



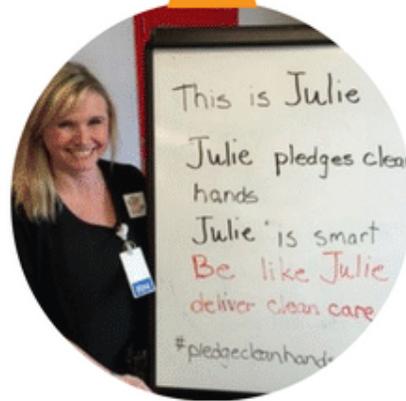
Alexandra Hospital Ingersoll  
*Partnering to keep healthcare close to home.*



# REPORT TO THE COMMUNITY

**Fall 2016**

*Partnering to  
keep healthcare  
close to home*



## INSIDE THIS EDITION

- ◆ Message from the Integrated President and CEO
- ◆ Key AHI Renovations
- ◆ Strategic Plan in Action
- ◆ Alexandra Hospital Foundation Update: Donor Dollars at Work

# Message from the Integrated President and CEO

Providing top quality health care for our community means continual improvements and advancements. I am pleased to share how Alexandra Hospital (AHI) has taken a number of progressive steps over the past few months.

As with every building, our hospital ages and requires new equipment and upgrades to keep it running smoothly. The Board of Directors approved improvements of \$115,000 paid for out of surplus funds. **Important upgrades include replacing critical electrical connections and installing a new paging system.** More details are below on how the money will be well spent to upgrade our facility.

In order to keep our hospitals a pleasant place to be for patients, families and staff, **our third floor patient rooms were refreshed with new paint.** Through the process, patient and visitor comfort were a priority, as well as infection control best practices.

Our Ingersoll Campus of Care is pleased to welcome **Dr. Tibor Szirmay-Kalos, a respected Obstetric Gynecologist** who is already welcoming patients from all over the community.

We are pleased to report a **surplus of \$150,963 for fiscal year 2016/17** as of August 31, 2016. Thank you to team members for your ongoing commitment to cost savings.

To help our community see how our Strategic Plan directs us, each Report To Community in the future will include “**AHI/TDMH Strategic Plan in Action**”. Here we will highlight what initiatives have been done that fit one of our Strategic Priorities. Look inside for our update.

It is important that we recognize our team members, volunteers and physicians for their dedication and hard work. The Integrated Leadership Team hosted a **Team Member Appreciation BBQ**, in June, to recognize and thank everyone for their successes in providing safe, quality care to our patients.

We also enjoyed a **fantastic golf tournament**, in August, that proved that skill and fun can come together with great results to build mutual community and hospital appreciation.

Every day, our volunteers, team members and community work together to make AHI the centre for true health “care”. Thanks to you all.

*Crystal Houze*, Integrated President and CEO,  
Alexandra Hospital, Ingersoll  
Tillsonburg District Memorial Hospital



## Key AHI Renovations

With the aging of the AHI building infrastructure, the Board approved \$115,000 in emergency funding during fiscal 2016/2017 for the following projects:

**Modifications/Repairs to AHI Switchgear**– The AHI switchgear that connects the hospital to external Hydro was identified to have a defect with the potential to leave the hospital without power. It was decided to replace it immediately.

**Replace Voltaic Gaskets**– The voltaic gaskets that allow the hospital to turn off its heating source during cooling season were failing. It was decided to replace immediately as a cost saving initiative.

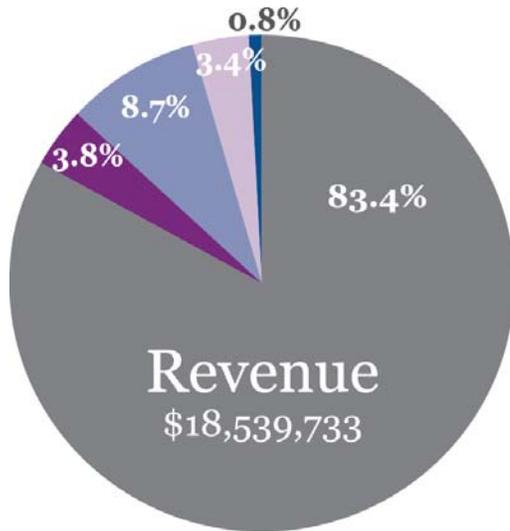
**Public Announcement (PA) system replacement**– The paging system failed due to its age and has been replaced to ensure reliable overhead paging throughout the building.

