

RLMCMH Annual Report 2021-2022

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Vision, Values, Mission

Our Values

- Respect
- Speaking Up for our Patients and Community
- Being Inclusive
- Working Together
- Keeping our Word

Our Vision

Working together towards excellence in northern health care.

Our Mission

Compassionate, quality care - every patient, every time.



The Red Lake Margaret Cochenour Memorial Hospital (RLMCMH) Team provides healthcare services and addresses determinants of health for community members and visitors of Red Lake, Ear Falls and Wabauskang First Nation. Through collaboration, we proudly live our values and mission to achieve our vision.

Board of Directors



Eleanor Vachon
Board Chair



Sonia Green
Vice Chair



Marshall Dumontier
Quality Committee Chair



John Frostiak
Resource and Planning
Committee Chair



Dennis Gushulak
Nominating Committee
Chair



Dianne Pertoci



Audrey Blazek



Arlene Swanwick

Non-Voting Members



Holly Stamariski



Shawnda Norlock



Sue LeBeau
Chief Executive Officer



Akila Whiley
Chief of Staff



Meghan Gilbert
Chief Nursing Executive



Diane Zielke
President of Medical Staff



Amanda Kaczmarek
Director of Quality and Risk



Allison Church
Finance Manager

QUALITY

“Advancing despite adversity” has become the definition of the word resilience and is a perfect descriptor of our staff involvement in the pursuit of quality improvement in the past year. Despite a second forest fire evacuation for our patients and multiple pandemic waves hitting the community, our quality work persevered.

Multiple Patients rated their experience as very good, or 4 out of 5, Because we strive for the best rating of Patient satisfaction, we are sharing our performance outcomes for the highest level of excellence.



69% of Inpatients rated their overall care as **5 out of 5**



99% of Endoscopy patients rated their overall experience as **4 or 5 out of 5**



89% of outpatients rated their overall experience as **excellent**



66% of ED patients rated their overall care as **excellent**

Taking care of each other through recognition, the celebration of successes, and taking time to listen made it easier to care for our patients. Despite staff fatigue and shortages, safety mattered and we finished the year with zero lost-time injuries.

Our work also led to us receiving “exemplary status”, the highest possible rating from Accreditation Canada, based on the onsite examination of nearly 1400 standards for the hospital and Community Counselling. Receiving the highest rating showed our team’s dedication to teamwork and quality.



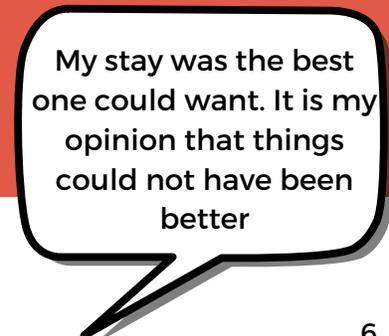
Thank you for the excellent care provided by the Health Team during my stay at the Hospital



I found all the nurses and doctors were caring and looked after each one



Cleaning staff is very efficient



My stay was the best one could want. It is my opinion that things could not have been better

QUALITY

Our hospital also completed a 3-year requirement to receive designation as a “Best Practice Spotlight Organization (BPSO)” from the Registered Nurses Association of Ontario. BPSO is awarded to facilities that have committed to integrating five Best Practice Guidelines into patient care practices. Frontline champions were instrumental in propelling this work and ensuring initiatives spread organization-wide; their leadership has been impressive! Highlights of their work included the patient and family centered guideline implementation with a focus on Indigenous Patient experience and our Falls prevention guideline in which our Physiotherapy team and Nurses lead multidisciplinary involvement. Hats off to all who contributed to our BPSO success!

Our Indigenous Patient Experience working group continued its journey to improve Indigenous Patients care. Our collaborative efforts to improve Indigenous relationships are intended to make the hospital and all of its programs more accessible and psychologically safe. We have had positive impacts on Emergency Department and Palliative Care support and raised Staff awareness of the effects of colonization.

RLMCMH’s team is greatly appreciative of the contributions to our community partners including the Red Lake Indian Friendship Center and Supportive Housing, and those of individual patients and families who have guided us along and provided invaluable perspective on how we improve care. Many positive changes have occurred, and we will continue to build on this work.



ACCESS



Amidst our pandemic, wildfire and flooding challenges, the past year has seen the hospital and its affiliated programs increasingly able to support patients, clients, service recipients, and families in getting the support they need, where they need it.

Highlights:

- Our Patient and Family Advisory Committee (PFAC) has been very active, regularly provided valuable advice on changes related to patient access
- In response to Outpatients' and PFAC's advice, we enabled patients to use the hospital entrance closest to Diagnostic Services.
- We embraced virtual care, enabling people to access a variety of services from home
- We introduced a Day-Time Mobile Crisis Worker, who expanded crisis services access to 18 hours a day Monday-Friday, and 24 hours on weekends.
- We have secured funding for a Safe Bed Program that will be situated in the community, and a hospital-based Withdrawal Management Program. People will have access to services not previously available in our community. These initiatives will support our Red Lake and Ear Falls Community Safety and Well-Being Plan.



