Red Lake Margaret Cochenour Memorial Hospital's





Annual Report 2024-2025

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Angela Bishop, Interim President and CEO



Trevor Zhukrovsky Board Chair

2024-2025 has been a year of transition, team building and planning for the future of healthcare in Red Lake and surrounding communities. Through all the many changes at the Hospital and in the health system, care for the patients and their families are the driving force of all that we do.

The sustaining force has been our people: the healthcare professionals, the people who provide support services, the administration and leadership team and the many volunteers who believe in the mission, vision and values of RLMCMH, who care about the people of our communities. The team has focused on ensuring that patient care and leadership practices are aligned with industry best practice, that our programs are evidence-based and meet the needs of our community to the extent that our resources allow. We strive to strengthen relationships and close the gaps in health equity with the Indigenous people in our extended community.

We acknowledge and express gratitude to the Red Lake Medical Associates, part-time and full-time, who continue to provide services to the patients of the Hospital, sometimes at great personal cost to them and their families. The people and volunteers of Red Lake have pulled together to support the hospital in many ways: giving their time to participate in hospital committees, donations of money to ensure that we have up-to-date equipment, and care for the gardens. The support of the community provides much-needed encouragement to the Board and hospital team; it does not go unnoticed.

RLMCMH ended the year with a deficit of \$835,000. The significant impact of inflation, the costs associated with agency staff both in nursing and diagnostic imaging, local physician shortages and the costs of recruitment have all contributed to the deficit. The Board of Directors and leadership team considered the financial implications of the decisions related to addressing these challenges and chose to ensure continued access to essential healthcare services despite the costs. We have sometimes used extraordinary measures to keep the emergency department open every day. Our long-term planning includes an application to the Ministry of Health for approval and funding of a CT scan. We are convinced of the absolute necessity but are dependent on government funding. The project will proceed if the application is successful and appropriate funding is allocated.

Over the past several months, numerous locum physicians, medical residents and agency nurses and diagnostic imaging staff have told us that they enjoy working here, that the staff are supportive and helpful, that the equipment is modern and the experience draws them to return. Patients express their gratitude and consistently give high marks for compassion and respect.

Despite the many accolades, we know we don't get it right all the time. Our commitment is to do our best to address those times when the care provided falls short of expectations.

It is our shared privilege to lead this organization, to work together with all partners and stakeholders, to fulfill the Mission, "Excellence in Northern Healthcare".

Message from the Chief of Staff

It's been another year of tests of the stamina, commitment, resilience, adaptability & cohesion of our local health care providers.

The fact that the problems we're experiencing are country wide makes it even more important that we see ourselves as a small centre of excellence serving a supportive community of patients; recruitment hinges not only on our ability to offer money for work, but on making it clear we know this is a good place to work & live. We've been fortunate to have the invaluable support of our business community & of the many volunteers who unselfishly work to the betterment of us all. We continue to work with our partners in the region & with government to advocate for northern rural focused solutions to real life problems.

We've welcomed students, medical residents, nurse practitioner learners, & foreign medical graduates in hopes of not only broadening their educations but of in the longer term having some return to work with us. This summer we expect to welcome a new full time MD, whose wife is also an MD with hopes of being licensed in Canada. We have living in our community health care providers earlier in their Canadian licensing trajectory that we've also been trying to assist with the processes involved.

We continue to advocate for a local CT service as it's long overdue, having for decades been vital for diagnoses & follow-up. Once the service is in place it should significantly reduce demand for air evacs & travel grant costs, improve the care of stroke patients & improve our ability to recruit health care providers. The records system Meditech Expanse will be fully implemented soon regionally & include us. There will be some challenges during the transition & hopefully the promise of integration & improvements in information flow will improve the care we provide.

The options to use more AI in our work will bring opportunities for time savings & improved diagnostics, but will need ongoing vigilance to guard against the risks which may come with it.

We are living in interesting times ...

