

# Annual Report: 2020-2021



**Your Community, Your Healthcare**



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# Message from the Board Chairperson

Over the last two years the Rideau St. Lawrence Family Health Team (RSLFHT) has evolved from a concept to a reality. Specifically, in the last year under the direction of Cathy Pearson and then Donna Derouchie. A needs assessment was completed, allied health professionals hired, and services based on the COVID-19 response plan initiated. An inordinate amount of time and energy was spent reporting all these activities to the Ministry of Health and negotiating every step of the evolution. While the COVID-19 pandemic has put a damper on the actual implementation of clinical programming and services, I feel that the framework is now in place for the RSLFHT to function. The greatest hurdle for the FHT going forward will be to remain relevant to the affiliated FHO's. I feel this can be done if the Ministry of Health continues to support our efforts in providing meaningful services to our patients.

Bart Steele

*Chair of the Board RSLFHT*

## Board of Directors 2020-2021

<b>President-Chairperson</b>	Dr M Naciuk
<b>Treasurer/Secretary</b>	Debi Lucas Switzer
<b>Director</b>	Dr B Devon
<b>Director</b>	Dr V Migicovsky
<b>Director</b>	Dr E Rivington

# Message from the Executive Director

## *A Year in Review*

**2020-2021** represents year one in full operation of the Rideau St Lawrence Family Health Team. Through collective efforts and forward thinking, our accomplishments include supporting associated medical practices through a lingering Phase 3 of a world-wide pandemic. Although this did not allow us to execute the full scope of programs and service delivery it did afford us the opportunity to integrate within the associated medical practices. With modified versions of service delivery we are able to create operational workflows amongst 8 different sigters The team has developed a network of community resources and collaborated with other community health care service providers with the goal to create a menu of programs and service options, to support the patients and medical practices of the region.

We have continued moving forward in 2020 with a commitment to enhance primary care by organizing services around the following principles:

**Enhancing patient access** through offering increase accessibility, reducing the number of unattached patients, increasing quality of services, linking patients to community outreach services, and offering timely appointments.

**Local integration and collaboration between** health care providers, community, and local partners in person-centered planning, care coordination and program/service delivery.

**Improved quality** through the implementation of improvement activities identified in Quality Improvement Plans and through the design and delivery of person-centered primary care services and programs.

The RSLFHT could not have achieved these milestones if it were not for the leadership and governance of our Board of Directors. We sincerely thank the Board of Directors for their diligence, support, and leadership during this transitional time for the RSLFHT.

Further, I wish to recognize and reaffirm my appreciation to the team of professionals and administrative support staff of RSLFHT. They have worked tirelessly to uphold our mission, vision, and values as we forge ahead to build a strong entity in the RSLFHT. The team's enthusiasm, compassion, and responsiveness to those we have committed to serve is the catalyst to our success and to building a reputation in the delivery of rural primary care services.

Respectfully,

Donna Derouchie,  
*Executive Director*

# Who We Are & How to Contact Us

## Who We Are

The Rideau St. Lawrence Family Health Team (RSLFHT) is a newly developed (2018-2019) virtual inter-professional health team providing a range of primary health care and health promotion services. The team of nine (9) dedicated staff work in collaboration with 23+ physicians across eight (8) Medical Practices to protect, preserve and promote the health and well being of all patients and communities across North Dundas, South Dundas and South Stormont.

We are a not-for-profit Organization funded by the Ministry of Health and Long-Term care  
We are one of 184 family Health teams across Ontario serving over 3,000,000. Ontarians.

## How To Contact Us:

*We are everywhere! We are in medical clinics, we are virtual...and we have a shared office space at:*

Rideau St Lawrence Family Health Team  
547 St Lawrence Street  
Winchester, ON K0C 2K0  
Tel: 613.441.2028  
Fax: 613.774.4167  
Website: [www.rslfht.ca](http://www.rslfht.ca) (under development)  
Email: [info@rslfht.ca](mailto:info@rslfht.ca)

***Our purpose is to provide population-based centered comprehensive primary care services that are:***

- Timely, coordinated, and continuous.
- Tailored to the needs of the community.
- Help people to manage their own health & maintain independence.
- Work in collaboration with other primary care practises & interprofessional health care providers.

