



TILLSONBURG DISTRICT MEMORIAL HOSPITAL

Partnering to keep healthcare close to home.

Report to the COMMUNITY

SPRING 2019

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MESSAGE FROM THE PRESIDENT AND CEO



Healthcare in Ontario is at a very critical point in its history. While the changes recently proposed in Bill 74 – The People’s Health Care Act, 2019 are daunting, the future sustainability of our treasured healthcare system depends on bold change.

As we launch into this brave new, mostly unknown, world of healthcare in our province we cannot forget the words of Martin Luther King Jr... “We are not makers of history. We are made by history.” Recently I had the opportunity to take a step back into history recently when I attended the “Call the Doctor – A History of Medicine” exhibit at the Pratt Gallery at Annandale House. I spent the afternoon immersed in a remarkable trove of stories, documents and photos that highlighted for me how far we’ve come in a relatively short period of time.

Today in healthcare we are faced with unprecedented challenges that will require dramatic change to tackle. The scale and urgency of the opioid epidemic is alarming. Each day in Canada, 11 people die from drug overdose. There are more patients being seen in emergency departments, more patients being hospitalized, and the lengths of stay for hospitalizations

are quite long. At Alexandra Hospital and Tillsonburg District Memorial Hospital and across Oxford County we are tackling the opioid crisis head on. We are implementing a number of strategies in an effort to address the crisis locally including tamper-resistant prescriptions, providing education sheets to all patients receiving an opioid prescription and limiting the quantity of opioids prescribed. As a Pharmacist I have seen the impact of opioid use disorder on patients and families. It is my hope that by working together with our healthcare partners, patients and families we can create a culture that fully understands and works to reduce opioid addiction, prevents further addiction and ends this terrible epidemic.

As always, I invite your questions, reflections, and feedback about our hospital. In the spirit of authenticity, candor and partnership, I always appreciate hearing what’s on your mind. We are small hospitals with big hearts!

Sandy Jansen, President and CEO
Alexandra Hospital, Ingersoll
Tillsonburg District Memorial Hospital



HELP MAKE A DIFFERENCE!

We are recruiting for Patient/Family Advisors that will help support the hospital to ensure that the patient and family voice is included in service and program planning. Patient Advisors provide valuable perspectives and have a direct impact on initiatives, programs, services and policies to improve the quality and experience of care at Tillsonburg District Memorial Hospital and Alexandra Hospital.

If you would be interested in being a Patient/Family Advisor please contact the Director of Patient Relations, Krista Muncaster at 519-842-3611 ext. 5336.

We want to hear from you!

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TDMH Foundation: 519-842-3611 ext. 5311

For more information about TDMH & our services, visit www.tillsonburghospital.on.ca

Disclaimer: Tillsonburg District Memorial Hospital receives funding from the South West Local Health Integration Network. The opinions expressed in this publication do not necessarily represent the views of the South West Local Health Integration Network.

SPRING 2019

Message from Lisa Gilvesy

FOUNDATION BOARD CHAIR



As I complete my term as Chair of the TDMH Foundation Board of Directors, I am very pleased to report that we successfully raised the \$300,000 required for the purchase of equipment for the Diagnostic Imaging Department. Both the bone mineral density machine and the portable digital x-ray machine will enhance patient

treatment. Thank you to all who helped make this campaign a success.

This year, our focus will be on raising funds for our endoscopy suite and the pulmonary testing unit.

The cost of this equipment which includes a pulmonary test machine (cabinet), endoscopy digital image software and an automated endoscopy reprocessor will be approximately \$250,000.

Your generous donations have allowed the Foundation to transfer a total of \$5,478,461 in the last 10 years. Since inception in 1982 the Foundation has transferred \$9,408,245 to TDMH. We are truly grateful to all of our donors.

The annual update of our donor wall is scheduled for Wednesday June 26, 2019 at 7:00 in the main lobby of the hospital. We hope that you will be able to join us in the celebration.



Left to right: David Corner, Foundation Executive Director; Sandy Jansen, Hospital President and CEO; Cheryl Buchner, Hospital Board Chair; Lisa Gilvesy, Foundation Board Chair; Tracy VanPuymbroeck, Foundation Treasurer.

