



ANNUAL REPORT 2019-2020

MESSAGE FROM THE BOARD CHAIRS AND PRESIDENT AND CHIEF EXECUTIVE OFFICER

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.

Quality and Safety – 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! To ensure we are respecting the needs of our patients we have updated our Ethical Framework which is grounded in accepted ethical principles.



Al Lauzon, AHI Chair

Electronic Patient Record– 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.



Cheryl Buchner, TDMH Chair

Patient and Family Centred Care - With a 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 - [Ontario Health Teams](http://www.ontariohealthteams.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.



Sandy Jansen, President & CEO

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. 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.

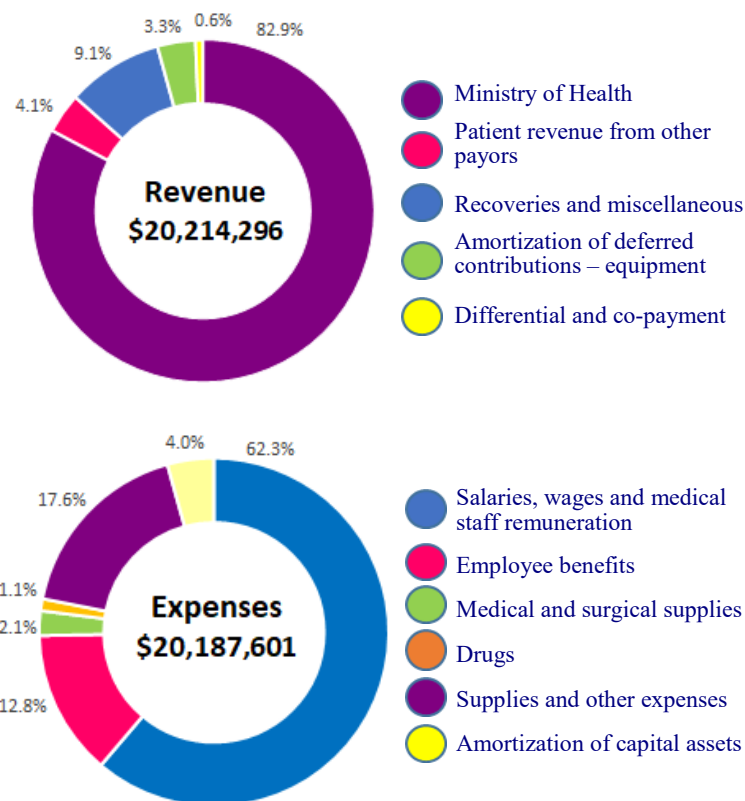
Dr. Joel Wohlgemut, *Chief of Staff, AHI*—The COVID-19 pandemic has illustrated the importance of having the different parts of our health care system working together. Physicians have been meeting together with hospital administrators, long-term care leaders, and public health officials to ensure our response has been coordinated and effective. Since the pandemic has not caused a local rise in severely ill patients, and the volumes in our Emergency Department have been lower, our attention has turned to strategies for managing the presence of COVID-19 in our community. As physicians, we often cannot “keep our distance” and care for patients; this means that Personal Protective Equipment (PPE) is essential to keep both our staff and patients safe. While these important precautions can be tedious, we have accepted that this is part of what health care will be for the foreseeable future.

One of the things the pandemic has reinforced is the importance of sharing appropriate information within the health care system. In Southwestern Ontario we have been leaders in implementing electronic health records; unfortunately, the plan for physicians at Alexandra Hospital to be among the first to shift to digital documentation had to be postponed, but we fully intend to resume this project when appropriate.

We do not want the events of the last few months to eclipse positive steps that we have taken in the past year to improve health care in the Ingersoll community. As part of our commitment to providing a wide range of services, Dr. Gary Tithecott began a paediatric clinic that has filled an important gap. We have also brought on several new physicians to provide care to hospital patients (Drs. Teclegiorgis, Walji, and Ziada); this is providing essential support to our local doctors, many of whom provide care in the office, emergency department, and long-term care as well.

I can assure you that Alexandra Hospital is committed and well-positioned to provide the health services needed in our region as we look forward!

Alexandra Hospital, Ingersoll Statement of Operations ending March 31, 2020



Dr. Jamie Cluett, *Chief of Staff, TDMH*—The recent COVID-19 Pandemic has changed healthcare and our lives forever. During these unprecedented times, the Medical Staff, the Leadership Team and TDMH’s entire staff continue to meet the challenge of providing quality care to the Town of Tillsonburg and surrounding area.

Physician recruitment continues to be a priority and collaboration continues with the Town of Tillsonburg. This year we welcomed Dr. Yao (Internal Medicine). Several Locums in Anaesthesia, Emergency and Internal Medicine have been recruited to assist in on-call coverage in their respective Departments. Recruitment continues for Family Physicians, Hospitalists, Internal Medicine Specialists and General Surgeons.

OneChart - 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. It is anticipated that the OneChart for Emergency Department physicians will be implemented in late 2020.

Medical Staff - The Hospitalist model, TDMH’s approach of care for inpatients that supports discharge planning and provides relief to overcrowding issues, continues to work well. The Hospitalist Team consists of Dr. Foerster, Dr. Agaibi and Dr. Khojah. Our Internal Medicine specialists and General Surgeons are responsible for the care of patients requiring their expertise. The Internal Medicine Team includes Dr. Abdalla, Dr. Hayat, Dr. Yao and our General Surgeons include Dr. Crosby and Dr. Colaco. The team of physicians that provide Emergency Department coverage include Dr. Sohla, Dr. Holowachuk, Dr. Cheng, Dr. Hainer, Dr. Chowdhury, Dr. Sohal, Dr. Heeney, Dr. Haj-Bakri, Dr. Surkont and Dr. Dueck.

As I complete another year as Chief of Staff, I thank the entire Medical Staff, Leadership Team, Management, Nursing, Allied Health Care and Environmental Services Teams for their commitment to our hospital and community during this Pandemic.

Tillsonburg District Memorial Hospital Statement of Operations ending March 31, 2020

