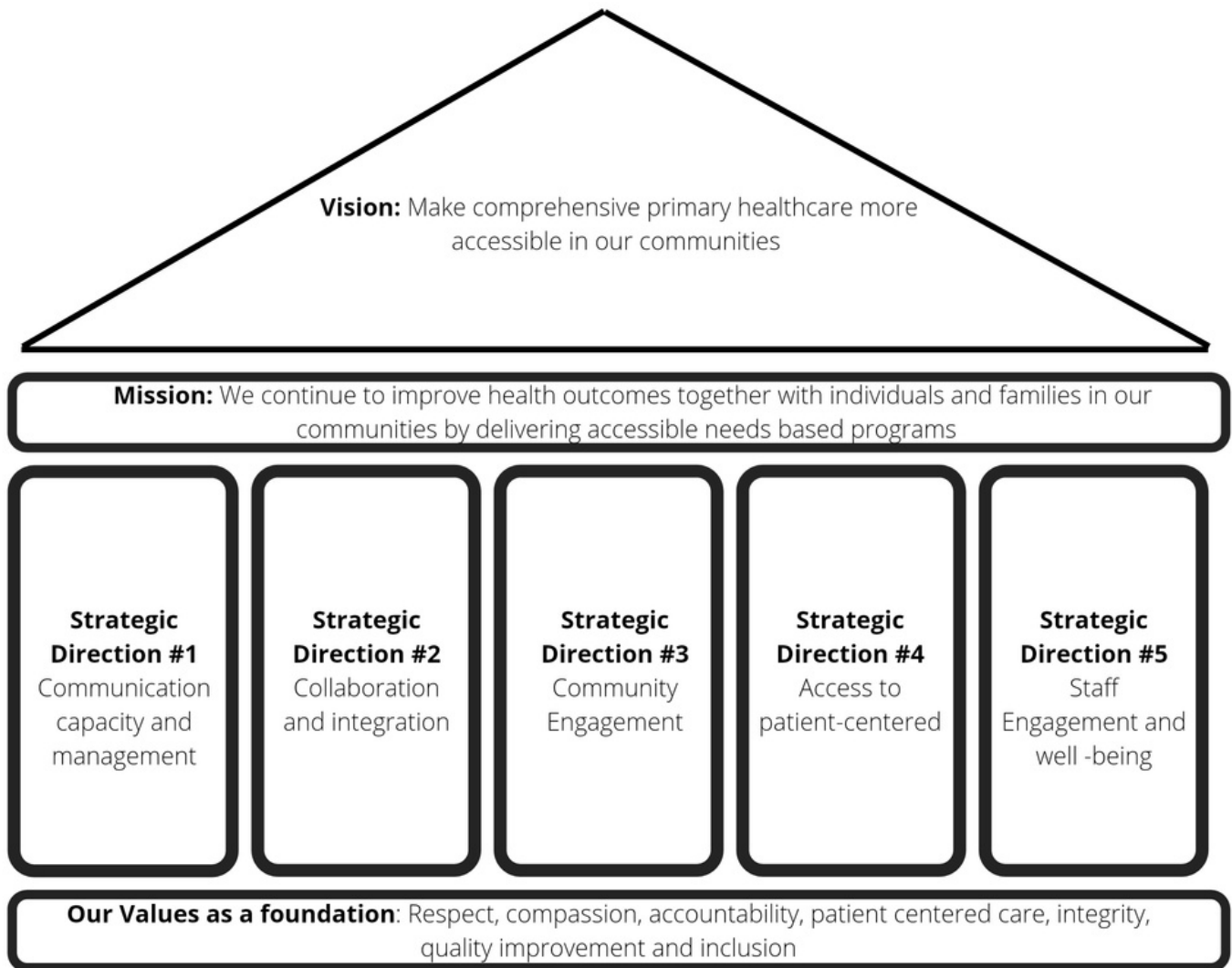


ANNUAL REPORT 2022



**RIDEAU
ST. LAWRENCE**
FAMILY HEALTH TEAM

BUILDING A SOLID FOUNDATION...



With the Rideau St. Lawrence Family Health team continuing to evolve, this graphics helps visualize how our values are at root of all that we do, and our strategic dierections are the pillars that hold and support our mission and vision.

A MESSAGE FROM THE EXECUTIVE DIRECTOR



The Rideau St. Lawrence Family Health Team (RSLFHT) has been an adaptable partner in the COVID-19 pandemic response in the communities of South Stormont, South Dundas and North Dundas. As we enter the post pandemic recovery phase, the RSLFHT will leverage new strategic directions as a foundation to service delivery.

