

News LETTER

WOODSTOCK
GENERAL
HOSPITAL

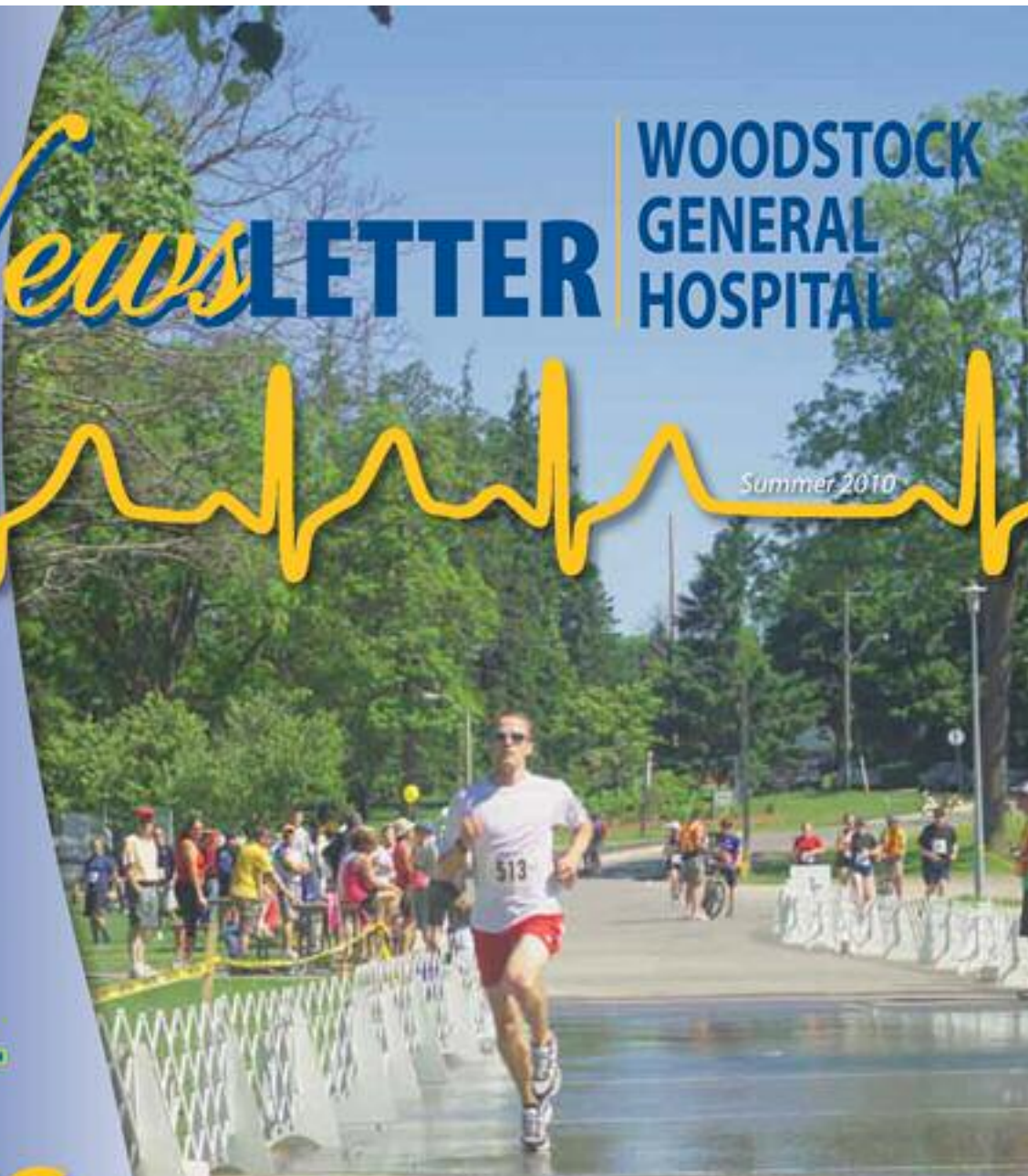
Summer 2010



RACING to the finish...

INSIDE

New Arthroscopes Page 5
A Canadian First Pages 9
WGH Annual Report..... Page 10 & 11



Message from the President & CEO



Natasa Veljovic
President & CEO

At the conclusion of the hospital's fiscal year, March 31, 2010 the hospital finds itself meeting government legislation with a balanced budget. We will continue to work with our health-care partners, the Ministry of Health and the South West LHIN in order to provide the best patient care possible with the resources allocated to us.

We are proud and grateful for the services extended by every member of our healthcare team. On May 12, we hosted WGH's Service Awards banquet to honour employees who have worked at the hospital for 15 years or more. We are fortunate to have so many staff members whose experience and compassion make our hospital a better place. June 2010 marks one year to substantial completion of the new facility and our staff's expertise and knowledge is invaluable as we plan and implement our service delivery for the new hospital.

We also extend our appreciation to the members of the Auxiliary who continue to support the hospital with proceeds from the gift shop and the coffee bar. This year's Penny Sale was very successful and we thank all the volunteers for their endeavours. Last month, the Foundation held the 14th Annual Dairy Capital Run, an outstanding fun-filled community event. This newsletter marks the official launch of a \$1 Million campaign to purchase 56 life-saving monitors for the new hospital. Every donation makes a difference and we are truly grateful for your support.

The Board of Trust, led by Board Chair John McDougall is to be commended for their hard work and dedication over the past year, as they oversaw the management of the hospital, concurrently with the construction of our new facility. The Annual General Meeting on June 22, 2010 marked the completion of Past-Chair Glen McDonald's 12-year term. Glen's guidance, competence and determination will be missed and we thank him for his many years of wisdom and loyal support.

