

104.7 Heart FM presents the
Alexandra Hospital Foundation

Tree of Lights Ceremony

Sunday, November 18, 2018

6:30 p.m.

Join us for the lighting of the trees, carol singing,
fellowship, refreshments and Santa Claus!

Every \$10 Donation Lights Up A Bulb!

Lights may be lit "In Memory Of..." or
"In Honour Of..." Loved Ones

Canon Griffin Memorial Tree

\$50 "In Memory Of..." Bulbs Available

\$1,000 Stars Available

For Information, Call 519-485-1700 ext. 8213
or visit www.alexandrahospital.on.ca

Name:				Date:		
Address:				Postal Code:		
Cheque	Visa	MasterCard		Credit Card #		
\$10	\$25	\$50	\$100	\$500	\$1000	Other \$
Last 3 Digit security #(on back of card)				Expiry date:		Phone #:
In Memory of:						
In Honour of:						
Please make cheques payable to: Alexandra Hospital Foundation Mail to: 29 Noxon Street, Ingersoll, ON N5C 3V6						
Tax receipts will be issued. Proceeds will assist with the purchase of new medical equipment. Donations accepted until January 7, 2019.						



Alexandra Hospital Ingersoll



REPORT TO THE COMMUNITY

Fall 2018



PARTNERING

To keep healthcare close to home



INSIDE THIS EDITION

- Message from the CEO
- New Education Centre
- Fast Tracking Outpatients
- Foundation Update

Message From the President & CEO

Sandy Jansen, BScPhm, RPh, MHS



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 AHI.

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.

We have opened the new Centre of Excellence for Education. This dedicated, intelligent, transformative space is used to meet the educational needs of our team. Here nurses, physicians and all team members will complete

education and learning to stay up-to-date and hone critical clinical skills. This space is also open to the public to reserve.

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!

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

Bedside Food Management System

A new Food Management System was implemented in June, in AHI's Food Services Department.

This new system has many advantages, like offering menu choices to our patients right at the bedside. The system also increases safety for our patients by automatically removing disallowed food from the list of menu choices and flagging food

allergies. This ensures our patients are not eating anything prohibited from their diet.

The system also totals all the different food choices for our food services team to prepare the following day.



Deanna Roy demonstrates the new AHI Food Management System.

Government funding does not cover equipment costs...

The list of needed equipment totals over \$210,000! Here are a few of the items:

Information Systems - Cost \$50,383

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.

Lab Label Printer Upgrade - Cost \$1,500

New printer needed for printing labels that are placed on the tubes for laboratory testing.

Swing Floor Machine - Cost \$3,261 - This ergonomically friendly machine is used by the housekeeping department to scrub old wax finish off of floors and to buff floors.

Urinalysis Instrument - Cost \$8,132

This urinalysis instrument will replace an obsolete model that is unsupported with no parts/service available. It can **Purchased!** read the colour and clarity of a sample versus the current process of a human determining with a subjective reading.



Colleen Aarts, Medical Laboratory Technologist demonstrates the Urinalysis Instrument.

Pass Through Washer Disinfector - Cost

\$64,137 - Patient safety is enhanced when processing instruments in this washer **Purchased!** disinfector. It combines multiple chemical cleaning and rinsing phases to effectively remove potentially infectious microorganisms.



(l. to r.) Karen Barnes, Manager, Environmental Services and Cindy Vallaeys, Medical Device Reprocessing Technician explain how the new Pass Through Washer Disinfector works in the Medical Device Reprocessing Department.

Two Operating Room Carts - Cost \$1,320 Each

- Sterilized instruments needed in the operating room to perform procedures are laid out on the carts prior to the procedure.

Meat Slicer - Cost \$3,200 and Food Mixer -

Cost \$4,500 - Both of these institutional-sized items are replacement items for the Food Services Department. They have all the requirements for safety with the proper guards that are needed. Both the slicer and mixer are used daily to prepare food for our patients.

Echo Stretcher - Cost \$5,000

This stretcher is specifically designed for use in performing echocardiograms. It has collapsible sides and a maximum patient weight of 350 lb. It also meets best practice guidelines for accreditation standards.



Having Fun Raising Funds!

Alexandra Hospital Foundation held two events recently in support of the equipment campaign at Alexandra Hospital, Ingersoll.

