The last of Woodstock General Hospital tumbles down.

THE END OF AN ERA

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The summer months are a wonderful time for family and friends to relax and enjoy the outdoors. Be well, keep safe and enjoy the summer holidays.

Celebrating ... A remarkable career

On May 31, 2013, Dr. Norman Burt-Gerrans officially hung up his stethoscope and retired from medicine, after 55 years of helping patients. “Doc B-G”, as he is affectionately known, began his career as a family physician opening his practice on June 1, 1958. “I’ve seen a lot of changes. There is no comparison to what we did and the tools we had 50 years ago, to what we know and how we work today. “

At the age of 70, Doc B-G was diagnosed with cancer and following treatment, found himself a “little tired,” so he closed his practice and began assisting in the operating rooms at WH. Over the last 17 years he has enjoyed working with “a number of highly skilled surgeons.” Now, at the age of 89, he is thinking about concentrating on his music and woodworking skills. He is a talented clock-maker, which seems a fitting hobby for a doctor who has given tirelessly to his patients and his community. We wish Doctor Burt-Gerrans all the best for a long, healthy and happy retirement and we will think of him every time we pass by the beautiful commemorative clock he made in honour of the opening of the new hospital.

Message from the President & CEO

Natasa Veljovic
President & CEO

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The summer months are a wonderful time for family and friends to relax and enjoy the outdoors. Be well, keep safe and enjoy the summer holidays.
Woodstock Hospital is a member of the Maternal, Newborn, Child and Youth Network of Southwestern Ontario. The purpose of this network is to facilitate the consistent delivery of safe, quality care across the region. This network brings significant value to participating hospitals through its ability to promote and advocate for a consistent standard of care.

The Perinatal Outreach Program of Southwestern Ontario, which is now part of the Southwest Ontario Maternal, Newborn, Child and Youth Network has been providing professional education and consultation services to regional hospitals within the Southwest Region of Ontario for many years.

On May 8, 2013, the Perinatal Outreach Team visited Woodstock to review the perinatal services offered at our hospital. Members of the Team conducting the WH survey were an Obstetrician, Dr. Renato Natale; a Neonatologist, Dr. Kevin Coughlin; and a Perinatal Nurse Consultant, Gwen Peterek. This team works collaboratively to review the protocols, policies, and processes that Woodstock utilizes in providing perinatal services to our community.

The survey team started the day by interviewing members of WH’s Maternal/Child Team. Questions asked were based on a thirty-one page questionnaire on perinatal services WH staff completed prior to their visit. The team toured the Maternal/Child Women’s Health Department and concluded the day with a review of several randomly selected mother/baby chart pairs outlining births in the past year at Woodstock Hospital.

The final report, which is due near the end of July, will include comments and recommendations resulting from the Perinatal Outreach Team’s assessment. This report, and the feedback our Maternal/Child Women’s Health Department receives, will assist in the ongoing pursuit of excellence in perinatal care at our hospital.

Gwen Peterek commented, “It was our privilege to visit Woodstock Hospital again this year to discuss aspects of care provided to mothers and babies by the hospital’s perinatal team. Thank you for a tour of your wonderful new facility. We congratulate you on your efforts to provide excellence in maternal newborn care for the families of Woodstock and area.”

Did you Know?

- Since opening the new hospital, WH has experienced a 30% increase in births. In 2012, 834 babies were born at WH.
- During their hospital stay, newborns and pediatric patients wear an electronic bracelet to aid in their safety and security.

Members of WH Maternal Child Team pose with members of the Perinatal Outreach Team of SW Ontario, at the conclusion of the survey: Front Row (LtoR) Deb Baron, RN; Susan Innis, Director, Maternal Child; Dr. Antolinez, Chief of Obstetrics; Kathy Wilson, Thames Valley Midwife; and Surveyors, Drs. Natale and Coughlin. Back Row (LtoR) Dr. Smith, Obstetrician; Cindy Hilderley, RN; Leanne Paton, RN, and Surveyor Gwen Peterek.
27th Annual ... Service Recognition

On May 13, 2013, Woodstock Hospital held its 27th Annual Service Recognition Reception. This year, WH is proud to recognize 90 employees who have achieved significant milestones in their careers.

