

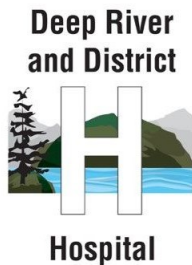
2019

ANNUAL REPORT

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

2020

*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 Essential Pieces Award presented to Kerri Sinikivi, RPN

Continue to provide excellent compassionate services

Achieved the highest staff influenza vaccination rate in the region

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

8 Patient, Resident, and Family Advisors

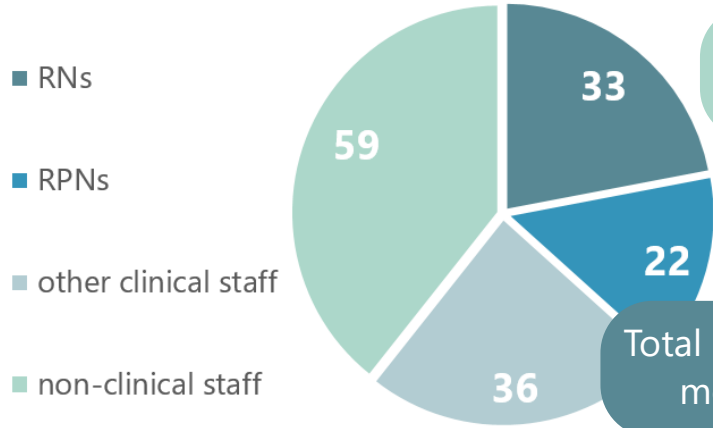
PEOPLE



Recognition and Engagement Committee formed to host events and celebrate all staff

Orientation program revitalized to ensure education is provided to new staff members

STAFF STATISTICS

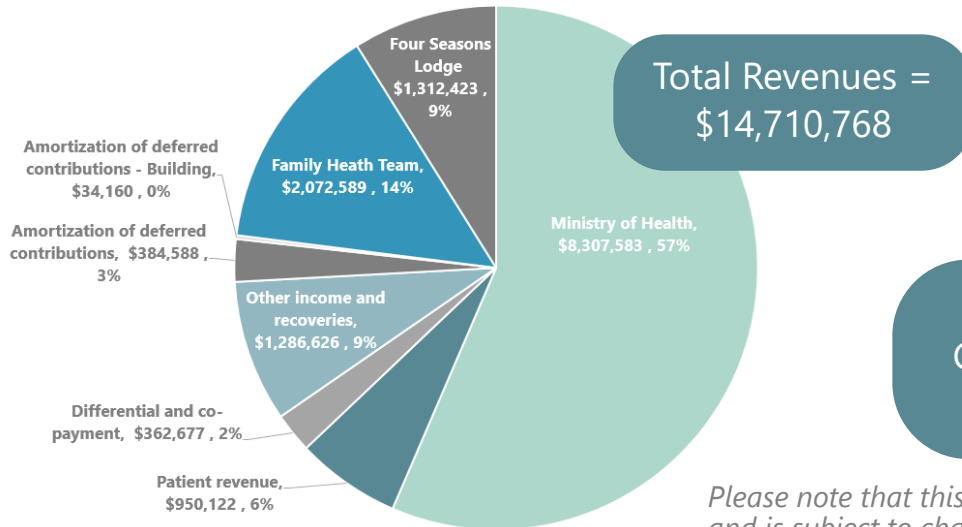


51 Privileged Physicians

Total = 150 staff members



2019-2020 REVENUES



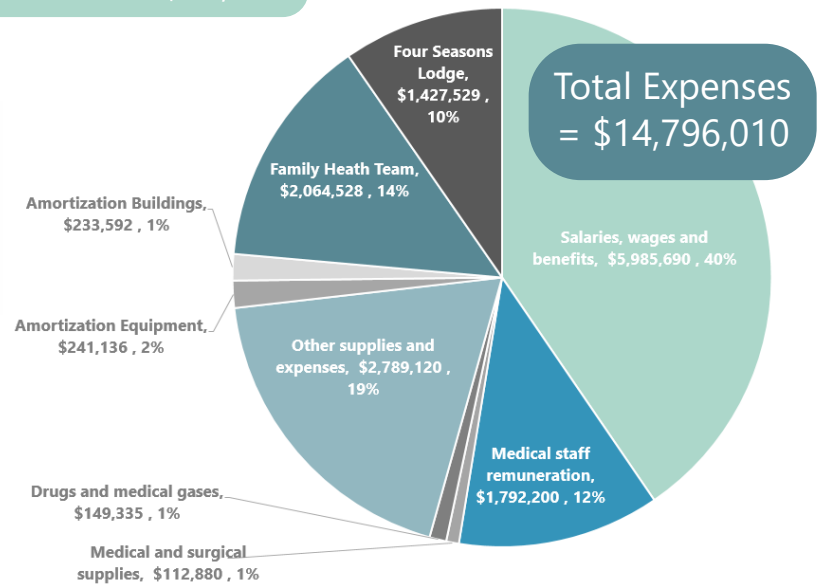
Achieved Accreditation Canada's highest ranking, Exemplary Standing!

