



# TILLSONBURG DISTRICT MEMORIAL HOSPITAL

*Partnering to keep healthcare close to home.*

# Report to the COMMUNITY

SPRING 2016



**THANKS TO THE  
GENEROSITY**  
of donors, TDMH sets new  
standard for safety in  
Emergency Department

pg. **6**

Team Razza-Ma-Jazz...

# BOOSTING SPIRITS



pg. **7**

# A REVOLUTION

## in positive healthcare delivery

If you are like me, every time you read about healthcare in Ontario it is about how it is changing...and not always for the better. But in fact, from the point of the healthcare provider, we at Tillsonburg District Memorial Hospital (TDMH) can attest that healthcare has never been more focused on the patient AND the patient's family.

In fact, since our fall Report to the Community, TDMH and our partner hospital, Alexandra Hospital Ingersoll (AHI) have spent many hours strategically planning how to keep our community healthy, help them heal quicker when they are sick or hurt, while utilizing advanced medical technologies to be more efficient in our healthcare delivery. And all the while, we strive to include family members in the delivery of healthcare to an individual patient. This Patient and Family-Centred Care is a revolution in positive healthcare delivery. Look inside for more specifics on our new Strategic Plan and how we are refocusing our energy and talents.

We are very proud of the development of our TDMH Campus of Care and the growing number of services we plan to offer from one site.

TDMH and AHI have been working together as partner hospitals for the last four years. We are now able to show the world how we work better together with our joint logo. We hope you see how it represents a "healthy" partnership for our communities.



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



## A MESSAGE from David Klosler



As I complete my term as Chair of the TDMH Foundation Board of Director, I am very pleased to report that we successfully raised the \$400,000 required for the re-development of our largest diagnostic imaging (X-Ray) suite. The new suite includes state of the art equipment that will reduce patient exposure to radiation, reduce processing time and enhance patient safety and comfort. Thank you to all who have helped make this campaign a success.

This year, our focus will be on funding equipment for the Intensive Coronary Care Unit (ICCU). The cost of this equipment will be approximately \$200,000.

Your generous donations have allowed the Foundation to transfer at total of \$4,030,000 in the last 7 years. We are truly grateful to all of our donors.

The annual update of our donor wall is scheduled for Tuesday June 21, 2016 at 6:30 in the main lobby of the hospital. We hope that you will be able to join us in the celebration.

- **David Klosler, Foundation Board Chair**



# STRATEGIC PLAN

## for AHI and TDMH 2016-2020

Last fall, a committed and enthusiastic group consisting of hospital administration, Board members and team members from both AHI and TDMH, along with medical staff, South West Local Health Integration Network representatives and community leaders met to begin brainstorming a new Mission, Vision and Values, as well as a new Strategic Plan for the two partnering hospitals that will lead us through to 2020.

The results are expected to change the way we deliver healthcare services by better empowering patients and their families and utilizing new technologies throughout Oxford County.

### AHI / TDMH VISION 2020

*We are a regional health hub, supporting a vibrant, healthy community by providing everyone in the region with a patient and family-centred experience that provides excellent core care and access to integrated, specialized care through entry points close to home.*

*We are recognized as the model for innovative small community hospitals providing high quality care, supporting recovery and promoting health.*

### OUR MISSION

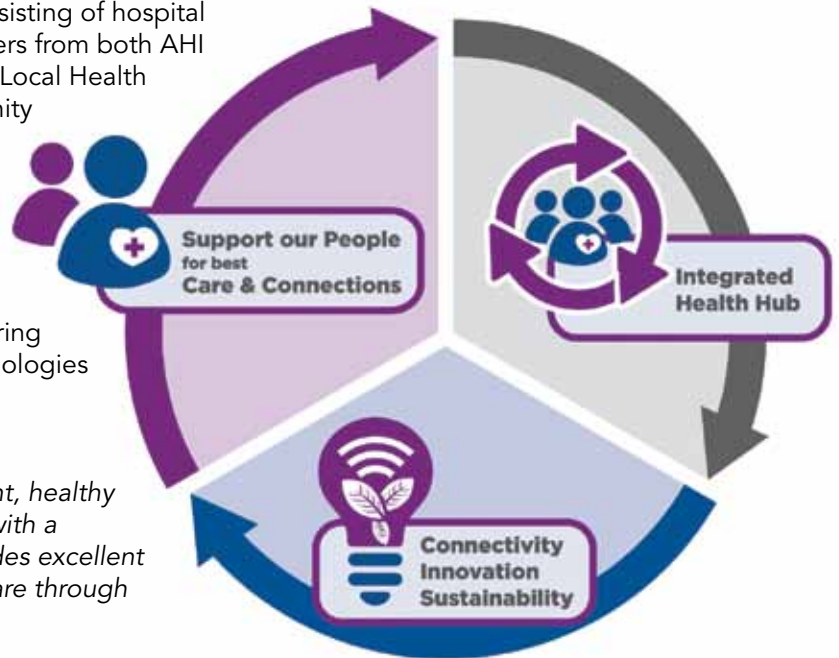
To be a key partner in supporting the health of our communities with excellent patient care and accessible specialized services.