“We are pleased to recognize these outstanding employees for their dedication and loyalty in achieving 15 years or more of service,” says Kim Osmond, Director, Human Resources. “Over the last few months, our hospital has undergone massive change. It is the combined knowledge, experience and dedication of our employees that enabled change without compromising patient care. Service Awards are a wonderful opportunity to honour our employees for their professionalism and ongoing commitment.”

15 Years of Service
(LtoR) Standing: Perry Lang, Chief Operating Officer; Lisa Adkins, Physiotherapy; Sue Montgomery, Endoscopy; Donna Pollard, Maternal/Child Women’s Health; Stephen Hill, Stores; Seated: Patricia Meyers, Health Records; Jean Lowes and Nancy Jane White, Housekeeping.

20 Years of Service
(LtoR) Elaine Green, Diagnostic Imaging; Terri O’Leary, Finance; Carol Pace, Physiotherapy; and Natasa Veljovic, President & CEO.

25 Years of Service
(LtoR) Elaine Green, Diagnostic Imaging; Carole Carter, Senior Administration; Sharron Poole, Staff Development; Kelly Danford, Admitting/Patient Registration; Deb Almost, Speech Language Pathology.

40 Years of Service
Wayne Smith, Respiratory Services
Maddy began talking later than most children and when she did talk, her words were unclear. Her mother’s concern led her to WH’s Speech Language Pathology (SLP) Department, where she began active speech therapy in a program called “tykeTALK”.

tykeTALK is offered throughout SW Ontario in partnership with the London-Middlesex Board of Health. As part of the Ontario Preschool Speech and Language (PSL) Program, tykeTALK treats children from birth to senior kindergarten entry with speech and language concerns. tykeTALK clients may be diagnosed with autism, hearing impairment, and/or developmental delays; but speech and language is often the sole area of concern.

“When parents notice that their child is having trouble talking, help is available by calling tykeTALK at 519-663-5317 #2224. We offer assessment and treatment for difficulty with: speech sound errors; vocabulary and proper sentence use; comprehension; voice disorder, fluency/stuttering and or feeding concerns,” states Deb Almost, Director, Speech Language Pathology.

Once a referral to tykeTALK is received, the child is assessed at the SLP Department located at Woodstock Hospital. Specific suggestions are provided to help the family work with their child’s speech and language difficulties at home. Information regarding access to community programs and exposure to peers is also given. Frequently, active individual or group therapy is recommended, and the child and family attend sessions once or twice per week. Home programming, consultation, or in-clinic treatment is provided until age-appropriate communication skills are achieved, or the child enters senior kindergarten. If help is still needed past senior kindergarten, services are transferred to the Board of Education.

“Maddy is a hard little worker and with the support and encouragement of her family, speech therapy has made a world of difference,” notes Deb. “Therapy is generally quite successful. Words become clearer and people can understand what is being said, significantly decreasing frustration levels. Confidence improves and the children are better at making friends. Early intervention for speech and language delays not only improves communication skills, but positively affects other developmental areas as well, building the foundations for future success in social skills and academics.”

Discovery Week at WH

Six first year medical students from the Schulich School of Medicine and Dentistry at UWO, participated in Discovery Week, a mandatory placement for all undergraduate medical students. Discovery Week (May 27-30, 2013) exposes students to a wide range of situations, from ER work to birthing babies. The students enjoyed shadowing WH physicians and found the experience to be enriching as well as eye opening. They learned first-hand how to interact with patients in a wide variety of departments. Woodstock Hospital has a long history of partnering with Schulich School of Medicine and Dentistry, and is proud to provide medical students with the opportunity to experience the broader field of community medicine.
Jean Orton and Elizabeth (Liz) Sikma, who were awarded their 15 Years of Volunteer Service pin, took time out of their busy schedules to share some thoughts about volunteering at Woodstock Hospital.

