



Woodstock Hospital

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NEWSLETTER



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ENHANCING THE PATIENT
EXPERIENCE

MESSAGE from the President & CEO



Perry Lang
President & CEO

Welcome to the New Year. It's a time to reflect on the past and to look forward to a bright future.

There is a common thread when I think about the accomplishments we celebrated in 2023 and the exciting initiatives that lie ahead for Woodstock Hospital. That thread is our patients. They are at the heart of everything we do and every decision we make.

In our high-volume Emergency Department (ED), we are seeing patients with more complex health conditions. These patients may require additional needs and resources to be discharged home safely. This is where the implementation of an ED Resource team has been invaluable.

The team is comprised of Dementia Resource Consultants, a Home and Community Care Support Services Hospital Coordinator, and a Geriatric Emergency Management Nurse. This team provides patients and their families with education, tools, and access to community-based resources to feel confident about managing their health at home.

Not only is the patient's healthcare journey important to us, but our patient's overall satisfaction with their hospital stay is as well. Another initiative we are pleased to share is the installation of new patient TVs throughout the hospital. These new TVs have many great features, including video chatting with loved ones on a big, bright, 21.5-inch screen.

While it might seem like a small component of the overall patient experience, we understand that having home comforts, like a TV, significantly impacts our patient's well-being. Our commitment to our patients will never waver. We will continue collaborating with our community partners to provide the best possible patient care and services close to home.

CONNECT with Your Community Hospital

We look forward to sharing our achievements, new initiatives, exclusive staff photos, and more with you in our online newsletter! The online newsletter will be released quarterly in March, June, September, and December.

Email your first name, last name, and email address to cfagan@woodstockhospital.ca or call 519.421.4233 ext. 2166 to be added to our email subscription. Don't forget to tell your family, friends, and neighbours that we have transitioned to an online-only publication.



SCAN ME



On the Cover: Patient Marni Groen enjoying the new hospital TVs



SUCCESSFUL Annual Fire Drill

The ability to prepare, respond, and recover from an emergency starts with the organization. As part of Ontario Fire Code regulations, Woodstock Hospital must hold an annual fire drill to ensure we can execute a timely and effective response should an emergency arise.

On November 23, 2023, Woodstock Hospital, led by the Emergency Preparedness Team, conducted our annual fire drill with help from the Woodstock Fire Department.

"This year, the fire drill was held on the M300 Inpatient Rehabilitation Unit," said Stacey Sim, Emergency Preparedness Lead, Accreditation Specialist, and Clinical Educator.

"We simulated a night shift where minimal staff would work on the unit and were quite happy with the results."

The drill was completed with 16 staff responding to evacuate 17 mock patients. Staff had 4 minutes and 25 seconds to evacuate the patients from the room of fire origin. They completed this in 2 minutes and 13 seconds. They had 75 minutes to evacuate all patients from the unit to the next point of safety, and completed this in 11 minutes and 33 seconds!

It was an excellent opportunity for staff to review Woodstock Hospital's Emergency Response Plan, the location of the nearest fire alarm pull stations, and the location of the nearest emergency escape route/fire exit.

HONOURING Retiring Employees

After a 37-year career, Karen Kitching is retiring from her position as a Medical Device Reprocessing Department (MDRD) Aide.

"MDRD plays an important role in sterilizing and decontaminating hospital instruments," said Karen. "I will miss the work and daily interactions with my coworkers."

Karen looks forward to spending quality time with her grandchild.



IMPROVING

Patient Entertainment

Picture this. After a long day, you have settled down to relax at home to watch TV. You enjoy engaging content and having several options for TV shows. You browse your streaming platforms and decide to catch the latest episode of a series you are watching.

Now, think about being a patient in a hospital setting. You're in a different environment, where the days can feel long without some familiar home comforts. If a TV isn't working right, you press the "nurse call" button to address the TV issue rather than a healthcare need.