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

SUSTAINABILITY

Year-end surplus based on LHIN agreement = \$28,548

2019-2020 EXPENSES



Ensure sustainability of services into the future

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



Upgraded Laboratory Information System as the first step in the transition to the Epic Hospital Information System in collaboration with The Ottawa Hospital

Submitted Ontario Health Team self-assessment

Continued Bedside Care Program in partnership with Medical Technicians from the Canadian Armed Forces



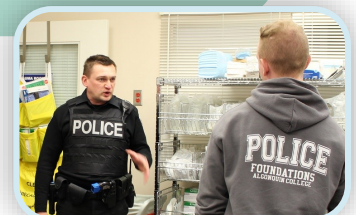
INTEGRATION

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

Transformational projects completed to IT infrastructure to prepare for the transition to Epic, including upgrades to firewalls, routers, hardware and security systems

Training exercise completed with Deep River Police and students from Algonquin College related to violence in the workplace

Develop and expand internal and external partnerships and collaboration



Strengthen services for Seniors



62% of eligible Family Health Team patients had a mammogram

69% of eligible Family Health Team patients were screened for colorectal cancer

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

Created patient friendly discharge forms for a smooth transition from hospital to home

SENIORS

Updated the entrance of the Four Seasons Lodge, including a change in traffic patterns at the front entrance to foster a more home-like environment and reduce disruptions for Residents

Submitted application for expansion in Long-Term Care to meet the needs of our growing senior population

Provided education to staff on Resident centered care philosophy

Continued participation in *Seniors without Walls* telephone trivia program with other seniors across Renfrew County





Focused on You campaign reached 85% of the goal to raise \$1.75 million for Diagnostic Imaging upgrades, including a new x-ray, portable x-ray and ultrasound machine



Received grants from organizations including CIBC, OPG, TC Energy, and the Enterprise Holdings Foundation



\$238,727 awarded to Catch the Ace progressive lottery winners John and Lorna Steer of Deep River

FOUNDATION



Received \$20,000 from CNL Black Bear's Hockey Tournament for the purchase of Integrated Cardiac Monitoring and VR Pain Management Equipment



Hosted successful Trim the Tree, pig roast, and other fundraising events, as well as received generous donations from 3rd party activities including the Northern Credit Union Charity Golf Tournament, the Kitchissippi Run, and the Valley Belle Ball

Raised over \$345,000 from round 3 of the Catch the Ace progressive lottery

Donated \$5,654 towards the Four Seasons Lodge to support the Lodge at Home initiatives. Funds were raised through a Specialty Sale hosted by the Whistle Stop



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



AUXILIARY

Since 1974, Auxiliary members have contributed 378,601 hours of volunteer time



Since 1974, the Auxiliary has contributed \$1,543,468

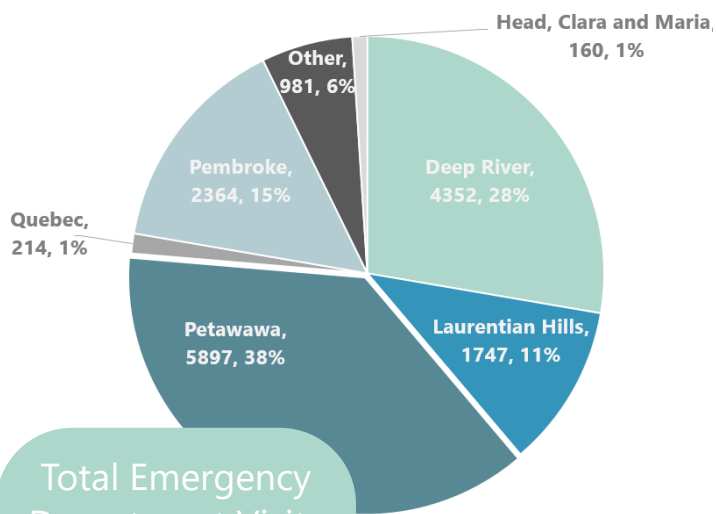


Continued to support breast screening, evening nutrition, and recreational activities, as well as operate The Whistle Stop and Gift Shop



