



Woodstock Hospital

# NEWSLETTER

**MARCH**

2024



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A Grateful Patient

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Foundation Board Report



EMPOWERING EMPLOYEE  
**DEVELOPMENT**

# MESSAGE from the President & CEO

Our dedicated staff at Woodstock Hospital elevates the patient care experience to exceptional heights.

From our compassionate physicians and nurses to our skilled technologists, supportive social workers, and hardworking dietary workers, every team member plays a pivotal role in shaping positive experiences for all who walk through our doors.

Central to our hospital's mission is providing outstanding care and cultivating an environment that prioritizes employee growth and development.

Investing in our people is paramount, as it creates a supportive environment where employees are empowered to thrive. We're delighted to showcase two medical radiation technologists on the cover of this newsletter, who recently completed our accelerated MRI training program.

Their achievement exemplifies how fostering personal and professional growth within our staff enhances the efficiency and patient-centred care provided by our Diagnostic Imaging Department. The "Grow Your Own" OR nurse initiative is another testament to our commitment to employee development. This program supports experienced RNs and RPNs in transitioning to operating room roles through funding for education, a comprehensive clinical orientation, and hands-on skill development. Ontario Health provides funding for this initiative.



**Perry Lang**  
President & CEO

As spring ushers in a season of renewal, let us embrace the opportunities for growth and improvement that lie ahead. Together, we will continue to foster a culture of empowerment, learning, and excellence for the benefit of our patients, their families, and our community.



## CONNECT WITH US!

To be more environmentally conscious, the Woodstock Hospital newsletter has changed to an online-only publication. 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](mailto: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.

**Sign up  
now!  
Scan me.**



# MOCK CODES

## Practicing Response Protocols

Emergency response codes streamline communication and coordinate efforts during critical situations in Ontario hospitals. Each code is assigned a specific colour and is announced overhead, indicating the situation and required response.

“We complete mock drills often to enhance staff’s skills and identify opportunities for improvement,” said Stacey Sim, Accreditation Specialist and Emergency Preparedness Lead.

As a patient or visitor, you may hear overhead pages for emergency response codes and



*Woodstock Hospital staff practice a mock Code Blue exercise on 2500 unit. A Code Blue would be called for an adult cardiac arrest and other life-threatening medical emergencies.*

drills. Explore more about emergency response codes by visiting our hospital’s website at [www.woodstockhospital.ca/emergency-codes](http://www.woodstockhospital.ca/emergency-codes)

# ENHANCING

## Business Operations

At Woodstock Hospital, every department plays an essential role in our ability to deliver high-quality, patient-centred care to our community. The hospital is undertaking an Enterprise Resource Planning (ERP) Project that will see new Oracle Cloud software streamline internal processes for our administrative and support departments.

“By integrating departments like Human Resources, Payroll, Purchasing, and Finance operations into one cohesive system, we can streamline workflows, reduce errors, and improve overall operational efficiency,” said Kathy Lavelle, Woodstock Hospital’s Chief Financial Officer.



*(LtoR) Ansh Dahima, Deloitte Project Manager; Denise Rasmussen, WH Manager of Corporate Projects; Josh Fletcher, Deloitte ERP Advisor; Kathy Lavelle, WH Chief Financial Officer; Perry Lang, WH President & CEO; Kerry Leroux, WH Director of Materials Management; Daniel Martins, Deloitte Partner; Imtiaz Jakda, WH Director of Human Resources; Laurena Beaver, WH Chief Payroll Officer.*

On February 28, 2024, Woodstock Hospital held a formal kick-off event with Deloitte, our Implementation partner. It is expected that the new software will be fully-launched by early 2025.

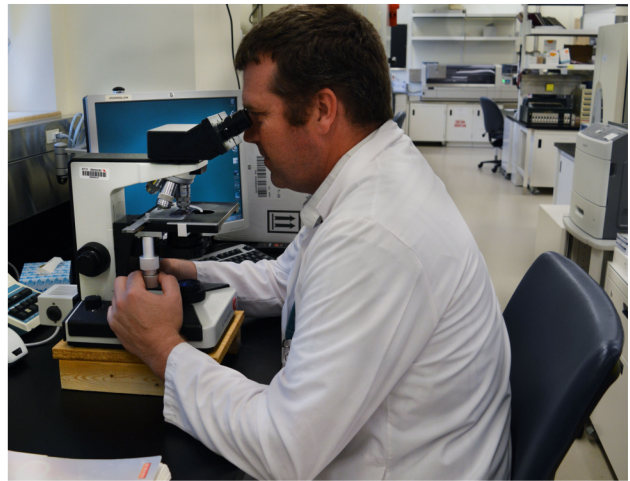
# UNDER THE MICROSCOPE

The Laboratory Services Department at Woodstock Hospital plays a crucial role in determining a patient's diagnosis and treatment plan. Over 70 per cent of medical decisions are based on lab results, and over 80 per cent of a patient's chart is related to diagnostic tests.

