



Rideau Community
Health Services



ANNUAL REPORT 2016/2017

Rideau Community Health Services Board Members

Jacques Pelletier, *Chair*
Elizabeth Snider, *Vice-Chair*
Don Dutton, *Treasurer*
Janice Hopkins, *Secretary*
Graeme Bonham-Carter, *Director*
Ian Donald, *Director*
Terry Lee, *Director*

Robert Long, *Director*
Phil Fortier, *Director*
Deb McGuire, *Director*
Michèle Le Blanc, *Director*
Janet Cosier, *Director*
Peter McKenna, *Executive Director*



Vision

Healthy people
creating healthy
communities

We are pleased to report that Rideau Community Health Services (RCHS) has had a successful year and is well positioned as an organization to continue offering high quality community health services. The organization is financially sound and from the Board of Directors point of view, it is well managed. The Board and staff of RCHS have embraced changes to provincial legislation, entitled "Patients First". The Ontario Government and the South East Local Health Integration Network, (SE LHIN) expect provincially funded health organizations to collaborate to improve access to primary health care and home and community care. Please take a moment to visit the SE LHIN website at, www.southeastlhin.on.ca. The Board of Directors approved an ambitious five-year strategic plan with three major directions: 1. Strengthen Our Approach to People- and Community-Centred Care, 2. Improve Collaboration with Health System and Community Partners and 3., Expand Organizational Capacity for Innovation and Renewal. Timely access to quality services, within a sub-regional and regional coordinated system has remained high on the agency's priorities.

RCHS collaborates with many community partners in the educational, municipal, health and social services field. This year at our AGM we will officially recognize the 25th anniversary of the Merrickville Day Nursery School, a much loved service that has helped many hundreds of children grow up healthy and happy.

RCHS Board knows that our precious health care dollars need to be spent in a responsible manner and we provide oversight and guidance to staff on the seven and a half million dollars entrusted to us. We would like to thank our funders, which include individuals, communities, the Ministry of Community and Social Services, The Ontario Trillium Foundation, the Grenville Federation of Agriculture, The Royal Bank Foundation, Lanark County Social Services and the Southeast Local Health Integration Network.

As Chair of the Board, I wish to express my gratitude to my fellow Board volunteers for their time and efforts as well as to our esteemed Executive Director. In particular, I would like to thank three members who have now finished their six year terms as Directors: Graeme Bonham-Carter, former Chairperson and collaborative governance champion, Don Dutton, our past Treasurer and Janice Hopkins, our past Corporate Secretary. On behalf of the Board I would also like to thank the approximately 80 full and part time employees of RCHS for the hard work and service over this past year.

Jacques Pelletier, Board Chair

On behalf of the employees of Rideau Community Health Services (RCHS) I would like to acknowledge and thank the thousands of people who use our services each year. Whether you receive your primary care, nursing care, foot care, dental care, telemedicine services, or help from our food cupboard your trust in our team is appreciated. You are the reason we strive to deliver the right care at the right time. We receive feedback on how well we are doing from a number of sources but one that stands out is our Annual Client Satisfaction Survey. 600 randomly selected clients are mailed a survey and I am pleased to share the following:

Results from completed surveys	
% of clients responding 'Always' or 'Often' to:	
<i>When you see your health care provider, how often do they or someone else in the office...?</i>	
a) Give you an opportunity to ask questions about recommended treatment	94%
b) Involve you as much as you want to be in decisions about your care and treatment	98%
c) Spend enough time with you	97%
Overall Score (average of 3 questions)	96% (a 3% increase from last year)

As our Board Chair mentions in his report we are grateful for all the funding and food donations we receive. This year marks the third year in a row that farmers from the Grenville Federation of Agriculture donated their time and equipment to plant and harvest crops on donated lands. Money from the sale of the harvest is then donated to the food banks throughout Grenville County. The Merrickville Food Cupboard has received over \$8000.00 over the past three years. So as the saying goes, if you have eaten today, thank a farmer.

With the support of the Board of Directors, RCHS submitted in March an application to the South East LHIN seeking endorsement for the building of a new multi partner, health and social service facility in Smiths Falls. With South East LHIN approval the application would be forwarded to the Health Capital Planning Branch of the Ministry of

Health and Long Term Care in the summer of 2017. Upon approval, RCHS and our 8 partner organizations would enter into a community consultation on design, location and features envisioned for the building. Stay tuned.

Finally, I would like to thank the Board of Directors and RCHS employees for a successful year.