### OUR VALUES

Quality • Accessible Care • Innovation • Collaboration • Community

*“During our Strategic Planning, the spirit of partnership between hospital administration, Board, team members, health care community partners and the SW LHIN was truly inspiring. We are all ready to take healthcare delivery to a higher level.”*

- Larry Phillips, Chair, TDMH Board of Directors



**Our Strategic Priorities will allow us to provide “integrated access to quality care through entry points close to home.”**

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 TDMH Foundation: 519-842-3611 ext. 5311  
 For more information about TDMH & our services, visit [www.tillsonburghospital.on.ca](http://www.tillsonburghospital.on.ca)

# PATIENTS AND FAMILIES PARTNER

with hospitals for better care, increased safety and greater team member satisfaction



◀ The AHI and TDMH Patient and Family Centred Care Steering Committee meets to discuss ways to improve patient experience. Our Patient and Family Centred Care tagline is 'Nothing About Me, Without Me'. Pictured backrow, left to right: Julie Ellery, Integrated Director, Quality, Risk and Patient Safety; Lynn Lanning, AHI Service Coordinator, Environmental Supports; Karen Barnes, TDMH Service Coordinator, Food and Housekeeping Services; Lori Smith, AHI Director, Clinical Services; Rebecca Morris, TDMH, Registered Nurse; Melanie Kennedy, TDMH Team Leader, Scheduling and Registration; April Mullen, TDMH Director, Clinical Services. Tillsonburg Community Representatives (front row, left to right): Lynn Burns, Barb Howison. Ingersoll Community Representatives (absent): Beth Fenton, Mary Spence.

Individuals who are most dependent on hospital care are also those who are most dependent upon families: the very young, the very old, and those with chronic health conditions. Therefore, in a continuing effort to improve care quality, patient safety, and team member satisfaction, Alexandra Hospital and Tillsonburg District Memorial Hospital are implementing Patient and Family-Centred Care (PFCC).

Patient and Family-Centred Care focuses on treating patients and their family members as partners on the care team. This frequently involves the following:

- Flexible visiting hours
- Information sharing to help families make decisions about current and continuing healthcare
- Emphasis on partnerships with patients and families for safety and quality

In addition to PFCC, AHI and TDMH have been working on a Senior Friendly strategy – a project that supports better health outcomes for our population of seniors. We have taken steps to ensure older adults are able to stay as healthy, functioning and mobile as possible while they are in hospital, so they can move easily to home or the next level of care.

Education has been provided to all team members at both hospitals in order to raise our awareness of the principles and values of Patient and Family Centred care as well as Senior Friendly care.



## VOLUNTARY PARKING CONTRIBUTIONS

help offset hospital parking costs

Voluntary parking contributions by guests, medical staff and team members will help ensure TDMH remains one of the few hospitals in Ontario that does not charge for parking.

*Please contribute to the Parking Contribution boxes what you can!*

# WELCOME

## TO THE TEAM

### New TDMH Physicians

Tillsonburg District Memorial Hospital (TDMH) is pleased to announce that Dr. Jeisa Gomez Torres, an Internal Medicine physician, and Dr. David Jones, an Emergency Department physician, have both joined the TDMH Medical Staff.



Dr. Jeisa Gomez Torres was born and raised in Puerto Rico. She earned her medical degree from the Universidad Autonoma de Guadalajara in Mexico, a six year program which included a one year rotating internship at Santa Rosa Hospital and one year as an Emergency Department physician at Ryder Memorial Hospital, both in

Puerto Rico. After further experience as an Emergency Department attending physician, Dr. Gomez Torres started her residency at Hospital Universitario Ramon Ruiz Arnau, Universidad Central del Caribe in Puerto Rico. Following four years of specialist training, Dr. Gomez Torres moved to Washington State where she worked as an internist and hospitalist. Dr. Gomez Torres is Board certified with the American Board of Internal Medicine and began working at TDMH as an internist in November of 2015.



Dr. David Jones is originally from Canada. After obtaining his medical degree from the University of Alberta, Dr. Jones completed his family practice residency in Ohio. Dr. Jones then practiced both family medicine and emergency medicine in Washington State for several years before focusing solely on

emergency medicine. In Washington, Dr. Jones provided care at several Emergency Departments and was a Clinical Instructor in Family Medicine at the University of Washington as well as an instructor for the Rural/Underserved Opportunities Program. Dr. Jones also enjoyed participating as a volunteer ski patrol member. Dr. Jones started working in the Emergency Department at TDMH in January of this year.

Dr. M. Abdalla, Chief of Staff, commented "A new Internist and a new ED physician are of utmost importance to the residents of our tri-county catchment area, the Hospital's Internal Medicine Program, the Hospital's Emergency Department and to the quality of life of our community patients. We worked hard to identify these two outstanding physicians who will thrive in our environment and we are looking forward to working with both Dr. Gomez Torres and Dr. Jones!"