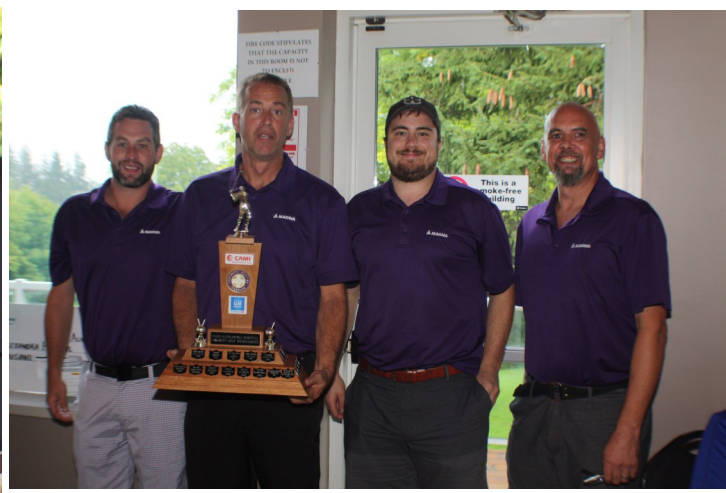
The *Puttin' On The Ritz* fundraiser at the Elm Hurst Inn & Spa in May was a fun evening with 166 people enjoying a delicious meal and auction, which raised over \$18,000!



The GM CAMI / Alexandra Hospital Foundation Annual Charity Golf Tournament was held in August with 127 golfers vying for the coveted trophy. Thank you to all of our sponsors and participants.



(l. to r.) Gary Duff, Plant Executive Director, GM CAMI Assembly, presents a cheque for \$5,000 to Al Lockhart, Past-Chairperson, Alexandra Hospital Foundation and Ian Blain, Chairperson, Alexandra Hospital, Ingersoll. The \$5,000 represents a donation from the Plant City Program at CM CAMI Assembly.



Qualtech Seating Systems was the winning team of the 26th Annual GM CAMI Alexandra Hospital Foundation Charity Golf Tournament. This has been the 26th year for this annual tournament in support of Alexandra Hospital, Ingersoll.

Alexandra Hospital Centre of Excellence in Collaborative Education

Alexandra Hospital, Ingersoll (AHI) is proud to unveil their new Collaborative Education Centre. The Education Centre is a modular, innovative, education and simulation space located on the second floor of the hospital.

The Education Centre is being used by all departments to provide the latest in health care related education. From peer support training, to cardiac life support simulation and hazardous spills management practice, the Education Centre is meant to facilitate learning so that all AHI team members can provide the highest quality care.

Education is a strategic priority for the hospital as best practices and accreditation standards are continually being updated to reflect the latest clinical and technical research. Providing a space to learn that's inviting as well as technologically advanced is what the hospital is doing for the AHI team, for our patients and for our community.

The Education Centre will also be a source of revenue for the hospital. External educators and community partners are able to rent the space to generate funds for much needed programs and services. AHI is committed to education, advancement and the delivery of an exceptional patient experience!



New Alexandra Hospital Out-Patient Medical Clinic

In response to direct patient experience feedback, AHI has opened a weekly out-patient medical clinic to improve access to out-patient services. Patients in the community requiring procedures such as blood transfusions, iron infusions, injections, cast removals, and other services requested by their physician, now have access to the medical clinic that runs every Wednesday, from 7am to 7pm, on the first floor of the hospital.

In the past, patients requiring simple services such as these, would have to wait many hours to be seen by a nurse in the Emergency Department (ED). By moving these services to the medical

clinic, patients are pre-booked for a desired time of their choosing, can order a meal tray while their service is being provided and no longer have to endure the wait in the ED waiting room. Moving these simple services to the medical clinic has also enabled the hospital to reduce wait times in the ED, in turn providing greater value and improving the patient experience.

We would like to thank our patients and community partners who provide improvement ideas. You see our service from a different perspective, and with your ideas, we can continue to provide exceptional care, close to home!

AHI Now Offering...

wireless internet access for patients, families and guests



To improve our patient and visitor experience, AHI has now gone live with wireless internet access! There is a basic complementary WiFi package suitable for news, web browsing and social media, as well as premium subscription packages. Getting connected is easy (there are no passwords or user names required). Patients and visitors can use their own laptop, smartphone or smart tablet.

Staying connected to family, friends and the outside world is a very important aspect in providing a positive experience for our patients and visitors.

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 AHI volunteers do every day.

Volunteers support hospitals in a number of important ways, including portering patients from waiting rooms to clinics, delivering food trays and assisting with patient feeding, clerical tasks or working in the Gift Shop.

There are also opportunities to provide strategic direction and governance leadership as a volunteer member on the Board of Directors.

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.

Hospital team members also depend on our volunteers. Their help allows doctors and nurses to spend their time providing the best healthcare for our patients. Our volunteers in the Cataract Centre prepare our patients for their surgery and assist them afterwards.

Why volunteer?

