



Winchester  
District  
Memorial  
Hospital



## OUR 2018 REPORT TO THE COMMUNITY

# Good Neighbours. Great Care. Supported by a Grateful Community.

### Good day!

**I**n Winchester, we call each other by our first names. We watch out for one another. And we really care about our neighbours.

Five minutes from the town square is a village block that takes that caring to a whole new level. There, you find Winchester District Memorial Hospital, Dundas Manor Long-Term Care Home, the Community Care Building, the Dillabough Building, and the Winchester District Memorial Hospital Foundation. These places are filled with caring people who look after our local communities. It seems fitting that the street names surrounding this 'campus of care' are first names too – Louise, Clarence and Fred!

In this *Report to the Community*, we are pleased to share news from our neighbourhood. Happy Reading!



Louise Street

Fred Street

Clarence Street

## Care Close to Home



Winchester District Memorial Hospital



# Neighbourly News

*Welcome to our 2018 Report to the Community. Our collective goal is to provide the very best care close to home. And for the first time, we have joined together to report on the past year of caring.*

Our ‘campus of care’ includes health and community partners who look after our local communities – from babies to seniors. Neighbours helping neighbours.

Thanks for your interest and support!



**Marieke vanNoppen**  
WDMH Board Chair



**Bill Smirle**  
Dundas Manor Board Chair



**Tom Dawson**  
WDMH Foundation Board Chair

# How Can We Help?



**How can we help?** It’s often the first thing you hear when you arrive at WDMH as our volunteers greet you at the front door. After all, it’s the neighbourly thing to do – give a warm smile and offer assistance.

We are proud of the compassionate, excellent care provided to our patients and families every day at WDMH. Our work is guided by three priorities centred around quality care, collaboration and research.

Quality and patient safety are always our #1 goal. Achievements this past year include continued low re-admission rates, upgrades to our clinical information system, and our new deprescribing service that is helping patients with their medications.

We welcomed new members to the WDMH team. And we introduced new programs such as pulmonary function testing and a low vision clinic to expand our offering of services close to home.

In 2017, WDMH received an Employer Award of Excellence from the Registered Practical Nurses Association of Ontario. And we achieved Silver Status in the Healthy Foods in Champlain Hospitals program.

Our strong focus on education continues as we increase the knowledge and skills of more than 400 staff, physicians and volunteers. We also share our expertise with others in the community, at conferences and with the next generation of health professionals through our extensive teaching program.

Our Research Office is growing as we continue our focus on rural health care. We are always asking ‘why’ and ‘how can we do this better’.

Underlying all our work is our Commitment Statement – three short statements that put into words how we care for our patients and each other. It’s called Compassionate Excellence.



# Your Health Care – Right Here

WDMH is a full-service hospital that responds to the needs of our local communities from childbirth to care for seniors. We are a hub site for cancer care, dialysis and cataract surgery and offer specialty clinics with visiting specialists.

Speak with your family doctor about receiving care close to home at WDMH.

**Emergency** Our ER is open 24 hours a day, seven days a week.

## Diagnostic Imaging

- Bone Mineral Density
- CT Scans
- Fluoroscopy
- Mammography (Digital)
- Ontario Breast Screening
- Ultrasound
- X-Ray

## Cancer Care

- Breast Care Program
- Cancer Care Coach
- Chemotherapy
- Imaging
- Breast and Colorectal Surgery
- Sentinel Node Biopsies

## Cardiac Services

- ECG
- Echocardiography
- Holter Monitoring
- Stress Treadmill

## Complex Continuing Care

## Dialysis

## Inpatient Services

## Laboratory

- WDMH – Specialized Tests
- Gamma Dynacare Lab

**Obstetrics** – Full-service care including 24/7 pain management provided by obstetricians, family physicians and midwives.

