



TILLSONBURG DISTRICT MEMORIAL HOSPITAL

Partnering to keep healthcare close to home.

Report to the COMMUNITY

FALL 2018

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WHAT IS A HOSPITALIST?



Find out on page 6.

A MESSAGE FROM THE PRESIDENT AND CEO,



As we say goodbye to summer and move into a busy fall season, I'm excited by the many opportunities we will have to connect with colleagues, discuss the issues with which we are grappling, share triumphs and learnings. As we explore possibilities for collaboration, we strengthen our relationships and reignite our individual and shared sense of purpose in providing the safest and highest quality of care, close to home at TDMH.

Among the most exciting initiatives is our new Quality Strategy. Working with Staff, Physicians, Leaders and Patients we are embarking on a journey that will ensure we are providing *Exceptional Care Close to Home ~ Every Patient, Every Time, By Everyone!* More information about this initiative will be coming soon!

As we work to stay connected with our community, we have updated our Website. The site is designed to provide one-stop shopping for the public. It includes everything from where to park, what to bring to the hospital and the ability to provide feedback directly to our team about your experience while at the hospital. You can even send an "e-card" to a friend or family member in the hospital.

At TDMH, we launched the Hospitalist Program in July. Although we are in the early days of the program, we have received very positive feedback from Staff, Physicians and Patients alike! Read more about what a Hospitalist Program is later in this Report.

Lastly, I would like to welcome Mike Bastow to the hospital! Mike is our new Chief Operating Officer and VP Finance. A Chartered Professional Accountant (CPA CMA), Mike is an exceptional leader who brings to our organizations a vast knowledge from a number of industries in both the public and private sectors, including healthcare, automotive and financial industries. He has worked for the Ministry of Health and Long Term Care, with a small rural hospital as well as at large academic healthcare centres. Most recently, Mike was the Director of Corporate Budgeting and Forecasting at London Health Sciences Centre where he was responsible for managing the design and development of the annual budget in excess of \$1 billion. Already, Mike's breadth and depth of experiences, passion for delivering high quality patient care combined with his entrepreneurial spirit have allowed him to jump in with both feet as he embarks on this next phase of his career.

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!

A handwritten signature in blue ink that reads "S. Jansen".

Sandy Jansen, President and CEO



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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.

MEET THE FOUNDATION BOARD

A message from Lisa Gilvesy, Foundation Board Chair



Lisa Gilvesy – Chair
(Lawyer, Jenkins & Gilvesy)

A personal thank you to our donors, my fellow board members and our team members for making this past year very successful. The Foundation was able to transfer \$548,605 to TDMH to support the purchase of hi-tech patient monitors and IV pumps. To date, the Foundation has transferred \$8,949,526 to the hospital.

Established in 1982, the TDMH Foundation is a registered charity dedicated to raising funds for new and replacement equipment, facility upgrades and to support special projects for Tillsonburg District Memorial Hospital. The Foundation Board of Directors administers the funds entrusted to us by our donors with honour and integrity.



Larry Phillips – Vice Chair
(Retired Businessman)

When you give to the Tillsonburg District Memorial Hospital Foundation you support the Hospital in bringing state of the art equipment closer to home for you and your loved ones. Our Hospital and community have consistently benefited from people caring for people. The Foundation established the LEGACY LEADERS wall to honour those individuals who have named the TDMH Foundation in their planned giving.



David Corner – Executive
Director & Board Secretary
(Chartered Accountant)

Planned giving is an effective way of ensuring that the final distribution of your estate will be completed in the way you have chosen. Planned giving is an increasingly popular way to leave a lasting impact, which will help patients for years to come. Please contact the Foundation office to discuss the various opportunities and benefits of planned giving.

To make a donation, please visit the Foundation office, mail a cheque, donate on-line at www.tillsonburghospital.on.ca, or use the tear-off on the back page. All contributions receive a charitable donation receipt. Your support does make a difference and is greatly appreciated.



