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**MEDIA RELEASE**

**For Immediate Release**

**July 19, 2019**

**Alexandra Hospital, Ingersoll and Tillsonburg District Memorial Hospital  
celebrate significant milestones**

Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH) celebrated significant achievements over the past year at recent annual general meetings.

“Whether you are a patient, visitor or hospital team member, our goal this past year was to enhance your experience,” explained Sandy Jansen, President and CEO.

Building a culture of patient and family centred-care is ongoing as the hospitals focus on improving the patient experience. Efficiencies achieved by the AHI team were reinvested into providing more cataract procedures (20%) for the patients in our communities. Both organizations continue to recruit for additional patient advisors to help guide us in our health care journey. The patient satisfaction survey process has also been revamped to increase opportunities for patient feedback. Aligned with this work, the traditional model of firmly established visiting hours has given way to family presence and open visiting policies.

AHI and TDMH remain laser focused on continuing to provide the highest quality and safest care to patients. Our Quality Strategy, crafted in the spring of 2018 will be implemented over a two-year timeframe. “This year I am pleased to report that we have designed a quality scorecard,” explained Al Lauzon, AHI Board Chair. “This document will provide a lens into key indicators of quality and safety across the hospital for both patients and employees.”

The Hospitalist Model is a new approach of care for AHI and TDMH inpatients that supports discharge planning and provides relief to over-crowding issues. “Ingersoll physicians are using a new approach that allows doctors to focus their attention on hospital patients, rather than continuously balancing this with the demands of office and emergency room medicine,” commented Dr. Joel Wohlgemut, AHI Chief of Staff. Research has shown improvement in some specific patient outcomes, including reduced length of stay, using the Hospitalist Model. “We have had many positive comments from both patients and staff on this new model of in-patient care,” stated Dr. Jamie Cluett, TDMH Chief of Staff.

We have also initiated a number of strategies to engage and support our employees 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,” commented Cheryl Buchner, TDMH Board Chair. “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.”

See attached group picture:

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# Alexandra Hospital Ingersoll Tillsonburg District Memorial Hospital

*Partnering to keep healthcare close to home.*



## 2019/2020 Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH) Joint Board of Directors

(back row, left to right) Sandy Jansen, President and Chief Executive Officer; Dr. Elizabeth Allen, President AHI Medical Staff; Todd Ross, AHI Board Member; Diane Kleer, TDMH Board Member; Jenny Good, TDMH Board Member; Gary Foerster, TDMH Board Member; Stephanie Nevins, AHI Board Member; Tanya Pirie, AHI Board Member; Cheryl Pfaff, Chief Nursing Executive & VP Clinical Services, Quality & Safety; Dr. Joel Wohlgemut, AHI Chief of Staff; Dr. Jamie Cluett, TDMH Chief of Staff; Mike Bastow, Chief Operating Officer & VP People & Finance.

(front row, left to right) Ian Blain, AHI Treasurer; Don Campbell, AHI Vice Chair; Al Lauzon, AHI Board Chair; Cheryl Buchner, TDMH Board Chair; Ruby Withington, TDMH Vice Chair; Barb Morgan, TDMH Treasurer.

Absent: Dr. John Andrew, TDMH President of Medical Staff; Martha Di Carlantonio, AHI Board Member; Mel Getty, TDMH Board Member.

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