



Annual Report 2017-2018



What remained constant over the last 12 months was change in our hospitals.

Thanks to the unwavering dedication of our Board and Team Members, we are celebrating significant milestones.

*“They give world class care.”
Grateful Patient*

Accreditation with Exemplary Standing

TDMH has achieved the highest level of excellence award, “**Accreditation with Exemplary Standing**”, from Accreditation Canada. Special note was made of our dedicated team, incredible volunteer program, committed patient advisors, as well as our supportive community and health care partners.

Facility Enhancements

AHI’s **heating ventilation and air conditioning upgrades** will notably reduce energy consumption and costs. TDMH’s **lighting conversion to LED** will save approximately \$58,000 annually.

HealthLinks

This is a county-wide initiative that helps people with complex health care needs navigate the health care system. The HealthLinks collaborative approach involves a multi-disciplinary team and coordinated care plans for high-needs patients that frequently access hospital emergency services.

AHI’s Education Centre of Excellence in Collaborative Education

This space will be used daily by all team members in ways compatible with various learning styles. Education will be presented through online learning modules, lectures, simulation and hands-on clinical skills stations.

Enhanced Patient Discharge Strategy

The Strategy ensures home supports are in place and follow-up appointments are booked with primary care physicians.

Bedside Medical Device Integration Project

This high-tech equipment will enable data to automatically flow from Vital Signs Monitors and physician orders directly to the electronic patient record for greater accuracy, safety and efficiency.

New Websites

Launched in June 2018 with updated content, the new sites feature a fresh design focused on providing all the information our patients, families and community need at their fingertips.

Quality and Safety

Our goal is to instill a universal focus on **Quality and Safety** within our hospitals. Everyone at TDMH and AHI is focused on quality and safety so that every patient receives the highest quality and safest care possible. **Quality** - We will generate a vision and create a common understanding of Quality so we can develop a comprehensive and systematic approach. **Safety** - We are also striving to ensure we are the safest hospitals for patients and staff. At AHI, we completed a Work Well Audit with WSIB, which evaluates the health and safety practices at the hospital.

Senior Friendly Initiatives

Senior Friendly Initiatives provide compassionate, quality care to our seniors. We screen patients for dementia, risk for falls and skin breakdown. Our Move On Program (Mobilization of Vulnerable Elders in Ontario) promotes the mobilization of hospitalized seniors to prevent functional decline and optimize outcomes.

FREE Wireless Internet Access is available

FREE Wireless Internet Access is available for TDMH patients, families and guests. Staying connected to family and friends is important in providing a positive experience for patients and visitors. This program will be expanded to AHI on July 3, 2018.

Out-patients - Care Close to Home

AHI: Arthritis Society, Diabetic Clinic, Mental Health Services Clinic, Minor Surgical Clinic, Oxford County Cardiac Rehab Clinic, Pain Clinic, Southwest Public Health Clinic

TDMH: Blood Transfusion Clinic, Gynecological Clinic, Internal Medicine Clinic, Mental Health Services Clinic, Minor Surgical Clinic, Pain Clinic, Southwest Public Health Clinic