MISSION, VISION & VALUES



VISION

Working together for excellence in Northern healthcare



Respect, Integrity, Advocacy, Resiliency

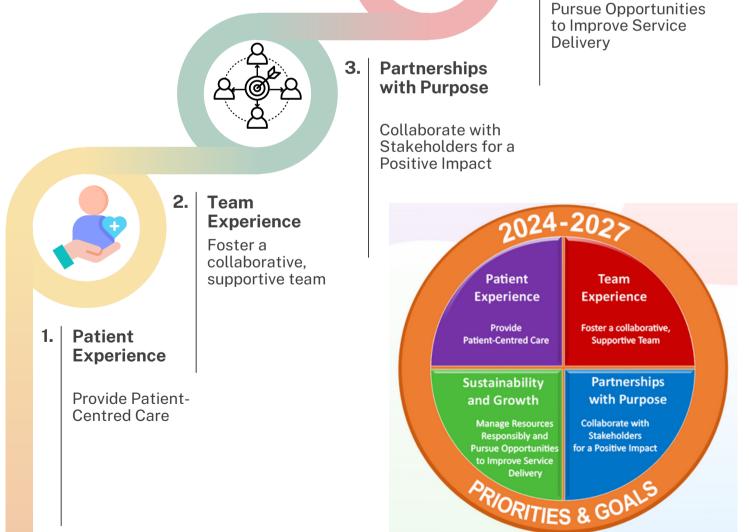
RLMCMH'S STRATEGIC PLAN 2024-2027

The FOUR pillars of our Strategic Plan



Sustainability 4. and Growth

Manage Resources Responsibly and



Strategic Pillar #1: Patient Experience



• Key Performance Indicator: 88% of ED patients surveyed rated the overall care as 'excellent' or 'very good'

Goal: 90%

Key Performance Indicator: 95% said that they were treated with dignity and respect Goal: 90%

Approach care with compassion and empathy

- We recognize that the journey to providing culturally safe care for Indigenous people begins with learning and a commitment to understand the impact of colonial practices. The Indigenous Working Group has engaged in the development of an action plan that includes education activities and community outreach. Staff in leadership positions across the organization are taking part in learning activities and supporting community events.
- Nurses, physiotherapy, laboratory and housekeeping staff took part in a full day training of Gentle Persuasive Dementia Care. The hospital plans to offer the course each year to front line staff.
- The Palliative Care Committee is working to create seamless pathways of care for palliative patients and their families and a more supportive and comfortable space within the hospital for patients and their families.
- The Indigenous Relations Working Group brings together our community partners and individuals who are committed to helping us advance our work plan to foster an inclusive and culturally safe environment.
- The Patient and Family Advisory Committee is an active and engaged group that ensures policies and procedures are patient centric.

Strategic Pillar #2: Team Experies Key Performance Indicator: Nonviolent Crisis intervention training: 51% of staff Goal : To train 75% of staff (full-time and part-time) by March 2026 Key Performance Indicator: Lost time injuries because of workplace violence: 0 Goal is 0 lost time injuries Key Performance Indicator: Average paid sick day per FT Employee: 6.7 Goal: less than 12.4 (Ontario Hospital average)

Improve interdisciplinary team communication

Team 'huddles' were introduced in 2022-2024 to increase interdisciplinary team communication. The leadership team meets for 15 minutes each morning, and the frontline staff meet at 1:30 pm to share priorities, accomplishments and challenges. The team won first place in the Health Workforce Innovation Challenge sponsored by Healthcare Excellence Canada.

Invest in learning and development of staff:

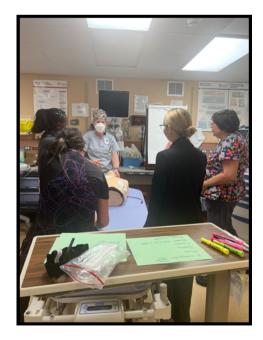
Professional Development: Providing learning opportunities for our front-line staff is a key priority. With the financial support of the Ministry of Health, the hospital was able to bring the Trauma Nurse Core Course, Gentle Persuasive Approaches in Dementia, Fetal Health Surveillance and Pediatric Advanced Life Support. •Vacancy Rate 3.8 Full Time Equivalent

Foster a healthy work environment

Workplace violence assessment: risk analysis, review of policies and procedures, enhanced signage, flagging and handling potentially violent individuals

We welcomed the team from 'Your Health Space', a workplace mental health service for Ontario's healthcare organizations who delivered two workshops over two days for leadership and front-line team. The workshops provided an opportunity for staff to focus on their own well-being at work.





