Nursing: A leading force for change.

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Woodstock Hospital is proud to recognize the achievements of its Registered Nurses (RNs) and Registered Practical Nurses (RPNs) during National Nursing Week May 6-12, 2013. Held in honour of Florence Nightingale’s birthday, Nursing week highlights the achievements of the nursing profession.

This year’s theme, Nursing: A Leading Force for Change, provided our hospital with the opportunity to highlight the role of nurses, who lead innovative programs for the benefit of our patients and their families.

Cover Photo: Appearing on the front cover beginning at the bottom left corner and proceeding in a clockwise direction are:

Michelle Carr, RN - Baby Friendly Initiative, Maternal Child/Women’s Health
Nicole Felker, RN - Electronic Patient Care Report, Emergency Department
Janice Koekebakker, RN - Hip Fracture Steering Committee
Stephen Baker, RN - Clinical Educator CCU/ED - Trillium Gift of Life
Caroline Thompson, RN - Preceptorship Program Educator
Julie Housworth, RN - Electronic Patient Record and HUGO program

Over the winter months, the hospital has continued to deliver quality, compassionate care to all we serve. Our recent Accreditations, for both the hospital and the laboratory, resulted in outstanding ratings, and you can read about the results of these peer reviews on page 5 of this newsletter. We also continue our integration efforts, building partnerships and alliances within the healthcare community, for the benefit of our patients. As a result of these efforts, we are proud to introduce three new programs: the Airway Clinic; the Anaesthesia Clinic and Home First.

In May, we will celebrate Nursing Week, and the cover of this newsletter is dedicated in their honour. We are proud of all our staff, who, at every level in our organization deliver compassionate care. Their dedication is reflected in our very high Patient Satisfaction scores, and we thank everyone for their continued focus on safety and quality care, while putting our patients first. For the past few months, the Board of Trust and hospital staff have been diligently working on WH’s Quality Improvement Plan, under the MOHLTC’s Excellent Care for All Act. We are also collaborating on the Oxford Hospitals’ Joint Services Plan, which will lay the framework for the future delivery of clinical healthcare services. Deloitte Inc. has been engaged by the Oxford hospitals to support the consultation process, as we examine ways to leverage the strengths across three hospitals, to make a positive impact on the life-long health of Oxford County patients.

In March, we expressed our gratitude to Foundation Chair Bill Carrothers, who has fulfilled his term on the Board of Directors. Bill was a strong supporter of the Foundation during its’ fundraising campaign, and we thank him sincerely for his leadership and guidance. With the arrival of warm weather, we encourage you to join us at the Dairy Capital Run on Sunday, May 26, 2013, in Southside Park. This fun-filled family event is a wonderful way to support the Foundation’s fundraising endeavors.

Natasa Veljovic, President & CEO

Nursing ... Care, Compassion, Innovation

Woodstock Hospital is proud to recognize the achievements of its Registered Nurses (RNs) and Registered Practical Nurses (RPNs) during National Nursing Week May 6-12, 2013. Held in honour of Florence Nightingale’s birthday, Nursing week highlights the achievements of the nursing profession.
Keeping ... the Focus on Patient Safety

In 1999 the Institute of Medicine Report “To Err is Human” highlighted errors as a major cause of injury and death in hospitals. It suggested that “errors were caused by faulty systems, processes and conditions that lead people to make mistakes and/or fail to prevent them”. This is why everyone at WH is continually assessing processes and making improvements to ensure that patient safety is Priority #1.

Did you know?

★ Woodstock Hospital uses an online incident reporting system called SERS (Safety Event Reporting System) to record potential or actual patient events such as falls, medication errors, etc. SERS reports, along with staff input, are used to identify opportunities for change and to improve clinical practice and patient outcomes

★ WH has implemented a Falls Committee, a falls assessment patient screening tool and has purchased low rise beds for use by patients who are at risk for falls

★ WH has a Medication Safety Committee, where discussions about medication policies, trends, errors and issues are examined on a monthly basis

★ When errors occur that affect a patient, we meet with the patient and their family to disclose the error, encouraging their involvement in order to understand what happened and what we can do to reduce re-occurrence of similar events

★ Under the direction of the Board of Trust, WH has a Quality Committee to monitor and report on the quality of services provided throughout the hospital. This committee ensures that best practices are followed, quality improvement initiatives are undertaken and an annual quality improvement plan is developed

Transfer of Accountability ... Let’s talk about it!