Jean, who is presently volunteering at the Information Desk in the main lobby, has been a “care clown” with the hospital’s Comic Relief group since its inception. When asked what makes her volunteer week after week, she said, “I get so much satisfaction from interacting with the clients and staff. They seem to love the light-hearted kibitzing, whether I’m on the Information Desk or during Clown rounds”. Jean’s fondest memories include interacting with family members who comment on the joy she and the clowns bring during stressful times. Family members often tell us, “This is the first time he/she has smiled since being admitted.”

Liz began volunteering on the Palliative Care Unit at the old hospital and she would also visit patients on the former 2E Rehab Unit. Currently, Liz is working as an On-Call volunteer, as well as being a “Friendly Visitor” in Complex Continuing Care. Liz is a quiet, gentle soul, always willing to help out wherever she can. She is the perfect On-Call volunteer because her calm demeanor and wonderful smile make people feel at ease. Liz notes that she has always enjoyed helping people and that if she can put a smile on someone’s face, it makes her day!

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What’s new ... Woodstock Hospital Auxiliary

Hospital Gift Shop
- Purses
- Clothing
- Jewellery
- Scarves
- Baby Gifts
- Books
- Seasonal Items
- and more!

Unique Gift Ideas!

Waiting in Comfort - thanks to the endeavors of the Woodstock Hospital Auxiliary, four new benches were purchased for visitors and patients to have a comfortable place to sit, rest and visit. (LtoR Standing) Lynda Wright, Gift Shop Convenor; Jan Matwey, Past President (LtoR Seated) Jean Caskey, Gift Shop Treasurer & Nevada; Barbara Blott, Auxiliary President.

(LtoR) Auxiliary Executive Members Lois Oldford, General Treasurer; Marg Boddy, General Recording Secretary; and Gift Shop Convenor, Lynda Wright, demonstrate some of the clothing, purses and jewellery options available for your summer wardrobe.
In a hospital, when a patient stops breathing, “Code Blue” is announced over the paging system, alerting a very specialized team, who drop whatever they are doing and rush to the identified location to assist. On the way, they access a Crash Cart that contains lifesaving tools for emergency resuscitation. At WH, there are eleven Crash Carts, located in emergency, critical care and other patient units throughout the hospital and every Crash Cart contains an essential monitor/defibrillator.

Recently, WH purchased seven new R-series monitors/defibrillators for the Crash Carts. Although the new monitors have the usual capabilities of defibrillation, cardioversion and transcutaneous pacing, the real benefit can be found in the standardization of lifesaving equipment throughout the hospital.

“Healthcare providers naturally undergo a high level of stress when dealing with situations involving cardiac arrest. By standardizing equipment, we can reduce stress and the risk of error by eliminating the need for staff to memorize multiple forms of technology,” notes Heidi Dantes, Director, Emergency Department.

In addition to standardizing the Crash Carts, WH purchased two new ZOLL x-Series monitor/defibrillators for transporting unstable, critical patients from the emergency department or critical care unit to other hospitals. These transport monitors are lightweight at 11.7 pounds and boast a screen dimension of 6.5 inches giving improved viewing of cardiac status and vital signs.

“These monitors are quite special,” explains Randy Hicks, Director, Critical Care Unit. “They are capable of providing critical information relating to invasive blood pressure and second to second respiratory status, for patients on life support. This newest technology makes a positive difference and will help in improving quality outcomes when dealing with patients in medical crisis.”

Janet Wilson was a dedicated employee and a valued, compassionate nurse at Woodstock Hospital, for over 33 years. Regretfully, Janet passed away on Thursday, May 2, 2013, with her husband Ross and her three children, Melinda, Martha and Shawn, by her side. She was laid to rest on May 6, 2013, which coincided with the first day of Nurses’ Week - a very fitting tribute to such a wonderful nurse.

Janet will long be remembered for her enthusiasm in promoting the role of nursing. She encouraged both new and seasoned nurses to join and support their professional organization, the Registered Nurses Association of Ontario (RNAO). Over her career, Janet organized many events, including the Emergency Department Bonspiels that raised money for various charities. Janet always found time to organize, cook, bake and volunteer, and for many years she was a valued volunteer at the YMCA Heart and Stroke Cardiac Club. Prior to her passing, Janet worked in the Recovery Room where her compassionate skills, generous smile and contagious laugh will be missed by all.
At the end of March 2013, Woodstock Hospital, together with ten other hospitals in Southwestern Ontario, began to electronically upload patient lab test results to Ontario Laboratories Information System (OLIS).

