REPORT TO THE COMMUNITY

Spring 2019

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PARTNERING
To keep healthcare close to home
Message From the President & CEO
Sandy Jansen, BScPhm, RPh, MHS

Healthcare in Ontario is at a very critical point in its history. While the changes recently proposed in Bill 74 – The People’s Health Care Act, 2019 are daunting, the future sustainability of our treasured healthcare system depends on bold change.

As we launch into this brave new, mostly unknown, world of healthcare in our province we cannot forget the words of Martin Luther King Jr… “We are not makers of history. We are made by history.” Recently I had the opportunity to take a step back into history when I attended the “Call the Doctor – A History of Medicine” exhibit at the Pratt Gallery at Annandale House. I spent the afternoon immersed in a remarkable trove of stories, documents and photos that highlighted for me how far we’ve come in a relatively short period of time.

Today in healthcare we are faced with unprecedented challenges that will require dramatic change to tackle. The scale and urgency of the opioid epidemic is alarming. Each day in Canada, 11 people die from drug overdoses. There are more patients being seen in emergency departments, more patients being hospitalized, and the lengths of stay for hospitalizations are quite long. At Alexandra Hospital and Tillsonburg District Memorial Hospital and across Oxford County we are tackling the opioid crisis head on. We are implementing a number of strategies in an effort to address the crisis locally including tamper-resistant prescriptions, providing education sheets to all patients receiving an opioid prescription and limiting the quantity of opioid prescribed. As a Pharmacist I have seen the impact of opioid use disorder on patients and families. It is my hope that by working together with our healthcare partners, patients and families we can create a culture that fully understands and works to reduce opioid addiction, prevents further addiction and ends this terrible epidemic.

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!

Sandy Jansen, President and CEO
Alexandra Hospital, Ingersoll
Tillsonburg District Memorial Hospital

What is Accreditation?

Accreditation is a voluntary evaluation process for hospitals and healthcare organizations. Accreditation is a process for organizations to measure the services they provide to patients, families and their communities compared to a set of standards that have been developed based on research and evidence based best practices. The focus of accreditation is on continuous quality improvement, increasing patient safety and optimizing the patient experience. Accreditation is about how we provide care each and every day.

Every four years, external surveyors from Accreditation Canada visit the hospital and observe our systems, processes and the way we provide care. They will speak with staff, volunteers, patients and families throughout their time here, asking questions about medications, infection control, communication processes, safety culture and how the hospital and staff identify risk to patients. At the end of the assessment they provide a report to the hospital identifying areas of strength and areas for improvement. As a hospital we use this information to participate in continuous quality improvement.

Alexandra Hospital will be hosting three Accreditation Canada surveyors September 9th to 11th, 2019.
Alexandra Hospital is committed to continuous quality improvement and to be Accreditation ready every day!
Drug and Alcohol Strategy – Oxford

Like many communities across Canada, Oxford County is experiencing an opioid crisis. In March 2018, through funding provided by the Ministry of Health and Long-Term Care, Oxford County initiated the development of a community drug and alcohol strategy. Although the impetus for the initiative was generated in response to the current opioid epidemic, the reality in many communities is that other substances, including alcohol, cannabis and illicit drugs, continue to present significant harms and challenges.

Why Do We Need a Drug Strategy?
Community agencies and residents from across Oxford County told us problematic substance use is an issue that impacts their health, their sense of safety, security and community wellness. People with problematic use of drugs and alcohol are at higher risk of suffering from infections and may experience homelessness, unemployment or have trouble within their family. Substance abuse can also lead to financial difficulty, legal problems, relationship issues etc.

Alarmingly, Oxford County was ranked seventh in Ontario for the highest number of high-strength opioid users. Alcohol is also a major concern within the County. A 2017 report estimated that between 400 to 1200 people in Oxford County are struggling with problematic substance use concerns. However this figure may not reflect the full picture within the County as it excludes substances such as alcohol and cannabis.

Oxford County faces unique challenges in serving people with problematic substance use due to the community’s blend of urban and rural areas. The lack of available prevention programs and treatment services as well as transportation-related issues are major challenges to accessing appropriate services in the County.

Designed to meet the unique needs of our community the Oxford County Community Alcohol and Drug Strategy contains an action plan with key recommendations as well as an implementation plan, targeting a broad range of substances. The strategy is designed around four key pillars including prevention, treatment, reducing harm and community safety. The Strategy includes 89 action items to address problematic substance use in Oxford County. These action items were informed by a review of local data, a review of evidence-based best practices in the literature, and community consultations with over 50 individuals from 28 community agencies and 15 network tables/groups, as well as 11 people with lived experience. The Strategy was launched publically this spring and will roll out over the next several years.

Help Make a Difference!

