

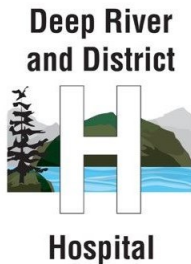
2021

ANNUAL REPORT

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

2022

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



North Renfrew
Family Health Team

Caring

Excellence

Safety

Integrity

Partnering

Innovation



Provided 12,108 doses of COVID-19 vaccine to our community

Achieved 100% COVID-19 vaccination rate for all employees and physicians

Maintained COVID-19 Emergency Operations Centre since March 2020



COVID-19 RESPONSE

Partnered with health care organizations across our region on the roll-out of first, second, third, and fourth doses of COVID-19 vaccine for our community, patients, and residents

Conducted two community surveys to identify learnings from our organization's emergency response during the pandemic

Created an overflow inpatient unit and received additional patients to support regional health system capacity



Provided COVID-19 testing for our community thanks to the enhanced trailer provided by our partners at Canadian Nuclear Laboratories



Participated in a research study to help understand the spread of COVID-19 in the Long-Term Care Home populations

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

COVID-19 RESPONSE



Began installation of a negative pressure system in the Emergency Department to increase safety for all staff, physicians, and patients



Extended deck to enable COVID-19 safe outdoor visits for patients



Continue to provide excellent compassionate services

Awarded Sarah-Lynn Parker and Amber Cox with peer-nominated Essential Pieces Awards

Achieved the highest staff influenza vaccination rate in the region

Provided holiday food vouchers for all staff to celebrate the holidays safely during the pandemic

Hosted Postponement Palooza event to recognize DRDH team members for their long-standing service and celebrate other events postponed due to COVID-19

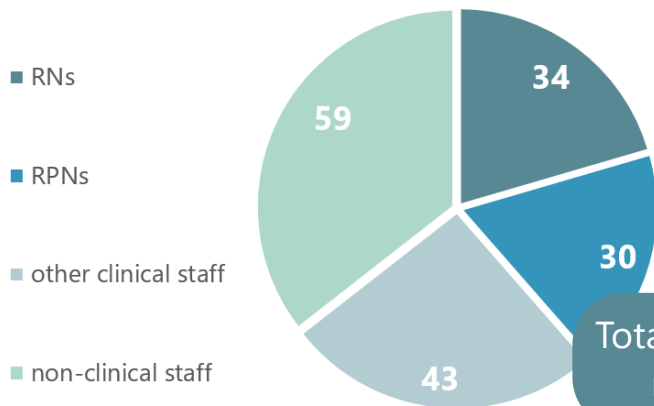
9 Patient, Resident, and Family Advisors

PEOPLE

54 Privileged Physicians

2022-2025 Human Resources Plan renewed to align with the organization's strategic direction and growth

STAFF STATISTICS



Maintained safety of our healthcare workforce during the pandemic



2021-2022 REVENUES

Amortization of deferred contributions - Building 0%

Amortization of deferred contributions 4%

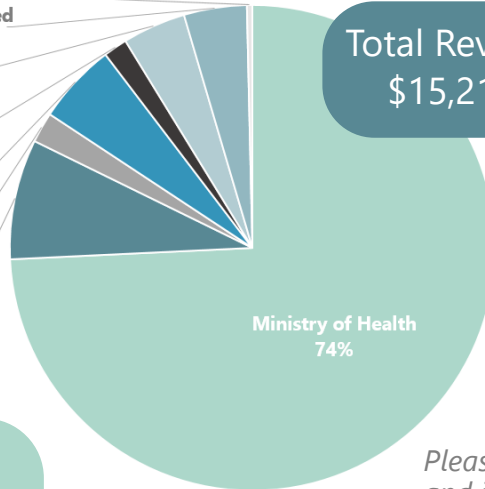
Other income and recoveries 4%

Differential and co-payment 2%

Patient revenue 6%

Resident Revenue 2%

Ministry of Health one-time Funding 8%



Total Revenues = \$15,216,063



Announced expansion of Deep River campus of care with approval for new \$9.3 million Family Health Team Building

Year-end surplus based on Ministry agreement = \$142,757

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

SUSTAINABILITY

Completed replacement of the electrical service to the entire 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