OLIS is a cornerstone information system that enables all labs in Ontario, including hospital, community and public health laboratories, to securely house laboratory test orders and results. The goal is to have province-wide participation in OLIS by 2016.

Belonging to OLIS helps to improve patient care by providing practitioners with timely access to information that is needed for clinical decision making, regardless of where the patient is, or where in Ontario the tests were conducted. Beginning in June/July, WH clinicians will be able to access OLIS’s database from Woodstock Hospital’s Cerner system.

WH’s Laboratory has started uploading lab test results to the Ontario Laboratories Information System. David Rupert, Charge Technologist, Hematology/Blood Transfusion and Jeanette Simpson, Charge Technologist, Chemistry, are excited about belonging to an information system that allows healthcare providers to access laboratory test orders from laboratories across SW Ontario.

OLIS Database benefits patients and practitioners:
- Higher quality care based on timely and complete lab information, regardless of location
- Less need for duplication of lab tests
- Fewer gaps in patient information as a patient moves between hospitals and physicians

Stop Smoking ... for better health

Woodstock Hospital, in partnership with the University of Ottawa’s Heart Institute, has hired a Smoking Cessation Program Coordinator to assist patients in quitting smoking. Studies show that approximately 20% of patients admitted to hospital are smokers. Smoking is the number one most preventable health risk factor in Canada. Smoking causes countless health problems that commonly lead to hospitalization, including heart disease, breathing issues, many forms of cancer and other diseases.

The Ottawa Heart Institute-based program will target both inpatients and outpatients at WH, offering screening, support and follow up to patients who smoke. Under the guidance and support of trained employees and with the use of smoking cessation aids, this program can increase the likelihood of staying smoke free through the long term by 11%.

Lindsay Zador, Program Coordinator, Smoking Cessation, will begin by introducing the Smoking Cessation program into one area of the hospital. “Our plan is to progressively implement the program throughout the hospital’s inpatient and outpatient areas. People who have participated in this program have experienced double or triple the success rate, when it comes to quitting.”
HUGO (Healthcare Undergoing Optimization) is a transformational project that will fundamentally change the culture in which the healthcare community works. This large, ten-hospital project will move us closer to a safer, integrated model of care, through its four main components:

- Computerized Provider Order Entry
- Closed Loop Medication Administration
- Electronic Medication Reconciliation
- Electronic Medication Administration Record (eMAR)

As we delve deeper into the HUGO project, WH Physicians and Core Team members are becoming increasingly engaged and excited. Reviews and visits to hospital sites that currently use a similar model to HUGO exhibited profound results in the reduction of errors, many of which occur within manual transcribing systems. When auditing the current near misses and actual errors made with medication delivery in any hospital, an electronic system has the potential to reduce 95% of these incidents.

What makes HUGO so different? Trish Blancher, WH’s HUGO lead explains that “embedded within the HUGO electronic system are many patient safety features. For example:

- Physicians will place their medication orders electronically, eliminating the need for nurses and other professionals to interpret their handwriting and transcribe these orders on medication forms. As physicians are entering their orders, alerts will be available indicating allergic reactions or medication conflicts.
- Nurses providing patient medication will go through a series of checks to ensure that the right patient is receiving the right medication. This involves the nurse using a bar scanner at the patient’s bedside. By simply scanning the medication barcode and the patient’s ID bracelet, a confirmed “match” ensures a significant level of safety in the medication administration process.
- As the patient is ready to leave the hospital, the system makes additional checks to ensure that their medications are “matched” so they are safe to continue taking at home and a prescription can be printed to be taken to the local pharmacy.
- The hospital will maintain a medication record from each patient visit, which will be automatically available for review upon the patient’s next visit to any hospital within the HUGO system.