On behalf of everyone at the hospital, we wish you a safe, healthy and fun-filled summer.

County of Oxford supports new hospital



Oxford County Councillors present Natasa Veljovic, President & C.E.O. Woodstock General Hospital, with a cheque for \$5.6 million. Pictured from left to right are, Perry Lang, VP of Hospital Services; Norwich Mayor Don Doan; South-West Oxford Mayor James Hayes; Hospital Board Member Ken Whiteford; Board Vice-Chair Ed Down; Karen Bartlett, VP of Patient Care; Board Chair John McDougall; Natasa Veljovic; Oxford County Warden Paul Holbrough; Councillor Pat Sobeski; Board Member Eric Rule; Woodstock Mayor Michael Harding; Blandford-Blenheim Mayor Kenn Howling; Peter Olszowy VP Finance and Board Member Louise Tuffnail.



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Foundation: 519.421.4226
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What will become of the Old Hospital?

She's a "Grand Old Lady" but she's wearing down.

Born from a need to care for typhoid patients with money raised in the community, Woodstock General Hospital first opened its doors on July 12, 1895. During the opening ceremonies, the Lieutenant-Governor claimed WGH to be "second to none in the province."

For over 115 years WGH has continually grown. The first nurses graduated in July 1898 and in 1914, Princess Patricia and the Duke of Connaught oversaw the opening of the Nurses' House. The hospital had its own laundry and grew its own vegetables. In 1924 a second addition was added to the hospital and in 1935 the Children's Ward was opened. In 1962 the Ethel M. Finkle Training School was officially opened and in 1968 ribbon-cutting ceremonies marked the opening of the Farthing Wing and a new nursing residence, the Vance House, which included a pool. WGH's proud tradition of training outstanding nurses ended in 1984 when Fanshawe College moved the nursing program to London, Ontario.

History has a way of repeating itself and now WGH is building a new facility that will be "second to none". But what will become of the old building and the 8.4 acres of property?

"The property is currently designated as *"Community Facility"*, which typically permits the building of institutions such as hospitals, community colleges and long-term care facilities that serve the residents of both the city and the county," says Natasa Veljovic, President and CEO. "We will be applying for an Official Plan Amendment, which will go forward as a recommendation from the City of Woodstock to the County of Oxford for approval. We are hoping to have the property designated as multi-purpose residential."

In order to explore the future development of the hospital site, the County of Oxford submitted the hospital property as a topic for a design charette, facilitated by the Ontario Professional Planners Institute. The charette, attended by approximately 25 land use planners and urban design professionals from municipalities across southern Ontario, generated three design options that focus on various forms of residential use, public space and limited commercial development.

"County Planning staff, together with the City of Woodstock, will be hosting a similar exercise for our neighbours to provide input for the possible use of the hospital site," notes Veljovic. "The three designs from the OPPI charette will be used as examples to stimulate ideas and encourage discussion. The Board of Trust appreciates the support of the County and the City in engaging the neighbourhood as we strive to find the best solutions for the pending use of the land.

We are planning for the future. The Vance and Finkle buildings have the potential to be renovated but the hospital is very old and in all likelihood will be torn down. Efforts are underway to salvage as many heritage elements of the building as possible, including date stones, commemorative plaques and the stained glass windows in the chapel. We are proud of our tradition of caring and all of these components will be incorporated into the new facility."



Grand Opening, 1895



Nurse in vegetable garden with laundry and stables at back of photo, circa 1910



Operating Room, mid-1930's



Current Hospital, facing Riddell Street

Honouring WGH *Retirees*



Grace Bruines, RN joined the WGH nursing team in 1972 and has spent most of her 37-year career caring for patients in Emergency and Day Surgery/PACU Units. As well as nursing, Grace coordinated and scheduled the volunteers in the day surgery. "I really tried to make a patient's stay a pleasant one," said Grace. "WGH has a great team and they work hard to provide the best possible care. Our volunteers are the greatest! Sharing a laugh and encouraging each other has been a part of daily life. I have really enjoyed working in a smaller hospital and being part of the WGH family. Spending time with my family which includes 3 beautiful grandsons will keep me busy," Grace said. "Perhaps a mission trip to Haiti may be in my future."

Stasia Bradshaw, Utilization Coordinator, began her diverse career at WGH in 1973 as a surgical nurse. Later she worked as a CCU Nurse and a CCU Nurse Manager. Stasia then undertook the development of Discharge Planning, a position that provided many opportunities and rewards. "Over the last 20 years, learning new facets of the job from geriatric assessment to co-payment has made my career very enjoyable" Stasia reminisces. "Discharge Planning at WGH is a team effort. We value and respect each other while achieving the best possible outcome for the patient." Stasia and husband Stu plan on exploring Canada and southern USA in their travel trailer, as well as touring southern France. Time at home will be spent scrapbooking, sewing, gardening and spoiling grandchildren.



Dianne Williams, RN began her nursing career at WGH 36 years ago. Providing nursing care to patients in Recovery, Day Surgery and Emergency, Dianne was previously a Senior Staff nurse and is presently the Union Representative for PACU/Day Surgery. "Over the years the use of electronic equipment and computers has varied my job. I always enjoyed going to work," Dianne said. "My co-workers were a great group of people and we formed a close bond sharing our own life experiences." Travelling may be in the future and Dianne will certainly enjoy having the freedom to do "whatever and whenever without the alarm clock ringing at 5:30 am".