In every hospital, patient care is transferred from one nurse to another at shift change. Studies conducted at Hamilton Health Sciences Centre (HHSC) showed that patients could be vulnerable to risk if miscommunication occurred during the “handover” period. Based on the results of HHSC’s award winning project, and recommendations by Accreditation Canada, WH developed a Transfer of Accountability (TOA) program to enhance patient safety. Implemented in November 2012, TOA is comprised of several components designed to improve communications between off-going and on-coming nurses during shift changes, including:

Transfer of Accountability Written Report Sheets
These Report Sheets, developed to meet each unit’s specific needs, are completed by the off-going nurse and used to stimulate recall of information during face-to-face communications with the on-coming nurse. Report sheets include patient code status, patient goals, consults and medications.

Transfer of Accountability at the patient’s bedside
happens between the off-going and on-coming nurses. Components checked include two patient identifiers; that the patient’s arm band and call bell are in place; and that IV solutions and monitor alarms are working. TOA at the bedside reassures patients and their families that the on-coming nurse knows about their care. It also provides an opportunity for the on-coming nurse to clarify patient information which is essential for safe patient care. TOA was introduced as a continuous quality improvement program but it is doing so much more - it is encouraging open communication, improving patient safety and inspiring confidence!
A Final Request

Facing a brain tumour diagnosis in 2011, Ross Snell never once complained about the devastating interruption in his otherwise amazingly healthy life. As long-time residents and business owners in Woodstock, Ross and his wife Irene lived a full life until illness took her from Ross in 1989. Ross had always intended to do something very special to honour Irene but time simply passed.

Even after moving to the family cottage, Ross remained connected to Woodstock. Last fall, while visiting friends, Ross fell and was admitted to Woodstock Hospital to repair a hip fracture. During his stay he admired the recognition plaque displayed outside his room and learned it indicated a charitable gift to the new hospital. He mentioned to his daughter, Ruthe Anne that he wished he had done something like this for Irene. Ruthe Anne knew her father had found his “something very special”; only now the focus was not solely to arrange a gift in memory of Irene, but also to acknowledge Ross’ excellent and compassionate patient experience in Woodstock Hospital.

Early in February, Ruthe Anne contacted the Foundation to arrange a gift directed to patient care. It was determined that the recognition plaque would carry both Ross and Irene’s name. In one of the last conversations Ruthe Anne had with her father, she was able to tell him the plaque would be displayed on the room next door to where he was cared for and that it was a tribute to both Ross and Irene. In addition to the plaque on the unit, their names appear on the stairwell display in the main foyer of the hospital. Ross’ family was saddened by the fact that Ross wasn’t able to see the plaque himself before his passing, but they find comfort in knowing that he was delighted to have his tribute to Irene accomplished in such a meaningful way.

Honouring .... Retiring Employees

Patricia Edwards, Director, Mental Health Services, retired from WH after nearly 32 years in the field of Medical and Mental Health Social Work, noting “The people I worked with, and the clients I worked for, have been the inspiration for the values in my life. I have learned so much, met challenges and achieved goals - all thanks to the support of my wonderful co-workers.

I am planning to be a more active Grandma to my two grandsons Henryk and Benedikt, while giving my husband, Jack, a break from cooking. I also have plans for those travel, sewing, knitting and photography projects that I never had time for in the past.”

Richard Walker, Social Worker, Mental Health Services is looking forward to retirement after 23 years with WH. “Over the years, I have worked with a wide range of illnesses and a variety of personalities. I have so much respect for my colleagues, for their professionalism and their willingness to come together as a team, with sensitivity and humour. They made a difficult job so much easier.

