



# ANNUAL REPORT 2014/2015

#### Rideau Community Health Services Board Members

Tom Rankin, Chair Wynn Turner, Vice-Chair Don Dutton, Treasurer Janice Hopkins, Secretary Graeme Bonham-Carter, Director Wendy Quarry, Director Ainsley Charles, Director Christina Dolgowicz, Director Ian Donald, Director Terry Lee, Director Jacques Pelletier, Director Elizabeth Snider, Director



### Vision

Healthy people creating healthy communities

#### Chairperson and Executive Director's Report .....

#### Did You Know?

Did you know that

e are pleased to provide you with this brief overview of the past year. We would like to start by thanking our volunteers and staff for providing the time and energy it takes to keep the organization moving forward. We would also like to thank our funders especially the South East Local Health Integration Network (SE LHIN) and the Ministry of Community and Social Services. To the generous individuals and groups who donate money to help fund some of our programs, thank you.

This past year Rideau Community Health Services (RCHS) celebrated 40 years of service to our communities. This milestone was marked with a 40<sup>th</sup> anniversary celebration in Merrickville and attended by clients, staff, dignitaries and the general public. It seemed fitting that it was in our 40th year that RCHS learned that we had been awarded full Accreditation for the next four years. This award came after a rigorous quality audit from the Canadian Centre for Accreditation.

RCHS installed a new electronic medical record system last August. The Nightingale on Demand (NOD) electronic medical record replaced our previous product which we had installed about ten years ago. This kind of change is very complex and brings with it risk. To manage the risk our employees started planning for the change months in advance. During the August change over and for some months after our clients may have experienced delays in

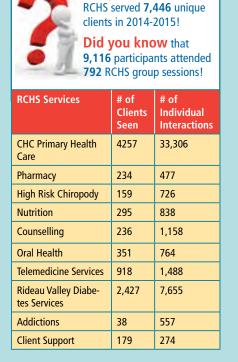


getting appointments and found that their doctor, nurse practitioner or health professional was slower than normal as they entered the client's important health information into the new system. We appreciated your patience and understanding as things slowly returned to normal.

RCHS spent considerable time and energy working with the SE LHIN, Perth and Smiths Falls District Hospital, Community Care Access Centre, Addictions and Mental Health services, other Community Health Centres, and other doctors and nurse practitioners. These organizations and more from across Lanark County and north Leeds Grenville were collaborating to build an improved health system. Under the banner, Rideau Tay Health Link, the dozen or more groups were focusing on the care provided to the 5% of the population who require almost 50% of the local health care resources. This group may only number 500 people, but they live with many health issues such as heart disease, diabetes, mental illness, asthma and more. We understand that if we can improve the care for these people the entire population will benefit. The volunteer Boards of these organizations have met collectively three times this past year which demonstrates their commitment to improving the local health system.

On behalf of the Board of Directors and our 85 employees, we thank you for the privilege of serving you at one of our three office locations and dozens of other service points. We have been proud to partner with such organizations as the Merrickville Trails Group, the Two Rivers Food Hub, the Smiths Falls and District Physician Recruitment Task Force as they advance our common goal of Healthy People Creating Healthy Communities. We look forward to another successful year.

**Tom Rankin** Chair Peter McKenna Executive Director



	STATEMENT OF OPERATIONS			
		2013	2014	2015
L	REVENUES:	\$6,604,202	\$7,090,508	\$7,733,740
	EXPENSES:			
	Salaries & Benefits	\$5,185,592	\$5,190,044	\$5,854,403
	Operating	\$1,428,939	\$1,906,679	\$1,902,286
	Total Expenditures	\$6,614,531	\$7,096,723	\$7,756,689
	Excess of Revenue over Expenditures	-\$10,329*	-\$6,215*	-22,949*

\* 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.

## Your Prescriptions and You

An accurate medication list is essential for safe prescribing and helps to reduce medication errors.

The process of ensuring your health care team has the most up to date medication list is called Medication Reconciliation or "Med Rec". Med Rec puts communication at the cornerstone, so your health care team knows which medications you are taking.

RCHS has a new Med Rec Task Force led by our pharmacist, Sara Lavoratore. Sara and her team of Jessica Hall (RPN) and Stacey Thompson (NP), Cindy Saunders Reuvers (MD), and Brian Penney (MD) and are working together to:

- Build a culture of ensuring we know which medications people are taking,
- Ensure all RCHS patients have an up to date medication list, and
- Teach all patients to be vigilant about informing us of medication changes.

You may notice increased signage within the Community Health Centre about medications, you may get asked more

**Medication Communication Failures Impact EVERYONE!** 

frequently about your medications, and you may even be invited in for a Med Rec appointment with one of our nurses.

If you want to prevent a medication error for you or a loved one, here are a few tips:

- Bring all your medications to each visit with your primary care provider,
- ➤ This includes any over the counter medications / supplements
- Let us know if you or another health care provider started or stopped a medication,
- Always carry an up to date medication list with you, and
- Only use one community pharmacy.

Through these small changes, you can help us ensure we know what medications you are taking and prevent medication errors!

# Telemedicine... Making Health Care Connections in Lanark, Leeds and Grenville

"This is so much better than going all the way to Toronto!" says a Telemedicine client, "My family could be with me at my appointment, because it was close to home." The client had just attended a Telemedicine appointment with a specialist located in Toronto, BUT the client was at a health centre located less than 30 minutes from her Leeds and Grenville home. She saw her specialist through the Ontario Telemedicine Network, using a special television screen and video equipment.

This past year RCHS telemedicine nurses supported a total of 5001 client appointments or groups for individuals who accessed health services which is twice as many as last year. Clients have been able to participate in regular exercise programming with a kiniesiologist in 3 communities, had appointments with specialists and health providers including endocrinology, dermatology, cardiology, etc.

Our plan for this year is to continue to improve access through new technology that allows connections with health care providers using their personal computers while continuing to ensure the confidentiality of individuals.

#### Mission

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







Merrickville, ON KOG 1N0 **T:** 613.269.3400 **F:** 613.269.4958



2 Gould Street, Unit 118 Smiths Falls, ON K7A 2S5 **T:** 613.283.1952 **F:** 613.283.6322



2 Gould Street, Unit 118 Smiths Falls, ON K7A 2S5 **T:** 613.284.2558 **F:** 613.284.2591 2479 Parkedale Ave., Unit 2 Brockville, ON K6V 3H2 **T:** 613.498.1555 **F:** 613.498.9922

Every **One** Matters.

www.rideauchs.ca