Karen J. Palmer, Diagnostic Imaging Manager has retired after working for over 33 years at WGH. Medical Radiation Technology is Karen's background and in 1985 she assumed the position of Manager of Diagnostic Imaging. "I have enjoyed the people, the constant technological advances and the challenges of successfully implementing new modalities in imaging including the CT Scan. Laughter and support from co-workers in both good and bad times has meant so much to me. The D.I. staff are my second family. I am looking forward to golfing, gardening and boating," Karen shares. "I plan to become involved in many other interests as well, once the summer is over."



Audrey Hillsdon, Housekeeping Aide retired from over 27 years of service at WGH. Audrey enjoyed maintaining cleanliness throughout the hospital. "I loved chatting with the patients and visitors as I completed my work each day," reminisces Audrey. "I have always found the people at work very polite and friendly." Audrey has spent her years in the Housekeeping Department, which has allowed her the enjoyment of working with a wide variety of staff. While remembering her work experiences she shares, "My co-workers were very supportive and we were able to help each other in times of need." Retirement to Audrey means having more time to play golf and hopefully a trip to Eastern Canada.



High Definition Images with New Arthroscopes

Arthroscopy is a method of viewing a joint. The equipment required to conduct an arthroscope consists of a tiny tube, a lens, a light source, a camera and a monitor similar to a flat screen television set, on which the physician can view the inside of the joint. Arthroscopic surgery is a routine orthopedic procedure. At Woodstock General Hospital it is performed most commonly to diagnose and treat knee and shoulder joint problems.

How is arthroscopic surgery performed?

Arthroscopy procedures are performed using either a general anesthetic, where you sleep throughout the procedure, or spinal anesthesia, which freezes your body from the waist to the toes. The arthroscopic surgery camera and a fiber optic light source are attached to the lens and, when inserted into the incision, display a picture of the inside of the joint on a television monitor. The images on the monitor allow the surgeon to look for joint damage or disease and if needed, to perform reconstructive procedures on the joint. One or two small additional surgical cuts may be needed in order to insert other instruments that can treat the underlying problem, such as removing bits of cartilage or bone, taking a tissue biopsy or performing other minor surgery. Needless to say, the higher the quality of the camera's image, the more effectively the surgeon can diagnose and treat an injured joint.



(LtoR) Phil Henderson RN Operating Room; Pat Elliott, Director, Operating Room; and Dr. Gordon Kruger pose with the new high-definition arthroscope.



View of knee joint through new arthroscopic camera.

Last year, WGH's two orthopedic surgeons, Dr. Gordon Kruger and Dr. Abubaker Ahmer performed approximately 250 knee surgeries. Dr. Ahmer has returned from his fellowship in arthroscopic shoulder surgery and is now performing both shoulder and knee procedures.

"In searching for new arthroscopic equipment, the hospital brought in two systems for trial," said Pat Elliott, Operating Room Director. "Dr. Kruger and Dr. Ahmer had the opportunity to use each system for several weeks, following which we asked them to evaluate the equipment and indicate their preference. Their ratings identified the Conmed Linvatec system as superior and the equipment was purchased by WGH for just over \$100,000."

"In order for WGH to continue to provide first class care to our patients, it is important that we have the right technology. The high definition images, projected by the new cameras and monitors, are far superior," states Dr. Kruger. "We need to be able to see in order to effectively perform quality surgery. It is a pleasure to work with sharp, high resolution and good colour images to guide us."

Arthroscopic surgery is faster and less intrusive. "Patients experience less pain, lower infection rates and faster recovery times," said Elliott. "The new arthroscopy system, with its four sets of lens and cameras enables WGH to offer patients in our area the newest and safest technology."



from the Auxiliary President

MESSAGE



Jan Matway
Auxiliary President

On May 31st, 2010 it was an honour to be sworn in as the new President of the Auxiliary. I have some big shoes to fill indeed! I look forward to working with the new members, some of whom are sitting for the first time. It has been a busy year for the Auxiliary. We hosted the Spring Conference for Region 1 in April and Auxilians had a great time. I would like to thank everyone who helped make this day such a success, particularly Donna Harcourt for the centrepieces and Mary Searles for the gift bags that each visiting Auxilian received. I would also like to thank Barbara Blott and Louise Tuffnail for all their assistance. Our Penny Sale was another huge success and we thank all of our supporters listed below. I am looking forward to more exciting fundraising ventures in the future. I would like to encourage anyone who would like to volunteer a little of their time to contact one of our members and join us as we move to our new hospital in 2011. We have been an Auxiliary for 117 years and I hope we are still there for our hospital in another 117 years.

We apologize if we have missed any business or individual that contributed to the success of the annual Auxiliary to the Woodstock General Hospital Penny Sale.

Katie's Creations
The Bag Lady
Donna Hawkins
Diane Lossing
Margaret Neil
Kathy Sinclair
Nail Chic
M. Stevenson

A.M. Broadhurst
Comic Relief
Di-Namic Travel
Tim Hortons
Oxford School of Golf
Hakim Optical
Dorothee's Clothing
Canadian Tire
Sherris Garden Centre
Woodstock Optical
Birch Farms
Marlin Travel
Roberts Ladies Wear
Mr. & Mrs. Dave Oliver
Ruth King
Mostly Roses
Jeanette Nickelo
Geraldine Henry
Sandra's Hair Care
Miss Woodstock
Creative Hair
Jane Vleuten
Magnolia Gallery
Reflections Yoga
M. Lafontaine
Rochdale Credit Union
Schaus Decorating
Rexall Drugs
Curves
D. Buchanan
S. Jackson
Lifestyle Clothing
Color Your World
Moon's Esthetics
Staples
Main Attraction