EXECUTIVE DIRECTOR

The TDMH Foundation is seeking a new Executive Director. This position will be responsible for Fundraising Development and Donor Relations.

FOR MORE INFORMATION, PLEASE CONTACT EVELYN BEEBY AT EVELYN_BEEBY@HOTMAIL.COM.

2019-20 CAPITAL CAMPAIGN

The Hospital Foundation is raising \$250,000 to support the purchase of three pieces of equipment. The new equipment consists of a pulmonary function testing cabinet, endoscopy digital image capture software and an automated endoscopy reprocessor.



▲ AUTOMATED ENDOSCOPY REPROCESSOR

The pulmonary function test equipment is a large cabin with clear walls so that you and the healthcare provider can see each other. Patients with breathing problems, asthma, COPD or emphysema can be tested for lung volumes using the cabinet. Using a mouthpiece, the patient may be asked to breathe normally, pant or exhale all the air in their lungs. As the patient chest moves, it changes the pressure and the amount of air. From these changes the physician can obtain an accurate measure of the air in the lungs. The cabinet will come with a new flow sensor and gas analyzer.

1700 – 1800 endoscopies are completed each year at TDMH. Digital Image software allows digital images to be taken during the endoscopy that can be virtually uploaded or printed to the patient chart. This process allows for better land marking and diagnosis with better images. These images can electronically be shared with consulting specialists. Cancer Care Ontario now requires all endoscopy facilities to have the equipment to record digital photographic evidence of relevant land marks and lesions.

The automated endoscope reprocessor will standardize several reprocessing steps. With reduced reprocessing time there will be more time available for endoscopies.



“Continued investment in technology upgrades will ensure that patient care continues to be a top priority at TDMH,”

commented Sandy Jansen, President and CEO



Chief of Staff, Dr. Jamie Cluett explained, “We must continue to provide new technology at TDMH to not only provide high quality patient care, but also to assist with the recruitment of new physicians.”

To make a donation, please complete the tear-off on the back page, donate online at www.tillsonburghospital.on.ca or call the Foundation office at 519 842 3611 ext 5311.

◀ PULMONARY FUNCTION TEST CABINET

DURING A DIFFICULT TIME.... THE HOSPITAL WAS A WARM AND WELCOMING FAMILY

On behalf of the family I would like to express my sincere thanks to all the staff at the hospital for the care and compassion that was shown to my husband Bob, myself, and our family members during Bob's 20 day stay at the hospital. From day one we felt that the staff was going above and beyond to make us feel comfortable during this difficult time.

Bob always had a great sense of humour and really enjoyed his daily interactions with the nursing staff. He greatly appreciated how they would joke with him and make him smile. Dr. Abdalla was so conscientious and kind, always taking time to talk with my three children and getting to know our family.

Many staff members and hospital volunteers would regularly pop by to ask how Bob was doing, or check into make sure I was okay. The hospital was a very warm and welcoming community and Bob and I spoke often about how grateful we were for the level of care that he was receiving.

After Bob's passing all of our questions were answered with honesty and kindness. My family greatly appreciated how many of the nurses and Dr. Abdalla shared their own stories of Bob and how they knew he would be missed greatly.

"We are very fortunate to have a close-knit family; however we believe that part of that immense support network was also the people who were working hard each day to care for Bob and the other patients at the hospital."



Being at the hospital all day, I was able to see firsthand how hard the nurses, doctors, cleaning staff, physiotherapists, blood lab technicians, cafeteria staff, and volunteers worked. Even with busy schedules, they would assist us in any way needed, and always with patience and a smile.

Thank you so much for all that you did for us, and all that you continue to do for the patients that come through your doors each and every day.

Dianne Butler and Family

6.6 Days

average length of stay in acute care

25,649

emergency admissions

2,114

surgical and endoscopy procedures performed

19,294

total cardiac tests

1,587

patient admissions

A CARING SNAPSHOT

Patient Care Profile

April 1, 2018 - March 31, 2019

964

bone mineral density scans

5,715

CT Scans

3,497

mammograms, including OBSP

12,875

total ultrasounds, including echo ultrasound

3,314

total respiratory procedures

19,200+

hours worked by generous volunteers

12,653

total ECG's

21,626

total x-rays completed

DRUG AND ALCOHOL STRATEGY

Oxford

Like many communities across Canada, Oxford County is experiencing an opioid crisis. In March 2018, through funding provided by the Ministry of Health and Long-Term Care, Oxford County initiated the development of a community drug and alcohol strategy. Although the impetus for the initiative was generated in response to the current opioid epidemic, the reality in many communities is that other substances, including alcohol, cannabis and illicit drugs, continue to present significant harms and challenges.

