



Rideau Community  
Health Services



# 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

### Medication Communication Failures Impact EVERYONE!

PATIENT & FAMILY	HEALTHCARE SYSTEM	SOCIETY
<ul style="list-style-type: none"> <li>• loss of life</li> <li>• prolonged disability</li> <li>• temporary harm</li> <li>• complicated recovery</li> <li>• loss of income</li> <li>• confusion about treatment plan</li> </ul>	<ul style="list-style-type: none"> <li>• prolonged recovery time</li> <li>• increased cost and staff time due to rework</li> <li>• avoidable readmissions and emergency department visits</li> <li>• reduced access to health services</li> </ul>	<ul style="list-style-type: none"> <li>• loss of productivity</li> <li>• workplace absenteeism</li> <li>• increased cost</li> <li>• loss of public confidence in the healthcare system</li> </ul>

**Medication Safety: We all have a role to play.**

Safe patient care depends on accurate information. Patients benefit when clinicians work with patients, families, and their colleagues to collect and share current and comprehensive medication information. Medication reconciliation is a formal process to do this at care transitions, such as when patients enter the hospital, are transferred or go home. We all have a role to play.

Accreditation Canada, Canada Health Infoway, the Canadian Medical Association, the Canadian Nurses Association, the Canadian Pharmacists Association, the Canadian Society of Hospital Pharmacists, Patients for Patient Safety Canada, the Royal College of Physicians and Surgeons of Canada, The College of Family Physicians of Canada, Canadian Patient Safety Institute and the Institute for Safe Medication Practices Canada actively support strategies to improve medication safety and call on all healthcare professionals to contribute to effective communication about medications at all transitions of care to improve the quality and safety of our Canadian healthcare system.

We 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

**Did you know that RCHS served 7,446 unique clients in 2014-2015!**

**Did you know that 9,116 participants attended 792 RCHS group sessions!**

RCHS Services	# of Clients Seen	# of Individual Interactions
CHC Primary Health Care	4257	33,306
Pharmacy	234	477
High Risk Chiropody	159	726
Nutrition	295	838
Counselling	236	1,158
Oral Health	351	764
Telemedicine Services	918	1,488
Rideau Valley Diabetes Services	2,427	7,655
Addictions	38	557
Client Support	179	274

## 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

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!

STATEMENT OF OPERATIONS			
	2013	2014	2015
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.



# 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 kinesiologist 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.*



Rideau Community  
Health Services



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Rideau Valley  
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Every **One** Matters.

[www.rideauchs.ca](http://www.rideauchs.ca)