I am excited about the opportunity to work on my family tree and spend more time in England. My wife and I plan to travel and my grandkids are looking forward to seeing more of their “Papa”. I may even do a little private practice, if there is time.”
Accreditation ... Doing It Right!

Woodstock Hospital has always strived to put patients first by ensuring we have the finest people and the right tools to provide the best care possible. In order to ascertain that our hospital is doing well, we undergo Accreditation, wherein our policies, procedures and services are evaluated and critiqued by experts in the same field and compared to national standards of excellence.

On December 2, 3, 4 & 5, 2012 Woodstock Hospital underwent a hospital wide voluntary Accreditation Survey by four surveyors from Accreditation Canada, who met with a wide range of departments and people to assess our hospital. Woodstock Hospital was deemed in compliance with all 38 Required Organizational Practices and of the 1,789 accreditation standards evaluated, WH was in compliance with 1,743 for a total score of 97.4%. This outstanding Accreditation resulted in a Four Year Accreditation with Exemplary Standing! This is the best grade a hospital can achieve and to quote the accreditors, it is a “huge accomplishment.”

On January 8, 9 & 10, 2013 Woodstock Hospital’s Laboratory Services underwent a mandatory peer group Accreditation conducted by five assessors from OLA (Ontario Laboratory Accreditation). This three day, detailed assessment of WH’s laboratory examined 490 OLA requirements based on ISO 15189 standards to ensure the laboratory competently conducts its testing procedures in a reliable, credible and accurate manner including Microbiology, Biochemistry, Cytology, Hematology, Pathology, Immunoassays, Immunohematology and Immunology. WH’s laboratory received a near perfect score of 99.6% and received a Four Year Ontario Laboratory Accreditation Certificate, which is the highest award possible.

What the Accreditors had to say about Woodstock Hospital and its Staff!

<table>
<thead>
<tr>
<th>Hospital Accreditation</th>
<th>Laboratory Accreditation</th>
</tr>
</thead>
<tbody>
<tr>
<td>★ Outstanding commitment to quality and patient safety</td>
<td>★ Amazing facility, outstanding staff, everyone is so well organized</td>
</tr>
<tr>
<td>★ Enthusiasm of staff came through “loud and clear”</td>
<td>★ Great working relationships among staff</td>
</tr>
<tr>
<td>★ Medical/Surgical Preceptor program is “exceptionally well done”</td>
<td>★ Credible, accurate testing procedures</td>
</tr>
<tr>
<td>★ Surveyor’s quote “this is the type of hospital that I would like to work in”</td>
<td>★ Surveyor’s quote “amazing staff, providing wonderful customer service”</td>
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</tbody>
</table>

**Ontario Laboratory Accreditation Assessment Visit Summary Report & Accreditation Canada’s Executive Summary are available on the website wgh.on.ca**
Volunteers ... at work

At Woodstock Hospital, we count on our volunteers to assist us in delivering Service Excellence. Many of our volunteers work in areas that are highly visible to the general public, but there are also a large number of volunteers who give their time working diligently behind the scenes.

Just because you can’t see them, doesn’t mean that their job is any less important. These “out-of-sight” volunteers are people who like to work with numbers or statistics, make phone calls, help organize, prepare mailings, file etc. They serve in the Finance/Business Office, Staff Development, Human Resources, Infection Prevention & Control, Health Records, Diagnostic Imaging, Volunteer Services, Pharmacy and the Maternal-Child Unit.

“These volunteers enjoy serving in different ways,” explains Deanna Howell, Coordinator of Volunteer Services. “They enjoy providing assistance to staff or preparing information for patients, without the direct patient/customer service focus that other volunteer roles may have. Woodstock Hospital is very fortunate to have so many wonderful volunteers.”

Regardless of what they do, or where they work, our volunteers are “Caring in Motion.”