"We are incredibly proud of the work we do in the Lab," shared Dave Rupert, Director of Technical Services. "Thanks to our staff's hard work and dedication, we have earned awards from Cancer Care Ontario for quick turnaround times for pathology reporting after surgery."

Pathology reporting is used for a definitive cancer diagnosis and cancer staging to help determine a treatment plan. Woodstock Hospital's results are reported in 3.4 working days, while the turnaround time for pathology reporting set by Cancer Care Ontario is less than 14 days.

The Lab has also received recognition from Canadian Blood Services for reducing wasted red blood cells by implementing blood management protocols and inter-hospital transfer of blood and blood products.



Director of Technical Services, Dave Rupert.



**42**  
Employees



**1,081,502**  
Tests completed per year



**35,934**  
Blood transfusion tests per year



**59**  
Minutes is the average turnaround time for priority samples

## HONOURING Retiring Employees

After a 35-year career as a pharmacy technician, Michelle Herreman is embarking on a well-deserved retirement. Throughout her tenure, she has witnessed remarkable advancements and growth within the Pharmacy Department, which was driven by technological innovation.

"We transitioned from counting pills and placing them in vials to packaging medication in a unit dose format and having them automatically dispensed from MedStations," explained Michelle. Michelle looks forward to this new chapter of her life, where she can enjoy her cottage and more cherished moments with her grandson.



# THE POWER OF **PET THERAPY**

“Never underestimate the healing power of animals,” said Kate Wade, Pet Therapy Volunteer.

Kate and her dog, Piper, are practically famous at Woodstock Hospital. There isn’t a hallway that they can walk down without having someone stop and pet Piper or comment on how Piper and Kate’s visits have brightened their day.

“I’ll gently knock on a patient’s door and ask if they would like a visit with Piper,” explains Kate. “Some patients get emotional seeing her, and some talk to me about their pets. She has a healing quality to her, and patients look forward to our visits.”

Kate and Piper have been volunteering at Woodstock Hospital since 2022. Kate is the only Pet Therapy Volunteer, but she hopes to change that.

“I’m a certified dog trainer and work for Companion Paws, the organization Piper was certified through,” shared Kate. “If your dog has a good temperament, is eager to train, and enjoys receiving attention from strangers, please reach out.”



*Kate Wade and Piper, Pet Therapy Volunteer at Woodstock Hospital*

If you want to learn more, contact Kate through the Paws Up Obedience Training Facebook page or by calling 519.697.4036. To learn about the hospital’s volunteer opportunities, please email [volunteers@woodstockhospital.ca](mailto:volunteers@woodstockhospital.ca) or call 519.421.4233 ext. 3650.

## Diabetes Education Presents:

### “The Benefits of Adding Plant-based Protein to Your Diet”

**Featuring:** Registered Dietitians and Diabetes Educators Jessie Leduc & Jill Berg

**When:** Thursday, April 18, 2024

**Where:** Unifor Hall, 126 Beale St. Woodstock

**Time:** Doors open at 5:30 pm, presentation starts at 6:30 pm



## Don’t Forget!

National Volunteer Week is happening April 14-20, 2024. This year’s theme is “Every Moment Matters” highlighting the importance of every volunteer and each contribution they make at a moment when we need support more than ever.