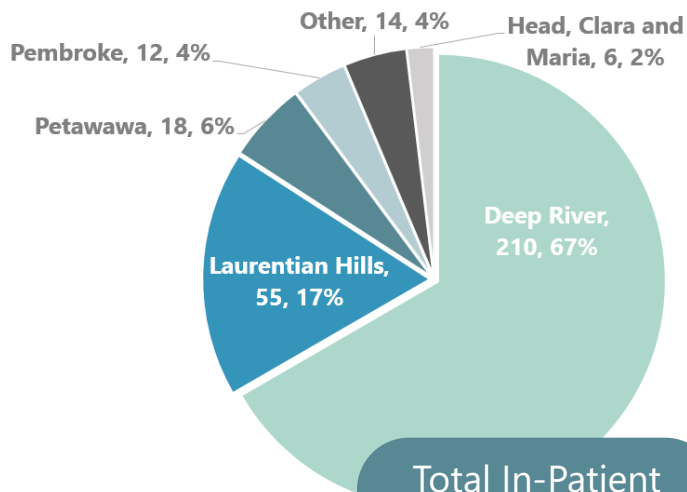
Donated \$60,000 towards upgrades to the Nurse Call System, adding to the \$60,000 donated last year

2019-2020 EMERGENCY DEPARTMENT VISITS BY RESIDENCE



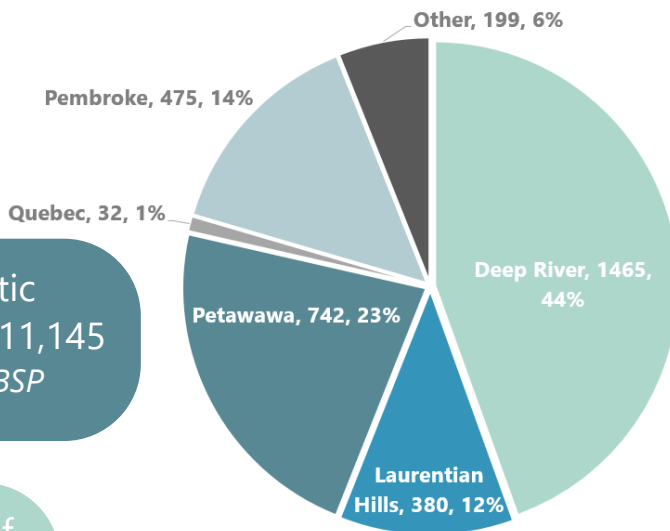
Total Emergency Department Visits = 15,715

2019-2020 IN-PATIENT ADMISSIONS BY RESIDENCE



Total In-Patient Admissions = 315

2019-2020 FAMILY HEALTH TEAM PATIENTS BY RESIDENCE



Total Rostered Family Health Team Patients = 3,293

Total Laboratory Tests = 41,247

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

Total Diagnostic Imaging Exams = 11,145
**not including OBSP*

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

Average Length of Acute Hospital Stay = 9 days

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

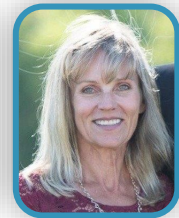
Inpatient and Community Laboratory Services

Ontario Breast Screening Program

Pre-School Speech Therapy

North Renfrew Family Services

Board of Directors 2019-2020



First Row: Jenifer Bradley, Alan Carmichael, Chris Carroll, Douglas Champ, David Cox, Tracy Gendron, Anne Giardini

Second Row: Janet Gow, Ken Philipose, Dick Rabishaw, Mike Ward

ELECTED BOARD MEMBERS

Dick Rabishaw, Board Chair

Chris Carroll, Vice-Chair and Chair of Resource & Audit Committee

Dr. Janet Gow, Past-Chair and Chair of Governance / Nominating Committee

Jenifer Bradley, Chair of Quality, Risk & Safety Committee

Tracy Gendron, Chair of Strategic Planning & Partnership Committee

Alan Carmichael, David Cox, Douglas Champ, Anne Giardini, Ken Philipose, Michael Ward

PATIENT / RESIDENT REPRESENTATIVES APPOINTED TO BOARD COMMITTEES

Kelly English

Quality, Risk & Safety Committee

Ross Judd

Strategic Planning & Partnership Committee

Brian Cheadle

Resource & Audit Committee



SENIOR LEADERSHIP TEAM

Richard Bedard, President & Chief Executive Officer

Dr. Kathryn Kipp, Chief of Staff

William Willard, Vice President of Operations and Chief Financial Officer

Janna Hotson, Vice President of Clinical Services and Chief Nursing Executive | Administrator



BOARD OF DIRECTORS

Community Health Partners Group

Strategic Planning & Partnership Committee

Governance Committee

Medical Advisory Committee

Nominating 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.*