



ANNUAL REPORT 2020-2021

MESSAGE FROM THE BOARD CHAIRS AND PRESIDENT AND CHIEF EXECUTIVE OFFICER

Although the COVID-19 Pandemic has caused us all to pause and do things differently, this past year has still brought with it many exciting advancements at Alexandra Hospital, Ingersoll (AHI) and Tillsonburg District Memorial Hospital (TDMH).



Al Lauzon, AHI Chair



Ruby Withington, TDMH Chair



Sandy Jansen, President & CEO

New and Expanded Services – A beautiful new space has been created at AHI focusing on integrated chronic disease management with expansion of our Cardiac Rehab and Diabetes Education Program. We have also launched an Oxford County Specialty Wound Care and Diabetic Foot Ulcer Offloading Clinic providing out-patient wound care and procedures. TDMH has expanded their Surgical Services Program through increased on-call services, additional cataract procedures as well as the introduction of an Orthopedic Specialty Clinic in partnership with London Health Sciences Centre's Ortho-Trauma Team.

Oxford and Area Ontario Health Team (OHT) - The [Oxford and Area OHT](#) is proceeding with year-one initiatives to create integrated care pathways for populations with chronic conditions, palliative care needs and individuals experiencing challenges related to mental health and addictions. Part of the work also includes expanding digital access across health sectors to improve continuity of care.

Facility Upgrades – Access control and employee duress systems are being installed at both sites to ensure the safety of our staff and patients. AHI installed some new roofing and air-conditioning and TDMH completed installation of their new generator upgrade.

COVID 19—AHI and TDMH played a vital role in collaborating with Ontario Health West and Southwestern Public Health to manage the impact of the pandemic. We opened COVID Testing Centres at both hospital sites, supported local long-term care facilities and retirement homes in outbreak management and ensured additional in-patient bed capacity to address COVID surge and assist with capacity challenges at other sites. COVID has truly brought to light the need to work together as a health care system.

The pandemic has caused increased stress, anxiety and burnout of healthcare workers across the globe and our hospitals are no exception. We are committed to redesigning our Wellness Strategy with a focus on programs, education and incentives to support the mind, body and spirit of our dedicated staff!

The COVID-19 Pandemic has changed our lives forever. We would like to acknowledge the incredible courage and resilience demonstrated by hospital leaders, staff, physicians, volunteers and Foundations during this crisis. To our amazing communities, thank you for your endless support, positive wishes, thoughts and prayers.

Dr. Joel Wohlgemut, *Chief of Staff, AHI*—From our current vantage, it is difficult to look back and remember where we stood one year ago. Dealing with COVID-19 at AHI itself has been more straightforward than we might have expected; the few patients admitted locally typically require only a few medications and oxygen. We rely on our larger hospital partners to receive those patients who require ventilation in an ICU. In turn, we have accepted stable patients to create space at other facilities. Our acute care departments have functioned without high patient volumes, assisted by having almost no cases of influenza this past winter.

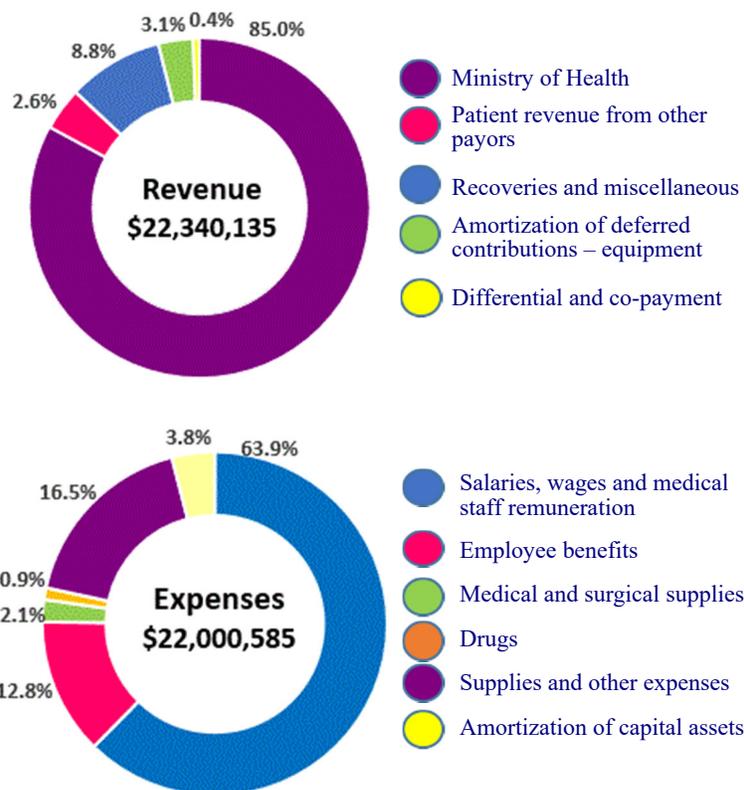
We have recruited a number of new physicians to the Emergency and Hospitalist programs. As a result, AHI did not need to renew its participation in the Health Force Ontario program (which helps with physician staffing for Emergency Departments) for the second half of 2021.

AHI's participation in the broader electronic health record project is ongoing, and the hospital was an "early adopter" of the next phase, with doctors entering notes digitally (either typing or using voice recognition technology) starting in Oct. 2020. There are some early gains from this shift, as family physicians can now receive notes about their patients without delay.

The past year has seen a shift in the kinds of medical services provided by AHI: our Outpatient Procedure Clinic (blood and iron transfusions) and Diabetic Education program expanded to include more patients from the Tillsonburg area, while the cataract surgery program moved to Tillsonburg to optimize staffing arrangements. Dr. Hanoman continues to provide essential Internal Medicine services to the hospital and community patients, but has passed direction of the Cardiac Rehabilitation program to Drs. Abdalla, Hayat, and Yao.

The Medical Staff of AHI remain committed to safeguarding the health of the Ingersoll community through the end of the pandemic and beyond!

Alexandra Hospital, Ingersoll Statement of Operations ending March 31, 2021



Dr. Jamie Cluett, *Chief of Staff, TDMH*—The recent COVID-19 Pandemic has changed healthcare and our lives forever. During these unprecedented times, the Medical Staff, the Leadership Team and TDMH's entire staff continue to meet the challenge of providing quality care to the Town of Tillsonburg and surrounding area.

Physician recruitment continues to be a priority and collaboration continues with the Town of Tillsonburg. This July we will welcome Dr. George Jada a new General Surgeon at TDMH. I would like to take this opportunity to acknowledge and thank Dr. Carmo Colaco for his commitment to TDMH over the past years and wish him well on his upcoming retirement.

Recruitment continues for Family Physicians as well as specialty areas. Several Locums in Anaesthesia, Emergency and Internal Medicine have been recruited to assist with on-call coverage in their respective Departments.

OneChart - AHI and TDMH were the first hospitals in the region to implement electronic inpatient nursing documentation as the first phase of the One Chart implementation. It is anticipated that the OneChart for Emergency Department physicians at TDMH will be implemented in late 2021.

Medical Staff - The Hospitalist model, TDMH's approach of care for inpatients that supports discharge planning and provides relief to overcrowding issues, continues to work well. Our Internal Medicine specialists and General Surgeons are responsible for the care of patients requiring their expertise.

As I complete another year as Chief of Staff, I thank the entire Medical Staff, Leadership Team, Management, Nursing, Allied Health Care and Environmental Services Teams for their commitment to our hospital and community during this Pandemic.

Tillsonburg District Memorial Hospital Statement of Operations ending March 31, 2021