Woodstock Hospital Auxiliary donates $140,000

A group of Auxilians proudly pose with their President Barbara Blott (centre right) as she presents a cheque to Natasa Veljovic, President & CEO (centre left) for $140,000! The proceeds, raised through Gift Shop sales and fundraising activities, represent hours of work by many outstanding volunteers. The money will be used to purchase a variety of items for patient care.

The Auxiliary also announced the purchase of four new benches to be installed at the main and emergency entrances. The benches were purchased from funds raised through Nevada ticket sales, and will provide patients with a welcoming place to rest.

Dates to Remember:

Wednesday, April 10, 2013
Region 1 Spring Conference,
Mount Brydges, Ontario

Friday, April 26, 2013
Spring Euchre & Bridge Card Party,
CAW Hall, 126 Beale Street, Woodstock, ON

Everyone welcome! Refreshments & Dessert
Cost: $6/person. To reserve a table, please call Kim Kohse at 519-535-3026
Home First
... A new philosophy of care

The Home First philosophy is an approach to care where everyone works together, from the moment of hospital admission to support the patient in returning home as quickly and safely as possible.

In January of 2013, Woodstock Hospital, together with its community partners and the South West Community Care Access Centre (CCAC) began working together to implement a new philosophy of care called Home First. Beginning when the patient is still in the hospital; doctors, nurses, occupational therapists and physiotherapists, together with the CCAC Care Coordinator, consider which programs can be provided to prepare the patient to continue their recovery at home.

Corry Feore, an Occupational Therapist at Woodstock Hospital is finding the Home First philosophy to be rewarding for her patients. Prior to Home First, some of Corry’s patients who returned home were unable to continue with exercise programs that Corry initiated, due to legitimate reasons, such as a fear of falling. Now, knowing that Home First care plans include nursing, personal support worker care, physiotherapy and occupational therapy, Corry has more confidence in her patients’ abilities to continue to improve upon their return home “When exercise programs can continue, mobility can continue.”

Once home, many people recover, and with support from the South West CCAC and Community Support Service Agencies, decide not to move to long-term care. At this point, they are able to work with their Care Coordinator to ensure that they have the help they need to remain in their own homes, including a personal support worker to assist with their activities of daily living, or services such as Meals on Wheels.

For others who return home and realize that they may require long-term care, decisions can be made from the comfort of their home, with the assistance of their families. This gives people the opportunity to prepare for a major change in their lives, knowing that they have explored all of their options.

Volunteer Lead Chaplain

Woodstock Hospital is dedicated to the care, compassion and concern for the whole person. This includes care for physical, emotional, social and spiritual needs. When you are facing hard decisions, spirituality can be a source of guidance and hope. Our chaplain and community clergy are here to assist you.

Spiritual Care is provided to patients and their families who may not have a spiritual leader but would like to talk to, or pray with, a minister. WH’s Spiritual Care Team can be reached 24 hours a day/7 days a week through switchboard. They will be pleased to respond to requests for prayer, or to talk confidentially. On-Call Clergy also provides spiritual support to all hospital departments including the ER, ICU and Palliative Care.

Non-denominational services are provided on Sundays in the Chapel on the 2nd floor at 9:30am. Church services are led by local pastoral care/lay people and we strive to have volunteers present to provide assistance to patients. Patients, their family members and staff are all welcome to attend.
Airway Clinic Opens

In October 2012, Woodstock Hospital opened its first Airway Clinic to serve patients who suffer from conditions that adversely affect their breathing. Conditions include chronic obstructive pulmonary disease (COPD), asthma, and various other diseases. The clinic will initially focus on COPD which is a condition characterized by obstruction of air flow through the body’s airways. COPD is generally permanent and may be progressive. It is usually caused by smoking, asthma, air pollutants or respiratory infections, and can include chronic bronchitis and emphysema.

COPD slowly damages the breathing tubes that carry air in and out of the lungs and cause airways to swell and become partially blocked by mucus. It also damages the tiny air sacs at the tip of your airways, making it hard to move air in and out of your lungs. The main symptoms of COPD are a long-lasting mucousy cough and shortness of breath when active. Other symptoms may include long lasting lung infections (the flu, pneumonia, acute bronchitis), wheezing, fatigue and/or unintentional weight loss. People often think that being short of breath is a normal sign of aging - it isn’t. If you have these signs or symptoms, see your doctor.