# Our Mission, Vision & Values



Rideau St. Lawrence Family Health Team is a multi-disciplinary team of professionals committed to excellence in the provision of high quality, patient-centered primary healthcare services, offered in a caring, coordinated, and responsive manner.

## Our Vision

Working together with associated Family Medicine practices, the Rideau St. Lawrence Family Health Team:

- Will support optimal health outcomes by increasing accessibility, supporting health prevention and promotion, and by championing high quality chronic disease management.
- Working together with community partners, we will support an environment of collaboration and integration as the foundation of quality care outcomes.

## Our Values

Core Values Include:

- Respect: We value our clients and team members, respecting the diversity of every individual.
- Compassion: We are committed to provide understanding and empathy to persons on their journey.
- Accountability: We practise responsible, and ethical management of our people and resources.
- Patient Centered Care: We are committed to keeping the patient our primary focus.
- Integrity: We are committed to building professional, caring, and trusting relationships.
- Continuous Quality Improvement: We are committed to continually strive for excellence.
- Inclusion: We value and promote diversity and inclusion of all individuals we serve.

## Our Team

*Our team has come together with the guidance of Cathy Pearson who has been instrumental in the formation of the RSLFHT with her wisdom, guidance, and patience. We are extremely thankful for all her contributions to our evolution.*

Administration	Position
Donna Derouchie	Executive Director
Samantha Biickert	Administration Assistant
Clinical Staff	
Tiffany Anders-Visser	Nurse Practitioner
Nicole Edington	Nurse Practitioner
Ahmed Mashkour	Pharmacist
Tara Dickson	Social Worker
Candice Coady	Registered Psychotherapist
Colleen Ratelle	Registered Nurse
Vacant	Physician Assistant

PROGRAMMING & PARTNERSHIPS

New programming and partnerships to meet the needs of the community:

In addition to supporting primary care services, mental health counselling and medication reviews and counselling we have developed programs and services based on a need's assessment of the region.

## Programs & Services

### Services

## ***Mental Health Program***

- *Enhance* primary care mental health services.
- *Increase* access to primary care mental health visits.
- *Identify* community mental health resources.
- *Improve* access to primary care and community mental health counselling support.
- *Facilitate and maintain* collaboration between primary care providers and allied health care professionals.

## ***NP Enhanced Access Program***

- *Collaborate* with Seaway Valley Community health Centre.
- *Collaborate* with Family Health Team (FHT) associated Family Health Organizations (FHOs) to integrate Nurse Practitioners (NPs) into the organizations.
- *Increase* access to primary health care.
- *Decrease* emergency care hospital utilization.
- *Identify and address* un rostered patients in geographic catchment area.

## ***Pharmacy Services***

- *Medication Reviews*: focus is on counselling, compliance, deprescribing, renal dosing, drug interactions, medication reconciliation etc.
- *Consulting*: as a resource for PCP/NP with a focus is on drug coverage, dosing, finding alternatives to backordered medications, coordination with community pharmacies etc.
- Consultant to other FHT services, programs (Diabetes, MH, Seniors Care, & Other).

## ***Chronic Disease Management***



**Regional Diabetes Program** in collaboration with Peterborough District Memorial Hospital to monitor, support, and educate patients with various diabetes needs.

- *Identify* patients with diabetes for early intervention for preventative care and health awareness.
- *Provide* standardized education so patients and their families acquire the knowledge, confidence, and skills to make informed decisions for diabetes care and management. Education provided shared between DEC/DEP and PCP.
- *Ensure* that patients have appropriate access to resources including interdisciplinary care, and lifestyle

management support.

- *Utilize* FHT nurses and NP to follow patients with diabetes after initial DEC appointment for timely review and reassessment of targets and complications. Ensure yearly foot checks, eye exams, and immunizations are up to date.