"We have listened to patient and family feedback, and we are pleased to share that new patient TVs will be installed throughout the hospital," said Perry Lang, Woodstock Hospital President & CEO. "We understand that offering bedside entertainment and connecting with friends and family members can significantly enhance a patient's overall well-being."

"Being in a hospital can be an overwhelming experience," said Jennifer Lynch, Director of Strategic Planning, Community Engagement, and Patient Experience Lead. "Providing home comforts, like access to the internet and TV channels, can help alleviate some of the anxiety or stress related to being in an unfamiliar environment."

Patients will have free access to the internet, TV channels, games, music, books, audio/ebooks, radio, and video chat and may log into their streaming accounts.

The secure video chat feature allows up to four people to join. This could be useful if patients have a virtual medical consultation where they want family members to be present.



Patient Marni Groen enjoys the variety of free programs available on the newly installed patient TVs.

"Extensive patient, family, and staff engagement went into this process," added Jennifer. "We began by interviewing patients and families to understand what features were important to them. When we narrowed our options to two service providers, we went to patient rooms with demo units to gather additional feedback."

For patient Marni Groen, the new TVs are a welcomed addition to her hospital stay.

"I've been a patient at Woodstock Hospital before and it shocked me when I saw the new TVs," said Marni. "They're big, they're bright and they're easy to navigate. I also like that there is an option to video chat. I can see this feature being extremely helpful for patients whose family may live far away."

While Marni was excited about the new TVs, it was just one piece of an overall excellent patient care experience.

"I've been telling all of my family and friends that check in with me that I have the most wonderful nurses. They have been so good! They're busy, but they make sure each patient is cared for, and I can't rave enough about them."

The new TVs are expected to be fully installed by the end of February.

VOLUNTEERS

the Heartbeat of Our Hospital

Heather Pruim has been volunteering with Woodstock Hospital for 15 years.

"It all started with organizing the chapel schedules for the chaplain and scheduling the on-call pastors," explained Heather. "After doing the schedules for a few years, I realized I wanted to do more for my hospital and the patients and families we serve."

Heather took the required schooling and became the first Pastoral Care Volunteer for the hospital.



*Heather Pruim, Chapel Assistant/
Pastoral Care Volunteer.*

"I visit palliative care patients carrying my bag of cheer," said Heather. "I can read scripture, bring a book of poetry, or a hymn book. I don't have to talk about God. Sometimes it's about talking about fond memories of their family or the first car they owned."

Heather says she is passionate about end-of-life care. She knows she has made a difference by bringing a smile to someone's face or giving them peace of mind.

Woodstock Hospital currently has volunteer opportunities available. Please email [**volunteers@woodstockhospital.ca**](mailto:volunteers@woodstockhospital.ca) or call 519.421.4233 ext. 3650 to learn more.

RAISING Awareness for Men's Health



*Pharmacy staff raising awareness of men's
health during November.*

During November, the Woodstock Hospital Wellness Committee sold moustaches to raise awareness for men's health issues.

Proceeds from the initiative went to the Chemotherapy Clinic to purchase Tim Hortons gift cards. These cards are given to patients who may be receiving treatment for a long period of time or patients who have had a delay in their treatment (e.g., waiting on bloodwork).

It's a small act of kindness that goes a long way! Woodstock Hospital staff were happy to participate in raising awareness and supporting our Chemotherapy patients.



EMERGENCY DEPARTMENT RESOURCE TEAM

Woodstock Hospital's Emergency Department now has an Emergency Department (ED) Resource Team to support patients, families, and staff.

The ED Resource Team is a dedicated group of healthcare professionals who assist patients and families in the ED by providing behavioural tools and education, referring them to community and at-home services, and offering additional guidance and support for a safe discharge home.

The team includes Dementia Resource Consultants from the Alzheimer Society Southwest Partners' DREAM Program, a Home and Community Care Support Services Hospital Care Coordinator, and a Geriatric Emergency Management Nurse.