There is no cure for COPD, but there are good treatments and WH’s COPD Clinic is here to assist you.

The clinic is held on the last Wednesday of each month, and is staffed by one of four Internal Medicine Respirology physicians from St. Mary’s Hospital in Kitchener, as well as a specially trained Respiratory Therapist from WH. Patients who receive a referral from a family or emergency physician are booked into the next available appointment. Patients may require pulmonary function testing prior to being seen at the clinic and some will be booked for follow-up sessions with a Respiratory Therapist, who will provide on-going education and monitor treatment protocols.

The goal of having this clinic available to patients in Oxford County is to support, educate, reduce hospital admissions, and provide the best quality of life and care for our patients.

Allergies? Trouble Breathing?

Medical evidence shows that scented products can be harmful to people with allergies, environmental sensitivity, or chronic heart or lung disease. For this reason, Woodstock Hospital has a scent free policy.

What types of things can contain scents?
Shampoo and conditioner, soap, hair spray, hand and body lotion, deodorant, detergent, cologne, after-shave, candles, cleaners, etc.

Please, for the safety of our patients and families, our staff and volunteers, do not wear scent or use scented products if you are coming to the hospital!
Since September 2012, many patients undergoing surgery at Woodstock Hospital have been scheduled for an appointment at WH’s Anaesthesia Consult Clinic. Here, depending on their health status and the procedure they will undergo, patients have the opportunity to meet with an Anaesthesiologist to review their medical history, ask questions, and discuss any concerns they have.

When you attend the Anaesthesia Consult Clinic you will be greeted by a volunteer who will guide you to a consultation room where one of WH's Anaesthesiologists will talk to you about your health status, including asking which prescription medications, over-the-counter medications, and herbal supplements you may currently be taking. They will also ask about any allergies you may have; what your past experiences with anaesthesia have been; if you have any medical conditions involving your heart, lungs or kidneys; or if you smoke, have sleep apnea, diabetes or high blood pressure. These questions, and others, help your anaesthesiologist to identify any medical conditions that might require additional attention and/or if additional laboratory tests are required prior to surgery. Your anesthesia clinic consultation helps to identify, and thus seeks to minimize, any factors that could contribute to your overall risk of undergoing surgery.

The clinic will also provide information about the surgical-anaesthetic process, including what you should do to prepare yourself for surgery. You will be provided with educational materials including written instructions as to what you should or should not eat or drink, and which medications you should or should not take. These instructions are important for your safety and failing to follow them may result in your surgery being delayed or cancelled.

The clinic plays two very important roles in patient care:

1. It provides patients and their families an opportunity to express their concerns, ask questions and ease pre-surgical stress by meeting and discussing their upcoming surgery in a confidential, caring atmosphere

2. It provides the surgical team with valuable information by identifying any medical conditions that might lead to surgical complications, or cause surgical delays or cancellations due to unforeseen health issues

Most people don’t have any problems with general or regional anaesthesia, although many may have mild, temporary symptoms including nausea, dry mouth, a mild sore throat or hoarseness.

Although general anaesthesia is exceptionally safe, complications can arise in combination with the type of surgical procedure and your general physical health. That is why it is so important for patients whose medical histories are more complicated to attend WH’s Anaesthesia Consult Clinic.
## Operating Statement ending December 31, 2012

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<th>2012</th>
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<tbody>
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<td>Bequests, Donations &amp; Fundraising Events</td>
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<td>$3,133,336</td>
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<td>Investment Income</td>
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<td><strong>Expenditures</strong></td>
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<td>Fundraising, Administrative &amp; Other</td>
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<td>Lifeline</td>
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<td>Fund balances, beginning of year</td>
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<td><strong>Fund balances, year end</strong></td>
<td><strong>$12,322,984</strong></td>
<td><strong>$14,294,385</strong></td>
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*Audited reports are available by contacting Dee Perera, CFO at 421-4219

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The Woodstock Hospital Foundation sincerely appreciates everyone in our community who supported the 2012 “Stocking Stuffer” campaign.

