

ANNUAL REPORT 2023



**RIDEAU
ST. LAWRENCE**
FAMILY HEALTH TEAM

WITH A SOLID FOUNDATION... We Will...

Vision: Make comprehensive primary healthcare more accessible in our communities

Mission: We continue to improve health outcomes together with individuals and families in our communities by delivering accessible needs based programs

Strategic Direction #1
Communication capacity and management

Strategic Direction #2
Collaboration and integration

Strategic Direction #3
Community Engagement

Strategic Direction #4
Access to patient-centered

Strategic Direction #5
Staff Engagement and well-being

Our Values as a foundation: Respect, compassion, accountability, patient centered care, integrity, quality improvement and inclusion

In 2022-23 the Rideau St. Lawrence Family Health team has submitted a EOI to the MOH/OH in collaboration with the GROHT and three (3) other primary care teams to build on our established foundation and expand our team to reach the unattached, marginalized and vulnerable populations in our communities.



A MESSAGE FROM THE EXECUTIVE DIRECTOR

Rideau St. Lawrence Family Health Team (RSLFHT) continues to be a supportive partner to associate clinics (FHO,s) within the communities of South Stormont, South Dundas, North Dundas and Osgoode. This unique model of team-based care has elicited patient support and satisfaction across our region.

Over the past year the FHT has been successful in supporting increased access to care through same day/next day appointments, accelerated individual mental health counselling resulting in reduced waitlists, and increased availability in health prevention and chronic disease management programs.

Staff have continued to excel and expand on clinical competencies through educational opportunities. This results in the application of evidence based best practices in all deliverables. Quality Improvement initiatives in 22-23 focused on improved cancer screening. This has been successful in increasing the number of patients with cancer screening booked. Cancer screening will remain a QI focus in 2023-24.

Advancing strategic priorities have been a focus for 22-2023. The need for the FHT to build capacity has been highlighted, this includes ensuring all patients in the geography become attached and have access to a team-based model of care. The RSLFHT has been working on positioning itself to support the growing number of unattached, vulnerable and marginalized populations within our communities.

A sincere thank you to the Board of Directors, for their support, leadership and commitment in building a resilient FHT. To our team members who strive daily to deliver our mission, live our vision and demonstrate our values., your dedication and commitment is the foundation on which the RSLFHT is built.

Respectfully,

Donna Derouchie

Executive Director, Rideau St. Lawrence Family Health Team

A MESSAGE FROM THE BOARD CHAIR

Dear members of the Rideau St. Lawrence Family Health Team community,

I am thrilled to present our annual report, highlighting the exceptional achievements of the past year. Despite the challenges posed by COVID-19 and workforce shortages, we remained dedicated to providing accessible and high-quality healthcare to our local population.

Our accomplishments included faster mental health care, improved preventative care through the efforts of our nurses, and reduced wait times for appointments within the clinic. While integrating nurse practitioners into established clinics presented some challenges, we have gained valuable insights for future endeavors.

In the upcoming year, we plan to expand our services by submitting an application to the Ministry of Health. This will enable us to increase employees, establish a dedicated physical space, and extend services to the village of Russell. We aim to develop programs that meet the evolving needs of our community and foster strong relationships with local clinics, the hospital, and regional networks.

I extend my heartfelt appreciation to Donna Derouchie and all members of the Rideau St. Lawrence Family Health Team for their unwavering dedication. Your hard work has led to remarkable milestones, and I am confident we will continue making a positive impact.

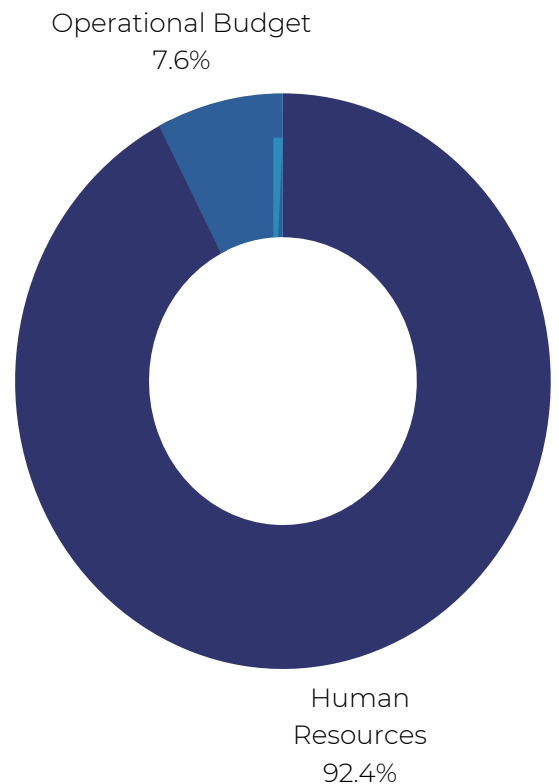
Thank you for your ongoing support. Here's to another year of growth, collaboration, and success.

Sincerely,

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

2022-23 FINANCIALS

Human resources	1,313,894.00
IT Software, Audit, Insurance and legal	65,287.00
Other	43,526.00
Total Revenue/Expenses	1,422,707.00





NUMBER OF VISITS BY PROGRAM

1909

Regional
Diabetes
Program

6310

Cancer
Screening
and
prevention

916

Mental
Health
Services

COMMUNITY SERVICES

Nursing
Acute/episodic

5323

18,925

Total patient
encounters

2022-2023 HIGHLIGHTS



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 2023--2024. As an active member of the collaboration council of the Great River OHT, the RSLFHT has engaged in a joint application to the MOH/OH with OHT primary care partners. (Seaway Valley CHC, Glengarry NP Led clinic and Le Centre de Sante Communautaire.) Collectively, our goal is to ensure all patients across our OHT region have equal access to a medical home, wrapped in a team-based model of care within their region.

Momentum has grown for the **post hospital discharge and medication reconciliation** home visit program following a successful pilot to serve those 65 years and older to support safety and prevent unnecessary hospital re-admissions.



The injection of one-time Mental Health funding from the MOH has resulted in the reduction of our wait list for individual counselling services by 80% . Due to increasing demand, we have implemented our single session option and potentially partnering with SVCHC to support group sessions in the fall of 23 for patients in local communities.

The evaluation of the CDM nursing program the RSLFHT will be adding a weight management and smoking cessation program in 2023-24.