## Health Prevention & Promotion

### Wellness Program

- *Ensure* eligible adults are being screened for colorectal cancer.
- *Ensure* eligible adults are being screened for cervical cancer.
- *Ensure* eligible adults are being screened for breast cancer.
- *Decrease* high risk behaviors with education on sexual health and safe sex practices.
- *Decrease* unplanned pregnancies.

## Quality Based Care

*Our goal is to provide quality-based care.*

We are committed to continuous improvement and optimizing our performance in the quality dimensions of timely *access, efficiency, client experience, & safety* and preventative care practises. Our program and service development are guided by the concept of increasing *access* to care for the patients of the associated medical practices and beyond.

***We are focused on the client experience.***

Exceptional primary health care requires fostering positive client/patient relations and experience. The province and the RSLFHT strive to measure clients service experience in a standardized way, by using a client experience survey and feedback tool. RSLFHT, through the support of the QIIDS have developed a survey tool that will allow a link via tablet or email for our patients to provide immediate feedback and comments to measure their experience. This information will be tabulated by the QIIDS and sent back to us for analysis and action. By accessing this standardized tool, we will be able to benchmark our performance against other FHTs within the province.

***We are focused on contributing to an efficient health care system.***

By reducing hospital admissions, through increasing access to urgent care, providing preventative care through the reduction of cervical, colon and others cancers, the management of chronic disease management, offering increased access to mental health counselling and supporting our seniors promote a more efficient health care system for patients.

***We promote Safe Care Standards***

Through our pharmacy programs/services we can improve medication monitoring, offer our associates with alternatives that promote patient compliance. Poly pharmacy can be avoided keeping the patient the focus of the regime. Increased access for patients and staff regarding drug information.

***We actively engage in collaborative care***

The RSLFHT has been working intensively with local health and social service partners to enhance the planning and coordination of care to meet patients needs. Our goal is not duplicate services but to collaborate and create comprehensive programs that bring various sources with expertise together to promote the most efficient, lean pathway of care for our patients. Despite our current COVID climate each RSLFHT staff has actively reached out to explore all opportunities for collaboration with community partners.

***Innovation as a catalyst:***

The RSLFHT has flourished in a time when primary healthcare has had to undergo a major shift. It has exposed gaps and cracks in the way health care is and can be delivered. The forced changes came at a time when the RSLFHT is challenged with building a team, determining logistics and processes that could support service delivery across (8) associated sites. The present circumstances have exposed the vulnerable not just to COVID 19 but to many existing gaps in care.

The RSLFHT has worked hard to leverage relationships with associated sites and key resources to build processes that would facilitate a virtual care model of care.

***Telus Access:***

TELUS has worked with us to provide a virtual access to sites EMR. This has allowed us to work virtually from anywhere and access necessary patient information to provide services. This has been the foundation in which we can provide programs and services to patients while respecting and maintaining their right to privacy of information.

VPN access has allowed us to work virtually using the Accuro EMR software as needed to access patient's information.

Virtual platforms have allowed staff to touch base with patients through visual connectivity.

Technology has been essential to the building of the RSLFHT team. We have been able to stay connected as a team and collaborate in the development of programs and services and day to day operational processes.

***Ocean Platform:***

Collaborating with Cognizant MD and e health solutions has forged a central referral program that allows RSLFHT to have referrals sent from the EMR through ocean and to our central intake for triage and dissemination. This has taken the administrative work from faxed referrals, maintaining the patient's information in a secured channel and allows us to collect vital statistics to measure performance and evaluate programs and services.