Strategic Pillar #3: Partnerships with Purpose

Collaborate with stakeholders for a positive impact on RLMCMH priorities

Red Lake health hub: In conjunction with Ontario Health North, Kiiwetinoong Health Waters OHT (KHWOHT), a one-day meeting of all Red Lake health and community partners on March 5th. Twenty-two people from a variety of organizations met at the Super 8 hotel; regional rehabilitation leads, the Kiiwetinoong ED and Ontario Health at Home director joined the local care providers. The purpose of the meeting was to map the patient journey from community to hospital and back to community, to understand the gaps in service and strategize solutions. As a result of the meeting, RLMCMH leadership, together with the director of Northwest Regional Seniors Care, will collaborate on best practices for the patient population over the age of 75 who present/may present to the emergency department.

<u>Pikangikum First Nation</u>: We have had several opportunities to meet with the leadership of Pikangikum to work toward understanding and opportunities to work together. The hospital also participated in the school career fair in the community, encouraging students to consider a career in healthcare.

<u>Safe Beds program</u> is designed to provide specialized support and stability for individuals with mental health or addictions through therapeutic care and crisis management. This is a voluntary residential program, in a four-bedroom home on Forestry Road, maximum stay of 30 days, for up to 4 individuals. A program manager was hired in January; program development and recruitment for staff is nearing completion, with an anticipated opening in late June 2025.





Strategic Pillar #4: Sustainability and Growth



Key Performance Indicator: Job Vacancy Rate, Hospital 3.8 FTE, 6.1% **Goal:** <6.9% (overall Ontario Hospitals rate)



Key Performance Indicator: Job vacancy rate, Mental Health programs: 9.0 FTE, 52% (including positions for the new Safe Beds program) **Goal:** less than 2.0 FTE



Key Performance Indicators: Excess of Revenue over Expenses from Hospital operations: **(\$835,074) Goal:** more than O

Ensure a strong resilient team through recruitment and retention

- Recruitment has been a primary focus in 24-25. There were 9.8 vacancies at the start of year; with sustained efforts and recruitment strategies, there are just 3.8 vacancies at year-end. As with many small rural hospitals, filling part-time and temporary positions to cover maternity leaves is very challenging. Agency personnel, both nursing and diagnostic imaging, have been called in to fill the gaps. The goal is to eliminate the need for agency staffing as soon as possible.
- We continue to focus recruitment efforts to fill vacant positions in nursing and community mental health therapists, and the Safe Beds Program.
- All leadership positions in the hospital are full, and we look forward to welcoming a new Director for Community Counselling and Addictions Services in July 2025.



Strategic Pillar #4: Sustainability and Growth



<u>Prepare for the needs of the changing community</u>

- CT scan proposal: A CT scan in Red Lake makes sense for the hospital and the community – but currently, the RLMCMH does not have operational funding to support it. We need the support of the Ministry of Health for associated operating costs. This will require a change in policy, which is 'a long shot' but worth pursuing. The application is nearing completion, including letters of support from multiple community and health system partners. The application will be submitted in the summer of 2025.
- **Long-term planning:** We acknowledge that change is coming to the area with the anticipated all-weather road from Pikangikum to Red Lake, and the increased mining activity in the area. RLMCMH is participating in the CCDC community assessment process; the resultant report will be used in planning efforts with Ministry of Health and Ontario Health North, to map a path forward for healthcare.



Ensure fiscal sustainability

- **Balanced budget:** The Hospital has a deficit of \$835,000, a position that is unsustainable over the long run. The Ministry of Health expects the RLMCMH to submit a balanced budget within three years. The leadership team will advocate for improved funding while also seeking to stabilize the workforce and eliminate the reliance on agency staffing. The current patient care services and programs will continue.
- Infrastructure renewal: The hospital was fortunate to receive Ministry of Health funding for replacement of infrastructure in this fiscal year: replacement of the door card reader entry system, replacement of 14 electrical sub-panels, unit heaters in the ambulance bay, six exterior doors and upgraded climate control for the Information Technology server room; total capital spend was \$240,000.