Because of your generous response to our annual Christmas appeal, the “Stocking Stuffer” raised more than $98,000!

The money raised was used to purchase a specialized microscope required for ear, nose and throat surgeries. The new microscope produces razor sharp images to assist with the detection of laryngeal cancer or lesions on the vocal chords. The high powered microscope also allows for detection of ear pathology that could lead to life-threatening complications or deafness.

Now, thanks to the support of our community, children suffering from chronic ear problems, and patients suffering from ear, nose and throat conditions, can be treated at Woodstock Hospital by Otolaryngologist Dr. Goran Jeremic.

Having the expertise of Dr. Jeremic, coupled with specialized equipment, is one more reason for our community to rest assured that quality care is available, “Close to Home”.

Dr. Goran Jeremic, Otolaryngologist (ENT) demonstrates the use of WH’s specialized microscope.
Looking back on this past year, so much has been accomplished. The community can truly be proud of their role in making this state-of-the-art hospital a reality through their donations.

I have had the pleasure of serving as the Chair of the Board of Directors these past two years, and now, I am pleased to welcome incoming Chair Howard Cornwell, to the position. Howard has been serving on the Board since 2005 and is looking forward to leading the Foundation into the future. I also would like to welcome incoming Director, Paul Green to the Board. His financial expertise will be an asset to the Foundation.

With the opening of the new hospital, millions of dollars were utilized to purchase the most up-to-date technology available, in order to enhance the health and safety of our patients. New equipment was provided to all care areas including our laboratory, operating rooms, diagnostic imaging, emergency, chemotherapy, respiratory services, critical care, dialysis, complex care, mental health, maternal child/women’s health, outpatient clinic, and rehabilitation. This was possible because of our donors’ generosity.

This year we saw an increase in bequests to our Foundation, and are humbled knowing that our donors generously included the hospital in their estate planning. Often, we are unaware of these intentions and would like to encourage the community to share their intentions with us so that we can thank and recognize these gifts during the donor’s lifetime.

The Foundation continues to plan for the future needs of the hospital. With technology and medical advancements evolving daily, we will strive to continue to provide the most up-to-date equipment for all care areas at Woodstock Hospital. In turn, we have enabled our physicians and staff to provide the best care possible.

We encourage you to participate in our annual special events such as the Dairy Capital Walk/Run being held on May 26th, 2013 and our Charity Golf Tournament being held at Craigowan Golf & Country Club on July 24th, 2013. Each year these events strengthen in participation and sponsorship and we thank the community and our donors for their years of support and enthusiasm.

It has been my honour to share in the Foundation’s success these past nine years. My best wishes and sincere thanks for your support of the Woodstock Hospital Foundation.

Sincerely, Bill Carrothers
Chair, Woodstock Hospital Foundation
The End of an Era ...

Demolition of the hospital’s Riddell Street property is well underway! Although it is hard to see when you drive by, due to the black screening that protects the neighbourhood from dust and debris, the Finkle Building (auditorium and old nursing school) and the Vance Building (old nursing residence, RSA and mental health) are gone, and the old hospital is disappearing, piece by piece.

Priestly Demolition Inc., of Aurora is in charge of taking the old buildings down, with a focus on recycling 90-95% of the construction materials. With 35 workers on site daily, Priestly is sorting and piling recyclables for pick up, including brick, asphalt, steel, glass and metal. The cement will be crushed and used to backfill the basements and other materials have been donated to ReStore, operated by Habitat for Humanity. When Priestly began demolition, most of the old, leftover equipment was either sold or donated to the Dubois Charitable Organization that sends health-care equipment to hospitals in Cuba.