# grateful PATIENT

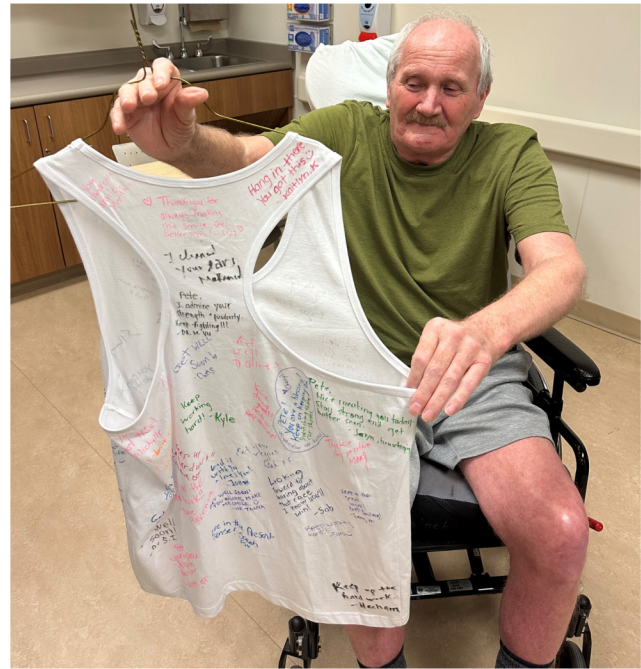
## Pete Shares His Experience

In March 2023, Pete arrived at Woodstock Hospital in an ambulance after coming down with a virus that led him to lose the ability to walk.

“I remember coming into the hospital and hearing someone say we’re losing him,” recalls Pete. He came out of a coma two and a half weeks later, completely paralyzed and in the Critical Care Unit. Pete says a doctor explained to him that he had Guillain-Barre syndrome, a rare disorder where the body’s immune system damages nerves and causes muscle weakness. He was told he would be in the hospital for nine months to one year.

On top of this, I got pneumonia,” shared Pete. “When I got pneumonia, I went into a deep, dark hole. I wasn’t myself. I was rude when normally I’m the type of person who likes to joke around with people.”

It wasn’t until Pete started working with Recreation Therapy on the 2100 unit that he began to fight for his recovery. “Maureen, a Recreation Therapist, asked about my interests and what I like doing,” said Pete. “When I told her I liked to work on cars, the next time I saw her, she had a sheet with different car parts and asked me to name each one.” Pete explains that when you’re paralyzed, your thoughts are all you have, and he was constantly thinking negative things. When he told Maureen about this, she brought him a radio that he started listening to, and the songs brought back fond memories.



Pete holds up a t-shirt full of signatures and well wishes.

*“She brought me out of that deep, dark hole and wouldn’t let me crawl back in again.”*

After nine months in the hospital, Pete was set to be discharged on February 15. He shared that he has started walking, something he never thought he would be able to do again. For his 65th birthday, his neighbours wrote get-well messages on a t-shirt, and he felt that asking hospital staff to sign the back would be meaningful.

“It filled up so quickly that I had to get a second shirt,” said Pete with a smile. “So many people helped me that I didn’t even realize. I counted, and there were over 130 individuals who have been a part of my recovery in some way.”

# PRIORITIZING

## Wellness and Resources

In January, Woodstock Hospital's Wellness Committee hosted its second annual "Feel Good Week," an initiative to foster well-being among staff and visitors.

"Feel Good Week stemmed from a desire to counteract the effects of Blue Monday," explained Libby General, Director of Health Information Management and Chair of the Wellness Committee. "With sunlight at a premium and colder days, we recognized the importance of promoting accessible health and wellness strategies."

On January 23, 2024, the committee organized a vibrant Wellness Fair within



*(LtoR) Jennifer Lynch, Director of Strategic Planning, Community Engagement, and Patient Lead; Shelby Ludington, Infection Control Professional; Bonnie West, Pension and Benefits Coordinator; Linda Oosterveld, Education Specialist.*

Vision Hall. The fair included chair yoga sessions, informational posters, interactive wellness activities, complimentary blood pressure checks, a massage chair, and local vendors offering invaluable wellness insights and products.



*(LtoR) Rebecca Lightbody and Kaleigh Zimmermann.*

# EMPOWERING

## Employee Development

Two medical radiation technologists, Rebecca Lightbody and Kaleigh Zimmermann, have successfully completed the accelerated MRI training program. Throughout their eight-month training, they acquired specialized knowledge and invaluable hands-on experience to perform MRI scans with precision and proficiency. While away, their Diagnostic Imaging (DI) colleagues provided unwavering support, ensuring seamless coverage to sustain hospital operations.