**Ophthalmology** – Eye care services including cataract surgery.

## Specialty Clinics & Programs

- Cardiology
- Clinical Nutrition
- Diabetic Education (Regional Program)
- Endocrinology
- General Medicine
- Infectious Diseases
- Low Vision
- Mental Health
- Nephrology
- Neurology
- Occupational Therapy
- Physiotherapy
- Psycho-Geriatrics (Regional Program)
- Pulmonary Function Testing
- Rheumatology
- Sleep Lab
- Urology

## Surgery

- Bowel
- Colonoscopy
- Cystoscopy
- Ear, Nose & Throat
- Gallbladder
- General
- Gynecology
- Hernia Repair
- Plastics, including reconstruction surgeries
- Urology

**Telemedicine** – Many of WDMH's programs and clinics are offered via telemedicine such as Infectious Diseases, Mental Health, Oncology, Pain Clinic and Respiriology.

## Community Partners On-Site

- Addictions Services
- Bayshore Home Health
- Eastern Ontario Health Unit
- Gamma Dynacare Lab
- Home & Community Care – Champlain LHIN
- Job Zone d'Emploi
- North Dundas Medical Clinic
- Ontario Early Years Centre
- Ontario Works
- Robillard Hearing Centre
- Summers Physiotherapy and Gym

## Safer Care at WDMH

**A**t WDMH, delivering 100,000 medications to patients each year is a complex task.

Now, we have new technology to help. In August, a big truck rolled up to WDMH to deliver ten new Automated Dispensing Cabinets – or ADCs. They are now installed throughout the hospital and an extensive staff training program is complete.

The new ADCs, and accompanying pill packager, ensure the right drug or drugs are dispensed to the right patient at the right time. They are like a computerized robot that dispenses pre-packaged medication. Only one medication drawer can be unlocked at a time – both when stocking the machine and when a nurse is getting a patient's medication. This simplifies the process and increases patient safety.



Thank you to everyone who donated to the Foundation's General Equipment Fund in support of the ADC project.

# One Team

*WDMH's greatest asset is our committed team of staff, physicians and volunteers.*

And we couldn't be prouder of them. This past year, we continued to celebrate our WDMH family through the Commitment Award. It recognizes individuals and teams who demonstrate a commitment to WDMH's core values and our patients.



# The Most Important Voice

**WDMH's Commitment Statement speaks to the importance of compassionate excellence.** We want to support a patient and family-centred approach to care. To ensure our patients are at the centre of everything we do, we need to hear from them. That's the idea behind our Patient and Family Engagement Committee (PFEC).

Over the past year, the PFEC has provided insights on many initiatives such as the patient declaration of values, quality improvement plan, senior friendly plan, safety in the workplace, and the patient handbook. In addition to the PFEC, patients and family members sit on various hospital committees and provide ad-hoc support to various projects such as reviewing patient materials.

Thank you to these insightful volunteers!



# Seven Decades of Smiles

**Happy Birthday to the WDMH Auxiliary!** For 70 years, committed men, women and students have been supporting patients, staff and our community. They lend a helping hand wherever needed. In fact, our volunteers donated 13,000 hours of time in 2017.

In addition, our volunteers raise funds for patient care equipment. Over the past seven decades, they have purchased dozens of pieces of equipment to support patient care, from wireless IV pumps to patient lifts.

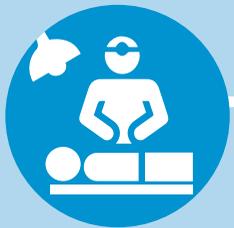
This past year was extra busy as the WDMH Auxiliary hosted their Association's Ontario East Region Spring Conference in April. More than 100 volunteers from across the region came together at the Chesterville Legion to learn and celebrate.

