



# TILLSONBURG DISTRICT MEMORIAL HOSPITAL

*Partnering to keep healthcare close to home.*

# Report to the COMMUNITY

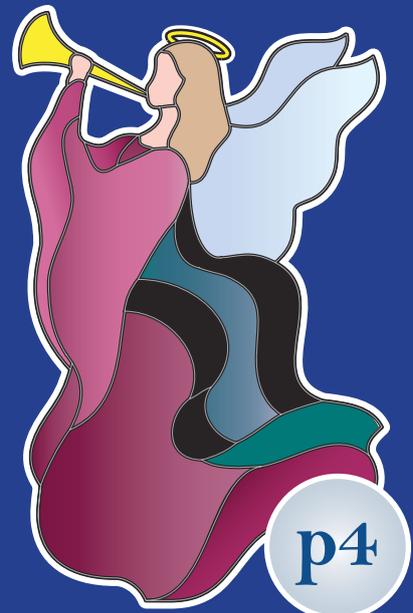
FALL 2019



p5

## DIALYSIS SERVICES

A Life Sustaining Treatment



## 2019 Angels of Giving CAMPAIGN

# A MESSAGE

## from the President and CEO Sandy Jansen



In the Spring Edition of the Report to the Community I highlighted the enormous change that our Healthcare system was about to embark on. Since that time, *The People's Health Care Act, 2019* was passed into law, setting into motion the largest, most complex change healthcare in this province has ever undertaken.

Canada's healthcare system took shape in the 1950s and '60s. Founded on the principles of universality, accessibility, comprehensiveness, portability, and public administration, the system was considered one of Canada's crown jewels and enjoyed international admiration. Unfortunately the sustainability of our treasured system is at risk. We commonly hear that emergency department wait times are too long; that patients have difficulty navigating the system; that patients and families sometimes struggle to get the help and care they need when they need it and that there are not enough long term care beds for our elderly population. We know that bold change is required.

In Oxford County we are taking steps toward the change in the system that is needed. We are working collaboratively with healthcare providers across the County to establish an Ontario Health Team. This team will focus on providing better health care experiences for the patients and families we serve, provide consistent high quality care and illness prevention and ensure that patients can access the right care when and where they need it.

### What is an Ontario Health Team?

An Ontario Health Team (OHT) is a team of health care providers who work together to deliver care to the patients they serve. Typically an OHT serves a geographical population, such as Oxford County, and provides all types of health care to that population from birth to end of life. This includes preventative care and wellness initiatives, primary care, hospital care, community and home care, long-term care,

mental health and addictions services, and palliative care services.

### What will be different?

While it will take many years to implement a full Ontario Health Team model, at maturity, patients will notice many system changes. When the OHT is fully implemented you will:

- not have to repeat your health history or story for each doctor or visit
- not have to undergo the same test multiple times for different doctors
- have 24-hour access to a family doctor or care provider
- have easy-to-understand information about quality of care and clinical outcomes so you can make informed choices about providers and treatment options
- be able to make an appointment for a visit to a clinician, a diagnostic test or a treatment with one phone call
- have a wide choice of primary care providers
- if you have a chronic disease, be routinely contacted to have tests that identify problems before they occur; be provided with education about your disease process; and be provided with in-home assistance and training in self-care.

We encourage you to continue to stay informed about the healthcare transformation across Ontario!

As always, I invite your questions, reflections, and feedback about our hospital. In the spirit of authenticity and 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**

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TDMH Foundation: 519-842-3611 ext. 5311

For more information about TDMH & our services, visit [www.tillsonburghospital.on.ca](http://www.tillsonburghospital.on.ca)

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.

# TDMH FOUNDATION

## Message from Larry Phillips

### FOUNDATION BOARD CHAIR



**Larry Phillips**  
Board Chair  
(Retired Businessman)

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 **\$458,719** to TDMH to support the purchase of a portable digital x-ray machine and a bone mineral densitometry machine. To date, the Foundation has transferred **\$9,408,245** to the hospital.



**Lisa Gilvesy**  
Past Chair  
(Lawyer, Jenkins & Gilvesy)

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.

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.



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

The Foundation established the **LEGACY LEADERS** wall to honour those individuals who have named the TDMH Foundation in their planned giving. 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](http://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.