Evelyn Beeby – Community
Representative
(Semi-retired Businesswoman)



Brad Bennett – Lawyer
(Gibson Bennett Groom
& Szorenyi)



Cheryl Buchner – Hospital
Board Chair
(Businesswoman)



Peter Burns
(Retired Businessman)



Ken Butcher – Businessman
(Ostrander Funeral Home)



Jamie Cluett –
TDMH Chief of Staff



Sandy Jansen – Hospital Chief
Executive Officer



Donna Scanlon – Volunteer
Association Representative
(Retired Businesswoman)



Tracey VanPuymbroeck –
(CPA Bossy Nagy Group)

CRISIS INTERVENTION TRAINING

Another step to keep staff, patients and visitors safe

WHAT IS CRISIS INTERVENTION?

Crisis Intervention Training teaches best practices for safely managing disruptive behaviours. Crisis intervention is not something you “do” to somebody. It’s an attitude. It’s caring for your safety.

“Crisis Intervention is best practice in today’s workplace and we have made a commitment to keep our patients, staff and visitors safe,” explains Kristy Libbenga, R.N. and Crisis Intervention Instructor.

Throughout the two day training session, staff learn how to be proactive, identify and prevent a crisis before it actually becomes one. They learn nonverbal and verbal de-escalation techniques to defuse situations; communicating with individuals respectfully and with concern for their well-being.

The training teaches staff how to build positive relationships with patients and community, and gives practical tools to help them feel confident in their practice and safe in the workplace.

As demonstrated by the positive changes that have taken place within the organization, Crisis Intervention Training has been very beneficial in implementing best practices, and promoting quality care, safety and security for everyone.



HOSPITAL VOLUNTEERS

Contribute to excellent patient care

A joke brightens the day of an elderly patient. A steady hand is extended at just the right moment. A compassionate smile brings comfort to a patient. These are just a few examples of what TDMH volunteers do every day.

Volunteers support hospitals in a number of important ways, including running the Information Desk or Coffee/Gift shop, sorting mail, patient feeding, portering or fundraising. Volunteers enhance the patient and visitor experience, which contributes to patient satisfaction. Providing human contact and demonstrating compassion are important components to the quality of patient care.

There are also volunteer opportunities as an elected member of the hospital Board of Directors. Board members provide strategic direction and governance leadership to the hospital and have a unique opportunity to help shape healthcare for the community.

WHY VOLUNTEER?

- Volunteering connects you to others
- Volunteering is good for your mind and body
- Volunteering can advance your career
- Volunteering brings fun and fulfillment to your life

If you are interested in making a difference to the quality of healthcare provided in your community through volunteerism, please contact Stacia Hanson, TDMH Volunteer Coordinator at 519-842-3611 ext. 5295.

If you are interested in applying to become a member of the hospital Board, visit <https://www.tillsonburghospital.on.ca/about-tdmh/tdmh-board/board-recruitment> for more information.



HERE'S LOOKING AT YOU!

DIAGNOSTIC IMAGING DEPARTMENT

Portable Digital X-ray, Bone Mineral Densitometry

The Hospital Foundation is raising \$300,000 to support the purchase of a portable digital x-ray machine and a bone mineral densitometer.

The portable digital x-ray machine will offer many advantages, including higher image quality. The image will flow directly to the electronic patient record and lower radiation exposure. Also, the image can be seen at the patient's bedside to ensure that additional imaging is not required.

The demand for bone mineral density imaging continues to be an important screening and diagnostic tool for patients at risk of osteoporosis. A bone density test is a way to measure the strength of your bones and the probability of fracture. The new equipment will offer a non-invasive imaging exam with the newest technology.

Chief of Staff, Dr. Jamie Cluett, says, "We must continue to provide new technology at TDMH to not only ensure high quality patient care, but to assist with the recruitment of new physicians who have trained on this type of new technology." The cost of the new equipment will be approximately \$300,000.



ANGELS OF GIVING CAMPAIGN

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

If you make a donation in honour or memory of an individual, we will place their name on our Angel of Giving tree in the hospital lobby.

