



ANNUAL REPORT 2021-2022

MESSAGE FROM THE BOARD CHAIRS AND PRESIDENT AND CHIEF EXECUTIVE OFFICER

Although the 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 Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH).



Don Campbell, AHI Chair

New and Expanded Services – AHI's Integrated Chronic Disease Program, which includes Cardiac Rehabilitation and Diabetes Education, received additional funding to expand kinesiology and social work resources. To enhance nursing education throughout the facility, a Clinical Educator role has been added to ensure ongoing best practices, high quality and safe patient care. TDMH celebrated a milestone with our first 'same day joint hip replacement' surgery as part of the innovative Orthopaedic Surgery Expansion Project in partnership with London Health Sciences Centre's Ortho Trauma Team. As a result of temporary funding, TDMH was also able to expand CT scanning support for AHI and TDMH in-patients. In collaboration with Woodstock Hospital, anyone that attends AHI and TDMH can now access local psychiatric services. This program expansion will reduce barriers to mental health care for members of the community.



Ruby Withington, TDMH Chair

Quality and Safety – We remain focused on providing the best quality and safest care to our patients. Our 2022-2023 Quality Improvement Plan will be focusing on Emergency Department wait times, patient satisfaction and workplace wellness. We have also been able to expand our safety program with the implementation of access control and staff duress systems to keep our patients and hospital staff safe.

As part of our ongoing commitment to quality improvement, AHI and TDMH will participate in the Accreditation Canada survey process in January 2023. AHI and TDMH are in the midst of preparing for this survey which will assess our processes against standards of excellence to help enhance patient quality and safety, to improve patient outcomes and reduce risk. Both hospitals have also been awarded *Choosing Wisely Canada and Canadian Blood Services* designation, demonstrating their commitment to reducing unnecessary red blood cell transfusions.



Nadia, Facca, President & CEO

COVID 19— The pandemic has caused increased stress, anxiety and burnout of healthcare workers across the globe and our hospitals are no exception. COVID has also created critical staffing shortages throughout the province and we are focusing on recruitment and retention of staff to keep our services and programs viable. We are committed to redesigning our Wellness Strategy with a focus on programs and education to support the mind, body and spirit of our dedicated staff!

In closing, we look forward to recovering from the pandemic gradually and taking what we have learned over the past two years to help shape our future. We would like to acknowledge the incredible courage and resilience demonstrated by hospital leaders, staff, physicians, volunteers and Foundations during this crisis. To our amazing communities, thank you for your endless support, positive wishes, thoughts and prayers.

Dr. Jay Taylor, Interim Chief of Staff, AHI

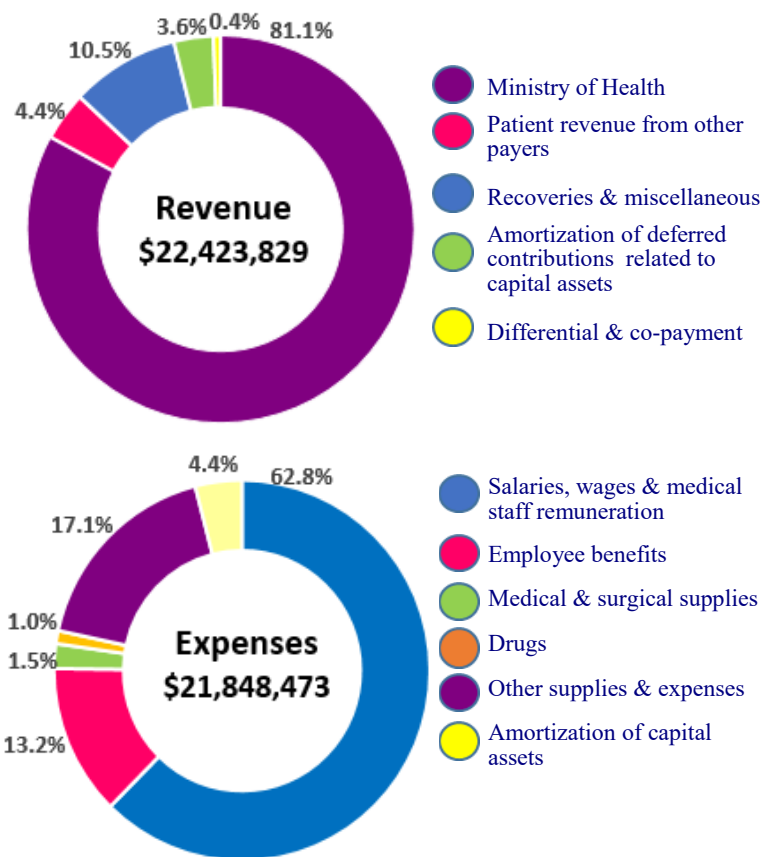
Alexandra Hospital continues to play an integral role in our local and regional health system, however this past year has brought extraordinary challenges for our frontline healthcare workers, including severe staffing challenges. Our inpatient unit continues to provide acute, complex and chronic care while supporting our regional referral hospitals to a greater extent than ever before. In the Emergency Department we have worked to continue providing high-quality care while improving processes around access to psychiatric care, trauma care, and clinician education.