**Brad Bennett**  
Hospital Board Rep.  
(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 President/CEO



**Ann Beaudoin**  
President Volunteer  
Association



**Tracey  
VanPuymbroeck**  
(CPA Bossy Nagy Group)



# 2019-20 CAPITAL CAMPAIGN

The Hospital Foundation is raising \$300,000 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*



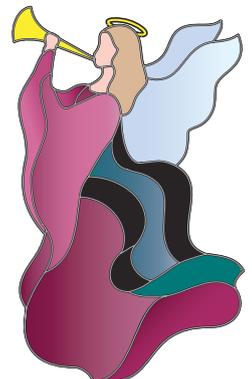
**▲ PULMONARY FUNCTION TEST CABINET**

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.”

## ANGELS OF GIVING CAMPAIGN

To make a donation, please complete the tear-off on the back page, donate online at [www.tillsonburghospital.on.ca](http://www.tillsonburghospital.on.ca) or call the Foundation office at 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.*



# TDMH DIALYSIS SERVICES A LIFE SUSTAINING TREATMENT

The Ed DeSutter Dialysis Unit opened in December of 2005 as a satellite unit of the London Health Sciences Centre Renal Program.

We provide hemodialysis treatments to approximately 30 patients. Treatment times vary from 2.5 hours to 4 hours a visit and most patients come three times per week. The staff consists of ten Registered Nurses and three certified Dialysis Technicians.

"We are so fortunate to be able to provide this quality patient care close to home. It is beneficial to these patients as they are spending less time and finances getting to and from the Regional Centre in London," commented Jodi Edwards, Director Clinical Services. "This allows for more quality time at home."

All patients are assessed in London through the Kidney Care Centre prior to coming to TDMH for treatment. They are seen by a Nephrologist, Nurse Practitioner, Social Worker, Dietician and Pharmacist. The Nephrologist and Nurse Practitioner have a clinic here at TDMH once a month to see the patients, and the patients can communicate face to face with the other interdisciplinary Team members in London using a unit tablet provided if they request.

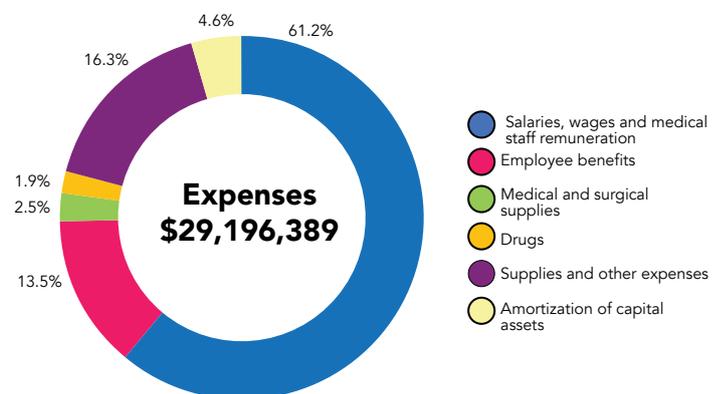
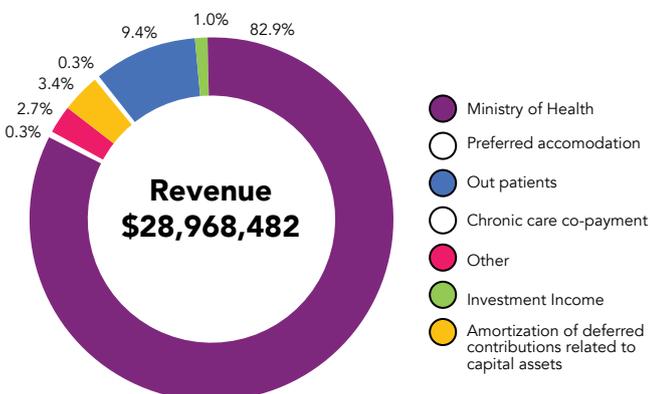
The Ed DeSutter Dialysis Unit completed 3,884 treatments in 2018. This small unit provides a family-like atmosphere. "It is a unique kind of nursing/patient relationship," commented Nichelle Hodgson, Registered Nurse. "Due

to the frequency of visits, patients and staff really get to know each other and special bonds are formed."



