Media Release
Woodstock Hospital
310 Juliana Drive
Woodstock, ON

Woodstock Hospital Recognized Provincially for Most Improved Ambulance Offloading Practices

Working with its partners at Oxford County Paramedic Services, Woodstock Hospital has significantly reduced its Ambulance Offload Times (AOT), an important step towards improving the patient experience for area residents.

Ambulance Offload Times are measured from the time the ambulance arrives at the ambulance garage to the time when the paramedics give a face-to-face report to the Emergency Department nurse and the patient is physically moved off the ambulance stretcher onto a hospital stretcher or wheelchair.

Recently, Woodstock Hospital's Emergency Department was recognized as a 'Most Improved Ambulance Offload Performer' by the Provincial Emergency Department Clinical Lead, Dr. Howard Ovens, and has been asked to share best practices and strategies with emergency departments across the province.

In 2017, nine out of ten ambulances were offloaded in 21 minutes or less at Woodstock Hospital, compared to 49 minutes across the South West Local Health Integration Network (LHIN). Across other LHIN's in Ontario, this figure ranged from 10 minutes to 97 minutes.

Additional contributors to this success include fostering a culture of quality improvement, supporting patient flow throughout the hospital, utilizing the physical layout of the Emergency Department and creating and using real-time data collection tools.

Quotes:
"Woodstock Hospital's Emergency Department sees more than 45,000 visits annually. Despite an average monthly increase in patient visits, we saw a 22 per cent reduction in Ambulance Offload Times. This reduction is due to excellent collaborative work between Oxford County Paramedic Services and our Emergency Department team. It's important work that's having a positive outcome for our patients across Oxford County."

- Jayne Menard, Vice President Patient Care & Chief Nursing Officer

"An innovative provider of out of hospital healthcare, Oxford County Paramedic Services was thrilled to participate with Woodstock Hospital on patient offload improvements. A team including frontline paramedics and supervisors worked closely with hospital staff to improve the patient offload process. The result has been significantly reduced wait times for patients brought to the hospital by paramedics. This has also resulted in quicker availability of paramedics to respond in the community."

- Ben Addley, Chief, Oxford County Paramedic Services

About Woodstock Hospital
Built in November 2011, Woodstock Hospital is a 178 bed, full-service community hospital, providing primary care to a population of 55,000 and specialized care to nearly 110,000 within the County of Oxford. The new facility offers a wide range of health programs including Maternal Child, Women's Health, Specialized Surgical Services, Inpatient and Outpatient Mental

Health Services, Dialysis and Rehabilitation Programs, a Systemic Therapy Program and an MRI. Our full service facility works closely with our community partners to provide our patients with healthcare services, close to home.

About Oxford County Paramedic Services
Oxford County Paramedic Services is committed to the community health and public safety of the people who live in Oxford County. Oxford County Paramedic Services responds to more than 12,000 calls annually, including approximately 4,500 patients transported to Woodstock Hospital. For more information, visit www.oxfordcounty.ca/paramedics.

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