"Our new MRI technologists emerge from this intensive program equipped with the expertise needed to excel in their roles," said Cory Sloan, Charge MRI Technologist. There is a province-wide shortage of MRI technologists. With escalating demands on MRI technology, having adequate staff to perform MRI scans helps ensure the continuity of timely and reliable services to our community. "As a leader, it's crucial to foster a culture of continuous learning and development," added Jenn De luliis, Director of DI. "This approach not only builds a talented and versatile workforce but also cultivates a supportive environment where employees feel empowered."

# MESSAGE from the Woodstock Hospital Foundation



Jocelyn Jenner,  
Senior Development  
Officer, Foundation

As donors to the Woodstock Hospital Foundation, you touch the lives of countless patients. Your generosity and support are instrumental in ensuring our healthcare professionals have the latest technology and equipment at their fingertips. This enables them to offer more precise diagnoses, less invasive treatments, and improved patient experiences. Your support empowers our providers to deliver the highest standard of care possible.

As technology evolves, it's important to stay current by updating and replacing outdated equipment and right now at our hospital, we need new mammography machines. Every 50/50 ticket purchased for our monthly draws will help fund these vital machines. As you will read in this newsletter edition, this support comes at a crucial time. Changes to breast screening guidelines are anticipated to increase patient volumes in mammography.

As we head into the warmer months, we are thrilled about the return of our annual events. The Dairy Capital Run and Annual Charity Golf Tournament are a time for camaraderie while raising essential funds for our hospital. Your participation in these events fosters community spirit and ensures that Woodstock Hospital remains at the forefront of healthcare innovation.

We look forward to seeing you at one of our fundraisers this summer!

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## UPGRADING

### Our CT Scanner

After renovations, installation, and staff training, our Diagnostic Imaging (DI) team officially started using their new CT scanner on October 17, 2023. This new equipment was made possible thanks to the incredible support we received through our Woodstock 50/50 monthly draws.

The 50/50 raised \$850,000 to contribute towards the purchase of the new scanner.



*DI staff pictured with the new CT scanner.*

One of the new CT scanner's greatest attributes is its faster post-scan processing time. This means radiologists can interpret scans sooner. The new machine is equipped with mood lighting and a low patient table to allow easier access for patients with mobility issues, enhancing patient comfort and relaxation.



# SUPPORTING

## Essential Equipment

Woodstock Hospital's Diagnostic Imaging (DI) Department conducts approximately 5,000 mammograms annually.

The Ontario Breast Screening Program (OBSP) will reduce the minimum age for regular screening from 50 to 40 in the fall of 2024. This change in screening guidelines will significantly increase the volume of patients requiring a mammogram.

Your support for Woodstock Hospital's monthly 50/50 draw will help purchase new mammography machines for the DI Department.

"Our existing machines are end-of-life and need to be replaced," said Jenn De luliis, Director of DI. "Improved technology leads to better imaging, which enhances our ability to detect abnormalities earlier and improve patient outcomes."

Purchasing a 50/50 ticket may seem like a small way to support Woodstock Hospital, but it makes an incredible difference.

In the three years since Woodstock Hospital Foundation launched the 50/50 program,



*(LtoR) Medical Radiation Technologists Lianne Barber and Lindsay Stafford*

we have raised \$1.4 million for diagnostic imaging equipment. Proceeds have helped fund the purchase of a mobile fluoroscopy camera, general ultrasound units, and, most recently, a CT scanner.

Whether you play for a chance to win or to support your hospital, we are just thankful that you play.

*thank you!*



*Mobile Fluoroscopy Camera*



*General Ultrasound Units*



*CT Scanner*

# OPERATING STATEMENT

Ending December 31, 2023

REVENUE	2023	2022
Bequests, Donations, & Fundraising Initiatives	\$ 4,183,751	3,223,336
Lifeline	386,670	355,779
	<b>\$ 4,570,421</b>	<b>3,579,115</b>
<b>EXPENDITURES</b>		
Fundraising, Administrative & Other	1,455,306	1,449,996
Lifeline	344,367	313,806
	<b>\$ 1,799,673</b>	<b>1,763,802</b>
Funds from Operations	2,770,748	1,815,313
Investment Income (loss)	1,545,720	(1,067,966)
Contributions to WH	(1,602,053)	(521,963)
Fund Balances, Beginning of Year	21,099,560	20,874,176
<b>FUND BALANCES, YEAR END</b>	<b>\$ 23,813,975</b>	<b>21,099,560</b>