The pandemic has commanded organizations to adapt and adhere to operational changes in service delivery. Due to restrictions, direct patient care providers were challenged to be innovative and creative in the delivery of care during this challenging time. Mental Health visits have shifted from in person to virtual and now patients can indicate their preference. We have seen increased compliance due to the flexibility of visits.

As our mission dictates, we continue to improve health outcomes by delivering accessible needs-based programs and can do so more efficiently and effectively by being adaptable and responsive to continuous change.

In 2021, the RSLFHT endorsed a partnership in the newly developed Upper Canada and Cornwall Area Ontario Health Team. This alliance supports health system integration and collaboration within our communities and beyond.

A sincere thank you to the Board of Directors, and the RSLFHT members for their support, leadership and commitment as the catalyst to our success in building a resilient primary care service enhancement model.

Respectfully,

Donna Derouchie

Executive Director, Rideau St. Lawrence Family Health Team

A MESSAGE FROM THE BOARD CHAIR

The Rideau St. Lawrence Family Health team has spent another year expanding the availability of quality health care to the local population. Given the challenges facing health care due to COVID-19, wait times and shortages to the healthcare workforce, the RSLFHT has been instrumental in ensuring that local people have access to quality primary care, by creating capacity in local practices to take on new patients.

In addition, the RSLFHT has supported our local hospital either directly or indirectly when staffing has been a challenge. The RSLFHT is a unique model of multidisciplinary community care that will hopefully continue grow in capacity given its proof of concept thus far. In the upcoming year, we will continue to work on developing programs to adequately meet the needs of the local population.

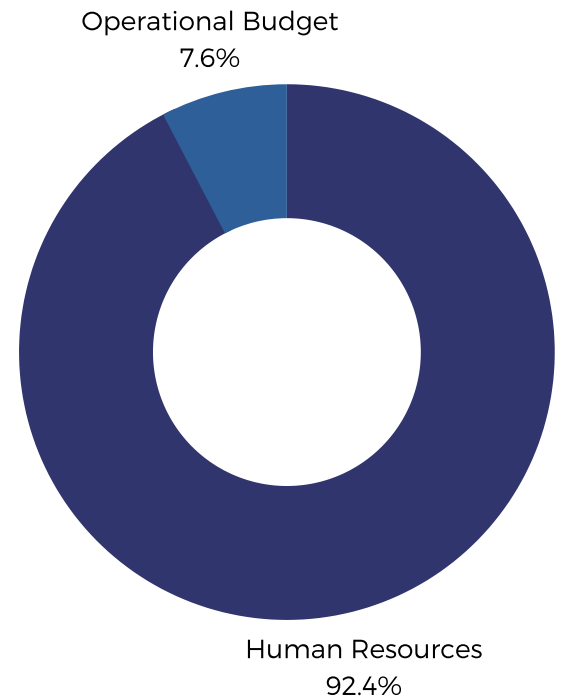
We also plan to develop the most effective and engaged board of directors possible with a balanced representation from the community and local health care providers. The RSLFHT will continue to work on its relationships with local clinics, the hospital and regional networks to maximize services in the area. Many thanks to Donna Derouchie and all the members of the RSLFHT for all your hard work.

Sincerely,

Mary Naciuk, BSc MD CCFP
Board Chair, Rideau St. Lawrence Family Health Team

2021-22 FINANCIALS

Human resources	1,313,894.00
IT Software, Audit, Insurance and legal	56,773.05
Other	52,039.95
Total Revenue/Expenses	1,422,707.00





NUMBER OF VISITS BY PROGRAM



COMMUNITY SERVICES

Adult Immunizations



Total patient encounters

2021-2022 HIGHLIGHTS



This past year, the RSLFHT held their first strategic planning exercise. Our new strategic plan (2022-27) positions us by providing an overall strategic direction and priorities for action: communication, community responsiveness, collaboration, and increased access to care. **With a focus on quality improvement, the evaluation of programs and services have been aligned with population health needs** to support improved patient outcomes. The RSLFHT continues to support cancer screening as an important preventative care measure, and it remains the focus of the RSLFHT Quality Improvement plan for 2022-2023.

This year marked the beginning of a **post hospital discharge and medication reconciliation** home visit pilot program to serve those 65 years and older to support safety and prevent unnecessary hospital re-admissions.



The evaluation of our Mental Health Services (with a third-party review) has resulted in new realized efficiencies. Due to increasing demand, we will be **piloting a new delivery model** which includes a focus-based approach to Mental Health service delivery in 2022.

The amalgamation of a former provincial nursing program and the RSLFHT **has resulted in the addition of 4 more Registered Nurses to the team.** Registered Nurses provide a key role in chronic disease management and health prevention and promotion programs.

