



ANNUAL REPORT 2022-2023

MESSAGE FROM THE BOARD CHAIRS AND PRESIDENT AND CHIEF EXECUTIVE OFFICER

This past year has brought with it many exciting advancements at Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH):

Quality and Safety – As part of our ongoing commitment to quality improvement, AHI and TDMH participated in the Accreditation Canada survey process in January 2023. Each hospital received the final award of *Accredited with Commendation*. This award means that an organization has surpassed the fundamental requirements of the Accreditation Program.



Don Campbell, AHI Chair

Our 2023-2024 Quality Improvement Plan (QIP) is in alignment with Health Quality Ontario and will be focusing on:

- Improving our patient experience by ensuring our patients have enough information about what to do if they are worried about their condition or treatment after they leave the hospital (*information will be obtained through our patient experience surveys*)
- Increasing medication safety by ensuring medication lists are reconciled with home and hospital medications when leaving the hospital (*i.e. increasing compliance to Medication Reconciliation at Discharge*)
- Decreasing workplace violence (*by encouraging our team members to report violent events such that system factors can be improved*)

In the coming year, we are internally working on developing a robust Quality Management System; and we will collaborate with our Oxford Ontario Health Team (OHT) partners on quality improvement activities.



Diane Kleer, TDMH Chair

Advancement of our Electronic Health Record—This year the Joint Board of Directors approved the advancement to the next phase of our electronic health record, namely Cerner One Chart Phase II, Wave 1. We are grateful to our AH and TDMH Hospital Foundations for approving to support the capital costs related to this expansion. This expansion allows us to be in lock step with other partnering hospitals in Southwest Ontario as they too expand their electronic health record.

Infrastructure Improvements— At AHI, we have completed the service elevator modernization project, and the two year project to upgrade/expand our Emergency Power Standby Generation and Distribution systems (the latter resulting in two massive generators to support back up emergency power). At TDMH, we have completed a major roof replacement over our operating rooms.

Recruitment, Retention and the Importance of Wellness—Ontario hospitals continue to experience unprecedented staffing challenges. AHI and TDMH are grateful to our local and regional teams for their strong support. We have implemented creative ways to attract people to join our teams. We have also focused on the importance of wellness with a staff-led wellness committee—that have come up with great ideas to support the health and wellness of our team members!

In closing, we would like to acknowledge the incredible dedication demonstrated by hospital leaders, staff, physicians, volunteers and our Foundations. To our amazing communities, thank you for your endless support and positive wishes.



Nadia, Facca, President & CEO

Dr. Punkuj Chawla, Chief of Staff, AHI

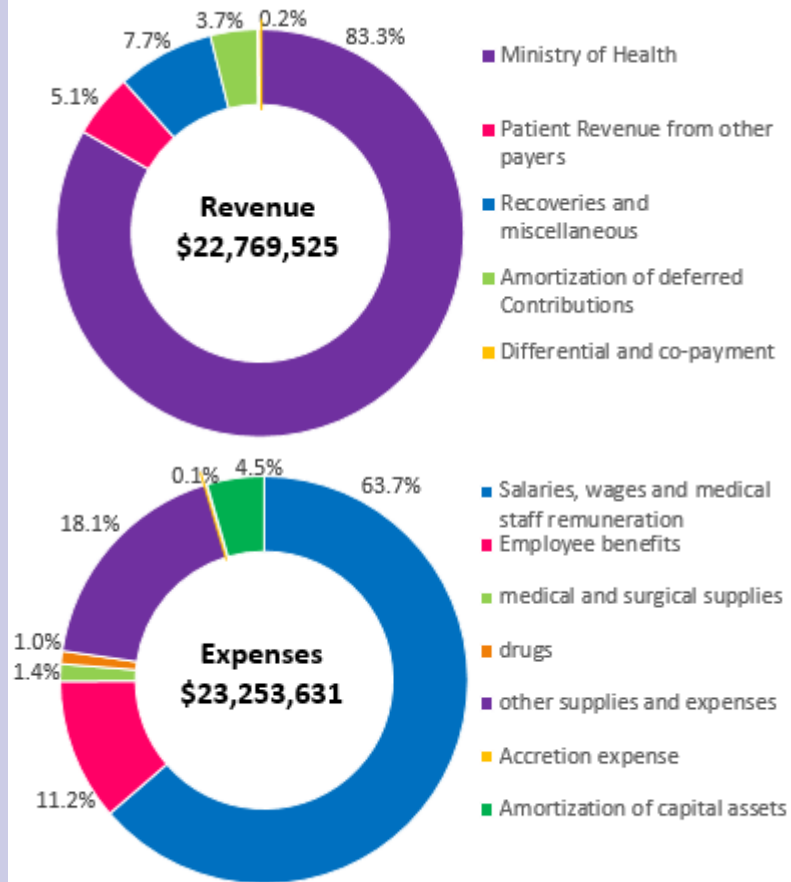
As we emerge post-war on COVID-19, healthcare across Canada faces unprecedented shortages in human healthcare resources. Many nurses and physicians have retired or left the profession due to burnout, while demand for healthcare increases insurmountably. Many emergency rooms across Ontario and Canada have been forced to close due to nursing/physician shortages, our team met the challenge showing incredible commitment to their colleagues and community, keeping our doors open last summer and into the winter months. AHI now has a prominent seat at the decision table with major healthcare partners in our region, finding solutions to the crisis in emergency and inpatient services; our voice is being heard to ensure AHI's longevity.