Heather's Hair Salon
Vicki Roi
Charles Dickens
Dee-Lights Bakery
Lifeline-WGH
Sally Creek Golf Course
Kelseys /Montanas
Kitchen Emporium
Southgate Centre
T.S.C.
B & B Karn
Nature Intentions
Evelyn Barnett
Royal Bank
Mr. and Mrs. Galley
Castle Lumber
Woodstock Little Theatre
Whitelaws
Goodlife Fitness
Angler Outfitters
CAMI – Local 88
Robins' Cleaning
Midas Muffler
Stereoman
Eastside Marios
Brenda Wilson
Balls Plumbing
Auto Parts Centre
Wayne Boddy Travel
Global Pet Store
Dean Michaels
Whiskas & Paws
Corner Market
Cowan Insurance
Home Building Centre

Betty Donovan
Swiss Chalet
Myrna O'Bright
Banana Leaf
Tyler
Leons Furniture
Millard Glass
Hudson's Furniture
Sharon Ficht
C.A.W. Local 636
Mr. and Mrs. W. Magill
V. Bacik
Floral Buds & Design
Shoppers Drug Mart
Smith's Flowers
Picard Peanuts
Hope Bradford
Lois Middleton
Donna Harcourt
Mary Fitzgerald
Mary Ratz
Mary Searles
Barb White
Bellas
Helen Karn
Marion Farmer
Frances McElroy
Lana Hilderley
Jean Brown
Lenora Benjamin
Louise Tuffnail
Jean Caskey
Barbara Mosley
Proactive Products
Mrs. Gordon
Shari Dixon
WGH Gift Shop

Public Relations Report



Isabelle Baird, Chair
Public Relations

The fiscal year 2009-10 has been wonderful, with many successful events that renewed our group spirit. Thank you Louise Tuffnail for your

leadership as President. Special thanks to our convenors Jan Matway, Barb Blott, Jean Caskey, Louise Tuffnail, Diane Lossing and Harry Blott and also to all our auxiliaries who work so hard to raise much needed funds for equipment. It is encouraging to see new younger ladies on board but we can't forget the tried and true with many years experience; Mary Salmon, Eileen Polzin, Mae Osman, Mildred Magill, Myl Fleming, Vicki Scalisi, Evelyn Barnett and many others, who have given us a foundation on which to build. On behalf of our auxiliary thank you one and all as we continue working to make the coming year just as successful.



WGH Service Awards

The 24th Annual WGH Service Awards Banquet was held on May 12, 2010 in the Finkle Auditorium, to honour 85 long-term employees and retirees for their years of service.

"We are pleased to recognize these outstanding employees for their dedication and loyalty in achieving 15 years or more of service," said Kim Osmond, Manager, Human Resources. "Service Awards are a wonderful opportunity to honour employees for their professionalism and ongoing commitment. This year's honourees represent over 2,221 years of work for the health of our community."



20 Years of Service

(LtoR) Ruth Ross, MRT, Diagnostic Imaging; Deb McGuire RN, Critical Care Unit; Kim Osmond, Manager, Human Resources.

35 & 30 Years of Service

(LtoR) Ruth Ann McKay, Senior Lab Technician (30yrs); Shirley Garfat, RN Operating Room (35yrs); Karen Bartlett, VP Patient Care, CNO (30yrs); Pat Edwards, Director Mental Health (30yrs); Douglas Taylor, RN Mental Health (30yrs).



15 Years of Service

(LtoR) Janet Davis, RPN, 4A Med-Surg; Dolly Brotzel, Storesperson; Jayne Joyes, Admin. Assistant, RSA.



25 Years of Service

(LtoR) Cheryl Moore, Hospital Coordinator; Patricia Littlejohns, CSR Aide; Julie Housworth, Information Management; Frances Crown, RN, 2 East; Deborah Buchanan, Billing Clerk, Finance.

"Never believe
that a few caring people
can't change the world.
For, indeed, that's all
who ever have."

.... Margaret Mead



Honouring WGH *Retirees*



Rita Henry, RN has been a part of the WGH family for over 35 years. Being a member on several committees including Maternal/Child Care, Accreditation, and Transitional Planning for the new facility has varied Rita's work over the years. As an Obstetrical Nurse Rita has had the privilege of being involved in so many special and important moments and events in her patients' lives. The obstetrical area is so vital for a growing community. "I'm grateful for the many lasting friendships I have made while working on 3OB," reflects Rita. "I am sure I will always be connected to my friends at the hospital." Rita plans on spending even more time with her 15 grandchildren and the rest of her family. Travelling with her husband Bud is in her future plans.

Donna Silva, CSR Aide will retire from her position after 38 years of working in dietary, portering and her favorite position as an Operating Room Aide. Donna enjoyed the challenges that came with new opportunities to learn and she will miss her co-workers and "the memories we shared, the laughs we had and the times we cried. I take something with me from each and every person that has come into my life - and never again will people come into my life as fast and furious as they did at WGH." Donna is looking forward to everything from new opportunities and new people to spending time with her family and friends. Time is her own now and no one knows what will happen but Donna is ready for it!



Sue Donmoyer, RN is retiring after 35 years of nursing at WGH. Sue spent 20 years as an Operating Room Nurse and is finishing her nursing career after 15 years in the PACU.

"The day to day interactions with my co-workers and patients is what I will miss. I am proud to have been part of the WGH team that has contributed to our patients' overall well-being. I have worked with the best!" Sue states. "I look forward to living my life to the fullest and spending time with family and friends. My retirement will be filled with gardening, reading, redecorating, travelling and everything else I didn't have time for while working."