*Thank you to our Auxiliary – we couldn't do what we do without you!*



# BY THE NUMBERS 2017 - 2018

**EMERGENCY VISITS**  
23,618



**SURGERY**  
461 Inpatient Procedures  
4,051 Day Surgery Procedures

**BIRTHS**  
746



**DIAGNOSTIC IMAGING PROCEDURES**  
35,092



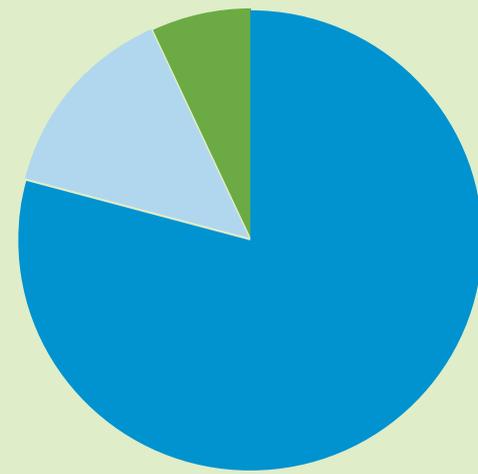
**CANCER CARE**  
2,496 Mammograms  
2,373 Cancer Clinic Visits  
1,394 Colonoscopies



**OUTPATIENTS VISITS**  
20,137

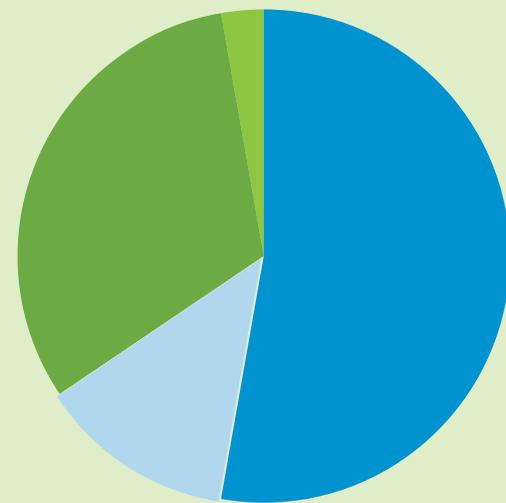


**STAFF**  
325 Staff  
214 Appointed Staff (physicians, dentists & midwives)  
156 Volunteers



## REVENUE

MOHLTC global funding	\$30,147,912 (79%)
MOHLTC patient services funding	\$5,341,042 (14%)
Other revenue	\$2,535,841 (7%)
<b>TOTAL REVENUE</b>	<b>\$38,024,795</b>



## EXPENSES

Salaries and benefits	\$19,855,826 (53%)
Medical staff remuneration	\$4,826,485 (13%)
Supplies and drugs	\$11,979,505 (32%)
Other	\$949,572 (2%)
<b>TOTAL EXPENSES</b>	<b>\$37,611,388</b>

## Community Spirit

WDMH is governed by a Board of Directors made up of volunteers from our local communities. They provide strategic leadership, overseeing key aspects of performance and management.

Board members have a passion for health care and good governance practices, and an understanding of their local communities. We thank them for their commitment of time and expertise.

The 2017-2018 Board of Directors included: front row (l-r): John Trickett, Bruce Millar, Lynn Hall, Mike Villeneuve (Vice Chair), Robin Varughese and Dr. Marilyn Crabtree (VP, Medical Staff). Back row (l-r): James Pitruniak, Michelle Perry, Cholly Boland (President & CEO), Shawn Sutton (Treasurer), Andy Barrett, Peter Sorby, Stephen McClellan (Past Chair) and Marieke vanNoppen (Chair). Missing: Renée Belhumeur, Tom Dawson (Foundation Board Chair), Dr. Darren Tse (Chief of Staff) and David Wattie.





## 40 Years of Family

*Dundas Manor has a lot to celebrate!*

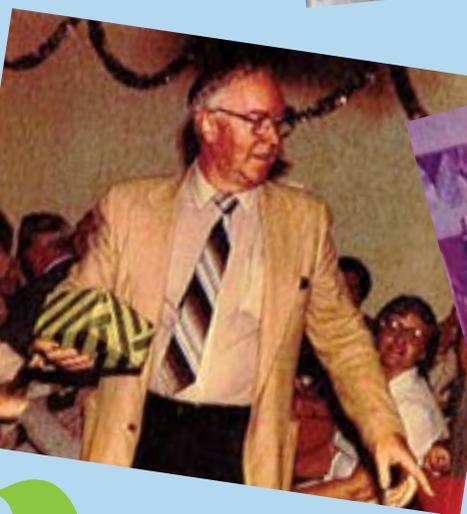
For the past four decades, we have had the true privilege of caring for the people who helped to build our local communities – family, friends and neighbours who call the Manor home.

