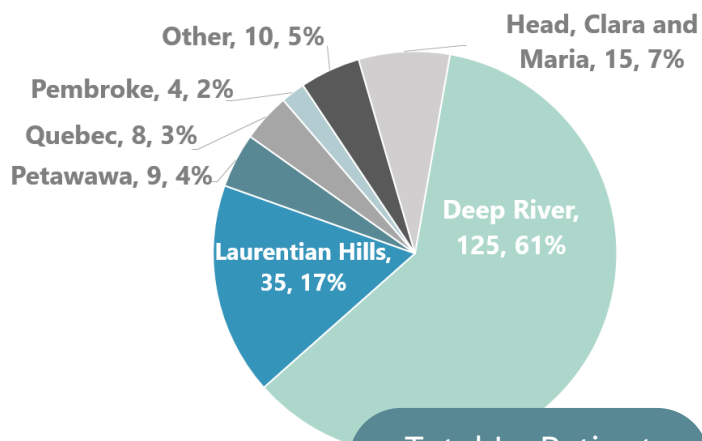


2020-2021 EMERGENCY DEPARTMENT VISITS BY RESIDENCE



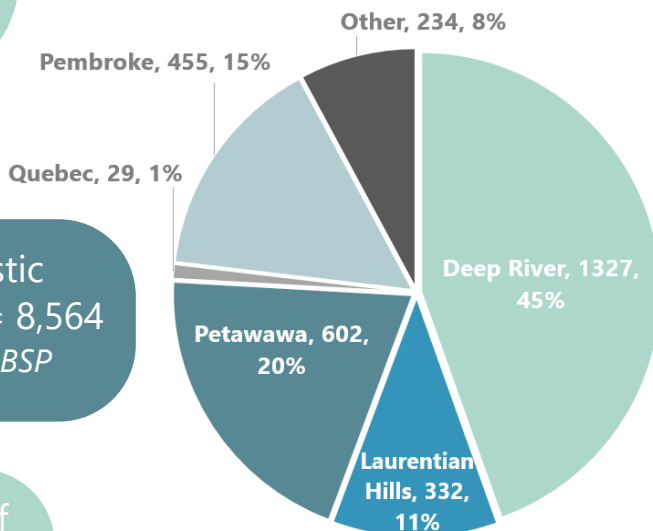
Total
Emergency
Department
Visits = 8,562

2020-2021 IN-PATIENT ADMISSIONS BY RESIDENCE



Total In-Patient
Admissions = 206

2020-2021 FAMILY HEALTH TEAM PATIENTS BY RESIDENCE



Total Diagnostic
Imaging Exams = 8,564
**not including OBSP*

Patients
re-admitted to
Hospital within a
week = 3%

Average Length of
Acute Hospital Stay
= 11 days

Total Family Health Team
Patients = 2,979

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

PROGRAMS & SERVICES

Deep River and Area Food Bank

COVID-19 Testing and Vaccination Clinics

Hospital Auxiliary Gift Shop

Diabetes Education Program

Clinical Nutrition and Dietitian Services

Telemedicine Suites

Influenza Vaccination Clinics

16 bed Medical Floor and Inpatient Services

24/7 Emergency Department

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

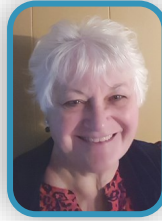
Ontario Breast Screening Program

Pre-School Speech Therapy

North Renfrew Family Services

In alignment with provincial direction, some services were suspended or reduced due to COVID-19

Board of Directors 2020-2021



First Row: Christopher Carroll, Janet Gow, David Cox, Anne Giardini, Tracy Gendron, Douglas Champ

Second Row: Christian Kaiser, Neil Byrnes

Not pictured: Douglas Tennant

ELECTED BOARD MEMBERS

Christopher Carroll, Board Chair and Chair of Resource & Audit / Family Health Team Liaison Committees

David Cox Vice-Chair

Dr. Janet Gow, Past-Chair and Chair of Governance / Nominating / Medical Recruitment Committees

Douglas Champ, Chair of Quality, Risk & Safety Committee

Tracy Gendron, Chair of Strategic Planning & Relationships Committee

Anne Giardini, Chair of Community Health Partners Group

Christian Kaiser, Douglas Tennant, Neil Byrnes

PATIENT / RESIDENT REPRESENTATIVES APPOINTED TO BOARD COMMITTEES

Jenifer Bradley

Quality, Risk & Safety Committee

Elizabeth Burke

Strategic Planning & Relationships Committee

Brian Cheadle

Resource & Audit Committee



SENIOR LEADERSHIP TEAM

Janna Hotson, President & Chief Executive Officer | Administrator

Dr. Kathryn Kipp, Chief of Staff **until March 31, 2021*

William Willard, Vice President of Operations 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

Nominating Committee

Strategic Planning & Partnership Committee

Family Health Team Liaison Committee

Quality, Risk & Safety Committee

Resource & Audit Committee

Fiscal Advisory Committee

Patient & Family Advisory Council



**North Renfrew
Family Health Team**

*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.*