

Nurse Practitioner Led Same Day Clinic

RCHS implemented a Nurse Practitioner Led Same Day Clinic at the Smiths Falls CHC in July of 2015. Before this, clients could wait up to 3 weeks for an appointment and in many cases be diverted to the Emergency Department. Both clients and primary care providers (PCP) were dissatisfied with that situation.

The primary goal of the NP Led Clinic is to ensure Same Day access to those who need it.

Between July 22, 2015 and March 21, 2016, Lindsay MacDonald (NP) was able to fill 949 arrived appointments for 578 unique clients. These clients would have otherwise waited up to 21 days to get in to see his/her own PCP (due to vacancies and illness).

Clients reported they were incredibly satisfied:

- 60% clients seen by same day NP report they would have otherwise gone to the emergency department if not able to get an appointment with SFCHC.
- 100% said 'yes, it's useful to have an appointment regardless of not seeing their assigned PCP'

"The ability to book a medical appointment on the same day has been an extremely valuable/vital option for my family... we were spared weeks of waiting to see our physician (as he was away) as well as long hours of sitting in emergency room in severe pain...."

"Well he's been X-rayed (nothing broken), signed him up for physio and got his drugs so back home! All due to same day appt and timely treatment!!!! I have a friend who is still sitting in emerg!!!!"

Mission

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



Rideau Community Health Services



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Every One Matters.



Rideau Community Health Services



Rideau Community Health Services Board Members

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ANNUAL REPORT 2015/2016



Vision

Healthy people
creating healthy
communities

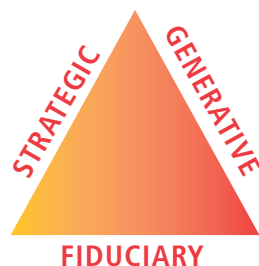
www.rideauchs.ca



We are happy to report that Rideau Community Health Services (RCHS) has had a very successful year and is in a good position as an organization to continue offering quality community health services to our communities and clients. The organization is financially sound and has continued to develop high quality health and social services to the population it serves. RCHS is healthy as an organization and ready to step up and lead the upcoming changes the government will be implementing to increase access to primary and home care services. Such changes are broadly explained in a document entitled "Patients First" that can be accessed on-line at www.southeastlin.on.ca.

The Board is excited that ten years have passed since RCHS opened the Smiths Falls Community Health Centre (January 2006 to January 2016). The RCHS Board, back in 2004/05, worked with members of the Smiths Falls community and advocated for a Smiths Falls CHC. RCHS has grown over the years, providing service to over 7,000 individuals this past year.

Your Board of Directors has adopted and adapted a "generative governance" approach to its work. It frames its work around "three modes" of governing. The first is the fiduciary mode, in which the board exercises its legal responsibilities of oversight and stewardship. The second is the strategic mode, in which the board makes major decisions about resources, programs and services. The third is the generative mode, in which the board engages in deeper inquiry, exploring root causes, values, optional courses and new ideas. In clear terms, the Board spends more time on discussing where we should be going as an agency and how we should get there, without neglecting the legal and regulatory business. It makes for a Board that is more balanced in its efforts that can better represent its membership when helping to "steer the ship" in the right direction.



Together with our partners RCHS Board and staff will continue to provide leadership in our ongoing efforts to improve the local health system. We would like to thank our funders, which include individuals, communities, the Ministry of Community and Social Services and the Southeast Local Health Integration Network.

I wish to express my gratitude to my fellow Board volunteers for their time and efforts. On behalf of the Board I would also like to thank the approximately 80 full and part time employees of RCHS for their dedication and service this past year.

Jacques Pelletier, Board Chair

This past year saw RCHS meet or exceed many of our service targets. With your help and advice RCHS staff will continue to strive to improve the service we offer.

It may come as a surprise to some that the RCHS Corporation owns or leases over 30,000 square feet of office space, in the communities of Merrickville, Smiths Falls and Brockville. To support this space and the staff within, a small but dedicated team work behind our health service providers delivering financial guidance, information technology, phone systems, data management, property management and overall quality improvement systems to name a few.

On a personal note, it was 40 years ago that I met Dr Brian Penney for the first time. I was a healthy young man of 20 when Brian gave me some sound health promotion advice which I remember to this day. There was no way then that I would have thought that 40 years later we would be colleagues. I want to thank Brian and wish him continued good health.

I would like to thank the Board of Directors and the RCHS employees for a successful year as we embark on another exciting year.

Peter McKenna, Executive Director

RCHS Services	# of Clients Seen	# of Individual Interactions
CHC Primary Health Care	4243	31,124
Pharmacy	315	791
High Risk Chiropody	220	996
Nutrition	394	1011
Counselling	230	724
Oral Health	284	544
Telemedicine Services	1607	2382
Rideau Valley Diabetes Services	2553	10519
Addictions	129	1038
Community Nursing	236	972
Total	10376	48,831

STATEMENT OF OPERATIONS		
	2015-16	2016-7
Revenues	\$7,616,120	\$7,848,387
Expenses	\$7,576,116	\$7,756,689
Excess of Revenue over Expenses before undernoted item	\$40,004	\$91,698
Less: Subsidies Repayable	\$61,400	\$114,647
Excess of Revenue over Expenses	-\$21,396	-\$22,949

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.

Fun Facts 2015-16

- RCHS served 7143 unique clients
- 11056 participants attended 855 group sessions
- 94% of eligible clients received screening for Cervical Cancer and Breast Cancer
- 96% of eligible clients received screening for Colorectal Cancer
- the inter-professional diabetes care rate was 92%

RCHS has five dietitians who are available to assist individuals with healthy eating and managing chronic diseases.

RCHS dietitians had a total of 5,414 individual appointments with clients this year. Dietitians at RCHS are a part of the health care team for many health conditions including diabetes, high blood pressure, heart disease, food allergies and intolerances, challenges with weight, anemia, introducing solid foods for babies, eating healthy on a budget or nutrition during pregnancy – to name a few.

RCHS dietitians provided education at a total of 335 unique groups and over 3,242 participants attended group sessions. Cooking demonstrations provided opportunities for people to learn how to cook healthy foods and taste foods they may not have tried otherwise. At community kitchens participants tried new recipes and took enough food home for a meal for their family. RCHS dietitians also facilitate groups for new parents, children who attend afterschool programming and students.

Many clients identified that after meeting with a dietitian they felt that they had information and could

make changes to their portions sizes, understood reading labels, how to make healthy substitutions for recipes, how activity and food work together to promote healthy lifestyles, how our bodies use our food, and how to feel better about myself as I make healthy choices. Our clients told us:

"I look forward to making these recipes at home!"

"This was great to try new recipes and taste new recipes for diabetes."

"I found that food can be enjoyed without sugar and sodium."

If you think you could benefit from meeting with a dietitian or attending a group session talk to your primary care provider or you can self-refer by contacting Rideau Community Health Services.