Please join us in welcoming  
Dr. Gomez Torres and Dr. Jones to our Team!

# TEAM RAZZA-MA-JAZZ

## ...Boosting Spirits

The St. John Ambulance Dog Therapy program provides an opportunity for individuals to be comforted by a volunteer and their dog. By feeling, touching, and petting the dog they receive unconditional love!



Laurie Monk and her 5 ½ year old Bernese Mountain Dog, Jazz, are a certified St. John Ambulance Therapy Dog team and eagerly visit TDMH. Patients, staff and visitors all benefit from their visits.

The benefits to having Jazz visit include improving quality of life, engaging socially with patients and simply smiling more. It's a distraction from pain, provides comfort and calms people. Talk about boosting spirits!

To launch the program, Laurie contacted her local St. John Ambulance Office. From there, she attended an Information Session to understand the expectations of the program and how to bring smiles to everyone she visits. Laurie then attended an Evaluation to test her dog's temperament. Now, Team Razza-Ma-Jazz brings smiles to everyone at TDMH.

For more information about the St. John Ambulance Dog Therapy program, please contact Jennifer Simpson, Therapy Dog Coordinator, Oxford County Division, at 519-537-5622.

## LIGHT UP YOUR LIMBS

Due to the generous donations from the community we were successful in raising the \$400,000 needed for the upgrades to our Diagnostic Imaging (X-Ray) suite. Renovations will commence upon final design approvals with completion expected by Fall.

### Projects funded by TDMH Foundation in last 5 Years

2012 Digital Mammography	\$956,000
2013 4D Ultrasound	\$376,000
2014 HUGO project	\$800,000
2015 Anesthesia System	\$250,000
2016 Digital Imaging Upgrade	\$400,000

Without your support we would be unable to keep up with the latest technology vital to your health care.

## Thank You!!

## TDMH FOUNDATION

raising funds for ICCU equipment



The new, portable ultrasound machine will incorporate breakthrough technology with pinpoint precision, resulting in significantly enhanced resolution. The slender profile makes it easy to maneuver alongside beds and exam tables for pinpoint care imaging.

# A BIG THANKS

## to the generosity of donors, TDMH sets new standard for safety in Emergency Department

TDMH is proud to be one of the first hospitals in the region to implement Closed Loop Medication Administration (CLMA) in its Emergency Department. CLMA, a more secure way to administer medication to patients, increases security of "right patient, right medication, right dose, right time, right route".

With CLMA, a computer containing files with the patient's electronic chart and medication records is taken to the patient's bedside. The nurse scans the patient's armband to verify that the correct chart is open and then scans each medication to ensure that the right medication is being administered. CLMA is another part of the Healthcare UnderGoing Optimization (HUGO), which was successfully implemented at TDMH in 2014.



TDMH Nurse, Will Taylor, is using Closed Loop Medication Administration in the hospital Emergency Department (ED). TDMH is one of the first hospitals in the region to use this more secure process to administer medications in the ED.

"We are very thankful to our TDMH Foundation for financially supporting HUGO and now CLMA," says Crystal Houze, Integrated President and CEO. "It benefits everyone involved when the patient understands the medication being given."

"Our donors are always interested in supporting capital projects that enhance patient care, comfort and safety," says David Klosler, TDMH Foundation Board Chair. "The Foundation was pleased to financially support HUGO and CLMA by contributing in excess of \$800,000 to help fund the projects."



## SAVE THE DATE!

### Friday September 9th, 2016

**The 23rd Annual Tillsonburg News Invitational Golf Tournament held on September 11, 2015 raised over \$39,000 to support the re-development of the largest X-Ray suite at TDMH.**

Mark your calendar for the 24th Annual event on FRIDAY, SEPTEMBER 9, 2016.

Registration information is available from the TDMH Foundation office, David Corner, Executive Director, (519 842 3611 ext 5311).

Raising funds to support the purchase of Intensive Coronary Care Unit equipment.



# A BIG THANKS

## to our donors



Thank you, Courtland Lions.



Thank you, Ron Pearson.



Thank you, Scotiabank.



Thank you, Otterville Radio Control Flying Club.



**Yes!** I want to help our hospital by making a donation.

Name (please print): \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

City/Town: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Here is my donation of:  \$50  \$75  \$100 or  \$ \_\_\_\_\_

Method of Payment:  Cheque  Visa  MasterCard or donate online at [www.tillsonburghospital.on.ca](http://www.tillsonburghospital.on.ca)

Credit Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_ Security Code (3 digits on back of card): \_\_\_\_\_

Please mail to: **TDMH Foundation, 167 Rolph St., Tillsonburg ON N4G 3Y9**

*Thank you for supporting the Tillsonburg District Memorial Hospital*

A receipt will be issued for tax purposes. We do not rent, sell or trade our donor information.