“HUGO will impact almost every department in the hospital,” explains Trish. “Orders will be received electronically for all tests, medications, treatments and visits. For example, doctors can place an order for an x-ray from their office and it will be received at the hospital’s Diagnostic Imaging Department, thus, in most cases, eliminating the need for a paper requisition. With an implementation, or “go live”, date in February 2014, WH physicians are already beginning the task of reviewing standard electronic “order sets”. Order sets are groupings of medications, much like a recipe, that are needed to treat certain types of medical conditions. These order sets undergo intensive review from many members of the medical team to ensure accuracy prior to go-live. Woodstock Hospital is very fortunate to work with such a dedicated and supportive team who are focused on ensuring patient safety comes first.”
Woodstock General Hospital Trust
Incorporated without share capital under the laws of Ontario
2012/2013 Operating Statement
for 12 months ending March 31, 2013

### REVENUES

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<tr>
<th>Description</th>
<th>2012/2013</th>
<th>2011/2012</th>
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</thead>
<tbody>
<tr>
<td>Ministry of Health/LHIN Allocation</td>
<td>$61,474,850</td>
<td>$57,018,564</td>
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<tr>
<td>Program and Patient Revenue</td>
<td>13,680,168</td>
<td>12,714,955</td>
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<tr>
<td>Other Operating Revenue</td>
<td>26,738,803</td>
<td>22,516,493</td>
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<tr>
<td><strong>Total REVENUES</strong></td>
<td><strong>$101,893,821</strong></td>
<td><strong>$92,250,012</strong></td>
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### EXPENSES

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<th>Description</th>
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<th>2011/2012</th>
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<tr>
<td>Salaries, Wages and Benefits</td>
<td>$53,619,774</td>
<td>$45,705,692</td>
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<tr>
<td>Supplies &amp; Other Operating Expenses</td>
<td>22,774,268</td>
<td>23,651,169</td>
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<tr>
<td>Drugs &amp; Medical &amp; Surgical Supplies</td>
<td>5,707,022</td>
<td>4,829,752</td>
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<tr>
<td>Equipment and Building Amortization</td>
<td>8,443,230</td>
<td>6,315,799</td>
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<td>Long Term Building Expense</td>
<td>11,221,584</td>
<td>8,950,163</td>
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<td><strong>Total EXPENSES</strong></td>
<td><strong>$101,765,878</strong></td>
<td><strong>$89,452,575</strong></td>
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### EXCESS of REVENUE over EXPENSES

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<tr>
<th>Description</th>
<th>2012/2013</th>
<th>2011/2012</th>
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<tr>
<td><strong>Total EXCESS</strong></td>
<td>$127,943</td>
<td>$2,797,437</td>
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*Audited financial statements are available upon request from the Finance Department. Please call 519-421-4211 to obtain a copy.*

### STATISTICS

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<tr>
<th>Description</th>
<th>2012/13</th>
<th>2011/12</th>
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<tbody>
<tr>
<td>Surgical Procedures</td>
<td>8,102</td>
<td>7,536</td>
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<tr>
<td>Admissions</td>
<td>5,285</td>
<td>4,535</td>
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<tr>
<td>Patient Days</td>
<td>44,414</td>
<td>38,061</td>
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<tr>
<td>Births</td>
<td>832</td>
<td>692</td>
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<tr>
<td>Emergency Visits</td>
<td>34,971</td>
<td>31,881</td>
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<tr>
<td>Diagnostic Imaging Exams</td>
<td>61,741</td>
<td>58,100</td>
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<td>ECGs</td>
<td>11,982</td>
<td>10,334</td>
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<tr>
<td>Renal Dialysis Treatments</td>
<td>4,740</td>
<td>4,601</td>
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<tr>
<td>Total Hip Replacements</td>
<td>61</td>
<td>59</td>
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<tr>
<td>Total Knee Replacements</td>
<td>103</td>
<td>92</td>
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<tr>
<td>Eye Lens Implants</td>
<td>858</td>
<td>964</td>
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<tr>
<td>Mental Health Visits</td>
<td>26,659</td>
<td>15,144</td>
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<td>MRI Exams</td>
<td>4,163</td>
<td>927</td>
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<tr>
<td>Out-patient Clinic Visits</td>
<td>21,367</td>
<td>18,368</td>
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2012-2013 Annual Report

This report marks the completion of my second year as Chair of the Board of Trust. If anyone thought that once we opened the new hospital we could rest on our laurels, they were mistaken. Change and challenges are inevitable if progress is to be made and nowhere is this more true than in healthcare.