Peter McKenna, Executive Director

STATEMENT OF OPERATIONS		
	2016-17	2015-16
Revenues	\$7,772,819	\$7,616,120
Expenses	\$7,587,563	\$7,576,116
Excess of Revenue over Expenses before undernoted item	\$185,256	\$40,004
Less: Subsidies Repayable	\$209,900	\$61,400
Excess of Revenue over Expenses	-\$24,644	-\$21,396

Please note the deficit is created due to an accounting difference in the amortization of capital assets and its related funding. This has no effect on cash flow.

Fast Facts... Did you know? In fiscal 2016-2017

- 11 students from various educational institutions spent 2,222 hours at RCHS gaining experience in their chosen field
- the volunteer Board of Directors spent 1,207 hours fulfilling their governance mandate
- 36 volunteers contributed 574 hours supporting our programs and services
- 7243 unique individuals received services individually or in a group session
- 10,231 participants attended 847 group sessions

Thank you to Medical Receptionists, Medical Secretaries, Nurses and the Primary Care Providers who contribute to RCHS Cancer Screening Results:

Cancer Screening Priorities

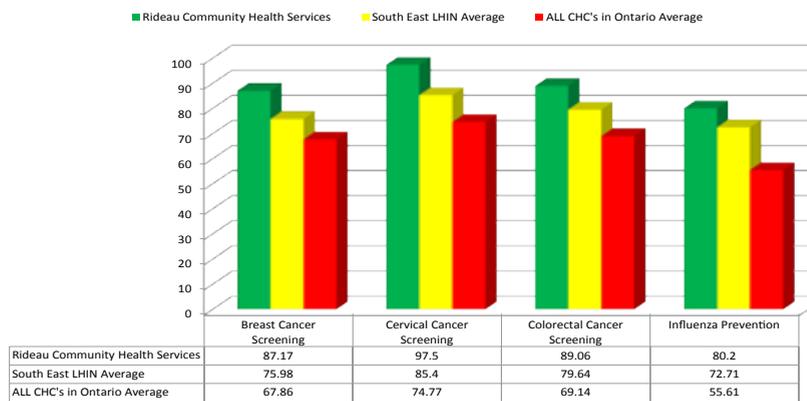
- We know that Cancer Screening can prevent and/or detect early certain types of Cancer.
- CHCs are accountable for their Cancer Screening results and are required to report their screening rates to our funder, the Local Health Integration Network.
- CHCs' Model of Health and Wellbeing prioritizes reaching those who are within under-screened populations.

Cancer Screening is a very motivating initiative in which the entire team shares a vested interest in ensuring our clients are educated to the benefits of Cancer Screening.

RCHS was able to achieve screening targets due to a few factors, these include:

- Using various engagement strategies to educate under-screened populations.
- Set goals and stretch targets and then establish and follow processes to reach them.
- Full team engagement with a staff who are mutually committed to the 'why' and the importance of the prevention and early detection of Cancer.

RCHS leads in Cancer Screening for South East LHIN March 31, 2017



The mouth is a part of our body, a big part!

In fiscal year 2016-2017 RCHS provided intermittent dentist and oral hygiene services to clients who required emergency treatment and faced financial barriers. RCHS was able to provide 473 individuals with a total of 729 dentist and oral health visits and supported 11 individuals to access dentures.

136 referrals were made to other RCHS services such as social work, dietitian, and diabetes education for individuals who came to the dental program. The RCHS dental assistant also refers clients to their family doctor so that they could receive antibiotic treatment prior to their appointment with the dentist to ensure that the care can be done at that first appointment.

Dr Peebles, RCHS dentist stated, *"We are seeing and treating adults with active oral infections, acute or chronic pain who are often in a situation where they have difficulty eating or speaking due to multiple or complete loss of their natural dentition. Having the opportunity and privilege to help so many people is very rewarding."*

A client reported, *"This is a SUPER program and I feel that it is a very necessary program for people in our area. I hope that this program can continue to help low income clients in our area."* RCHS Board and staff are committed to advocating for the continuation of dental services for individuals in need and will be launching a fund raising activity in 2017-18.

Mission

As a community-governed organization within Ontario's health and social service system, we engage individuals and communities to improve health and wellbeing.



Grenville Federation of Agriculture farmers donate



Rideau Community
Health Services



Merrickville District
COMMUNITY HEALTH CENTRE



Smiths Falls
COMMUNITY HEALTH CENTRE

RideauValley
DIABETES
Services
Lennox, Leeds & Grenville

HealthLink
Rideau Tay



TeleMedicine
Southeast LHIN

Every **One** Matters.

www.rideauchs.ca