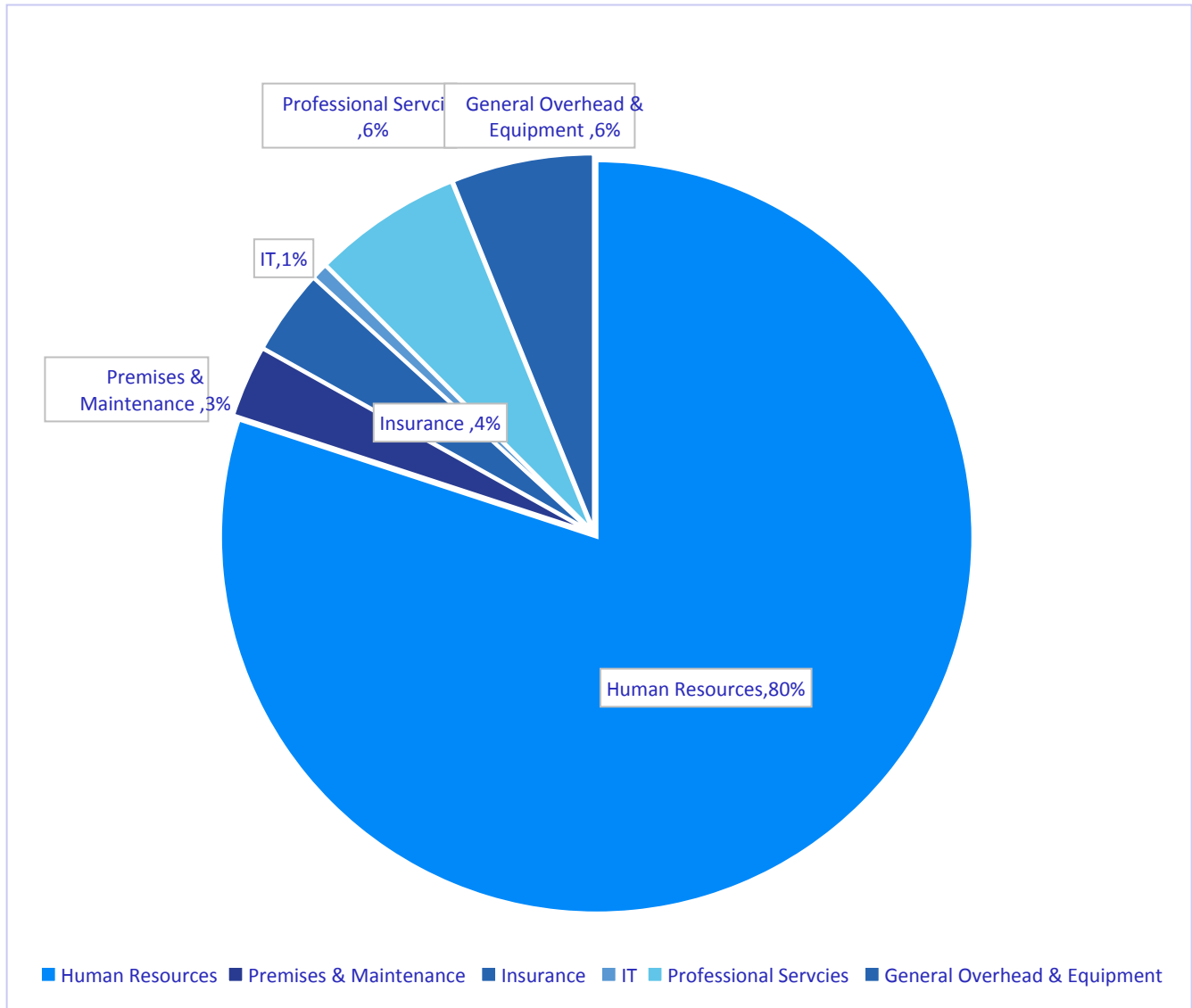
***Quality Indicator analysis:*** This will be achieved through the development of a statistic collection form embedded in TELUS and Accuro. The ability to compile stats from 8 sites that provides statistics on all programs and services and will be a pivotal part in our evaluation process.

## Financial Report 2019



The RSLFHT is 100% funded by the Ministry of Health and Long-Term Care and does not bill for any of its services.