We are recruiting for Patient/Family Advisors that will help support the hospital to ensure that the patient and family voice is included in service and program planning. Patient Advisors provide valuable perspectives and have a direct impact on a initiatives, programs, services and policies to improve the quality and experience of care at Tillsonburg District Memorial Hospital and Alexandra Hospital.

If you would be interested in being a Patient/Family Advisor please contact the Director of Patient Relations - Krista Muncaster at 519-842-3611 ext. 5336. We want to hear from you!
Cataract Program Sees Increased Surgeries Performed

What if the world you could see was only as far as how many fingers were being held in front of you, or you couldn’t see the letters on an eye chart? What if you couldn’t recognize your spouse or see your grandchildren any longer?

Each of these statements is a reality and part of the lived experience for many members of our community that have what are known as cataracts. A cataract is the clouding of the lens in the eye. As people age, the proteins in the natural lens may clump together, making the lens cloudy, reducing or blocking eye sight completely.

At Alexandra Hospital, we complete 544 funded cataract surgeries each year, and we have been working hard to direct more funds into the cataract program in an effort to reduce the time patients wait for cataract surgery in our community. By focusing on improving the execution of services and enhancing operational efficiencies across the organization, we have been able to shift saved operating dollars to the cataract program and fund an additional 110 cataract surgeries.

With the help of local eye surgeons and an eager surgical team and volunteers, local patients have been able to have their surgery completed six months to one year ahead of schedule. This has been a huge win for the hospital and most importantly for the patients in our community.

Patients continue to express their gratitude and thanks to the team here at Alexandra Hospital, and as we continue to focus on helping people see again, we would like to express our sincere thanks to all those who are working so hard to provide exceptional patient care and make our hospital the best it can be.

Cataract Program Sees Increased Surgeries Performed

(l to r) Dr. David Johnson, Dr. Tom Mayberry and RN’s, Lisa Crane, Heather Neumann, Becky Zegers, Jolanda Horinga and Michele Minty are all a part of the Cataract Team at AHI.

Patient Care Profiles April 2018 - March 2019

<table>
<thead>
<tr>
<th>Service</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>Emergency Room Visits</td>
<td>17,761</td>
</tr>
<tr>
<td>Outpatient Clinic Visits</td>
<td>12,165</td>
</tr>
<tr>
<td>Imaging Tests</td>
<td>19,463</td>
</tr>
<tr>
<td>Pain Management Visits</td>
<td>2,574</td>
</tr>
<tr>
<td>Volunteer Hours</td>
<td>8,991</td>
</tr>
<tr>
<td>Cardiac Rehab Visits</td>
<td>3,072</td>
</tr>
<tr>
<td>Respiratory Exams</td>
<td>1,504</td>
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</table>
Did you know that the Canada Revenue Agency does not apply capital gains tax on donations of publicly traded securities? Capital gains are the increase in the value of your securities since the price you paid when you purchase them. Here is an example of how it works:

For example, you purchase common shares in the ACME Company for $1,000. If the current market value has increased to $5,000, you would have a capital gain of $4,000.

If you sell those shares and donate the cash proceeds, you will owe tax on the capital gain. You set aside the taxes due from the proceeds, leaving you with less than the full cash value to donate and a tax receipt that reflects the smaller donation.

But if you donate the shares directly to the Alexandra Hospital Foundation, you owe no capital gains tax and you are able to donate the full value. It is a win win for both the charity and you, as the charity gets a larger donation and you would get a tax receipt that reflects your larger contribution.

These funds would be used by the Foundation to purchase new equipment for Alexandra Hospital as the government does not provide funding for capital equipment needs.

Hospitalist Model at Alexandra Hospital

What is a hospitalist?
The Hospitalist is a medical doctor who works in the hospital, looking after admitted patients. 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 Alexandra Hospital Introduce Hospitalists?
Historically, Alexandra Hospital 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 implemented a Hospitalist Model to ensure we continue to provide the high quality and patient centred care you have always received at Alexandra Hospital!

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 experience 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.

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.

Donate Securities: Save More, Give More

Did you know that the Canada Revenue Agency does not apply capital gains tax on donations of publicly traded securities? Capital gains are the increase in the value of your securities since the price you paid when you purchase them. Here is an example of how it works:
(l. to r.) Angela Lekavicius, Director of Patient Services, accepts a cheque from Lynne Atkinson, representing the Florence Nightingale Home Foundation.

(l. to r) Cheryl Pfaff, Chief Nursing Executive and VP Clinical Services, Quality & Safety, accepts a cheque from Ross Crawford a member of the St. Johns Masonic Lodge.

(l. to r.) Kathy Duff, a Delta Machine & Design employee, presents a cheque to Robin Schultz, Executive Director of the Alexandra Hospital Foundation, along with two co-workers from Delta Machine and Design, John Kuhlman and Steve Johnson.