"Code Blue" Certification

When a patient's heart stops or they quit breathing, a Code Blue is announced and a highly trained team of health care professionals swing into action. In order to become a certified member of this specialized team, nurses in the Critical Care Unit and the Emergency Department undergo specific training in advanced cardiac life support.

Over the past few weeks, the CCU and ER physicians worked hand-in-hand with 36 Registered Nurses (RN's) as they completed four certification exams and a hands-on performance evaluation that tested their skills in advanced cardiac life support.

This collaborative effort by WGH physicians, together with the dedication and commitment of our nursing staff, ensures that WGH's Code Blue certification process is successfully completed for another two-year term.



In order to assist the physicians and nurses with the stringent testing process, WGH purchased a cardiac simulator and mannequin. (Above) Emina Krech, RN, CCU practices her resuscitation skills with the new equipment.



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A Canadian First at WGH!

According to a new report from the Canadian Diabetes Association, currently about 2.5 million Canadians are living with diabetes. This number is predicted to rise significantly, with 3.7 million more Canadians diagnosed by 2020.

Diabetes is one of the major causes of untimely illnesses and death. Over time, the risk for developing complications such as blindness, lower limb amputations, cardiovascular disease and dialysis treatments increases dramatically.

With the ever-growing number of diabetic patients, hospital laboratories require devices that reduce errors and accurately and effectively capture information. Dwain Kelly, Laboratory Manager at WGH has been working closely with Roche Diagnostics and in May 2010 Woodstock became the first Canadian hospital to install the new Accu-Check Inform II glucose meters.

(LtoR) Dwain Kelly, Laboratory Manager, along with Valerie Rychlik, Lab Technician, and Jim McMillan, Account Executive Roche Diagnostics, proudly display the new Accu-Check Inform II Glucometers. WGH is the first hospital in Canada to install these advance meters that display test results in 5 seconds.

“The new hospital brings many advantages, including all the benefits of wireless technology, right at our fingertips”, said Kelly. “Partnering with Roche Diagnostics has been very beneficial, for our staff and our patients. The new glucose

meters have several advantages over the current ones. They are much easier to use and the test results are displayed in just 5 seconds!”

“Test results are automatically transmitted to the patient’s electronic chart and available to all members of the health care team once the glucose meter is set in its docking station,” says Kelly. “The real bonus is that the new Inform II meter comes equipped with wireless capabilities, which, in the new hospital, will immediately transfer the test results, without the need of a docking station.”

Insulin 101

On April 13, 2010 more than 150 people attended “**Insulin 101**” presented by the WGH Diabetes Education Centre. This event addressed the issues people with diabetes face on a daily basis. Hazel Hoogkamp, Diabetes Nurse Educator dispelled the myths about insulin. For example, insulin shots do not hurt; starting insulin does not mean it is the beginning of the end; and taking insulin does not cause complications.

Linda Bucholtz, Diabetes Nurse provided a clear and simple explanation about what an insulin pump is and how it is used, while Wendy Melanson and Brian Chapman shared their personal stories about living with diabetes.

Dr. Jeff Nichols explained why research suggests that it is important to start insulin treatments sooner, rather than later to prevent complications. He reviewed the history of insulin and how the newest insulins have the ability to improve control with reduced risk of hypoglycemia.

WGH’s Diabetes Education Centre is a great source of guidance and information . If you have questions about living with diabetes, please call 519-421-4233 Ext. #2339.



Insulin can be administered by insulin pen, syringe or pump.

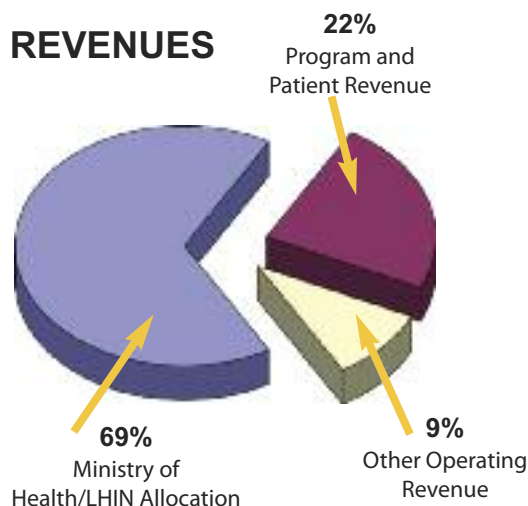
Woodstock General Hospital Trust

Incorporated without share capital under the laws of Ontario

2009/2010 Operating Statement

for 12 months ending March 31, 2010

REVENUES



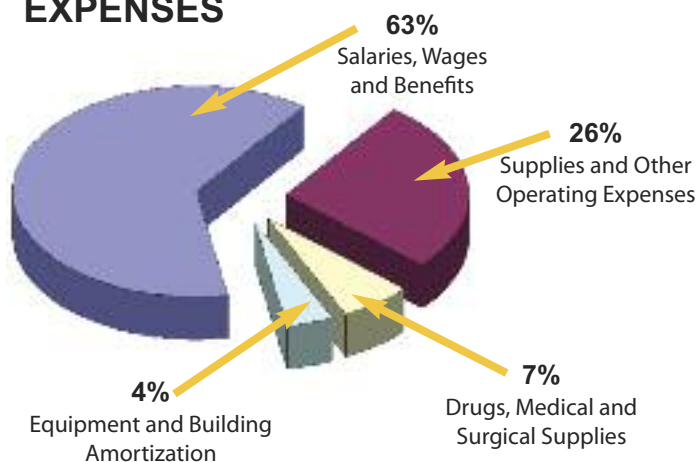
REVENUES

	2009/2010	2008/2009
Ministry of Health/LHIN Allocation	\$ 43,391,247	\$ 42,447,995
Program and Patient Revenue	13,794,610	15,118,420
Other Operating Revenue	5,561,788	6,106,011
Total	\$ 62,747,645	\$ 63,672,426