2021-2022 EXPENSES

Amortization Buildings 2%

Amortization Equipment 3%

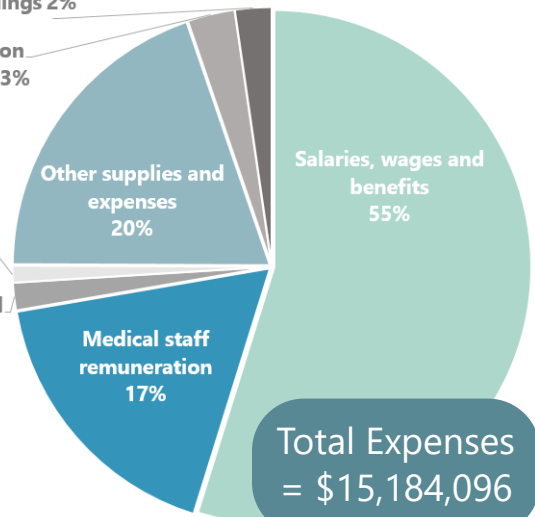
Drugs and medical gases 1%

Medical and surgical supplies 2%

Other supplies and expenses 20%

Medical staff remuneration 17%

Salaries, wages and benefits 55%



Total Expenses = \$15,184,096

Epic

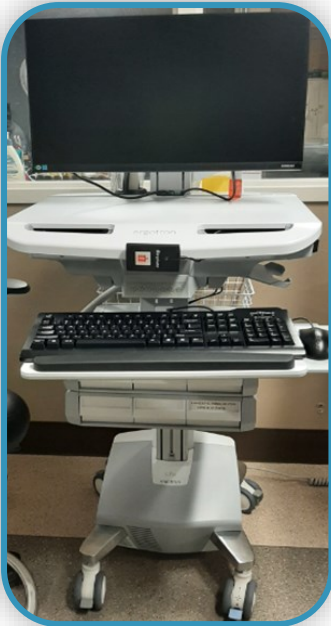
Upgraded Workstations on Wheels in preparation for Epic go-live in the fall of 2022

Kicked-off one year countdown towards go-live with the Epic Hospital Information System along with two other hospital partners across our region

Joined pilot project in partnership with The Ottawa Hospital to enhance cyber security of the organization's infrastructure

Collaborated with over 50 health care partners in our region to form the Ottawa Valley Ontario Health Team

INTEGRATION



Transitioned Diagnostic Imaging Radiology services to Real Time Medical (RTM) to remotely support X-ray and Ultrasound reading 24 hours a day, 7 days a week

Began initiative to adopt a single, unified operating name that better reflects the cooperative strength of the organizations that make up our health campus



Develop and expand internal and external partnerships and collaboration

Strengthen services for Seniors

Gentle Persuasive Approaches (GPA) education on dementia and person-centered care provided to team members

43% of eligible Family Health Team patients had a mammogram

48% of eligible Family Health Team patients were screened for colorectal cancer

Completed flooring upgrades throughout the Four Seasons Lodge to support infection prevention and control

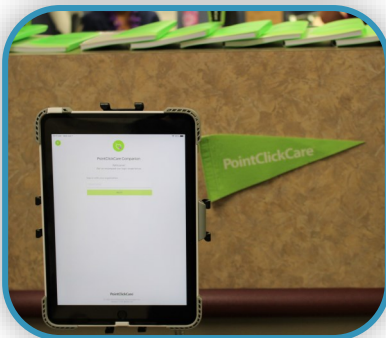
Completed safety and accessibility upgrades to the sidewalks outside of the organization



SENIORS

Increased medication safety through upgrading Electronic Medical Record in the Four Seasons Lodge to Point Click Care

Advanced Long-Term Care Development Project and received tremendous community support through Ministry public consultation process



664 Family Health Team rostered patients received influenza vaccinations



FOUNDATION

Raised over \$63,555 from round 6 of the **Catch the Ace** progressive lottery

Grateful patients recognized team members through the **Healthcare Heroes** program for making a difference in their care at the Hospital, Family Health Team, or Four Seasons Lodge



FUNDRAISING

Raised \$3,600 through annual **Trim the Tree** fundraiser, where decorations were purchased to recognize a loved one and support the upcoming Long-Term Care Development Project

Welcomed new Community Engagement and Fundraising Coordinator to help meet the fundraising needs across our health campus as it grows and evolves

Donated \$30,000 to complete \$80,000 pledge to refresh the Nursing Station and Triage Desk in the Emergency Department