"The demographics in our community are changing. With an aging population, we are seeing patients presenting to the ED with complex medical conditions, including various disabilities and dementia-related behaviors," explained Heidi Dantes, Director of the Emergency Department. "The ED Resource Team will collaborate with Emergency Department staff in recognizing high-risk patients and assess patients and caregivers to determine if additional support is needed."

For example, an elderly patient enters the ED with complaints of feeling dizzy and weak. Their loved one expresses concerns about the patient's cognitive decline. The Dementia Resource Consultant would assess the patient and interview the family or

caregiver to offer additional education and support. Without access to community resources, crisis situations often arise, ultimately leading to the patient and caregiver returning to the Emergency Department.

"We've received positive feedback from families who are grateful they know what options they have after they leave the ED should additional support be needed at home," shared Andrea McPherson, Performance Improvement Specialist. "The ED Resource Team is a testament to what we can accomplish working with our community partners."

Our team is hopeful that sharing success stories will help secure permanent funding for a Geriatric Emergency Management Nurse and Dementia Resource Consultants so this program continues beyond March 31, 2024.



ED Resource Team (LtoR) Jillian Stephenson, Geriatric Registered Nurse; Stacey Jasinski, Dementia Resource Consultant; Christine deBoer, Hospital Care Coordinator, Home and Community Care Support Services; Krizalyn Galang, Dementia Resource Consultant.

Dementia Resource Consultant, The Alzheimer Society Southwest Partners

- Supports patients with cognitive decline - early and late
- Identifies appropriate community resources and assists with access
- Educates ED staff in real-time about dementia and interventions to de-escalate responsive behaviours
- Provides one-on-one support and consultation at the bedside
- Speaks and educates caregivers about respite supports and coping strategies

Hospital Care Coordinator, Home and Community Support Services

- Supports all patient populations
- Helps determine if in-home or community supports are needed
- Coordinates the flow of information between patients, families, and care providers
- Creates individualized care plans to help patients achieve optimal health and independence upon discharge
- Makes referrals for nursing, personal support, medication management, and rehabilitation

Geriatric Emergency Management (GEM) Nurse

- Screens all patients over 65 years of age
- Conducts comprehensive assessments for seniors to evaluate general well-being including nutrition, falls risk, cognition, home safety, and pain
- Assesses caregiver availability to support the patient's needs like grocery shopping
- Creates care plans to support the patient at home, which may include referrals to community programs and support services
- Follows up with a phone call within 72 hours
- Documents assessments and referrals in patient's electronic medical record and shares recommendations with family physicians for follow up on discharge

What we've heard from families:

"I want to thank the Dementia Resource Consultants for your professional direction and guidance through this process. Your passion shines. A much better experience at the hospital with my mom who has dementia."

"The GEM nurse made me aware of services in the community that I did not know existed. Her follow-up call was helpful. Once the services were set up, they have helped me stay in my home. Please continue to offer this program at the hospital."

MESSAGE from the Woodstock Hospital Foundation



Jocelyn Jenner,
Senior Development
Officer, Foundation

Almost every patient visiting our hospital will require an imaging test or procedure. Imaging tests such as x-rays, ultrasounds, and CT scans detect and diagnose various medical conditions, from broken bones and tumours to heart disease and neurological disorders. Imaging tests are also used to monitor treatment and to guide surgical procedures.

Your support of the Foundation's monthly 50/50 draw has helped our community hospital purchase a new state-of-the-art CT scanner, a general x-ray machine, and a mobile fluoroscopy camera for our busy Diagnostic Imaging Department.

Every ticket sold is making a difference in the lives of tens of thousands of patients each year.

In December, we celebrated the largest Grand Prize draw in our raffle's history. Doug Booker won a phenomenal \$194,002. Not only was this a fantastic win for Doug, but it was a massive win for our hospital. Thank you for your continued support.