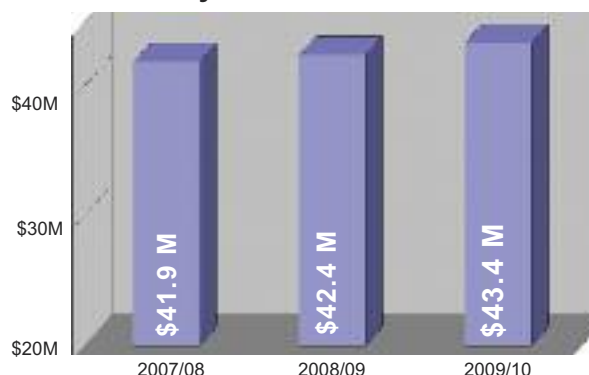
EXPENSES

	2009/2010	2008/2009
Salaries, Wages and Benefits	\$ 39,445,921	\$ 42,106,475
Supplies & other Operating Expenses	16,614,507	18,102,853
Drugs & Medical & Surgical Supplies	4,084,738	4,085,724
Equipment and Building Amortization	2,591,225	2,666,711
Total	\$ 62,736,391	\$ 66,961,763
EXCESS (Deficiency) of REVENUE over EXPENSES	\$ 11,254	\$ (3,289,337)

EXPENSES



Ministry of Health/LHIN Allocation



STATISTICS

for 12 months ending March 31, 2010

Surgical Procedures	7,174
Admissions	4,711
Patient Days	35,752
Births	617
Emergency Visits	28,954
Diagnostic Imaging Exams	53,504
ECGs	8,972
Renal Dialysis Treatments	4,405
Total Hip Replacements	89
Total Knee Replacements	112
Eye Lens Implants	933
Mental Health Visits	15,234
Out-patient Clinic Visits	12,887



Audited financial statements are available upon request from the Finance Department. Please call 519-421-4219 to obtain a copy.



**Board of Trust
2009-2010**

John McDougall
Chair

Glen McDonald
Past Chair

Ed Down
Vice Chair

Arley Hodgins
Treasurer

Wilma Boughtflower
Secretary

Dr. Malcolm MacLeod
Chief of Staff

Natasa Veljovic
President & CEO

Karen Bartlett
VP Patient Care/CNO

Gary Brown
Board Member

John Cook
Board Member

Dr. Peter Engbers
President Medical Staff

Mayor Michael Harding
City Representative

Mark Innes
Board Member

Rasa Lanoo
Board Member

Dr. Jeff Nichols
VP Medical Staff

Erik Rule
Board Member

Sandra Talbot
County Representative

Louise Tuffnail
Auxiliary President

Brent VanParys
Board Member

Ken Whiteford
Board Member

2009-2010 Annual Report

... of the Chair of the Board of Trust



John McDougall
Chair, Board of Trust

Serving on the Woodstock Hospital Board of Trust is a very demanding but rewarding job. I have the pleasure of working with a very active board, whose strong commitment to fiduciary duties is proudly balanced by promoting the hospital's mission of caring for our community.

The past year has had its challenging moments but it has also been a time of great opportunity for our hospital. The balancing act of keeping an old facility running efficiently while building a new one has certainly demonstrated the resilience of our organization and the ability to adapt to change, while remaining true to our core business of taking care of patients.

Although we celebrated when we poured the last cement at the "Topping Off" ceremony, on October 16, 2009 the planning of a new hospital is so much more than bricks and mortar. We have been fortunate to secure the services of Health Care Relocations (HCR) to help us through the complicated process of transitioning to a new facility. Staff in every department are working hard to ensure that our hospital is operationally ready to welcome patients when we open the doors in 2011. In addition, we are busy evaluating and tendering for the new hospital's equipment needs. The Board of Trust has already approved the purchase of a number of pieces of equipment, many of which need to be purchased in advance in order to have the appropriate mechanical and electrical support systems in place.

In the past year the Board and Management of Woodstock Hospital have demonstrated their commitment to working with our many health-care partners throughout the South-West LHIN. We will continue to demonstrate excellence in addressing our budgetary challenges, while recognizing the need to work within the Ministry of Health and Long Term Care's base funding allotment.

On behalf of the Board, I would like to express our thanks to the WGH Auxiliary, who through the Gift Shop, Coffee Bar and Penny Sale continue to raise funds to purchase much needed equipment. I also wish to thank each and every donor who supports the Woodstock Hospital Foundation. Without you, the hospital would not be built and because of you, we will be able to provide quality health care for generations to come.

We have an outstanding senior management team, led by Natasa Veljovic, President and CEO. Their wisdom, professional strength, team spirit and focus is truly inspiring.

Every day, in all areas of the hospital, staff and physicians are working to improve performance and deliver the best possible care to every patient who enters our doors. The opportunity to provide these dedicated individuals with a modern workplace and technologically advanced equipment will surely support their efforts in serving our community.

As I enter my second year as the Chair of the Board of Trust, I am looking forward to both the challenges and the achievements that lie ahead.

Respectfully submitted by:

John McDougall, Chair
Woodstock General Hospital Board of Trust



Focus on accessibility at WGH

Woodstock General Hospital is taking its commitment to service excellence to a new level this summer, with an ambitious training campaign targeting all staff, students and volunteers. The focus is on providing the best possible service to our patients and visitors with disabilities.