Ruby Hunter from the Springfield Lioness Club presents a cheque to Judy Hill, RN in the Emergency Department at Alexandra Hospital.
What Equipment Is Needed This Year?

The list of needed equipment totals over $325,000! Here are a few of the items:

**Steam Sterilizer - $83,557**
The steam sterilizer sterilizes medical instruments. This sterilizer will be used daily and will meet current accreditation standards and is a priority for patient safety practices.

**Information Systems - Cost $68,203**
Technology is a necessary part of health care that all departments rely on daily. The new technology and upgrades will allow for quicker processing times.

**Two Walk In Fridges & Freezer - Cost $76,268**
This new unit will replace our current walk in fridges and freezers that were installed in 1969. The unit will meet inspection standards and have features such as electronic temperature monitoring 24 hours a day 7 days a week.

**Conveyor Toaster - Cost $3,566**
A toaster to feed the masses! This toaster is essential for the daily breakfast program for patients and will also be used for other meals.

**Medication Hand Scanners - Cost $25,310**
Hand scanners are used for scanning medication that is dispensed to each patient. The scanners are on each workstation on wheels and are used numerous times each day.

**Transfusion Medicine Refrigerator - Cost $12,447** - This specialized refrigerator holds blood and blood products that are used each day for patient transfusions. It has strict temperature guidelines for blood product storage and has continuous monitoring with alarms for safety and security.

**Compact Scrubber - Cost $9,680** - This compact floor scrubber is ergonomically designed and is effective to maintain floors which is paramount for patient and visitor safety.

**Two Height Adjustable Tables - Cost $10,597**
These ergonomic stainless steel tables are used for wrapping instruments before sterilization and for inspecting instruments for defects such as bends, breaks, cracks, etc.

**Picture Archiving Communications System (PACS) Monitors - Cost $11,000**
New Diagnostic Imaging (x-ray) monitors are required for the Emergency Department to replace old technology currently in use.

**Type 3 Manual Wheelchair - Cost $3,177 and Type 2 Manual Wheelchair - Cost $2,320**
Both of these wheelchairs will replace older worn wheelchairs that are no longer repairable. They have features that allow for adjustments for patient safety and comfort.

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**YES! I Want to Contribute to the Healthcare of My Community!**

Your Name: ___________________________________________  Date: ________________
Address: _______________________________________________  Postal Code: ________________
Amount Enclosed: ____________________  □ Cash  □ Cheque  □ Credit Card
  □ Visa  □ MasterCard  Credit Card #: _____________________________
  Last 3 Digit Security # (on back of card) _________  Expiry Date:_________  Phone #:_________________
□ Yes, I would like to help purchase equipment needed for Alexandra Hospital!

Please make cheque payable to: **Alexandra Hospital Foundation**  
Mail to: **Alexandra Hospital Foundation, 29 Noxon Street, Ingersoll  ON  N5C 3V6**
**Patient and Staff Safety Is A Priority at AHI**

At Alexandra Hospital we seek to ensure our staff and patients are safe. As part of ongoing safety initiatives, we recently completed a facility wide violence risk assessment and have identified some key areas for improvement.

The Alexandra Hospital Foundation has agreed to support the purchase of proximity card door access control or “swipe card access” in combination with a personal safety response system or “panic alarms” to assist us with these improvements.

Violent incidents in hospitals and violence against healthcare workers continues to increase and AHI has not been immune to this trend. 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 that we have ensured that the physical space is compliant with legislative standards to protect the health, safety and security of patients and staff.

This is just another key example of how donations in support of the Alexandra Hospital Foundation are making a difference in the lives of our patients and staff.

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**Thamesford Lions Club Gives A Roaring BIG Gift!**

The Thamesford Lions Club generously donated $10,000 to the Alexandra Hospital Foundation in support of new equipment at Alexandra Hospital, Ingersoll.

Pictured from left to right is Lion Members, Bob Fisher, Jack Broadfoot, Jim Keron, Tony Redix and Don Weir present the cheque to Joanne Ackert RN, Dr. Jill Matsuo, Al Lockhart, George Way (Alexandra Hospital Foundation Chairperson) and Sue Harrison.

Government funding does not support the cost of new equipment needed for the hospital therefore these funds are greatly appreciated.

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**MARK YOUR CALENDARS**

**Thursday, August 15, 2019**
GM CAMI Assembly/Alexandra Hospital Foundation Charity Golf Tournament

**Sunday, November 17, 2019**
Tree of Lights Ceremony

Alexandra Hospital Foundation
29 Noxon Street, Ingersoll ON N5C 3V6 519-485-1700 ext. 8213
www.alexandrahospital.on.ca

**FACEBOOK**