This year, we look forward to celebrating more incredible 50/50 prizes that change people's lives, while also changing the lives of our patients through the cutting-edge technology the 50/50 supports.

THANK YOU

from the Critical Care Unit

This holiday season, Brad Joosse, the Director of Critical Care and Dialysis, wrote a letter to our community asking for support in purchasing an MRI-compatible ventilator and monitoring equipment.

This essential equipment allows patients on ventilators to receive high-resolution MRI scans to help guide treatment and prognosis. Prior to this, ventilated patients had to be transferred to another hospital for their MRI scan.

We are pleased to share that the community's response was incredibly generous and we were able to fund this equipment.

Donating to the Woodstock Hospital Foundation is investing in local healthcare. It ensures your family, friends, and neighbours have access to high-quality care close to home. If you would like to learn more about the current priority needs of your hospital, please visit www.whfoundation.ca/funding-priorities



Brad Joosse, Director of Critical Care and Dialysis, pictured with the new MRI-compatible ventilator and monitoring equipment.



THE DAIRY CAPITAL WALK & RUN

REGISTRATION OPEN

Are you ready to lace up and support your hospital? The Dairy Capital Run (DCR) is returning to a farm near you! The DCR will be held at Discovery Farm Woodstock for the second year.

There is something truly unique about taking in the fresh air and countryside while supporting local healthcare.

We will once again have our 5K, 2K, and Lil' Hooper Run distances. Remember, this is a fun run! We want to see everyone dressed in their best dairy-themed costume for a chance to win some great prizes.

Registration is now open! If you are participating in the 5K race and register early, you will have access to early bird discounts. To learn more, visit www.dairycapitalrun.ca

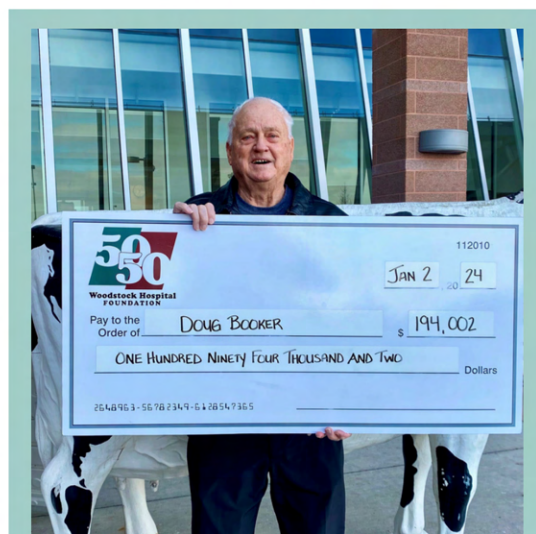
WHAT A WIN!

Imagine looking down at your Woodstock Hospital Foundation 50/50 tickets, and learning you have just won nearly \$200,000!

Well, Doug Booker doesn't have to wonder what that feeling would be like because he was December's Grand Prize winner, taking home a whopping \$194,002!

When Doug learned the draw was over \$100,000, he immediately bought a second set of tickets, and it was a good thing he did! Those were the tickets he struck gold with.

Visit www.woodstock5050.ca to purchase tickets and enter your name into the monthly 50/50 draw.



Doug Booker won the largest Grand Prize draw in our raffle's history! Every ticket sold supports new equipment and technology for your hospital.

connect

with your community hospital.

Woodstock Hospital

310 Juliana Drive,
Woodstock, ON N4V 0A4

519.421.4211

woodstockhospital.ca



@WoodstockHospital



@woodstockhospital



@WdskHospital

Woodstock Hospital Foundation

310 Juliana Drive,
Woodstock, ON N4V 0A4

519.421.4226

whfoundation.ca

foundation@woodstockhospital.ca



@WoodstockHospitalFoundation



@woodstockhospitalfoundation