**Medical Devices Reprocessing Dept. (MDRD) Air Conditioner**– New equipment within MDRD and a revised departmental layout have increased the cooling requirements within MDRD. New HVAC equipment was installed to ensure temperature and humidity control.

**Cladding of South Facing Columns** – During strong inclement weather the southern part of the building would experience leaks into several areas of the Hospital. Significant repairs were required to ensure building autonomy.

# A Financial Snapshot

(April 1, 2015 to March 31, 2016)



## REVENUE

Ministry of Health	83.4%
Patient Revenue from Other Payors	3.8%
Recoveries and Miscellaneous	8.7%
Amortization of Deferred Contributions —Equipment	3.4%
Differential and Co-Payment	0.8%

## EXPENSES

Salaries, Wages & Medical Staff Remuneration	61.4%
Employee Benefits	11.8%
Medical Surgical Supplies	2.5%
Drugs	1.1%
Supplies and Other Expenses	19.0%
Amortization of Capital Assets	4.2%

*Excess Revenue over Expenses \$581,543*

## “Walk of Life” supports those recovering from heart conditions

More than 30 people participated in the Alexandra Hospital Cardiac Rehab “Walk for Life” on September 24, 2016, raising over \$7,925 to help patients after bypass surgery, stints and heart transplants.

Funding is very limited for cardiac rehabilitation and the need is growing. The money raised at the *Walk of Life*, held at Ingersoll’s Victoria Park, helps ensure that every person who needs cardiac rehabilitation services can be helped. **The money raised this year will be used for the purchase of new blood pressure cuffs and a rowing machine.**



The Oxford County Cardiac Rehabilitation and Secondary Prevention Program, operated out of Alexandra Hospital, Ingersoll, has approximately 2,500 visits every year. On initial visit, the patient is assessed individually and medications are reviewed. A six-month treatment plan is developed for each patient, which includes blood pressure education, dietitian information, smoking cessation and exercise.

# AHI/TDMH Strategic Plan in Action

Last spring, we presented to our community the AHI and TDMH Strategic Plan 2016-2020. This Plan ensures that all of our decisions and actions direct us forward to fulfill our *Mission: To be a key partner in supporting the health of our communities with excellent patient care and accessible specialized services.*

Here are some initiatives that have been implemented and/or completed since our last Report to the Community, in Spring 2016. Each fits into one of our Strategic Priorities.



AHI - Clinic expansions, including continued gynecology services as well as the projected addition of Occupational Therapy (Arthritis Society) and smoking cessation counselling (Oxford Public Health)

TDMH - Welcome to the Canadian Mental Health Association-Oxford to the menu of services offered at Tillsonburg Campus of Care.



AHI, TDMH - Risk/Feedback Monitor pro is a comprehensive adverse event, risk and patient feedback reporting system. This leading edge software will allow us to effectively capture, analyze and trend data, resulting in a high level of patient satisfaction and patient safety.



AHI, TDMH -The Emerging Leader Program (ELP) supports front-line team members interested in building their leadership capabilities. Participants will be better able to use knowledge and skills acquired to apply for management positions.

AHI, TDMH -Team Member Education—With a focus on ensuring our patients and their families are at the centre of care and included as partners in their healthcare. Also, training that focuses on seniors while in hospital to ensure improved experiences and outcomes.

## *We're Moving Toward a Smoke Free Environment !*

On Monday October 3, 2016, Alexandra Hospital became smoke-free, with the exception of one designated smoking area located in the parking lot near the front east entrance. This area will now be the **only** place staff, patients and visitors can smoke on hospital property, including their own personal vehicles. This area is clearly designated with a sign.