### Expense Categories as a % of Total Expenses



# Audited Financial Report 2019-2020



**RIDEAU ST. LAWRENCE FAMILY HEALTH TEAM**  
**Statement of Financial Position**  
**March 31, 2020**

	2020	2019
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 687,005	\$ 181,573
Prepaid expenses	21,268	2,625
	<u>708,273</u>	<u>184,198</u>
<b>TANGIBLE CAPITAL ASSETS (Note 4)</b>	<u>33,447</u>	-
<b>TOTAL ASSETS</b>	<u>\$ 741,720</u>	<u>\$ 184,198</u>
<b>LIABILITIES</b>		
<b>CURRENT</b>		
Accounts payable	\$ 91,519	\$ 4,300
<b>DEFERRED CONTRIBUTIONS RELATED TO TANGIBLE CAPITAL ASSETS (Note 5)</b>	<u>33,447</u>	-
<b>DEFERRED GOVERNMENT FUNDING (Note 6)</b>	<u>616,754</u>	<u>179,898</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 741,720</u>	<u>\$ 184,198</u>

\* These reports are pending board approval and are for discussion purposes only.

# Audited Financial Report 2019-2020 Con't.

<b>RIDEAU ST. LAWRENCE FAMILY HEALTH TEAM</b>		
<b>Statement of Operations</b>		
<b>Year Ended March 31, 2020</b>		
	2020	2019
<b>REVENUES</b>		
Grant revenues (Note 6)	\$ 385,771	\$ 20,102
Amortization of deferred contributions relating to tangible capital assets (Note 5)	6,910	-
	<u>392,681</u>	<u>20,102</u>
<b>EXPENSES</b>		
Accounting fees	5,311	4,809
Advertising and promotion	1,409	-
Amortization	6,910	-
Bank charges	295	78
Consulting fees	6,000	13,200
Insurance	188	-
Legal fees	6,411	-
Memberships	2,625	-
Office	6,480	2,015
Rent	10,648	-
Start up costs	36,809	-
Supplies	1,419	-
Training	9,657	-
Wages and benefits	298,519	-
	<u>392,681</u>	<u>20,102</u>
<b>EXCESS OF REVENUES OVER EXPENSES FOR THE YEAR</b>	<b>\$ -</b>	<b>\$ -</b>

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# Audited Financial Report 2019-2020 Con't.

<b>RIDEAU ST. LAWRENCE FAMILY HEALTH TEAM</b>		
<b>Statement of Cash Flows</b>		
<b>Year Ended March 31, 2020</b>		
	<b>2020</b>	<b>2019</b>
<b>OPERATING ACTIVITIES</b>		
Cash receipts from funding agency	\$ 862,985	\$ 200,000
Cash paid to suppliers and employees	<u>(317,196)</u>	<u>(18,427)</u>
Cash flow from operating activities	<u>545,789</u>	<u>181,573</u>
<b>INVESTING ACTIVITY</b>		
Purchase of tangible capital assets	<u>(40,357)</u>	<u>-</u>
<b>INCREASE IN CASH FLOW</b>	<b>505,432</b>	<b>181,573</b>
Cash - beginning of year	<u>181,573</u>	<u>-</u>
<b>CASH - END OF YEAR</b>	<b>\$ 687,005</b>	<b>\$ 181,573</b>

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# Looking Ahead

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*During 2020-2021 the RSLFHT will engage in several developments to further enhance the organizations programming/service offerings and performance outcomes to benefit those we serve.*

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- We will continue to support our associated medical practices and patients during COVID-19/ influenza season.
- The RSLFHT Board will revise the FHTs three-year strategic direction.
- We will be pioneering clinical and administrative processes to reach our quality improvement performance targets.
- We will continue to build a strong sustainable infrastructure based on legislative requirements.
- We will continue to offer a safe, positive, and rewarding work life for our staff.
- We will expand our presence within communities and increase public awareness of our purpose.
- We will welcome ongoing and accept new collaborations with our community partners to best service our patients.



## PROGRESSING TO THE NEW NORMAL



**Virtual Care**



**In-person care**



**Community Collaboration**



**Working with the vulnerable**