Last spring, shortly after moving into our new facility, we proudly announced the expansion and opening of a number of important services in partnership with London Health Sciences Centre and Cancer Care Ontario. We opened the first phase of a new Rehabilitation Unit; expanded our Dialysis Unit, not once but twice; and opened a new Chemotherapy Suite. Each of these programs brings care close to home for the residents of Woodstock and Oxford County.

In November 2012, as we celebrated the first year of occupancy in our new facility, Woodstock Hospital was designated as the first hospital in Ontario to receive LEED Silver Certification from the Canada Green Building Council. In December, we underwent voluntary evaluation by Accreditation Canada. This four day quality assessment resulted in WH receiving the highest award a hospital can receive - Four Year Accreditation with Exemplary Standing! Our mandatory Laboratory Accreditation followed in January 2013, resulting in a near perfect score of 99.6%! These are remarkable results, delivered by the outstanding professionals who work at WH.

Last fall, the Board of Trust revisited the hospital’s Mission, Vision and Values and developed a comprehensive Strategic Plan, with input from patients, families, staff, physicians, volunteers and the community. The resulting documents accurately reflect our hospital’s goals and direction and will help to guide us into the future. As a Board, we are focused on future planning and are dedicated to working with our healthcare partners to improve the quality of patient care. A primary example of this commitment is the Oxford Hospitals’ Joint Services Plan, which under the direction of the SW LHIN and the guidance of the Boards of Trust for Alexandra Hospital, Tillsonburg District Memorial Hospital and Woodstock Hospital, is examining how to best integrate surgical, ALC and pharmaceutical services for the benefit of those we serve.

As I conclude my Chairmanship, I wish to extend my thanks to my fellow board members. It has been an honour to work with such a talented group of volunteers who bring financial, operational and strategic planning expertise to the board table. I also wish to extend my sincere appreciation to President & CEO Natasa Veljovic for her outstanding leadership. Natasa, together with a very competent Senior Management Team, is committed to ensuring that quality care and the patient experience remain at the core of all we do. I also wish to extend the Board’s appreciation to the Woodstock Hospital Foundation and its dedicated and caring donors for their continued support; to the WH Auxiliary, who through the Gift Shop and various activities raise funds for the hospital; and to all of the volunteers who share their talents and warm smiles with our patients, their families and our staff.

It has often been said that an organization is only as good as its people. Accordingly, I wish to acknowledge the staff and physicians who work at WH. You are an outstanding group of individuals and you make this a remarkable organization.

Respectfully Submitted:

Ed Down, Chair, Woodstock Hospital Board of Trust
Being “green” is something everyone talks about, but at Woodstock Hospital, we do more than talk. We take action – and part of our action plan is the implementation of an institution-wide “Green Team”, which is taking a leading role in environmental awareness. Comprised of nine members from diverse areas of the hospital, the Green Team brings a variety of environmental perspectives to the table.

**Conducting a Waste Audit** - As one of its first projects, the Green Team initiated a facility wide waste audit to identify, quantify and analyze the composition of the waste stream generated by the hospital. Over a one day period, waste was collected from within the hospital and deposited in a 20-yard container, and waste from the Woodstock Professional Building was collected in a 4-yard container. The waste from both containers was analyzed by BFI Canada, a premier provider of environmentally responsible waste management services.

**How did we do?** WH diverts 33% of its total waste to recycling and 66% gets placed in the garbage. Of the waste placed in the garbage, 81% of it is non-recyclable, and 19% of it is recyclable.

**Where do we go from here?** Through green initiatives, staff and patient education and hospital wide recycling bins, the newly formed Green Team anticipates that WH’s garbage stream will eventually consist of 100% non-recyclables, as we strive to make the earth a cleaner and healthier planet. “The hospital recognizes the critical link between the health of an individual and the health of the environment,” explains John Schram, Green Team Chair. “Our goal is to engage and excite staff, volunteers and patients to be more involved in being ‘green’ both at work and at home.”