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



Donated \$865 from proceeds of Silent Auction held at the Annual Meeting

AUXILIARY

Contributed over 400,000 hours of volunteer time since 1974



Contributed over \$1,667,575 since 1974

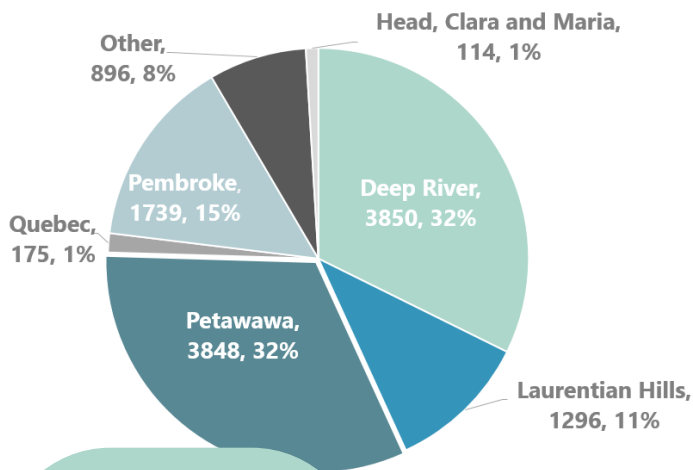
Recognized 10 recipients of Ontario Service Awards for their long-standing volunteer service to the DRDH Auxiliary



Resumed volunteering within the hospital and Four Seasons Lodge to provide evening nutrition, friendly visits, and more

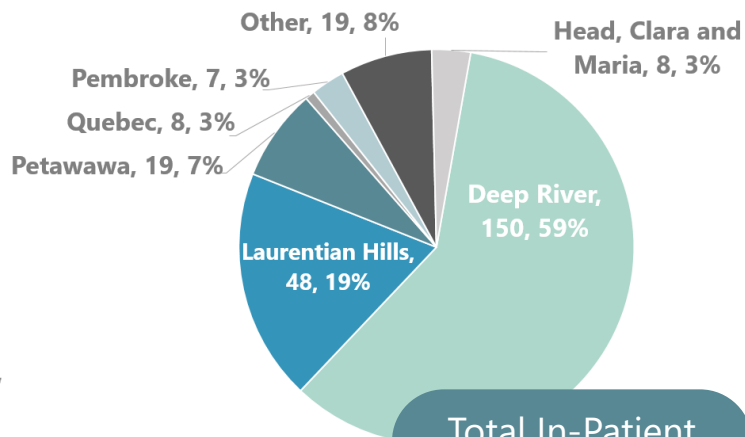


2021-2022 EMERGENCY DEPARTMENT VISITS BY RESIDENCE



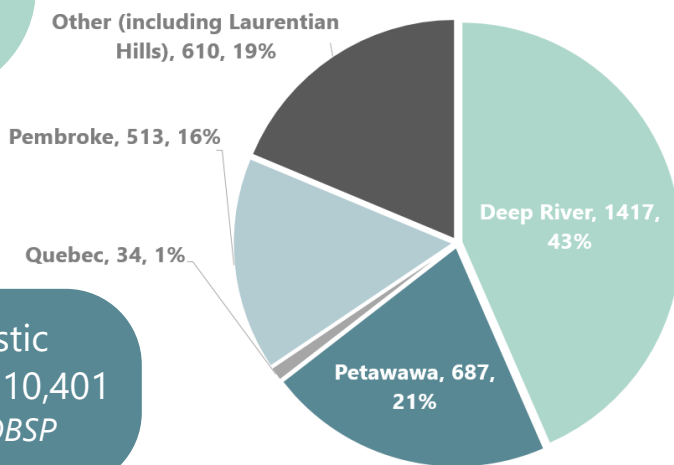
Total
Emergency
Department
Visits = 11,918