▲ **LEFT TO RIGHT: REGISTERED NURSES – JOANNE TWINEM, SHELLEY CLARKE, KAREN MULLEN, ARLENE NAP AND BECKY SINNESAE, DIALYSIS TECHNICIAN**

## Tillsonburg District Memorial Hospital 2018-2019 Statement of Operations





## NOW AVAILABLE!

MyChart is a free, secure online tool that provides you with easy, timely access to your health information from many participating organizations in Southwestern Ontario. MyChart was developed at Sunnybrook Health Sciences Centre and is being used by many acute care hospitals in Southwestern Ontario who contribute patient information within MyChart. With a MyChart account, patients have access to their important health records anytime, anywhere.

### FEATURES OF MyChart:

- Access to personal health information such as Lab results, radiology reports, and discharge summaries
- Secure messaging between delegates
- Entering your own health data (i.e. weight, blood pressure, immunizations)
- Share your account with family and caregivers in case of an emergency

### HOW CAN I REGISTER FOR MYCHART?

You can now register in person at either Alexandra Hospital, Ingersoll or Tillsonburg District Memorial Hospital's Health Records Department, or at any participating hospital within Southwestern Ontario.

For more information, please contact :  
[MyChart@HITSeHealth.ca](mailto:MyChart@HITSeHealth.ca) or visit [healthrecordsonline.ca](http://healthrecordsonline.ca).

For technical questions or concerns, please contact the MyChart support desk by email at [support@MyChart.ca](mailto:support@MyChart.ca) or by phone at 1-833-221-2202.

## WE VALUE OUR PATIENT PERSPECTIVE

TDMH has several ways to ensure the patient and family voice is heard. We have Patient and Family Advisors that provide valuable feedback regarding hospital policies, programs and services.

We have also recently revised our Patient and Family Experience Survey to help us better understand the experience of the patient and identify strengths and opportunities for improvement. The survey will be given to every patient who is discharged from TDMH as well as ten Emergency Department patients each day.

Extra surveys will also be available to patients/families at various locations throughout the building. Individuals are also able to access the form electronically through a bar code located on the surveys or on our website at <https://www.tillsonburghospital.on.ca/patient-family-feedback>.



We value our patient and family perspective.

*Your opinion matters!*

# RAISING FUNDS FOR HOSPITAL EQUIPMENT

One of the Volunteer Association fundraising activities is the TDMH **HELPP** Program. It has been raising funds for hospital equipment for over 28 years. **HELPP** stands for “**Hospital Equipment Lottery Project for People**” and is a break open ticket fundraising program to support equipment needs for health care facilities across Ontario.



TDMH has several volunteers who are dedicated to ensuring this program is successful. Pam Brown, Madeline Csanyi, Roger Kleebaum and Betty Sanderson can be found every week in the main lobby selling tickets, and they always have a bright smile and cheery hello.

To date the **HELPP** Program has raised **\$52,400** for equipment at TDMH and we *thank the people* who support this initiative.

◀ **PICTURED LEFT TO RIGHT:**  
**MADELINE CSANYI, HELPP CONVENOR**  
PRESENTS A DONATION CHEQUE OF  
\$4,000 TO **CHERYL PFAFF, CHIEF NURSING**  
EXECUTIVE AND VP CLINICAL SERVICES,  
QUALITY AND SAFETY FOR 2016-2018 SALES.

# ANNUAL GOLF TOURNAMENT

The 27th Annual Tillsonburg News Invitational Golf Tournament raised over \$38,000 to support the purchase of a Pulmonary Function Testing Cabinet, Endoscopy Digital Image Capture Software and an Automated Endoscopy Reprocessor.

Since inception this event has raised more than \$900,000 to support purchases of capital equipment.



# PATIENT AND STAFF SAFETY IS A PRIORITY

At TDMH we seek to ensure our staff and patients are safe. Violent incidents in hospitals and violence against healthcare workers continue to increase and TDMH has not been immune to this trend.

Patient and staff safety is a priority and we are therefore implementing a proximity card door access control or “swipe card access” in combination with a personal safety response system or “panic alarms”. These systems aim to reduce incidents of violence

and mitigate risk to staff and patients in our hospitals. These systems will also meet legislated requirements under the Ontario’s Occupational and Safety Act (OHSA) and will demonstrate to Accreditation Canada we have ensured that the physical space is compliant with legislative standards to protect the health, safety and security of patients and staff.



# A BIG THANKS

## to our donors



Thank you Patrons and Sponsors of the 2019 Golf fundraiser \$38,000



Thank you Dereham District Lions Club



Thank you South Dorchester Optimists (Lyons)



TDMH Foundation presents 2019 transfer to the hospital for \$458,749



**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](http://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.

