



Alexandra Hospital Ingersoll
Tillsonburg District Memorial Hospital
Partnering to keep healthcare close to home.

ANNUAL REPORT 2018-2019

MESSAGE FROM THE BOARD CHAIRS AND PRESIDENT AND CHIEF EXECUTIVE OFFICER

Whether you are a patient, visitor or hospital team member, our goal this past year was to enhance your experience.

Quality and Safety – We remain laser focused on ensuring we continue to provide the highest quality and safest care to our patients. Our Quality Strategy, crafted in the spring of 2018 will be implemented over a 2 year timeframe. This year I am pleased to report that we have designed a quality scorecard. This document will provide a lens into key indicators of quality and safety across the hospital.



Ian Blain, AHI Chair



Cheryl Buchner, TDMH Chair



Sandy Jansen, President & CEO

Patient and Family Centred Care - Building a culture of patient and family centred-care is ongoing as we focus on improving the patient experience. Efficiencies achieved by the AHI team were reinvested into providing additional cataracts (20%) for the patients in our communities. We continue to recruit for additional patient advisors to help guide us in this journey. Our patient survey process has also been revamped to increase opportunities for patient feedback. Aligned with this work, we have re-examined the policies that govern the presence of family and friends at the patient's bedside as they receive care. The traditional model of firmly established visiting hours has given way to family presence and open visiting policies.

Hospitalist Model Introduced - A new approach of care for inpatients that supports discharge planning and provides relief to overcrowding issues, the Hospitalist Model involves designated physicians whose sole focus is taking care of inpatients. Research shows improved patient outcomes, reduced length of stay and improved continuity of care. We have had many positive comments from both patients and staff on this new model of in-patient care.

Team Engagement – We have initiated a number of strategies to engage and support staff throughout the year including increased recognition/service award events, staff satisfaction surveys, enhanced Employee and Family Assistance Program as well as additional front-line resources in a number of clinical areas.

The healthcare system in Ontario is in the midst of transformational change. The relationships we are building with patients, partners and clinical experts will ensure we are well positioned to continue to provide exceptional care through these times of change and into the future.

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Dr. Joel Wohlgemut, Chief of Staff, AHI

As the wider healthcare sector in Ontario prepares for changes being ushered in by the government, AHI is undergoing changes on a smaller scale, with the goal of solidifying the hospital's central role in delivering medical services to Ingersoll residents.

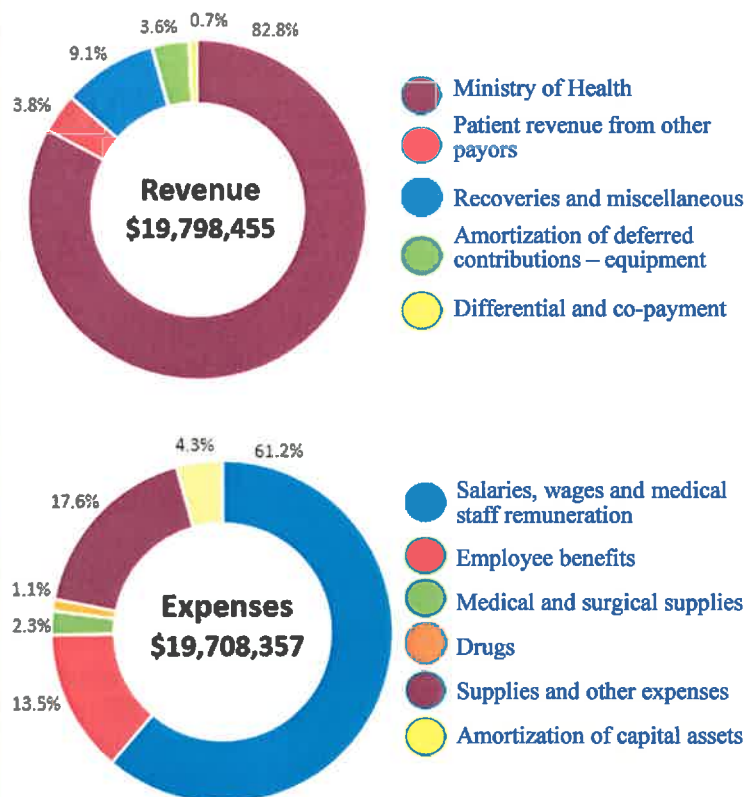
One major change was a shift in how hospital inpatients were managed. In February 2019 we adopted a plan in which physicians take turns looking after hospital patients as their sole responsibility for a week at a time. We are hopeful that by containing hospital work in a more predictable way, our local family physicians will continue to participate in this important aspect of care.

Another area of care that we continue to watch carefully is the Emergency Department (ED). It is increasingly difficult to find well-trained family physicians who are eager to make this part of their scope of practice. We rely on Health Force Ontario, an organization that links understaffed EDs with physicians from larger facilities looking for additional work, to fill the gaps in our schedule. While we continue to recruit new doctors who will devote more time to our facility, we also recognize that the changing realities of healthcare require us to take advantage of resources wherever they can be found.

We are grateful to Dr. Jitin Sondhi for the many years in which he provided leadership as Chief of the Emergency Department. With his resignation from this role in the spring of 2019, Dr. Jay Taylor has now taken over, and I am confident that he will maintain the high standard of care established under Dr. Sondhi.

Outpatient clinics continue to be central to AHI's role in helping people access specialized care: Dr. Gary Tithecott will be starting a new Paediatric Clinic in the near future, which will fill a significant need for children and adolescents in our community.

Alexandra Hospital, Ingersoll Statement of Operations



Dr. Jamie Cluett, Chief of Staff, TDMH

As I complete another 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.

The Hospitalist Model at TDMH continues to work well. The Hospitalist Team consists of Dr. Christopher Foerster, Dr. Samuel Agaibi and Dr. Steve Rioux. The Internal Medicine physicians continue to assist with Hospitalist coverage as needed.

Physician recruitment is always a priority and we continue to collaborate with the Town of Tillsonburg on this initiative. This year we welcomed Dr. Haj-Bakri (Family Physician), Dr. Sikander Hyatt (Internal Medicine) and Dr. Mohamed Naser (Internal Medicine). Recruitment is ongoing for more Family Physicians, Hospitalists and Specialists.

The 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.

Policy development for the provision of Medical Assistance in Dying (MAiD) was finalized and two local physicians have agreed to provide this service along with Dr. Sharon Koivu, a Palliative Care physician and Chief of Medicine at University Hospital in London.

We continue to support full implementation of an Electronic Health Record (EHR) and promote standardized care by encouraging physicians to utilize standardized order sets in the EHR.

Medical Staff participated in the Emergency Department "Creating Positive Relationships (CPR) Program" to improve work flow and work satisfaction.

Tillsonburg District Memorial Hospital Statement of Operations