10 Temporary Beds at TDMH

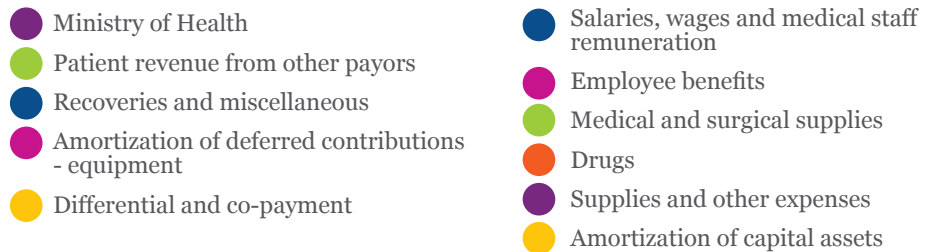
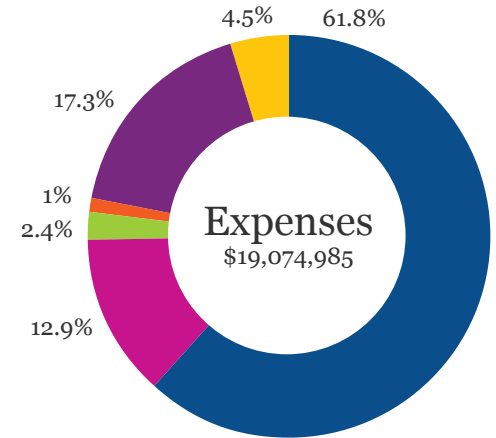
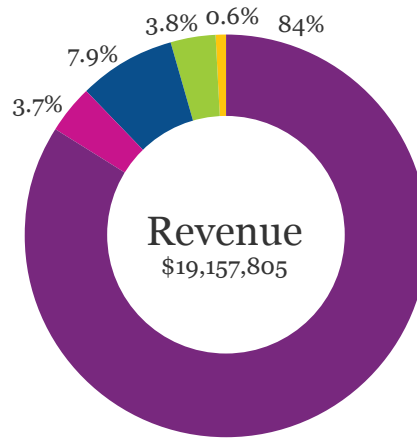
10 temporary beds at TDMH has helped reduce wait times for patients requiring admission from our ED and reduce over-crowding in patient care areas. We continue to work with the SouthWest LHIN to seek ongoing funding for these critical beds.

Dr. Joel Wohlgemut Chief of Staff, AHI

The Medical Staff of Alexandra Hospital continues to meet the challenge of providing care to the Ingersoll community in our Emergency Department, inpatient hospital units, and outpatient clinics.

- In the past year, we welcomed Dr. Jay Taylor as a new physician to AHI and Dr. Amy Blake has expanded her role from the Emergency Department to include hospital patients as well.
- AHI Physicians continue to perform well, relative to our colleagues in the region, in sending medical information out to family doctors and others after a patient leaves the hospital.
- We are preparing for the next phase of the Electronic Patient Record (expanded documentation), and AHI's doctors have affirmed their commitment to be part of the "first wave" of this project.
- We continue to advocate for increased services for local residents; our cataract program continues to provide high-quality surgeries for community members, but we recognize the significant wait times and are in dialogue with various levels of government to see if this can be improved.
- We remain connected with our healthcare partners in Tillsonburg and Woodstock, and frequently review how best to access necessary care for our patients.

Alexandra Hospital, Ingersoll Statement of Operations



Dr. Jamie Cluett Chief of Staff, TDMH

As I complete my first year as Chief of Staff, I thank the entire Medical Staff, Leadership Team and Nursing Team for working diligently on the many initiatives that continually advance quality care at our hospital.

- Physician recruitment is always a priority. We welcomed Dr. Rebecca Heeney in Fall 2017. Current medical staff is generating interest for Family Physicians, Hospitalists and General Internists.
- Medical Staff and Leadership Team are implementing the Enhanced Patient Discharge Process that includes clear next steps and follow-up within 48 hours of release.
- Pain Clinics developed with Drs. Surkont and VanHooydonk, on Thursdays and Fridays.
- Implementation of new "one physician on call model" in Emergency Department, July 2017.
- Policy development and physician recruitment for Medical Assistance in Dying (MAiD) service: 2 TDMH physicians have agreed to provide MAiD.
- Development of a Hospitalist Model has resulted in Dr. Christopher Foerster joining TDMH on July 1, 2018. With a goal to have four Hospitalists, recruitment of candidates continues.
- Continue to leverage HealthLinks to ensure the needs of patients with complex health issues are met.
- Continue to support full implementation of electronic health records and TDMH's go-live with Phase 1 of Clinical Documentation for Spring 2019.

Tillsonburg District Memorial Hospital Statement of Operations