We continue to stay current with evolving knowledge and skills. Paediatric simulation training was brought to AHI. Our teams obtained Non-Violent Crisis Intervention training for improved security measures to safeguard patients and staff. We are a leader in our electronic health record which improves accuracy in documentation for the patients we serve. As others join us with computerized record dictation, we forge ahead as leaders with a plan to launch Phase II of our electronic chart, propelling AHI further into the future of medical documentation.

During the fall and winter, hospital staff were engaged in preparations for Accreditation, achieving Accreditation with Commendation in January. As we move our position forward in Oxford County, hospital staff have been engaged in exploring the potential of further integration with TDMH, as well as strengthening our relationships with other regional hospitals as well.

As the new Chief of Staff, I want to thank all of our front-line workers at AHI and partners in Oxford County for a long and tiring fight. As we navigate through a post pandemic era, the waters remain rough, but we are mighty. We may be small but our staff is strong and committed to our community and the patients we serve. Chin up Alexandra Hospital, and The Town of Ingersoll, as we keep moving forward into the coming year.

Alexandra Hospital, Ingersoll
Statement of Operations ending March 31, 2023



Dr. Clay Inculet, Chief of Staff TDMH

This is my first annual report as Chief of Staff at TDMH since accepting the position in July 2022. I would like to thank the Medical Staff, Leadership Team, Nursing, Allied Health Practitioners and Environmental Services Teams for their commitment to our hospital and community.

This past year has provided both significant rewards and challenges. Physician and human health resource recruitment remain to be a critical theme and we continue to collaborate with the Town of Tillsonburg in this endeavour. This year TDMH has welcomed three new physicians: Dr. Dueck (Family Practice/ED), Dr. Ijaz (Internal Medicine) and Dr. Tharmalingam (General Surgery).

The professional staff roster currently includes Drs. Abdalla, Hayat, Ijaz and Yao of Internal Medicine; Dr. Crosby, Dr. Tharmalingam and myself from Surgery. Emergency Department Physicians include Drs. Soha, Butchey, Dueck, Chowdhury, Haj-Bakri, Heeney, Holowachuk and Sohal, who continue to work tirelessly to keep the Emergency Department open 24/7 with the assistance of Health-Force Ontario Physicians.

The Surgical Program continues to grow with expansion of Orthopaedic same day joint replacement and the recruitment of Dr. Tharmalingam in general surgery. This local surgical expertise keeps quality healthcare closer to home in the community.

The entire Medical Staff deserve recognition for their efforts in maintaining Emergency, Inpatient and Surgery coverage during these challenging times. It is truly these individuals, equally with the exemplary nursing staff and allied health practitioners, that continue to support a quality of community health care renowned at TDMH.

Tillsonburg District Memorial Hospital
Statement of Operations ending March 31, 2023