**Want to do a waste audit at home?** The average North American throws out about 1,700 lbs. of trash each year. By conducting a household waste audit you will clearly see how you currently dispose of household waste and better determine what can be refused, reused, repaired, and recycled. You may discover that you can reduce your garbage by up to 90%.

**Woodstock Hospital’s Green Team** LtoR and Back to Front: Chair, John Schram, Housekeeping; Jeannie King, Occupational Health & Safety; Janis Humeston, Housekeeping/MDRD; Arlene Jamison, Finance; Tammy Bourgoin, Housekeeping; Graeme Capelle, MBA Student; Trish Goodall, Food Services; Heidi Dantes, Emergency Department; and Rick Anderson, Plant Facilities.

**Honouring ... a WH Retiree**

Al Fewster, RN, Regional Support Associates

Al is retiring from Regional Support Associates after working at WH for 40 years. He began his career in 1971, as one of only four men in Woodstock Hospital’s nursing school.

Al has witnessed many changes over the years, saying “the old buildings may be gone but not my memories, my intermittent employment, the births of my grandchildren, or the care afforded by family when they were ailing and dying.” Al has enjoyed his time at WH but “there’s a kayak waiting to be launched and some grandchildren wanting to play.”
Meet the MDRD Team: (LtoR Front) Karen Kitching; Sandra Cordeiro; Dorothy Carroll; Pat Littlejohns (LtoR Rear) Jim Buchan; Angela Gillespie; Cherryl Magee and Vicki Staley; Absent MDRD Aides JoAnne Buist, Aubrey Crompton and Patricia VanDerHeide.

The Medical Device Reprocessing Department, is an area of the hospital that very few people know about. But MDRD, with its specially certified staff, is responsible for providing clean and sterile medical and surgical equipment throughout the hospital.

At Woodstock Hospital, MDRD is located adjacent to the surgical suites for convenient transportation of surgical instruments to and from the operating rooms. Filled with modern equipment, MDRD operates 365 days a year. MDRD’s eleven CSAO Certified staff members work diligently from 0700-2300 hrs. to ensure instruments are processed and ready for use by the hospital’s physicians and nurses. MDRD staff process approximately 3,500 instruments every month, or 42,000 pieces each year.

“Our biggest customer is the operating rooms,” notes Pat Littlejohns, MDRD Charge Hand. “Besides processing equipment, case cart preparation and delivery are a very important part of our job. Sterilized items are carefully picked and stocked in enclosed case carts to meet the needs of five surgical suites. Additional carts are prepared and delivered to various nursing and clinical areas.”

MDRD is set up in distinct areas to reduce the risk of cross contamination. It takes an average of three hours to complete the exacting process of moving dirty instruments to clean, as follows:

- Soiled items are received in the decontamination room, which is physically separated from the clean areas of the department. Soiled items are sorted and placed in automated washers/disinfecters.
- Once clean and disinfected, the washer automatically opens at the opposite end, accessible by staff in the clean area. Instruments are removed from the wash basket, individually inspected and assembled into sets according to established guidelines.
- Assembled instrument trays are wrapped, stamped and transferred to a cart, which when full, is placed in the autoclave to be sterilized.
- When the sterilization process is complete, items are left to cool and then put away in sterile storage.

“MDRD staff provide behind-the-scenes support throughout the hospital,” states Janis Humeston, Director, Housekeeping/MDRD. “This dedicated team of highly technical people work in a diverse and fast paced environment and play a vital role in infection control and patient safety.”

Meet ... The MDRD Team

Honouring ... a WH Retiree

Carol Corkish, RN, Outpatient Mental Health
Carol is retiring from a varied career at WH that includes nursing in surgical services and at the bedside, as well as being a medical dictatypist in Outpatient Mental Health.

Carol remarked, “Through 28 years, I have had the privilege of working with so many wonderful people. We have laughed together, supported each other, and celebrated a real sense of accomplishment when clients achieve wellness.” Carol’s plans for retirement include spending time with friends and sitting on the patio with a glass of wine.