2021-2022 IN-PATIENT ADMISSIONS BY RESIDENCE



Total In-Patient
Admissions = 253

2021-2022 FAMILY HEALTH TEAM PATIENTS BY RESIDENCE



Total Diagnostic
Imaging Visits = 10,401
**not including OBSP*

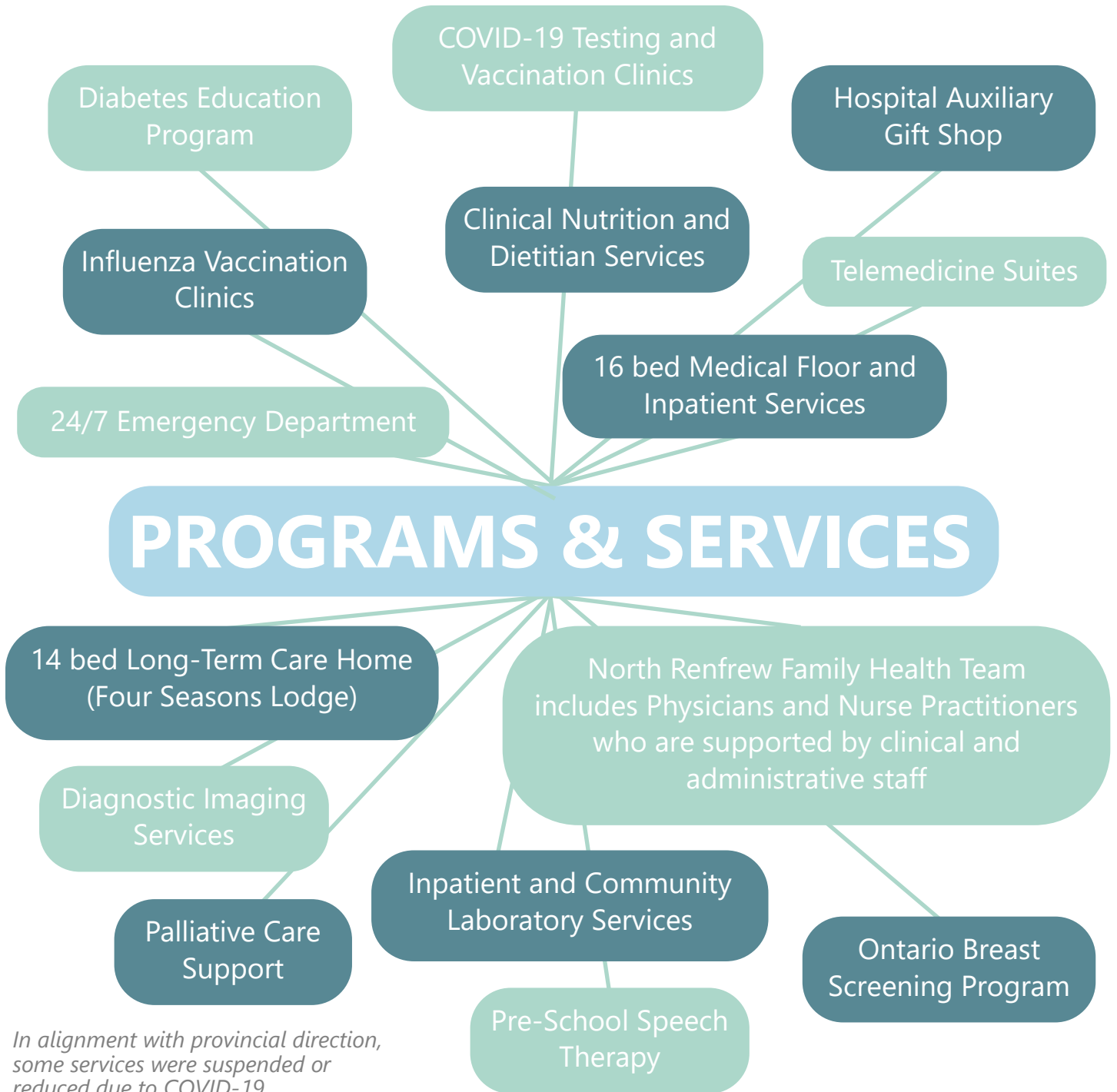
Patients
re-admitted to
Hospital within a
week = 4%

Average Length of
Acute Hospital Stay
= 14 days

Total Family Health
Team Patients = 3,261

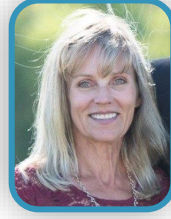
Patients
re-admitted to
Hospital within a
month = 6%

PROGRAMS & SERVICES



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

Board of Directors 2021-2022



*First Row: Christopher Carroll, David Cox,
Tracy Gendron, Douglas Tennant, Douglas Champ*

Second Row: Christian Kaiser, John Osborne

Not Pictured: Elizabeth Burke, Ted Chiasson

ELECTED BOARD MEMBERS

Christopher Carroll, Board Chair, Chair of Fundraising and Fiscal Advisory Committees

David Cox, Vice-Chair and Chair of Long-Term Care Development Committee

Tracy Gendron, Vice-Chair and Chair of Governance Committee

Douglas Tennant, Chair of Strategic Planning & Relationships Committee, Community Health Partners Group, and Nominating Committee

Douglas Champ, Chair of Quality, Risk & Safety Committee

Christian Kaiser, Chair of Resource & Audit Committee

John Osborne, Ted Chiasson, Elizabeth Burke

PATIENT / RESIDENT REPRESENTATIVES APPOINTED TO BOARD COMMITTEES

Jenifer Bradley

Michelle Ferderbar

Quality, Risk & Safety Committee

Mark Breckon

Strategic Planning & Relationships Committee

Brian Cheadle

Resource & Audit Committee



SENIOR LEADERSHIP TEAM

Janna Hotson, President & Chief Executive Officer | Administrator

Dr. Hanene Ben Amor, Chief of Staff

William Willard, Vice President of Operations and Chief Financial Officer

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





**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.*