BONE DENSITY

A Bone Densitometry test is the best diagnostic tool for early detection of Osteoporosis.



**PORTABLE ►
DIGITAL X-RAY**



SAVE THE DATE!

Friday, September 6th, 2019

A very warm, sun-filled day greeted 127 golfers on September 7, 2018 for the 26th Annual Tillsonburg News Invitational Golf Tournament at the Bridges. Golfers, sponsors and donors helped raise more than \$35,000 to support the purchase of a portable digital X-ray machine and a bone mineral densitometer for the Diagnostic Imaging department.

Since inception, the event has raised more than \$865,000 to assist with the purchase of equipment for TDMH.

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



TODAY'S HOSPITALISTS

On July 1, 2018, we introduced a Hospitalist Model at Tillsonburg District Memorial Hospital (TDMH) with several new physicians joining our team. Please welcome Dr. Chris Foerster, Dr. Eduardo Temperine, Dr. Sharareh Shokri, Dr. Sam Agaibi and Dr. Steven Rioux to the TDMH team!

WHAT IS A HOSPITALIST?

The Hospitalist is a medical doctor who works in the hospital, looking after patients admitted to the hospital. The majority of hospitalists in Canada are trained as family physicians or general internists. Hospitalists were first introduced into the system in the early 1990's and their numbers have grown quickly ever since. Today, you will find Hospitalists in both large and small hospitals across the country.

WHY DID TDMH INTRODUCE HOSPITALISTS?

Historically, TDMH has successfully adopted a traditional model where patients' hospital care is overseen by a dedicated group of family physicians serving the community. Across the province and the country, this traditional model has been slowly eroding, with more and more family physicians giving up their hospital privileges to focus on their family practices, among other things. We have therefore implemented a Hospitalist Model to ensure we continue to provide the high quality, patient-centred care you have always received at TDMH!

WHAT ARE THE BENEFITS OF HOSPITALISTS?

Our Hospitalists work at the hospital every day, in seven day rotations. By focusing his or her practice on the care of the hospitalized patient, they gain a great deal of insight in the unique aspects of a patient's needs during the hospital stay. They work with patients and families and the entire care team to provide the highest quality care. They coordinate care and navigate the system to ensure we get you back home as soon as possible. We know by looking at other hospitals, that Hospitalists have been shown to improve patient and staff satisfaction.

HOW WILL MY FAMILY DOCTOR KNOW WHAT HAPPENED TO ME IN HOSPITAL?

When you are discharged, your Hospitalist will provide a detailed report about your stay at the hospital to your Family Doctor.



Dr. Mohamed Abdalla, Chief of Internal Medicine/ Hospitalist (R) welcomes Dr. Sam Agaibi (L) and Dr. Eduardo Temperine to the TDMH team.

TDMH WELCOMES TWO NEW INTERNISTS

TDMH would like to welcome Dr. Sikandar Hayat and Dr. Mohamed Naser to our hospital team!

Dr. Hayat was born and raised in Pakistan. He obtained his degree from the University of Punjab, Pakistan in 1988 and moved to South Africa in 1993 to complete his postgraduate medical training in Johannesburg, one of the biggest teaching Hospitals in the world. Among his achievements, Dr. Hayat became a Diplomate in HIV management from The College of Medicine of South Africa. He has worked as a Consultant and was Head of Internal Medicine at Kimberley Hospital Complex for five years before moving to Canada in 2007. His main areas of interest are Cardiorespiratory and Endocrinology. He has worked as a Specialist in Internal Medicine for the past 11 years in Newfoundland.

Dr. Hayat chose the medical profession because it is a respectful career and provides an opportunity to serve humanity in the best possible way. "Tillsonburg is a beautiful, small town that carries a lot of natural attraction. The community is very friendly as well. I feel that I can commit myself here, long-term," explained Dr. Hayat. "I look forward to joining the excellent team of Physicians at TDMH to provide the best possible care to the community. I hope to serve this community with dedication and love."

