



Rideau Community
Health Services



ANNUAL
REPORT
2012/2013

Rideau Community Health Services Board Members

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Rod Fournier, *Treasurer*
Janice Hopkins, *Secretary*
John Mundy, *Director*
Paula Hurtubise, *Director*

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Jenifer Willis, *Director*
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Ainsley Charles, *Director*



RCHS' Vision

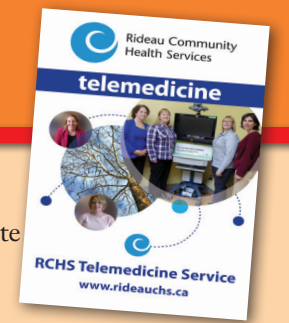
Healthy people
creating

healthy communities



Chairperson and Executive Director's Report

New Services from RCHS



With our partners, RCHS continues to work towards its vision of “healthy people creating healthy communities”. In 2012-13, we completed the first year of our 2012-17 Strategic Plan. Much of this year’s work was internal, to set the stage for the coming years.

The RCHS Strategic Plan has 5 strategic directions:

1. Adopt and implement people-centred care.
2. Improve access for those who face barriers.
3. Strengthen efforts to engage individuals and communities through health promotion.
4. Provide and demonstrate value for money.
5. Foster a healthy workplace.

Research shows that when people are actively involved in their own care, quality goes up and costs go down. RCHS experimented with new ways of doing things; for example, a new system for managing blood testing was introduced, then improved as a result of patient feedback. A patient safety concerns committee was formed, including a patient as a member. Through new approaches such as group medical visits, in 2012-13 our total number of clients served rose, despite staff shortages from illness and maternity leaves, and the retirement of 5 long-serving staff members. We increased screening for cancers, and increased some patient services, plus were able to reduce some administrative costs.

As a Community Health Centre, RCHS promotes health and wellbeing, addresses the reasons behind ill health, works to reduce barriers, and works with partners to build stronger healthier communities. Safe and caring communities improve health outcomes. Examples of this work are the Smart Play After School Program at Duncan J. Schouler Public School, supported by a grant from Royal Bank of Canada, and the opening of the Sussex/Empress Avenue Community House, both in Smiths Falls.

As part of the Ontario health system, RCHS is participating in the very necessary transformation of this system. One of

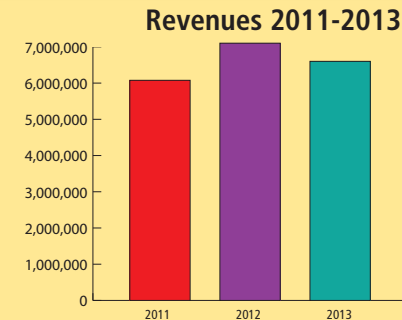
our main components, the Diabetes Regional Coordination Centre, was moved to the South East Local Health Integration Network. We received new funding for pilot programs in Telemedicine and Pharmacy. RCHS was recently chosen as the lead to organize the Rideau-Tay Community Health Links. Health Links is a new Ontario-wide approach, which will see doctors, nurses, hospitals, and community health providers working more closely together to improve access, quality, and patient satisfaction.

We appreciate the financial support from the Ministry of Health and Long Term Care, the South East Local Health Integration Network, the Ministry of Community and Social Services, and the people of Ontario. RCHS continues to meet its obligations to our funders.

RCHS is supported by many dedicated and enthusiastic people: our Board of Directors; other volunteers; employees; corporate members; funders; and partners. We are also proud of the ongoing support we receive from all our communities. Thank you all.

Pam Blackstock
Chair, Board of Directors

Peter McKenna
Executive Director



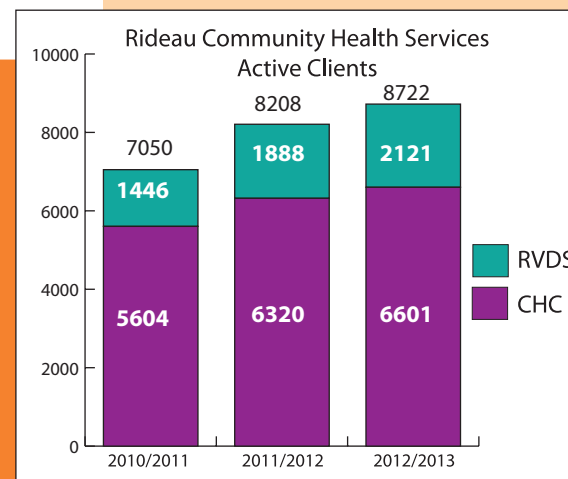
STATEMENT OF OPERATIONS			
	2011	2012	2013
REVENUES:	\$6,201,651	\$7,026,825	\$6,604,202
EXPENSES:			
Salaries & Benefits	\$4,689,170	\$5,524,900	\$5,185,592
Operating	\$1,449,252	\$1,474,469	\$1,428,939
Total Expenditures	\$6,138,422	\$6,999,369	\$6,614,531
Excess of Revenue over Expenditures	\$63,229	\$27,456	-\$10,329*

* 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.

Did you know?

- Today, Ontario spends 42 cents of every dollar on health care. If nothing changes, within 12 years health care spending could cost 70 cents of every dollar.
- 1% of the health system users account for approximately 34% of Ontario’s health care costs.
- The South East health region (SELHIN) has among highest users of the health care system in the province.
- Poverty is the #1 indicator of poor health.
- Despite treating the most complex patients, the Community Health Centre model has been shown to be the most effective in keeping non-urgent patients away from hospital emergency rooms.

Sources: Bullets 1-4: SELHIN, last bullet: Institute for Clinical Evaluative Sciences.



Ontario Telemedicine Network



No more lengthy drives, cancelled appointments due to bad weather, no crowded waiting rooms, or unnecessary travel costs.

In January 2013, Rideau Community Health Services, in partnership with Ontario Telemedicine Network began offering another way for people to have health appointments. Through private video-conferencing technology, clients are able to “see” their specialist, or allied health care professional for their

appointments. Nurses coordinate and support clients during the Telemedicine appointments. RCHS currently offers the following specialist clinics on a regular basis: Endocrinology, Dermatology, Psychiatry, Cardiology, Respirology and Diabetes Education. However, we can offer many other appointments using this technology. Ask your health care provider if Telemedicine Services would be right for you.

Telemedicine Services is a project funded by the South East Local Health Integration Network supported by the Ministry of Health and Long Term Care. The service is available to anyone with a valid Ontario Health Insurance Plan (OHIP).

Pharmacy

Medication management is a significant safety concern in any primary care practice. This past year, SFCHC and MDCHC were fortunate to welcome pharmacist Sara Lavoratore to the team. Given the multi-disciplinary nature of our model, including a pharmacist addressed a large gap.

Sara collaborates with primary care providers, and spends considerable time with clients who are on complex medication regimes. Her impact was immediate. The clients Sara saw took an average of 10 different medications. On average, she identified 2.5 different medication-related problems per client. Addressing these concerns will have obvious benefit to the client, their family and the health care system.

Mission

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

Telemedicine Services

From January to March 31, 2013 RCHS Telemedicine Services

- completed 109 clinical appointments for a total of 253 people (some sessions are done in groups).
- We saved clients from having to travel 15,867 km.
- This equals \$7933.50 in travel money that clients saved. That averages out to saving each client approximately 146 km in travel and \$73.00 in travel money per trip.



Rideau Community
Health Services



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DIABETES
Services
Lanark, Leeds & Grenville

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Every **One** Matters.

www.rideauchs.ca