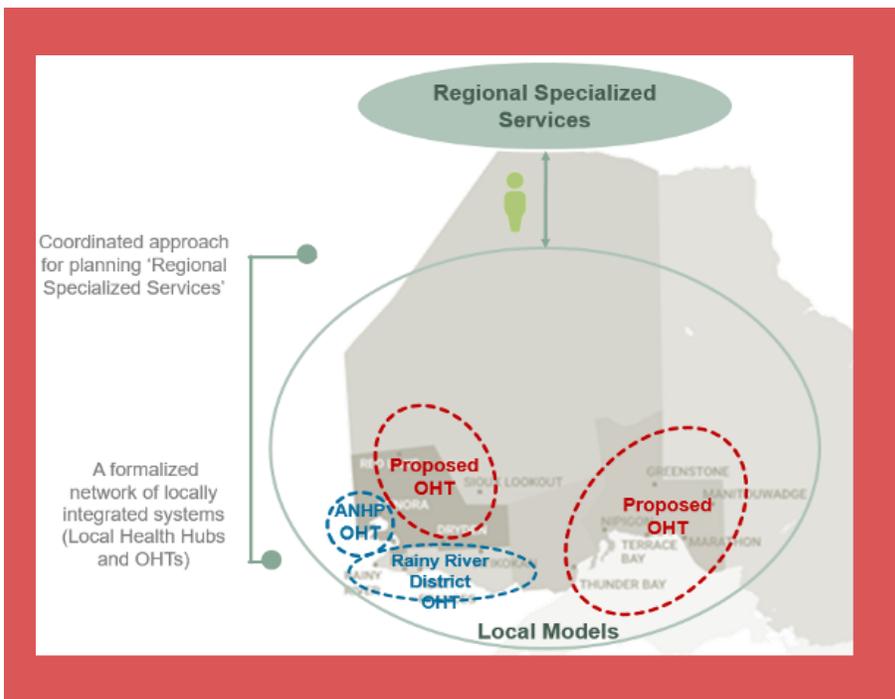
TEAM



Our Team is proud of how we have supported each other through new challenges. Sweeping pandemic-related changes have created a constantly evolving work environment. Throughout, we have stayed strong. We have fostered a positive and inclusive work culture. Every RLMCMH team member has a vital part in achieving our mission and is valued. We are so grateful to have the opportunity to work, learn, and celebrate together!

SYSTEM LEADERSHIP AND INNOVATION

The Ontario health system is moving forward on our provincial government's commitment to support providers in shaping healthcare within designated Ontario Health Teams (OHT's), for the benefit of Ontarians. In Northwestern Ontario, Rainy River and Kenora areas have each been approved as OHT's. RLMCMH led the process for our Sioux Lookout, Dryden and Red Lake's OHT application to the Ministry. We also collaborated on OHT Thunder Bay and District's application. If approved, there will be 4 active OHTs in the Northwest, working collaboratively, and within a shared Regionalized Specialized Services proposed OHT.



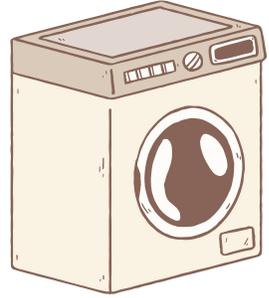
Indigenous perspectives are critical as we look at shaping a healthcare system that works for all residents of Northwestern Ontario. Leaders in Indigenous organizations have actively engaged in the planning process, while their goals of sovereignty have been respected. RLMCMH shared our learning by contributing to the Ontario Hospital Association's strategic planning in relation to Indigenous involvement in healthcare planning.

Northwestern Ontario has experienced severe Human Resource scarcity. Our community has been particularly impacted by a Physician shortage, which led to a 24-hour Emergency Department closure. Our Physician and Leadership team have actively raised awareness of the risk of Physician shortage through media, the Ontario Hospital Association, the Ministry of Health and others for relief such improved access to locum funding and changes to credentialing. To address Physician and other Human Resource challenges, we have established plans to implement other creative solutions to support care in our Hospital including "grow your own" initiatives, partnerships with other organizations, and enhancing non-clinical supports. We are committed to continue this work to address shortages in the next fiscal year.

SUSTAINABLE INFRASTRUCTURE



With the support of our community and donors, we continue to ensure that we have the most current technology available to provide patient care, such as our new, digital x-ray equipment and Nurse Call System. Behind the scenes, we continued to make infrastructure improvements to ensure safe and sustainable operations. Throughout our facility, whether we are making upgrades to plumbing and heating systems or improvements to IT / communications, RLMCMH recognizes that we must take care of our Hospital to take care of our patients.