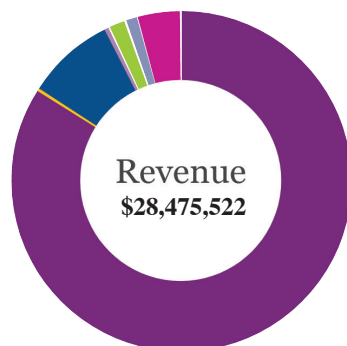
Dr. Naser grew up in Qatar, which is a country located on the west side of the Persian Gulf. He completed his post graduate studies (Fellowship) at the University of Toronto and is certified by the Royal College of Physicians and Surgeons of Canada for both Internal Medicine and Nephrology. He is also a certified specialist of the American Society of Hypertension in USA. More recently, Dr. Naser has been practicing Internal Medicine in Prince Edward Island. His main areas of interest are treating hypertension, chronic kidney disease and cardio-pulmonary disease.

Hobbies of interest include chess, Eastern literature, travel and poetry. When asked why he chose to come to Tillsonburg, Dr. Naser explained, "I have family living around London, Ontario and Tillsonburg was a great choice for me to set up practice. We are used to small community living and Tillsonburg was a great fit for us. My family and I are looking forward to this new adventure."

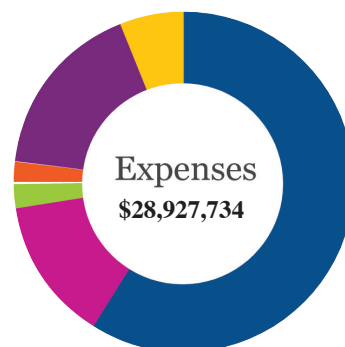


TDMH Statement of Operations

(Audited Financial Statements Ending March 31, 2018)



- Ministry of Health (82.5%)
- Preferred accommodation (0.4%)
- Out patients (9.4%)
- Chronic care co-payment (0.4%)
- Other (1.8%)
- Investment income (1.0%)
- Amortization of deferred contributions related to capital assets (4.5%)



- Salaries, wages and medical staff remuneration (60.4%)
- Employee benefits (12.9%)
- Medical and surgical supplies (2.4%)
- Drugs (1.8%)
- Other supplies and expenses (17%)
- Amortization of capital assets (5.5%)

A BIG THANKS

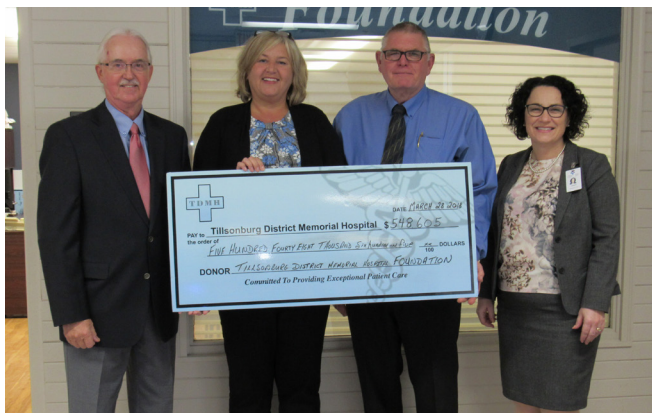
to our donors



Thank you, Legacy Wall Donor – Lisa Gilvesy, Foundation Board Chair; Sandy Jansen, Hospital CEO; Margaret VanDeZweerde, Legacy Wall Donor



Thank you, Tillsonburg Shriners



2018 Foundation transfer to TDMH \$548,605. David Corner, Foundation Executive Director; Lisa Gilvesy, Foundation Board Chair; Mel Getty, Hospital Board Member; Sandy Jansen, Hospital CEO



In memory of Irene Verspeeten: Ron Verspeeten; Archie Verspeeten; Lisa Gilvesy, Foundation Board Chair; Larry Phillips, Foundation Board



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.