These new regulations will be enforced by Oxford Public Health Tobacco Enforcement Officers and the Ontario Provincial Police.

The designated smoking area will be in place until January 1, 2018 at which time it will be removed and Alexandra Hospital will become a fully smoke-free campus.



# Amazing Volunteer: Gladys Rinn

Little did Gladys Rinn know, on July 23rd, that she would see so many friends from her past. Gladys knew her family had planned a 100th birthday celebration in her honour at Westminster United Church, in Thamesford, but she couldn't have imagined all the people that stood in the blistering heat to offer their well wishes.

"At one point, my daughter told me we had to move it along, as they were lined up outside the church," said an amused Gladys.

Gladys is a volunteer at Alexandra Hospital, Ingersoll and had volunteered at Parkwood Hospital, in London, for years prior to that. The Ontario Hospital Association recognized her contribution with a certificate honouring her years of service.

"I enjoy volunteering! I used to volunteer at Parkwood, but when I stopped driving, as a lifelong Thamesford resident, it just made sense to volunteer here at Alexandra," Gladys says.

AHI is thrilled to have Gladys as part of the team and are looking forward to many more years with her.



## A Message from the Alexandra Hospital Foundation Board Chairperson Al Lockhart



As with the changing seasons from the lazy, hazy days of summer to the start-up of the many activities of autumn, the Alexandra Hospital Foundation is in "gear-up" mode. We are planning our many activities that help us in our mandate to raise funds to purchase capital medical equipment. Medical equipment is not government funded. We are busy raising funds for the hospital's Healthcare Undergoing Optimization (HUGO) campaign. HUGO is safe, evidence-based technology that is a vital part of our patients' electronic health records. HUGO allows physicians and other health-care workers quick access to a patient's medical history having all the latest safe guards in place.

The Foundation membership consists of volunteers from the area that Alexandra Hospital serves - Ingersoll, Township of South West Oxford and Zorra Township. I am a volunteer from Zorra Township, but being born at Alexandra and raised in Ingersoll, I feel it is important to give volunteer time to this important facility. We are fortunate to have Alexandra Hospital in our community. The great doctors and nurses, the housekeeping staff and the administrative staff do a tremendous job. As a Foundation we strive to raise the necessary funds to keep Alexandra Hospital providing excellent health care.

During the next couple of years as Foundation Chairperson, I will encourage our membership to continue to fulfill our mandate.

## Donor Dollars At Work!

Each year all departments at Alexandra Hospital submit the capital items they require for their department. The list is reviewed and prioritized and the Foundation is challenged to raise the funds needed to purchase the items on the list.

The Foundation appreciates your donations and would like to update you on the new items that have been purchased this year:

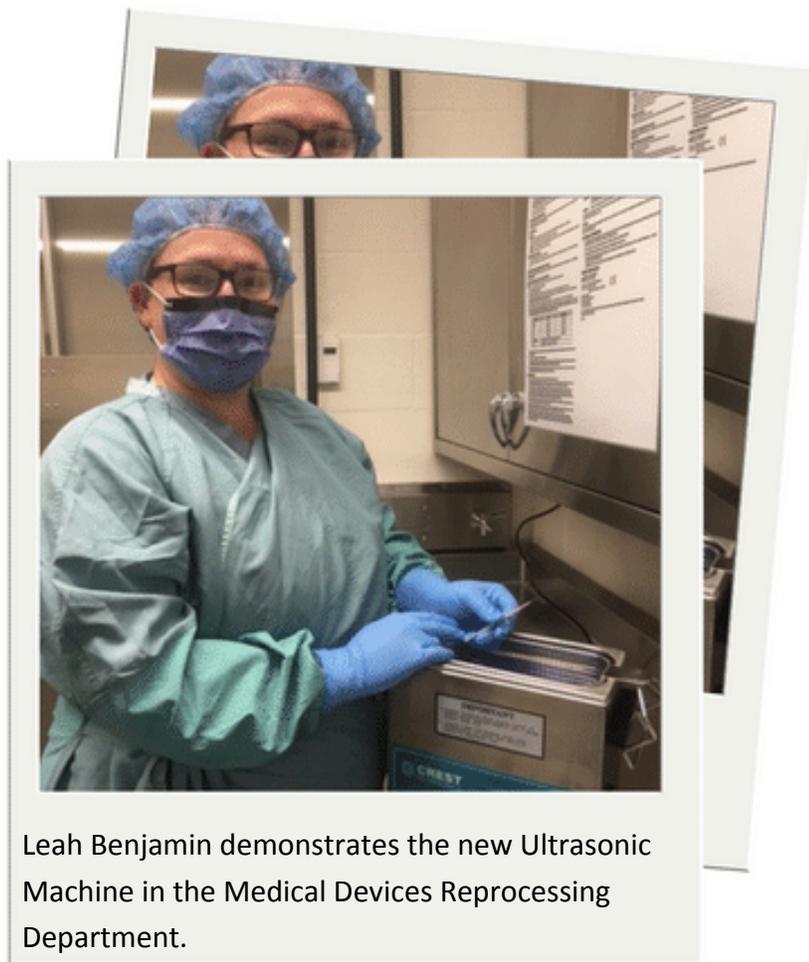
- ◆ Ultrasonic Machine for Medical Devices Reprocessing Department
- ◆ Six New Patient Beds for Combined Unit
- ◆ Centrifuge for Laboratory
- ◆ HVAC Hardware for Cardiac Care Rehabilitation
- ◆ Tonopen for Emergency Department

**These items total over \$92,000!** A further \$80,000 of equipment items are still needed and include:

- ◆ Cataract Trays for the Operating Room/Medical Devices Reprocessing Department
- ◆ Wheelchair and Cart Washer for the Housekeeping Department
- ◆ Typhoons for the Combined Unit and Emergency Department
- ◆ Portable Ultrasound Machine Hard Drive for the Emergency Department

In the photo above, Leah Benjamin, MDRD Aide (Medical Devices Reprocessing Department), explains that the new Ultrasonic Machine cleans instruments with ultrasonic waves by cavitation. These instruments include the delicate instruments used by Ophthalmology when performing cataract surgery.

If you would like to donate funds to help purchase new equipment, please contact Robin in the Foundation Office, at 519-485-1700 ext. 8213 or visit our website at [www.alexandrahospital.on.ca](http://www.alexandrahospital.on.ca)



Leah Benjamin demonstrates the new Ultrasonic Machine in the Medical Devices Reprocessing Department.

# Alexandra Hospital Foundation

## Tree of Lights Ceremony

Sunday, November 13, 2016

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](http://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: <b>Alexandra Hospital Foundation</b> Mail to: 29 Noxon Street, Ingersoll, ON N5C 3V6 Tax receipts will be issued. Proceeds will assist with the purchase of new medical equipment. <b>Donations accepted until January 7, 2017.</b>						

## Grateful Care

**W**hen Earl Start's late wife Jean was a patient at Alexandra Hospital she commented on the wonderful care administered by the health care team.

Earl chose to recognize the care and memorialize Jean with a gift to Alexandra Hospital.

Jean's sister, Joan Ketchabaw, also wished to make a gift in her memory. They stopped by recently to present a cheque. The funds will assist in purchasing new equipment for the hospital. Our thanks to the Start Family for their gifts in memory of Jean Start.



*L. to R. - Whitney Jones, Joan Ketchabaw, Earl Start, Dr. Joel Wohlgenut, Derek Degrieck, Nicole Lee and Jennifer Lebold*

### Did You Know?

#### **Alexandra Hospital has a Vendor Program!**

The program allows independent businesses the opportunity to display their wares on site at Alexandra Hospital for a fee. The vendor is allotted space with two tables provided to sell and/or promote their business.

The proceeds are allocated to purchasing new equipment for the hospital. Contact Robin in the Foundation Office at 519-485-1700 ext. 8213 for further information.

Thank You to All Our  
Volunteers and Donors



Alexandra Hospital Foundation  
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