42,365
Pounds of
Laundry Done



Mobile Crisis Workers
responded to
436 Crisis Calls.
47.8% of those calls were
diverted from hospital.

52,684
Meals Served



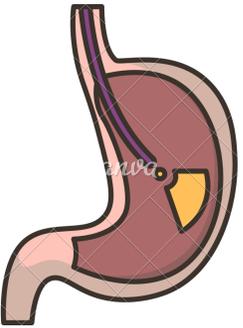
7,530
CCAS Client
Contacts



206
Rooms
cleaned



2558
Resource and
Information
Interactions



139
Scopes



211
Inpatients



Cyber Security
Incidents

7
Physio
Patients



5,289
Emergency
Visits



5
Births

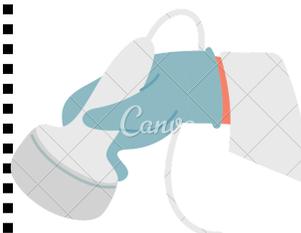
21,511
Samples
Processed



7676
X-rays on
3006
patients



267
EKG

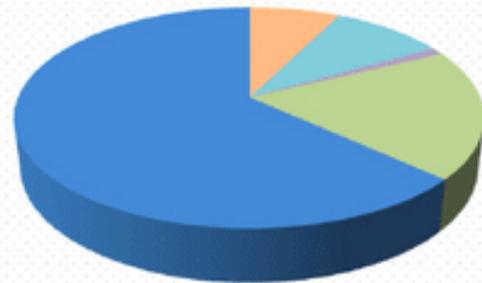
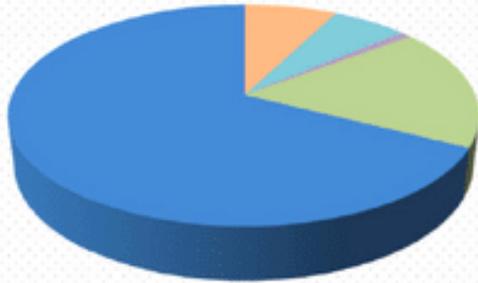


1,816
Ultrasounds

FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION

Assets



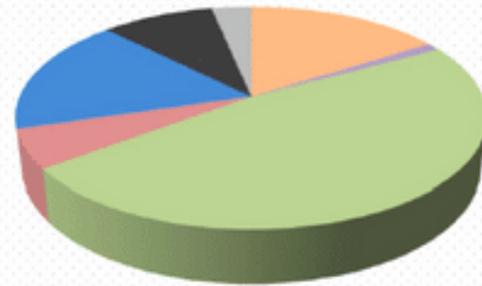
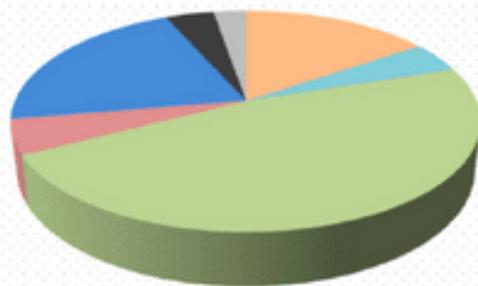
For the year ended March 31
2022

Cash	\$ 1,200,687	8%
Accounts Receivable	\$ 970,700	6%
Inventories	\$ 136,038	1%
Prepaid Expenses	\$ 107,815	1%
Long Term Investments	\$ 2,709,760	17%
Capital Assets	\$ 10,647,892	68%
Total	\$ 15,772,892	

For the year ended March 31
2021

Cash	\$ 1,052,096	7%
Accounts Receivable	\$ 1,314,554	9%
Inventories	\$ 138,851	1%
Prepaid Expenses	\$ 107,332	1%
Long Term Investments	\$ 2,592,744	18%
Capital Assets	\$ 8,944,488	63%
Total	\$ 14,150,065	

Liabilities and Net Assets



For the year ended March 31
2022

Accounts Payable	\$ 2,437,217	15.5%
Bankers' Acceptance	\$ 709,460	4.5%
Deferred Contributions	\$ 1,261	0.0%
Deferred Capital Contributions	\$ 7,468,294	47.3%
Post-Employment Benefits Liability	\$ 798,400	5.1%
Invested in Capital Assets	\$ 3,307,442	21.0%
Unrestricted Net Assets	\$ 625,310	4.0%
Accumulated Remeasurement Gains	\$ 425,508	2.7%
Total	\$ 15,772,892	