The jumping-off point for the training program, which will reach even the members of our Board of Trust, is the new WGH Accessible Customer Service policy. This document covers everything from how we will accommodate service animals and support people to our procedures for notifying the public of disruptions in services that will affect people with disabilities.

The policy is based on a very simple principle: people with disabilities should have the same kinds of opportunities as everyone else. They should be able to move around from place to place, go shopping, get a job, eat out or have access to healthcare – just like everyone else.

It's also based on cold, hard facts about the province's population. About 1.85 million people in Ontario have a disability. That's roughly one in seven people, or 14 per cent of the total population. Over the next 20 years, as baby boomers grow older, that number is expected to rise to one in five Ontarians.

The training, which is mandatory for all staff, students and volunteers, can be completed in two different ways: through an online learning session or face-to-face in a classroom setting at the hospital. Much of the content is practical in nature and provides an overview of the various types of disabilities and tips for positive interactions, such as never approaching or speaking to a guide dog when it is "on duty." Participants learn that often, the best thing to do when in doubt about whether a person they're dealing with has a disability or would like any additional help is simply to ask. "How can I help you?" is a question that will go a long way in ensuring accessibility for all patient services at WGH. The focus on accessibility is a natural extension of our Service Excellence philosophy, based on caring and compassion, commitment and competence, confidentiality and communication.



New Video Conferencing Equipment



Deb McGuire, RN Chemotherapy Unit and Sue Wilford, OTN Site Coordinator proudly display the new video-conferencing equipment donated by the deSouza Institute

Videoconferencing has become a very important aspect of healthcare. By connecting two or more individuals, at multiple locations, videoconferencing allows patients to dialogue with physicians; healthcare teams to discuss diagnosis and procedures; and education to be delivered via e-learning.

One such innovative centre for learning is the deSouza Institute, which specializes in virtual approaches to nursing education in the field of oncology. Nurses play a vital role in caring for patients throughout the cancer journey – in prevention, screening, treatment and survivorship. Recently, WGH successfully applied for new videoconferencing equipment courtesy of the deSouza Institute. The new, fully funded equipment includes everything we need to conduct videoconferences, including a 32" Sony LCD television.

We are very grateful to the deSouza Institute for supplying updated technology that will assist our nurses in their continuing education. The videoconferencing equipment, which is supported by the Ontario Telemedicine Network, will also allow us to continue to be an active partner in the SW LHIN healthcare network.



Oxford County Kennel Club donates \$25,000



(LtoR) Front Row Seated: John Leiskau; Russ Harwood; Allan Marshall, President. Back Row Standing: Joy Leiskau; Maureen Ralph; Dave Pozzobon; Jane Marshall. Absent: Marilyn Deacon

Woodstock City Police Constable Tom Black and Peter Smith, long-time Administrator of the Woodstock General Hospital formed the Oxford County Kennel Club in 1958. Peter Smith was an all round judge who spent 50 years judging dog shows in many countries around the world. Peter, who has since passed away and Tom, who was killed on duty, launched a quality dog show that has grown tremendously. The early dog shows were one-day events but thanks to the leadership of President Allan Marshall, who was inducted in 1984, and his dedicated team, the show is now the largest three-day outdoor dog show between Halifax and Calgary.

The Oxford County Kennel Club might be small but it's mighty! With just eight volunteer members, they organize, set-up, advertise and keep the show running smoothly. Judges come from all

over Canada and the USA and dogs come from all over the world to compete at Woodstock. The show people really love competing on the smooth grounds and cooling shade of beautiful Southside Park.

This internationally renowned dog show brings a number of benefits to the community. The club pays the City for the use of Southside Park and subsidizes the cost of hydro and water. Local motels and restaurants are filled on dog show weekend and the general public has the opportunity to learn about a wide variety of breeds. The health of our community also benefits as the Kennel Club is a strong supporter of our hospital. "We feel that everyone in the area will need the services of a good hospital at some time," emphasizes Marshall. "We supported the building campaign for five years and are hoping to make enough money for another contribution this year, although it will be a little tougher as our costs have really escalated." **Everyone is welcome to come to the 2010 Oxford County Kennel Club Dog Show which will be held on July 9, 10 & 11 at Southside Park.**



Letter from a Patient's Grateful Family

In March, my mother was the victim of an unfortunate fall in her home that resulted in a fractured hip. When Mom entered the Emergency Room, we knew it was going to be a long road to recovery. My thanks and "Bless You" can't begin to cover the hard work, dedication, and professionalism that all the staff demonstrated to my mother, my sister and me. It was a slow, and painful process through the days in CCU when we didn't know if this was the end, or just the beginning of a long road to recovery for my mom; through the days of swallow evaluations and early physio when mom could barely find the energy or

memory to complete the tasks that were expected of her. Though I would like to attempt to thank by name, those nurses, nursing assistants, nutrition staff, physiotherapists and occupational therapists, ward clerks and doctors. I cannot remember all their names. But I will not forget their faces and I will not forget their kindness.

Many of the nurses and doctors were aware that I am a Registered Nurse in North Carolina, in a hospital with over 500 beds, but I am grateful to a small hospital called Woodstock General, in a small town in Ontario, for doing all they could do to bring my mom back to us.

Janet Graffagnino Fayetteville, North Carolina USA





**Wednesday
July 28, 2010**

Craigowan Oxford Golf & Country Club

This year will mark the 12th annual golf tournament benefiting the Woodstock Hospital Foundation. We are truly grateful to the many loyal sponsors of this event who have been instrumental in raising more than \$500,000 over the years for our new hospital.

