

Lanark Renfrew Lung Health Program

The Lanark Renfrew Lung Health Program (a part of Lanark Renfrew Health & Community Services) has provided lung health education and self-management to residents of Lanark, Leeds, Grenville and Renfrew County since 2006. With a staff of eight Registered Respiratory Therapists/Certified Respiratory Educators (RRT/CRE), two RRT/CRE's care for clients living with chronic lung conditions at Smiths Falls and Merrickville Community Health Centre. To meet the strategic direction of improving collaboration with health system and community partners, the lung health program has worked closely with the Rideau Tay Health Link and Smiths Falls Nurse Practitioner-Led Clinic to increase access and meet the needs of the community. The lung health program also works at a system level with both the South East LHIN and Champlain LHIN to advocate for lung health care for all residents. As a result of this work, investments have been made in the Champlain LHIN for a regional lung health program and it is anticipated there will be a further spread of services to the South East LHIN.

Why the focus on lung health? 2.4 million Canadians reported to be living with Asthma* and as many as 9.4% of Canadians are at risk of developing Chronic Obstructive Pulmonary Disease (COPD)** The lung health program provides spirometry (simple breathing test) to diagnose and teach clients about their lung condition, educates on taking medications properly, teaches what to do if symptoms get worse and provides regular follow up. Since 2014, the Lanark Renfrew Lung Health Program has seen a significant decrease in health care utilization for people living with COPD who are part of the program. There has been a 64% drop in emergency room visits and 70% drop in hospital admissions. Clients report an improved quality of life and an increased sense of well-being.

"I became lackadaisical and told everyone I was content, I now say "I feel like I have joined the land of the living." Meeting others, learning to positively cope with COPD, becoming physically

stronger as well as having the security of knowing people who care, are pleasant, professional, compassionate and support me when needed."

* Statistics Canada, Asthma2014.

** <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/asthma-chronic-obstructive-pulmonary-disease-canada-2018.html#a2.2.2>



Since 2012 RCHS has delivered the STOP program; an evidence-based smoking cessation program developed by the Centre of Addiction and Mental Health (CAMH) that provides 26 weeks of free Nicotine Replacement Therapies (NRT) and supportive counselling.



ANNUAL REPORT 2017/2018

Rideau Community Health Services Board Members

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Mission

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



The Royal Orange Lodge, Montague 512 donates.



Merrickville District
COMMUNITY HEALTH CENTRE



Smiths Falls
COMMUNITY HEALTH CENTRE

HealthLink
Rideau Tay

Rideau Valley
DIABETES
Services
Lennox, Leeds & Grenville



TeleMedicine
Southeast LHIN

Every **One** Matters.

www.rideauchs.ca



Christmas in Merrickville donates.

Vision

Healthy people
creating healthy
communities

RCHS is proud to announce that it was recently (May 2018) granted a 4 year accreditation by the Canadian Centre for Accreditation (CCA) in recognition of achieving established CCA standards for quality in governance, management and community-based primary health care. This marks the 5th consecutive and successful accreditation review for the organization since 2003!

High Risk Chiropody Program

RCHS has been offering a High Risk Chiropody program since January 2014 in order to provide specialized care and treatment to individuals who have ulcers or infections involving their feet. Foot ulcers are serious wounds that are more common if people have diabetes or health conditions that impact circulation or sensation to their legs and feet. Chiropodists are regulated health professionals that provide assessment, treatment and management of acute and chronic foot conditions.

In fiscal year 2017-18 the high risk chiropodist saw 234 clients who had ulcers or were at risk of developing ulcers soon. These clients required 1000 appointments in order to receive treatment. Many of these clients require medication to treat infections. Often clients with ulcers are told to decrease their activity in order to take the pressure off the wound so that it can heal which can impact their daily life significantly. The chiropodist collaborates with clients and their families, home care staff, primary care providers and specialists in developing a plan to treat the ulcers.

77% of High Risk Chiropody clients who were surveyed strongly agreed that the chiropody program had improved their health. As one client expressed:

"The care provided was instrumental in my recovery. Without the help and care given by Lena, my original progress was not encouraging. I am now once again carrying out a normal lifestyle. Thank you."

We would like to thank our funders, in particular the South East LHIN and Ministry of Community and Social Services for their ongoing support. We are also grateful to our partner health and social service organizations and to the many municipalities we work with and serve. A Community Health Centre is what our name implies, an organization owned and operated by the communities we serve.