Local physicians and community members partnered with Alexandra Hospital and Southwestern Public Health to provide a local COVID-19 vaccination clinic twice weekly from Spring through to early Fall (2021). This allowed for accessible care close to home which has always been a key principle of our hospital and sets an example for sites across our region.

The hospital has added clinicians from the Ingersoll Nurse Practitioner-Led Clinic as care partners which will help facilitate care through timely access to medical records. The remainder of our core clinical staff remain in place, including Dr. Hanoman, Internist. We've wished a number of our Staff well as they move on to other roles or into retirement, including housekeeper Dale Fleming who worked more than 30 years at AHI and left to a standing ovation. Collectively, we held our breath when we heard of Dr. Wohlgenut's accident last Fall and are overjoyed to see his ongoing recovery. We also welcomed Nadia Facca as our new CEO and wish her well in her new role.

As always, the Medical Staff of Alexandra Hospital Ingersoll remains committed to high-quality local care and are grateful for the ongoing support from our community.

Alexandra Hospital, Ingersoll Statement of Operations ending March 31, 2022



Dr. Jamie Cluett, Chief of Staff TDMH

During these unprecedented times, the Medical Staff, Leadership Team and Staff continue to meet the challenge of providing quality care to the Town and surrounding area.

In July, TDMH welcomed Dr. Inculet, Orthopaedic Surgeon. The Orthopaedic Program has grown over the past year and the first Same Day Joint Hip Replacement Surgery was performed in March, another example of providing quality care closer to home.

I commend the Leadership Team and Emergency Physicians who have worked tirelessly over the past months. In collaboration with Giles Reid, Healthforce Ontario and Dr. Shah, Emergency Department (ED) Lead, SW Region, we have been successful in keeping our Emergency Department open 24/7.

Recruitment continues for Family Physician and specialty areas. Locums in Anaesthesia, Emergency and Internal Medicine have been recruited to assist with on-call coverage.

The Hospitalist model, TDMH's approach of care for inpatients continues to work well. Two hospitalists have resigned leaving Dr. Agaibi as our only Hospitalist. Our Internal Medicine specialists and Dr. Agaibi have gone "above and beyond" covering the Program.

Internal Medicine includes Drs. Abdalla, Hayat, Yao; our General Surgeon is Dr. Crosby. Physicians providing ED coverage include Drs. Sohla, Sohal, Chowdhury, Haj-Bakri, Dueck, Holowachuk, Butchey, Hainer and Heeny.

As I complete my tenure as Chief of Staff, I thank the Medical Staff, Leadership Team, Nursing, Allied Health Care and Environmental Services Teams for their commitment to our hospital and community. Also, a special thank you to Lesley Ross, Professional Staff Assistant, who provided me with great support during my 5 years as Chief of Staff.

Tillsonburg District Memorial Hospital Statement of Operations ending March 31, 2022