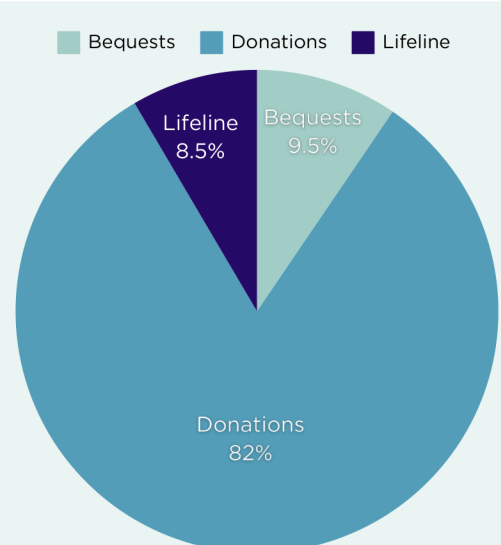
*Audited reports are available by contacting 519.421.4227*

# YOUR SUPPORT

Matters to our Hospital

Excellent patient care is a top priority at Woodstock Hospital, and keeping equipment up-to-date allows us to meet our patients' needs. Technology allows us to provide prompt diagnosis, quicker recovery, and better patient care to Oxford County residents. But, because it is constantly evolving and improving, it makes the need to update our existing equipment and purchase new technology ever-present. Our hospital relies on the community's generosity to maintain and upgrade equipment. If you have any questions about our fundraising needs, please call the Foundation at 519.421.4226.

## REVENUE





**WOODSTOCK  
HOSPITAL  
FOUNDATION**

**2023 FOUNDATION  
BOARD MEMBERS**

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Jocelyn Jenner

**COMMUNITY DEVELOPMENT  
ASSISTANT**

Rebecca Moore

# REPORT

## to the Community



**Jenna Morris**  
Woodstock Hospital  
Foundation Chair

Within the walls of a hospital, it is the people who make all the difference.

Doctors and nurses diagnose, treat and care for patients. Diagnostic Imaging Technologists create images of the body to help see what's happening inside the patient. Pharmacy Technicians dispense, package, and label medications. There are Housekeeping and Food Services staff who keep our hospital environment sanitized and our patients fed. Everyone has a vital role to play.

Another crucial component of this team is you, our donors. You help ensure hospital staff have the equipment they need to provide outstanding patient care to our community.

With cutting-edge technology at their fingertips, staff can detect disease sooner. Patients can access treatment faster. There are improvements in patient outcomes. Your investment in local healthcare has made so many incredible moments possible.

The newborn baby who experiences difficulty breathing will use the neonatal ventilator donors funded last winter. The golfer, who had knee replacement surgery, will use a pain pump we were able to purchase because of donor support.

We look forward to building on the momentum of this past year's achievements. We ended the year on an extremely high note, celebrating our largest 50/50 Grand Prize draw to date. It's been a pleasure serving as Chair of the Foundation Board for the past two years. I welcome incoming Chair, Ron Burns, who I know will continue fostering philanthropic support of our hospital.

On behalf of the Foundation Board, I extend my heartfelt thanks to our generous donors. It's exciting to be a part of a community that is passionate about supporting transformative care at their hospital.

# TRAILBLAZING

## Staff Training

Innovative technologies like virtual reality (VR) and simulation goggles are revolutionizing training at our hospital, providing immersive experiences for healthcare professionals. These cutting-edge tools offer realistic scenarios, enabling our staff to practice procedures, improve skills, and enhance patient care in a safe and controlled environment. Because VR training does not require a fixed classroom location or a facilitator, staff have the



*Director of Professional Development, Chuan Yong, tests out the VR technology.*

Flexibility to learn when and where they need it. All that is required for VR technology training are goggles, handsets, and approximately one square metre of space.

The Woodstock Hospital Foundation was able to support the purchase of three VR headsets thanks to the generosity of our donors.

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# RELIEVING

## Pain with PCA Pumps

With the help of our donors, Woodstock Hospital purchased twenty-four new Patient Controlled Analgesia (PCA) pumps last year, replacing older equipment.

With these pumps, patients can self-administer doses of pain medication as needed. The pumps are used for palliative and post-surgical patients. Additionally, we use Patient Controlled Epidural Analgesia (PCEA) pumps for labouring mothers.