YEAR in Review: Visits and Usage



112 Employees



4,249 Inpatient Days



ER Visits



5,684 Diagnostic Imaging visits



47, 501 Laboratory Tests On-Site



483 Chemotherapy visits



Physiotherapy Outpatient visits



617 Telehealth visits



434 Endoscopy visits



147, 780 Total Pounds

OUR DEPARTMENTAL CONTRIBUTIONS & SERVICES



The year 2024-25 has been one of change, marked by high patient volumes and increased acuity. Through it all, our incredible **Nurses** have shown unwavering commitment-providing round-the-clock care, 24/7, 365 days a year.

Our **laboratory technologists** collect and process blood samples for inpatients and all outpatients from Red Lake and Ear Falls. Many of the tests are done at the hospital and others are sent to Life Labs in Thunder Bay.





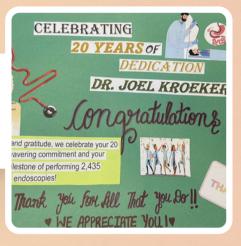
The hospital offers **x-ray and ultrasound.** The department has been operating with 2 of the 3 diagnostic imaging technologists this year, due to an inability to recruit a temporary technologist to fill a maternity leave.

Chemotherapy is offered two days per week. The drugs are mixed at the Dryden Regional Health Centre and delivered to Red Lake in special containers by a driver who is credentialled by Transport Services Canada. The program is administered by the North West Regional Cancer Program.





Endoscopy: Dr. Kroeker comes six times a year to do gastroscopies and colonoscopies. This year we celebrated his 20th year at RLMCH and 2435 scopes in that time.





One physiotherapist and one physiotherapist assistant provide **physiotherapy** service to hospital inpatients and outpatients as well as Northwood Lodge. While they do a great job of seeing post-surgical and post-fracture patients in a timely manner, the waiting list is long for patients with acute and chronic pain.

The staff in the **Laundry department** do the laundry for the hospital, Northwood Lodge and the ambulance service.





Food and Nutrition Department prepares meals for hospital patients, Northwood Lodge, all child day-care programs and Meals on Wheels. The meals are delivered to the day care centres by the Harmony Centre.



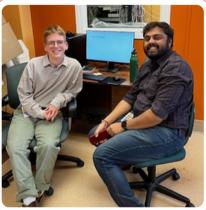
Red Lake Career and Employment Services delivers assistance to job seekers, and employers who are looking to recruit. The program is funded entirely by the Ministry of Labor, Immigration, Training and Skills Development. RLMCMH has provided Corporate Sponsorship for this program for decades.





Community Counselling and Addictions Services: Located at 146 Howey Street. The program offers counselling, case management and outreach programs for mental health and addictions, as well as the Safe Bed Program (slated to open in July 2025). The program will welcome Adam Koskiw as the new Director on June 30th 2025.

Information Technology: The IT department is a part of the Regional shared Informatics collaborative and the Cyber Security Operations Local Delivery Group. Cybersecurity continues to be one of our highest risks, even with ongoing improvement.





Housekeeping Department: The housekeeping Department plays a vital role in maintaining infection control by ensuring consistent cleaning and disinfection of all patient care and common areas.



Nurse Practitioner: Funding from the Ministry of Health has enabled the addition of a nurse practitioner in the emergency department, dramatically reducing wait times for the patients.





Medical Devices Reprocessing Department: A new sterilizer was added to the department, courtesy of Kinross Great Bear Mine. The hospital celebrated the Medical Devices Reprocessing Technician's 40th year at RLMCMH.

Health Records: Patient's treatment and diagnosis are recorded and coded in the health record. Anonymous Health data is compiled by the Canadian Institute for Health Information and used by the Ministry of Health to improve health system performance.





Infection & Prevention Control Department: Employee flu vaccine uptake was 72%. There were no hospital acquired antibiotic resistant infections. Daily surveillance of patients with infectious symptoms is done to prevent the spread of infection. 2024 marked Infection Control Nurse's 40th year at RLMCMH.