Finally, we are pleased to provide the results of our Annual Client Survey. 600 randomly selected clients are mailed a survey and the results are shown here.

Jacques Pelletier, Board Chair
Peter McKenna, Executive Director

RESULTS FROM COMPLETED SURVEYS

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

Fast Facts.... Did you know? In fiscal 2017-2018

- 9 students from various educational institutions spent 1,438 hours at RCHS gaining experience in their chosen field
- The volunteer Board of Directors spent 1,306 hours fulfilling their governance mandate
- 20 volunteers contributed 429 hours supporting our programs and services
- 7325 unique individuals received services individually or in a group session
- 74,000 phone calls were answered and 78,500 faxes were sent or received at our 3 locations

social service hub. Partners include: Smiths Falls Nurse Practitioner-Led Clinic, Alzheimer's Society of Lanark, Leeds and Grenville, Open Doors for Lanark Children and Youth, Lanark County Mental Health, Community Home Support Lanark County, Lanark Renfrew Health and Community Services, Lanark, Leeds and Grenville Addictions and Mental Health, and Lanark County Social Services. These agencies have all agreed to relocate together and to develop service synergies.

- The project has been approved by the SELHIN as a Stage 1 (out of 4 phases) project and is now being considered by the Capital Branch of the Ministry of Health and Long-Term Care. Approval to move to the more detailed planning stage (Stage 2) could take a couple of years. Therefore, the RCHS Board of Directors has decided to explore alternative funding avenues that could imply private financing and capital funding that would help us start this project within months. Research into alternative funding is still in the "gestation" stage but is likely to pick up speed as we explore possibilities and engage our partners and the community at large.
- RCHS has recently been asked to develop and oversee management of a 4-bed hospice to be located in Smiths Falls. There is much support and need for this service. If it proceeds it would be part of the new health and social service hub.
- Our governance structure will evolve to adapt to our new corporate realities: sub-regional access to care management, collaboration with physician practices, a future community hub including hospice beds in Smiths Falls.

STATEMENT OF OPERATIONS

	2017-18	2016-17
Revenues	\$8,251,344	\$7,772,819
Expenses	\$8,082,799	\$7,587,563
Excess of Revenue over Expenses before undernoted item	\$168,545	\$185,256
Less: Subsidies Repayable	\$187,999	\$209,900
Excess of Revenue over Expenses	-\$19,454	-\$24,644

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.

Greetings to Rideau Community Health Services (RCHS) members, clients, partners and staff. It is with great pleasure and pride that we present our annual report as Board Chair and Executive Director. RCHS is a dynamic organization playing a critical role in thousands of peoples' lives in regard to their health and overall quality of life. We wish to thank the members of our Board of Directors for their role in making RCHS a well-governed organization. We also wish to send our heartfelt thanks to the 80 staff members who dedicate their careers to ensure that our clients and community members have access to the highest quality health services.

- RCHS, like all health agencies in Ontario, is part of a major reorganization of the health system, specifically for primary health care and home care. The objective is that everyone in Lanark, Leeds & Grenville who wishes will have access to a primary care provider. Essentially for us, it means we are part of a sub-region (Lanark, Leeds & Grenville) within the South East Local Health Integration Network and will be increasingly managing access to services in a decentralized fashion. RCHS has been at the forefront of these changes.
- RCHS has achieved significant results in service access for its clients over the past 3 years. At this time, the majority of our Merrickville CHC clients calling in for an appointment get one the same day or within 24 hours. The Smiths Falls and Merrickville Community Health Centres each serve approximately 2,500 primary care patients. The total number of people using all of Rideau Community Health Services is about 7,500.
- RCHS received confirmation of an additional \$1.1 M to hire and manage up to 10 new allied health professionals. They will be assigned to community members living in the Perth-Smiths Falls corridor who currently have only limited access to team-based care. This is fantastic for the health of local community members. It also represents a significant opportunity for RCHS and our partners to develop and roll-out these new team-based care services in a timely, targeted and integrated way.
- Our lease is soon expiring for our Smiths Falls Community Health Centre. The RCHS Board of Directors has presented a capital investment project to our Ministry so we can own our building instead of renting. This project involves a number of other health and social services partners. This multi service site would be referred to as a health and