WHY DO WE NEED A DRUG STRATEGY?

Community agencies and residents from across Oxford County told us problematic substance use is an issue that impacts their health, their sense of safety, security and community wellness. People with problematic use of drugs and alcohol are at higher risk of suffering from infections and may experience homelessness, unemployment or have trouble within their family. Substance abuse can also lead to financial difficulty, legal problems, relationship issues etc.

Alarmingly, Oxford County was ranked seventh in Ontario for the highest number of high-strength opioid users. Alcohol is also a major concern within the County. A 2017 report estimated that between 400 to 1200 people in Oxford County are struggling with problematic substance use concerns. However this figure may not reflect the full picture within the County as it excludes substances such as alcohol and cannabis.

Oxford County faces unique challenges in serving people with problematic substance use due to the community's blend of urban and rural areas. The lack of available prevention programs and treatment services as well as transportation-related issues are major challenges to accessing appropriate services in the County.

Designed to meet the unique needs of our community the **Oxford County Community Alcohol and Drug Strategy** contains an action plan with key recommendations as well as an implementation plan, targeting a broad range of substances. The strategy is designed around four key pillars including prevention, treatment, reducing harm and community safety. The Strategy includes 89 action items to address problematic substance use in Oxford County. These action items were informed by a review of local data, a review of evidence-based best practices in the literature, and community consultations with over 50 individuals from 28 community agencies and 15 network tables/groups, as well as 11 people with lived experience. The Strategy was launched publically this spring and will roll out over the next several years.



FOR MORE INFORMATION, VISIT WWW.SWPUBLICHEALTH.CA.

ELECTRONIC CHARTING

Improves the quality of patient information



Over the past several months, the nurses in the Emergency Department participated in a significant change by converting all patient documentation from paper to electronic format.

Charting electronically will improve the quality of patient information as well as allow for other hospitals and physicians to access this information more easily when needed. We appreciated the patience and support of our community during this transition while the nurses underwent this change.

As we look towards the end of 2019 and the beginning of 2020 we will continue to transition more areas of the hospital to electronic documentation.

◀ **PICTURED LEFT TO RIGHT:
EMERGENCY ROOM REGISTERED
NURSES JENNIFER MOORBY AND
MEREDITH RICHES ENTER PATIENT
INFORMATION ELECTRONICALLY
ON THE MOBILE WORKSTATION
ON WHEELS.**



SAVE THE DATE!

Friday, September 6th, 2019

The 26th Annual Tillsonburg News Invitational Golf Tournament raised over \$40,000 to support the purchase of a portable digital X-ray machine and a bone mineral densitometer.

Mark your calendar for the 27th Annual event on **FRIDAY, SEPTEMBER 6, 2019.**

Registration information is available from the TDMH Foundation office (519 842 3633 ext 5311).

Raising funds to support the purchase of diagnostic equipment.

Since inception this event has raised more than \$845,000 to support purchases of capital equipment.



A BIG THANKS to our donors



Thank you Tillsonburg Cruisers



Thank you Dereham District Lions



Thank you Tillsonburg Shriners



Thank you Springfield Lioness



Yes! I want to help our hospital by making a donation.

Name (please print): _____
 Address: _____ Phone: _____
 City/Town: _____ Postal Code: _____
 Here is my donation of: \$50 \$75 \$100 or \$ _____
 Method of Payment: Cheque Visa MasterCard or donate online at www.tillsonburghospital.on.ca
 Credit Card Number: _____ Expiry Date: _____ Security Code (3 digits on back of card): _____

Please mail to: **TDMH Foundation, 167 Rolph St., Tillsonburg ON N4G 3Y9**

Thank you for supporting the Tillsonburg District Memorial Hospital

A receipt will be issued for tax purposes. We do not rent, sell or trade our donor information.