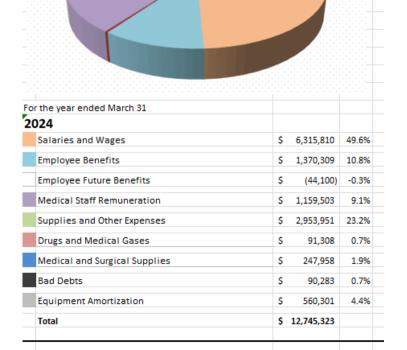
Financial Report

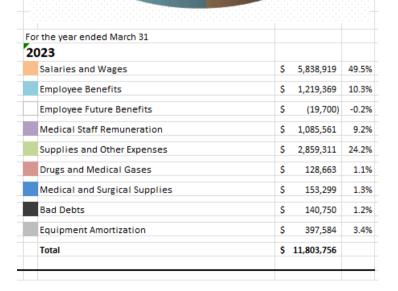
Revenues

Expenses

r the year ended March 31		
025		
Ministry of Health Base Allocation	\$ 8,527,113	72%
Ministry of Health Pandemic Payments	\$ -	0%
Ministry of Health One Time Payments	\$ 644,212	5%
Hospital On-Call Coverage	\$ 492,520	4%
Cancer Care Ontario	\$ 71,544	1%
Other Revenue	\$ 1,822,573	15%
Amortization of Donations and Grants for Equipmen	\$ 352,287	3%
Visiting Specialist	\$ -	0%
Total	\$ 11,910,249	

For the year ended March 31 2024 Ministry of Health Base Allocation \$ 7,640,855 66% \$ Ministry of Health Pandemic Payments 0% Ministry of Health One Time Payments \$ 1,511,679 13% Hospital On-Call Coverage \$ 466,402 4% Cancer Care Ontario s 12,600 0% Other Revenue Ś 1.659.435 14% Amortization of Donations and Grants for Equipmen \$ 332,792 3% 1.946 0% Visiting Specialist Ś Total \$ 11,625,709



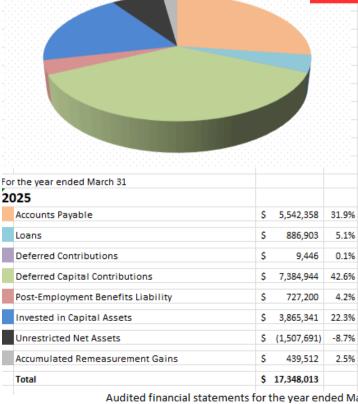


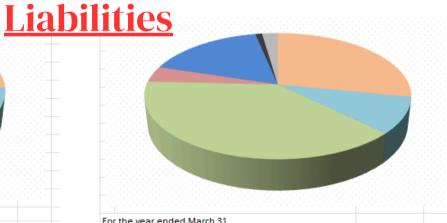




<u>Financial Report</u>

	A	<u>sse</u>	ests		
or the year ended March 31		55555 F	or the year ended March 31		
Cash	\$ 2,155,294	12%	Cash	\$ 3,071,909	16
Accounts Receivable	\$ 789,165	5%	Accounts Receivable	\$ 749,804	4
Inventories	\$ 187,803	1% Pla	ot Area ntories	\$ 138,523	1
Prepaid Expenses	\$ 357,864	2%	Prepaid Expenses	\$ 205,899	1
Long Term Investments	\$ 2,133,058	12%	Long Term Investments	\$ 2,870,960	15
Capital Assets	\$ 11,724,828	68%	Capital Assets	\$ 11,986,228	63
Total	\$ 17,348,013		Total	\$ 19,023,323	





For the year ended March 31				
2024				
Accounts Payable	Accounts Payable			28.19
Bankers' Acceptance	Bankers' Acceptance			9.19
Deferred Contributions	\$	10,878	0.19	
Deferred Capital Contribut	\$	7,316,664	38.59	
Post-Employment Benefits	\$	771,300	4.19	
Invested in Capital Assets	\$	3,218,473	16.99	
Unrestricted Net Assets	Plot Area	S	182,866	1.09
Accumulated Remeasurement Gains		\$	433,967	2.39
Total	s	19.023.323		

Audited financial statements for the year ended March 31, 2024 are available on our website at www.redlakehospital.ca

ANNUAL CELEBRATONS & EVENTS





50th Anniversary of Hospital's Auxiliary



Employee Service Recognition Event



Halloween



Pride



Christmas Holidays

RLMCMH Foundation Report

The Red Lake Margaret Cochenour Hospital Foundation continued in its mission to raise funds for the needs of the Red Lake Hospital. Our Fundraising Activities:



Purse and Jewelry Auction, February 1st 2025: This fun bi-annual event netted \$9,290, with great support from our corporate sponsors and the many women who attended.