The pumps deliver pain medication at safe intervals, providing consistent pain relief around the clock. This helps patients feel more in control of their pain and provides a more compassionate experience. Patients who self-administer their pain medication



*Leslie Slabon, Director of Surgical Services.*

tend to get out of bed and start moving sooner, promoting circulation, healing and recovery. Every day, we witness the positive impact of the PCA pumps made possible by you, our donors. Your generous contributions enabled us to invest in this critical equipment worth \$86,000.

# INNOVATIVE

## Equipment to Enhance Cleaning

If you have visited or been a patient at Woodstock Hospital lately, you may have seen a robotic floor scrubber moving around the hallways without an operator. But don't worry, it's not a cause for alarm. We have obtained a T380AMR robotic floor scrubber thanks to our generous donors. This state-of-the-art technology exemplifies our commitment to maintaining the highest standards of cleanliness within our hospital environment through innovative solutions.

This machine is powered by Brain iOS, an advanced artificial intelligence and robotic technology platform. While Housekeeping staff can manually operate and ride the machine, the floor scrubber can also navigate through hallways and intelligently maneuver around obstacles without an operator.

"The robotic floor scrubber scans a QR code on the wall to help it recognize the route and layout of the unit it will be cleaning," said Vicki Wardell, Housekeeping Worker. "Once it has finished cleaning the area, it will notify Housekeeping staff through a mobile app."

Staff can then manually clean any areas that the robotic floor scrubber may have missed due to objects in the hallway. Housekeeping staff track the status of the machine and receive alerts if it requires assistance, has completed its route, or needs maintenance. This is not the first time that the hospital has pursued innovative ways to enhance cleaning. In 2020, the hospital acquired an ultraviolet light disinfecting system to help clean patient and operating rooms.



*(LtoR) Jocelyn Jenner, Senior Development Officer, WH Foundation; Janis Humeston, Director of Housekeeping, MDRD, and Portering; John Schram, Housekeeping Supervisor; Vicki Wardell, Housekeeping Worker; Perry Lang, Woodstock Hospital President & CEO.*

The UV light disinfection system, combined with manual cleaning efforts, quickly and effectively kills harmful pathogens in healthcare settings.

"The safety of patients, visitors, and staff has always been our top priority," added Perry Lang, Woodstock Hospital President & CEO. "Our Infection Control professionals work tirelessly with the Housekeeping team to ensure that patient areas are cleaned and disinfected properly for the next patient coming into our care."

To watch a video of the new robotic floor scrubber, you can follow Woodstock Hospital on social media or visit our YouTube channel.

**Scan the QR  
code to watch  
the video now!**



# EVENTS

Supporting Your Hospital



## *golf tournament*

The Woodstock Hospital Foundation Charity Golf Tournament is celebrating its 25th year.

After a sold-out tournament in 2023, we're gearing up for another incredible day on June 12, 2024, at Craigowan Golf Club. This year, we're trying out a new format with two shotgun starts. At 8:00 am, one round of golfers will tee off, and at 2:00 pm, a second round will tee off. Both cohorts of golfers will enjoy a shared lunch from 12:30 to 1:30 pm. This ensures a social aspect while respecting our golfers' busy schedules!

The tournament will support Information Technology initiatives at our hospital. If you are interested in sponsoring/golfing, email [foundation@woodstockhospital.ca](mailto:foundation@woodstockhospital.ca). Space is limited and going fast.

## *dairy capital run*

Get ready to lace up your running shoes in support of fetal monitors for our Maternal Child/Women's Health Department.

Last year, the Woodstock Hospital Foundation moved the Dairy Capital Run to Discovery Farm Woodstock, and everyone loved this change! We're looking forward to our second year there on May 25, 2024, and we hope to see you there too.

We switched up our routes for 2024, so this year, the entire route is on gravel roadways within the Discovery Farm property.

Registration for our 5K Walk/Run, 2K Walk/Run, and Lil Hooper Run for the little ones aged 2-6 is open at [www.dairycapitalrun.ca](http://www.dairycapitalrun.ca)



# connect

with your community hospital.

## Woodstock Hospital

310 Juliana Drive,  
Woodstock, ON N4V 0A4

519.421.4211

[woodstockhospital.ca](http://woodstockhospital.ca)



@WoodstockHospital



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@WdskHospital

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