A sold out event year after year, this prestigious tournament draws many professionals from the financial sector and the trucking industry thanks to our major sponsors CIBC Wood Gundy and Kinsdale Carriers who believe strongly in giving back to their community.



**2009 Tournament Winners (LtoR)
Harvey Nielsen, John Goodman, Steve Palmer, Dave Round**

Thank you everyone for supporting our hospital.

Sponsors to date:



CI Investments ~ Commercial Print Craft
 Comstock Canada ~ Dairy Capital Cheese
 Goodman Homes ~ Keith Glover Associates
 Jamieson Hilts Insurance Brokers ~ OWL Distribution
 Russell Investments ~ Stantec Consulting
 Walter Fedy Partnership
 VanParys, Micacchi, Shippey & Warnick



The Woodstock Hospital Foundation held its annual In-Memoriam Evening on May 5, 2010 to honour those whose family and friends made donations to the hospital in memory of their loved ones.

Mr. Adam Hanley, Norwich United Church, led the evening service, accompanied by Olive Cornwell, pianist and Denal Soares, ceremony soloist. Family members took part in a Candle Lighting Ceremony, followed by time to visit and reminisce.

The Foundation is grateful to everyone who assisted in making this special event possible, including the Quality Hotel and Suites for their generosity in sponsoring the evening. The 2009 In-Memoriam Plaque, which hangs in the lobby of the hospital, is engraved in memory of:

- | | |
|---------------------------|-------------------------|
| Roland Alex | F.E. Betty Powell |
| Valerie Jean Bureau | Elizabeth Radford |
| Ronald Maurice Cade | Egbert W. Renkema |
| Michael "Mick" Douglas | Larry D. Riness |
| Marion Pauline Dyer | Kathleen Mae Roi |
| Diane Lynn Edelman-Nant | Lynford Reynolds |
| David F. J. Hughes | Viola Reynolds |
| Leonard Joseph Lapointe | Frank Silcox |
| Donald E. Latford | Ruby Silcox |
| David Graham Lowes | Neil Christian Steinman |
| J. Eric O. McIlveen | Russell Wallace Tousaw |
| William Earl Orth | Nicholas "Nick" Van Dyk |
| James Alexander Pallister | Lucy VanWyk |
| George Ernest Parkes | Catharina Werkema |
| | Leo John Malcolm Witmer |

*May we forever treasure
the tears of remembering*





Dolly Brotzel, Storesperson, is just one of the many WGH staff members who is making plans to move to our new facility.

We're Moving in 2011

The physical relocation of a healthcare facility is a challenging task. There are so very many details to consider. It takes careful, thoughtful planning if the move is to be a seamless, precise procedure. The smooth relocation of a hospital can only be accomplished through attention to detail, accurate planning and teamwork.

A project as big as the relocating of a hospital makes a big impact. To help us with this monumental task, WGH has engaged the services of Health Care Relocations (HCR) to assist us both with the physical move and the planning for work flow and patient flow changes, known as "Transitional Planning".

Transitional Planning is all encompassing. It is the planning for the flow between departments. It's about the flow of patients, families and visitors from the moment they enter our doors. It's about the flow of information that accompanies every action we undertake and the strategies needed to troubleshoot.

"Planning for a relocation project is a time-consuming process," said Karen Bartlett, VP of Patient Care/CNO. "A smooth trouble-free relocation of a hospital requires hours of extra work by our staff. Managers are participating in Occupancy Planning meetings, discussing the flow of patient care, as well as all aspects of the physical relocation. The new hospital will allow departments to create more efficient ways of working together. While this is a real bonus for our patients, it is a massive task for our staff as they restructure their services to fit the new environment."

WGH's commitment to quality and integrity is matched only by our enthusiasm to "get it right". With the help of HCR and the continued support of our doctors, nurses, allied healthcare workers and volunteers, we will get it right. That's why there will be a 4-5 month lag between the conclusion of construction and the actual move. "We want all of our staff from the operating room to the emergency room; from inpatient units to diagnostic imaging; from food services to housekeeping and everything in between to feel comfortable working in their new surroundings," says Bartlett. "Then, and only then, can we be sure our patients will be comfortable and cared for."

Watch for departmental stories in future editions of our newsletter as we share the exciting plans for the way we will deliver care in the new hospital.

Want to know more about our new hospital?

The Woodstock Hospital Foundation has a Powerpoint presentation that outlines the building of our new hospital, including departmental and construction highlights.

If your group or organization would like to have someone come to one of your meetings and present the slide show and answer questions, we would be more than pleased to do so. For more information or to book a presentation, please call the Foundation office at 519-421-4226.



2010 Dairy Capital Run a huge success!

Over
550
runners



Thank
you!



Southside Park was the venue for another great day of walking and running in support of the equipment needs for our new hospital. More than 550 participants joined in the 14th annual event held on Sunday May 30th and helped raise more than \$30,000 for our new hospital.



Alex Smith Photography Dr. Sarah Andreasen & Associates Body Kinetics Canadian KOOL Water Delta Elevator
Downsview Group Firestone Textiles Foot by Foot Leaping Deere Legends London Hospital Linen Service
Morrison Healthcare Shannon Bunnett, Pedorthic Services Tricar Development Zehrs



Thank You Everyone! See You Next Year!

Yes! I want to support the purchase of new monitors!

Name (please print): _____

Address: _____

City/Town: _____ Postal Code: _____

I wish to donate: \$ _____ by cheque VISA Mastercard

Credit Card Number: _____ Expiry Date: _____

Please mail to: Woodstock Hospital Foundation 270 Riddell Street Woodstock ON N4S 6N6



Donate online at www.wghfoundation.ca



Thank you for supporting the Woodstock Hospital Foundation