Annual Charity Golf Tournament and Auction: Twenty-five teams joined the 2024 annual charity golf tournament for two days of fun and fundraising, with net proceeds of just ² over \$122,000.





Red Lake Legion Meat Draw: The Foundation was grateful to be the community partner for the Legion Meat Draws in July, receiving \$2,213 in proceeds.

LUCKY Oraw

Split the Pot Lottery and RLMCHF:

The Foundation signed on as a partner in the province-wide Splitthe-Pot lottery for hospitals/foundations, net proceeds of \$12,704.





Tim Hortons 'Smile Cookie' Campaign, May 2024: Foundation and Auxiliary members partnered to decorate cookies for one week in May. The community met the challenge and purchased \$8,335 worth of 'Smile cookies'. The Foundation would like to thank Ron Parks and Donna Williams for choosing this organization to be the beneficiary of the Smile Cookie campaign for the past several years.



RLMCMH Foundation Report

The Foundation is grateful to the many people who choose RLMCMH Foundation for 'in memoriam' gifts in honour of their family members. In Memoriam donations totaled \$13,485; others choose to give through 'Canada Helps', total of \$4,837.

Kinross Great Bear Mining made a major donation of \$70,000 to support the purchase of a new sterilizer for the Medical Devices Reprocessing Department.

Foundation Purchases in 2024 – 2025

Cardiac Monitoring System: \$96,858 Sterilizer: \$58,194

Commitments for 2025-2026: 8

Chemistry Analyzer\$180,000Medication cabinets\$200,000Fridge for vaccines\$10,000Stress EKG/treadmill equipment \$80,000

Madeleine Oakes

RLMCMH Foundation Board Chair





RLMCMH Auxiliary Report



<u>Tag days at various businesses in Red</u> <u>Lake, Balmertown and Ear falls:</u>

A big thank-you to the generous businesses for supporting Tag Days — thank you for your contributions, the event raised \$2,445.

Craft/trade Show:

Thank you to the many vendors who support the annual spring craft and gift show. The event raised \$5,327.





<u>Support for healthcare:</u>

During Nurses Week, the Auxiliary showed their appreciation by gifting nurses thoughtful tokens of thanks. They also awarded two \$1,000 bursaries to graduating high school students—one from Red Lake and one from Ear Falls—who are heading into healthcare careers.

Catch the Ace:

The Catch the Ace lottery raised \$28,500 in net proceeds — thank you to everyone who took part!





<u>50th Anniversary:</u> The Auxiliary celebrated its 50th Anniversary





Thanks to the Auxiliary's incredible support, a total of <u>\$93,098</u> was donated to RLMCMH during <u>2024–2025</u>. These contributions made it possible to purchase vital equipment, including a centrifuge for the lab, a LIFEPAK 3-lead patient simulator, a patient scale for the emergency department, and—through a partnership with the RLMCH Foundation—a cardiac monitoring system.

Fundraising efforts totalled <u>\$67,529.83</u>, driven by events like Smile Cookies, the Legion Meat Draw, Memorial Donations, Nevada Ticket sales, the NGI BBQ, and Roundup Days at Balmertown Food Fare and KD Groceries in Ear Falls. We also received generous support from local businesses, individuals, and the Canada Day canteen in Ear Falls.

Mercedes Hopf RLMCMH Auxiliary President



MEET OUR BOARD DIRECTORS



MEET OUR LEADERSHIP TEAM



RLMCMH Board of Directors

Trevor Zhukrovsky Board Chair

Arlene Swanwick Vice-Chair

Jennifer Sedlacek

Scott Macumber Elected Board Director

Dianne Pertoci Auxiliary Appointed Board Director

> **Donna Williams** Elected Board Director

Holly Stamarski Elected Board Director

Marion Whitton Foundation Appointed Board Director

> **Ray Hall** Elected Board Director

Ursula DeKeyser Elected Board Director

Vivian Bruchkowski Elected Board Director

Jamie Saulnier Elected Board Director

RLMCMH Non-Voting Directors

Angela Bishop Interim CEO Taylor Smith

Chief Nursing Executive

Dr. Diane Zielke Chief of Staff