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

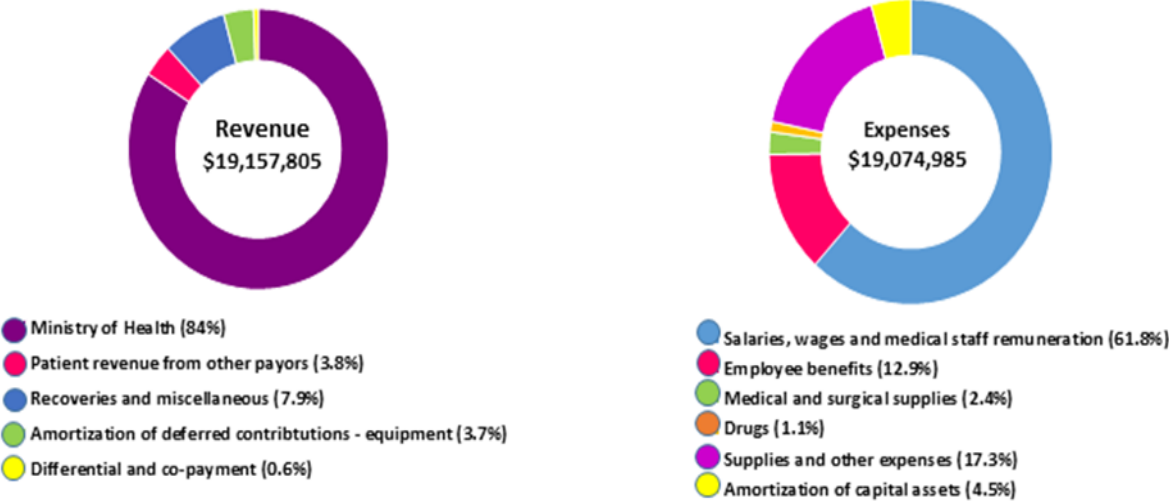
If you are interested in making a difference to the quality of healthcare provided in your community through volunteerism, please contact Diane Tovey, Volunteer Coordinator at 519-485-1700 ext. 8234, or visit <https://www.alexandrahospital.on.ca/volunteer> for more information about becoming a volunteer.



(l to r) Patient, Valerie Webb receives assistance from Noreen Franklin, Volunteer.

AHI Statement of Operations

(Audited Financial Statements Ending March 31, 2018)



Disclaimer:
Alexandra Hospital, Ingersoll 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.

“The Flu” and how to protect yourself

Commonly known as “the flu”, influenza is an infection that can be caused by several types of influenza viruses. These viruses spread easily during the winter months and infect the nose, throat and lungs. The symptoms have sudden onset, are far more serious than the common cold and include headache, chills and a dry cough followed by body aches and fever. The fever may decrease on the second or third day, but full recovery from influenza may take a few weeks. While most people recover fully, influenza may lead to more severe and life-threatening illnesses, such as pneumonia and even death.

Getting the “flu shot” every fall and proper hand washing are the two preventive measures that have been proven to prevent influenza and reduce complications caused by influenza. The vaccine provides protection for the current season only, therefore it is recommended to have a ‘flu’ vaccination annually.

Contact your doctor today or visit your local pharmacy.

Get your Flu Shot!



New Chairperson at the helm

After completing his term as Chairperson of the Alexandra Hospital Foundation Board of Directors in June, Al Lockhart has handed over leadership to George Way. George has been on the Foundation Board since June, 2013. George has many years experience in municipal politics with the Township of South West Oxford.

The Alexandra Hospital Foundation Board of Directors has recently committed to fund the Clinical Documentation project at Alexandra Hospital, Ingersoll to the tune of \$450,000. George is excited to be serving on the Board as this project goes through to fruition. This is in addition to the annual \$220,000 in funding that has been committed for new equipment for Alexandra Hospital for 2018-2019.



George notes “As there is **no** government funding to purchase new equipment for hospitals, we really do rely on our community for their support. I am pleased to lead the Foundation in efforts to raise funds for this need!”

What can you do to help?

- You can support your local community hospital by making a donation. Donations are accepted by:
- ♦ Credit card / cash / cheque or On-line through CanadaHelps.ca
 - ♦ Planned gifts, such as a bequest in your will or naming the Alexandra Hospital Foundation as a beneficiary on an insurance policy.
 - Hosting an event with proceeds to Alexandra Hospital Foundation.
 - Gift of Securities - Easy to do! Donate publicly listed stock to the Alexandra Hospital Foundation and you eliminate any tax on the capital gain.
 - Please call the Alexandra Hospital Foundation at 519-485-1700 ext. 8213 for further information. Whichever route you choose, you can be sure your dollars will be put to good use at Alexandra Hospital, Ingersoll to ensure you receive the best possible care!