Other steps undertaken include hiring DST Consulting to ensure that regulations and approved practices are followed throughout the demolition process, and a traffic study was undertaken that showed reverting the land to residential use would reduce traffic flow by over 60% from when the hospital was in full operation. Through a competitive bid process, the hospital has engaged CBRE, a real estate brokerage firm in London, ON to market the old property, which will be available for sale by this summer.

Throughout this process, the hospital has attempted to keep its former neighbours updated about plans for the property. “We really appreciate the patience, cooperation and understanding that our neighbours have exhibited during this transition phase,” stated Perry Lang, COO, Woodstock Hospital. “We are doing everything we can to keep disruptions to a minimum. The last thing to come down will be the smoke stack, which will be dismantled brick by brick. We are anticipating that demolition will be complete by early July.”

On March 13, 2013, County Council gave the final approval on the Official Plan Amendment, as recommended by the Woodstock City Council, slating the land for low/medium density residential. At the meeting, Warden Don McKay spoke to the efforts Woodstock Hospital has made noting, “It is great to see the commitment of the Woodstock Hospital Board to finishing the clean-up and restoration of the old hospital site in a timely and responsible manner. The County of Oxford fully supports their Official Plan Amendment application that will ensure low density residential development and compatible uses on the site. I am certain the Hospital Board has a full agenda managing and operating the new facility and they need to be recognized for making time to take care of all the details of the old site. Well done!”

**additional demolition images available at www.wgh.on.ca under media centre/points of interest**
In 2003, Woodstock Hospital was faced with ever increasing staff injuries caused by lifting and moving patients. WH’s Occupational Health and Safety Department (OH&S), with the assistance of Arlene Whitehead, Director of Ambulatory Rehabilitation, began evaluating and classifying the musculoskeletal injuries of patient handlers. It soon became clear that WH needed a staff education program focused on proper patient handling. Enter Project Uplift - the first Canadian program to focus on reducing staff injuries through education. Project Uplift was developed in partnership with ArjoHuntleigh’s Diligent program, adopting and modifying existing training processes and tools to meet our hospital’s needs. Project Uplift not only reduced staff injuries and WSIB claims but staff satisfaction increased (*see chart on left). Most importantly, lifting devices ensure patients receive care that addresses comfort, safety and quality of life. Now in its 8th year, Project Uplift continues to make an impact, thanks to the exemplary commitment and leadership of our staff and, due to its outstanding results, Project Uplift is gaining recognition in hospitals all across the country.

Project Uplift Team: James Linton, Manager Biomedical Services; Cynthia Williamson, MRT; Danielle Wynne, Arjo Clinical Consultant; Angie Kerry, RPN; Shirley VandenDool, RPN; Perry Lang, Chief Operating Officer; Cheryl Schruder, RPN; Nancy Eaton, RN; Ben McMillan, Physiotherapist; Diane Klingenberg, RN; Arlene Whitehead Project Uplift Lead; Corry Feore, Occupational Therapist; and Elizabeth Yuhasz, MRT

After three years, Project Uplift, achieved a 69% reduction in staff injuries and a 99.7% reduction in WSIB costs related to lifting, transfers and repositioning.

Honouring …. Retiring Employee

Marlene Workman, Housekeeper.

Marlene has worked for Woodstock Hospital for over 27 years in a variety of positions, including portering, CSR, the laboratory, and dietary before becoming a member of the housekeeping department.

“I like to clean and I thoroughly enjoy working with the patients and hearing their stories. I am really going to miss the people at WH, especially my co-workers who, on a daily basis brought so much humour and laughter to the job. My husband and I plan to do some travelling but mostly, I am looking forward to having the time to just “Smell the Roses.”
A new program, launched in November 2012, provides our patients with the ability to access hospital information on their television screens. To activate the service, patients and their families simply use the telephone at their bedside to dial 5905 and then select topics from the menu that appears on the TV screen. Besides information about visiting times, cafeteria and gift shop hours, chapel services, etc., there are a number of educational videos on specific diagnoses (atrial fibrillation, cardiac, stroke, COPD); breastfeeding for new moms; car seat safety; smoking cessation and others.

