



MEDIA RELEASE

For Immediate Release

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**Alexandra Hospital, Ingersoll and Tillsonburg District Memorial Hospital
celebrate achievements**

Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH) reflected on achievements over the past year at their recent annual general meeting.

“Although the recent COVID-19 Pandemic has caused us all to pause and do things differently, this past year has still brought with it many exciting advancements at AHI and TDMH,” explained Sandy Jansen, President and CEO.

We remain laser focused on providing the best quality and safest care to our patients. AHI and TDMH have both been awarded the highest designation from Accreditation Canada – Accredited with Exemplary Standing! We were also pleased to update our Ethical Framework this year. This tool provides a one stop shop to assist staff and physicians in ethical dilemmas with the goal of embedding ethics reflection and action into all aspects of care and service across the organizations.

One of the things the pandemic has reinforced is the importance of sharing appropriate information within the health care system. AHI and TDMH were the first hospitals in the region to implement electronic inpatient nursing documentation as the first phase of the One Chart implementation. We also participated in the MyChart initiative which is a free, secure online tool that provides you with easy, timely access to your health information from many participating organizations in Southwestern Ontario. To register visit www.healthrecordsonline.ca.

Building a culture of patient and family centred care is ongoing as the hospitals focus on improving the patient and family experience. We have implemented a Virtual Visit Program which allows inpatients to connect virtually with family and friends outside of the hospital. We value your perspective and continue to seek feedback through our patient survey process, and have recently recruited additional Patient Advisors to our team to help guide us in this journey.

[Ontario Health Teams](http://www.oxfordandareaoh.com) (OHT) are being introduced to provide a new way of organizing and delivering services in local communities. OHTs will be made up of groups of providers and organizations that are clinically and fiscally accountable for delivering a full and coordinated continuum of care to a defined geographic population. For more information about the Oxford and Area OHT, please visit www.oxfordandareaoh.com.

“The COVID-19 Pandemic has changed our lives forever. We would like to take this opportunity to thank our hospital leaders, staff, physicians, volunteers and Foundations for your dedication and commitment to our patients and community during the recent crisis,” commented Al Lauzon, AHI Board Chair. “We would also like to give our heartfelt gratitude to our communities for your donations and endless support in our time of need. We thank you from the bottom of our hearts,” remarked Ruby Withington, TDMH Board Chair.



Alexandra Hospital Ingersoll Tillsonburg District Memorial Hospital

Partnering to keep healthcare close to home.

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