For the year ended March 31
2021

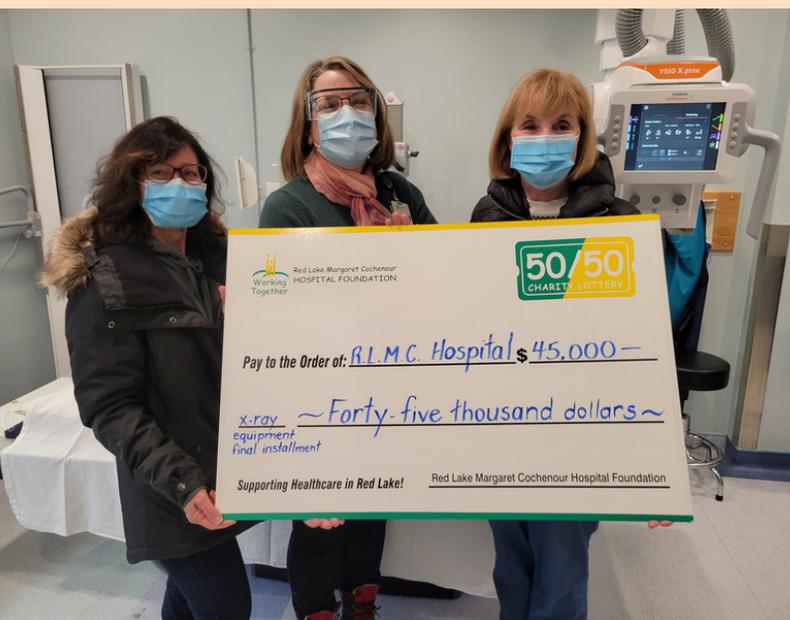
Accounts Payable	\$ 2,242,418	15.8%
Bankers' Acceptance	\$ -	0.0%
Deferred Contributions	\$ 158,954	1.1%
Deferred Capital Contributions	\$ 6,755,864	47.7%
Post-Employment Benefits Liability	\$ 801,000	5.7%
Invested in Capital Assets	\$ 2,426,285	17.1%
Unrestricted Net Assets	\$ 1,305,379	9.2%
Accumulated Remeasurement Gains	\$ 460,165	3.3%
Total	\$ 14,150,065	

Audited financial statements for the year ended March 31, 2022 are available on our website at www.redlakehospital.ca

FOUNDATION

The Red Lake Margaret Cochenour Hospital Foundation continued its fundraising efforts despite the severe constraints imposed by the COVID 19 Pandemic.

Beginning early in 2021 two of our Directors (Madeleine Oakes and Angela Bishop) initiated a 50/50 Lottery for the benefit of the Foundation. It has been a very successful fundraising effort with total revenue from April 1st, 2021 to March 31st 2022 of \$230,520. Not only has this very worthwhile endeavour raised a significant amount of money (a total of \$115,260 has been distributed in prizes), Part of the Lottery proceeds were used in the final instalment of \$65,000 towards the Foundation's commitment of \$520,000 for the purchase and installation of the Hospitals new digital X-Ray machine. We are continuing the 50/50 Lottery in 2022



In a joint effort with the Hospital Auxiliary in September a total of \$9,619 was raised during the Tim Horton's "Smiley Cookies" campaign. Evolution Gold very generously donated a further \$5,000 to this sum bringing the total to \$14,619. All involved are very grateful to Tim Hortons for their annual sponsorship of this fundraiser.

I would like to extend my sincere thanks and appreciation to all our Directors and Hospital staff for their unstinting efforts in support of the Foundation. Our local community have also been wonderful in these trying times. The financial contributions made to our local Hospital continue to be very important to the quality of our local health care

Respectfully submitted;

Marion Whitton.

AUXILIARY



Another year has gone by and we still have COVID with us. Needless to say, it once again hampered our fundraising for both Auxiliaries. Red Lake is very glad for Catch the Ace and our Nevada break-up tickets. We “Thank” Mitchell’s Midtown for allowing us to do both these fundraising at their facility. We paid off our pledge of \$30,000.00 for the New X-ray Machine and Also \$6000.00 was donated to our Auxiliary from The Dryden Rotary Charity Foundation for the new Chemo Chair. Ear Falls fundraising did a Tag day and supper in conjunction with the Legion. Both Auxiliaries do a \$500.00 bursary. Ear Falls every year donates to the Ear Falls Community Health Centre. Red Lake still operates the Vending machines and we “Thank “ Lindsay Anaka for manning them for us. New Born Baby Kits are still provided to new babies born at our Hospital. A change coming next year. April 1 2022 there will be only one auxiliary as Ear Falls will be joining forces with Red Lake. We will be known as The Margaret Cochenour Memorial Hospital Auxiliary o/a The Hospital Auxiliary. We have a great bunch of Volunteers.

Respectfully submitted,

Toots Everley