Carol Corkish
15th Annual
Foundation Golf Tournament

Please help us purchase
Mobile Digital X-ray Technology

Mobile Digital X-ray offers digital imaging technology at the bedside when moving a patient is difficult, or unsafe. A wireless digital detector captures x-ray images, digitally processes, and immediately displays the image on a touch screen for viewing by the doctor at the bedside.

Community donations along with proceeds from this year’s Dairy Capital Run and the 15th annual Golf Tournament will be directed toward the purchase of this $200,000 piece of equipment for the Diagnostic Imaging Department. Please help us reach our goal.

Benefit hockey game supports
Woodstock Hospital Foundation

On Saturday, April 27, 2013, a benefit hockey game between the Woodstock Navy Vets and the Woodstock Firefighters took place at the Community Complex in support of the Woodstock Hospital Foundation.

All proceeds from this event will be directed towards the purchase of a mobile digital x-ray for the Diagnostic Imaging Department.

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Local artist ... shares his gift by giving

Woodstock Hospital is now the proud owner of 16 original artworks thanks to the generosity of Mr. Horst K. Meder. Horst, who is a self-taught artist influenced by Robert Bateman, uses his artistic talent to preserve images of farmland and wildlife. Mr. Meder donated his paintings with the hope of personalizing the hospital corridors with local scenes.

Mr. Meder has won several awards as his talent evolved and his artwork can be found in collections around the world. “I am happy to share my paintings with the residents of Oxford County. Looking at artwork is a wonderful way to pass the time while in the hospital, which I visit regularly. My mind is always thinking and planning paintings. When I go anywhere, I can see a finished painting in my mind and I then can go and execute the scene on canvas” reflects Mr. Meder.

The Woodstock Hospital Art Collection has grown and will continue to be a work in progress. Donations of money to purchase art to hang in the hospital are being accepted by the Woodstock Hospital Foundation. Kathy Deweerdt, Foundation Gift Coordinator notes, “There is more and more evidence to show that caring for the whole person, both the physical and psychological aspects of healing, leads to a faster recovery.” The Hospital Art Committee, meets regularly to review any donations offered to the hospital in order to maintain the integrity of the art collection. As Oxford Creative Connections Inc’s Cultural Coordinator and WH Art Committee member Mary-Anne Murphy explains, “Art provides a peaceful, inspiring and creative diversion for patients, staff and visitors.”

In Memoriam Evening

Families and friends gathered on May 1, 2013 to celebrate the lives of loved ones at the Foundation’s annual In Memoriam Evening, held at the Quality Hotel & Suites. This heartfelt event is a mixture of laughter and tears as memories are shared. Officiated by Reverend Adam Hanley, with Denal Soares and Lois Goodall sharing their gift of music, the In Memoriam Evening is an opportunity to thank those families who support the Foundation’s In Memoriam Program.

The In Memoriam plaque is updated annually with the names of those whose family and friends donate over $1000 in their memory. Please take a moment and view this plaque, which is located in the main lobby of the hospital.

Nanci Jean Balls
Herbert Ronald Barney
Rina Berto
Keith Bingham
Howard William Bruce
Margaret Ann Cade
Mamie Irene Carrothers

Gordon Stanley Downey
Jean Hall
Patrick Raymond Hodgins
Betty R. Holloway
Donald Howard Kitching
Wendy Lynne Long
Shelley Malcolm

J. Allan Marshall
Marjorie Joyce McKiernan
Edward James Merrifield
Jeff G. Strickler
G. Douglas Taylor
Dr. Richard James Thompson
Julia Grace Wilhelm
Yes! I want to support the mobile digital x-ray unit.

Name (please print): ____________________________________________

Address: ___________________________________________________

City/Town: __________________________ Postal Code: ______________

I wish to donate: $ _________________ by    □ cheque    □ credit card Card Expiry Date: ______________

Credit Card Number: __________________________ Email Address: ________________________________

Please mail to: Woodstock Hospital Foundation in the enclosed postage paid envelope

Donate on line at www.wghfoundation.ca

Thank you for supporting the Woodstock Hospital Foundation.