Since patient safety is extremely important, there is a video and other helpful tips to encourage patients to be actively involved in their own care, along with an online patient satisfaction survey in order to gather feedback on our programs and services. It’s your health - be involved!

New PHARMASAVE Opens

Woodstock Hospital is pleased to announce the opening of the new Pharmasave, located on the main floor of the hospital, beside the Gift Shop. The new pharmacy is open to conveniently serve patients, staff, visitors, and the community. Services include:

- Easy transfer of prescriptions from other pharmacies
- Extension of chronic medication refills (if you can’t make it to your physician in time)
- Confidential medication reviews
- Free delivery within Woodstock
- 24-hour online refills
- Free compliance packaging
- Discharge prescriptions ready by the time patients go home
- All drug plans welcome

Xiaofei Huang, Pharmacy Manager, welcomes you to the new PHARMASAVE at Woodstock Hospital.

Health Education at the Bedside

Linda Oosterveld, Education Services, demonstrates the interactive, educational programming available on patient TVs.

Junior Farmers give $5,000

We extend our special thanks to the Oxford County Junior Farmers for their recent donation of $5,000 to the Woodstock Hospital Foundation. The money was part of the proceeds raised by the Junior Farmer’s top ranking Embro Truck and Tractor Pull, held every August. Front Row (LtoR): Kathy Deweerd, Woodstock Hospital Foundation; David Corner, Tillsonburg Hospital Foundation; and Robin Schultz, Alexandra Hospital Foundation, Ingersoll. Back Row: Members of the Embro Truck & Tractor Pull committee: Drew DeBruyn, Bill Matheson, Virginia Dibble, Allison Learn, Luke Ward, Jamie Janssen and Scott Boese.
When Timing is Everything!

Situation: 70 year old male patient, chest pain.

Scenario 1

Leonard’s arrival at the emergency department meant a chest X-ray was needed to determine his current condition, but moving Leonard to the X-ray suite could be a risk, so a portable X-ray was taken at the bedside. The X-ray cassette was then taken down the hall to the X-ray department, run through the cassette reader and reviewed by the technologist through an internal database, while the emergency room physician waited for the images to complete his diagnosis.

Scenario 2

The doctor ordered a bedside X-ray with a mobile digital X-ray unit with wireless communication capabilities. Within seconds the Emergency Physician and Radiologist had an image of Leonard’s chest. The doctor began immediate treatment having confirmed that Leonard was in fact suffering complications, as observed on the X-ray image available at the bedside.

Clearly, the choice would be to have our patients experience “Scenario 2” at Woodstock Hospital and we’re working on it! Community donations along with proceeds from the 17th Annual Dairy Capital Run and the Woodstock Hospital Foundation’s Charity Golf Tournament will all be directed to the purchase of this $200,000 piece of equipment. It is our hope that by the fall of 2013 this new technology will be available at Woodstock Hospital.

The mobile digital X-ray unit reduces image processing time and expedites the required diagnostic information. Moving a patient is sometimes difficult or unsafe, making this unit even more important. A wireless digital detector captures and processes the X-ray images which are immediately available at the bedside for viewing by the doctor. The image quality is excellent and therefore facilitates a quick diagnosis. The machine dispenses a low x-ray dose; providing care that is prompt, high quality, and safe.

This equipment would benefit Leonard, and many others in an emergency situation, when an immediate image is necessary. The images allow a physician or technologist to see most abnormalities in the bone and surrounding tissue. This machine can be especially useful in diagnosing fractures; discovering fluid build-up around joints; and locating foreign objects in the body. Chest X-rays can also detect congestive heart failure, heart enlargement, pneumonia and other lung diseases. This technology would improve efficiencies for our most critically ill patients. In the operating room, immediate images are sometimes necessary in order to monitor a patient’s lungs and heart. Post-operatively, these images are also helpful in cases such as knee and hip replacement.

Please make a donation to the Foundation, or support the Dairy Capital Run and/or the golf tournament, and help us bring this cutting edge technology to Woodstock Hospital.

Together, we can be prepared, when timing is everything!
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