Dundas Manor opened its doors on April 5, 1978. Back then, the average salary was \$17,000 a year, minimum wage was \$2.85 per hour, the Dodge Aspen was a popular car, the movie Grease was new in theatres. Trudeau was in power - Trudeau senior that is – and Doc Gray was the Mayor of Winchester. The first residents drove their cars up to the front door.

For more than 32 years, the Alguire Family owned and operated the Manor. Today, it is run by a non-profit corporation, led by a volunteer Board of Directors made up of community members. The Manor has grown from 60 to 98 beds.

When a resident moves into our home, they become part of the Manor family. And their family is also welcomed and brought into the circle of care.

*Thank you for letting us be part of your family!*



## A New Dundas Manor

*Our dream for a new Dundas Manor continues.*

We have been working on a new building project for several years and a lot has been accomplished to date. We have purchased land adjacent to our current property to ensure we have enough space. We have a preliminary new building design. And we have applied to become a charitable organization, so we can issue tax receipts – as we will need to raise several million dollars locally for the new building.

The Board of Directors has been working closely with the provincial government to get approval to proceed. This process takes time and we are hopeful that an announcement will be made soon.





- We liaise with our residents' families through our Family Services Representative, Family Information and Support Nights, festive events, and committee involvement. Families are also part of the annual care conferences that take place for each resident.
- Meal time is always special and our residents have an important say in what is served at Dundas Manor. In 2018, we created a Resident Food Committee to obtain resident input about meal selection and choice.
- While we await word on our new building, we continue to take care of our older one. For example, you will see freshly painted walls, new wood plank accent walls, new patio furniture and the beautiful gardens.
- This year's Country Bazaar was a great success with more than \$3,140 raised. Thank you to everyone for your support. All proceeds go to the Activity Fund and Residents Council.



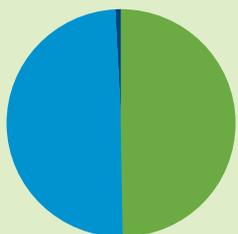
## A Focus on Our Residents

**O**ur residents do not live in our workplace. We work in their home. Every day, the Dundas Manor team works hard to ensure the very best care for our residents. Here are just a few examples of the accomplishments from the past year:

- Resident safety remains a top priority with several new initiatives focused on everything from falls prevention to supporting residents with dementia. An important best practice is Person & Family Centred Care (PFCC). We want to engage our residents and provide their care in the manner they direct. We continually seek input from them on all aspects of their lives in the home. Our robust staff education program ensures every member of the team is involved.
- Dundas Manor was one of four long-term care homes honoured with a Quality Award from AdvantAGE Ontario. Ongoing Ministry of Health inspections provide an opportunity for further quality improvement.
- This past year, we welcomed a new Director of Care, Nurse Practitioner and Nutritional Manager to the team.
- Life is never dull at Dundas Manor. Our Activity Team keeps things busy with programs, events and celebrations. For example, our home was decked out in red and white for Canada's 150, we introduced the new BRAD-LEE bike and residents enjoyed a trip to Parliament Hill. Our Dreams Come True program continues, creating special memories.



## By the Numbers 2017-2018



Revenue	\$6,794,492
Expenses	\$6,707,180
Staff	125
Physicians	11
Nurse Practitioner	1
Volunteers	70

## Committed Volunteers

*Thank you to all of our volunteers, including those who share their time and expertise as members of the Board of Directors.*



2017-2018 Board of Directors: (L-R): Susan Poirier (Administrator), Jim Annable, Bill Smirle (Chair), Peter Sorby (Vice Chair), Joan Farlinger, Cholly Boland (CEO), Eldon Horner, Michael Barclay (Treasurer) and Jan Clapp (Missing: Gary Annable and Lisa Little)



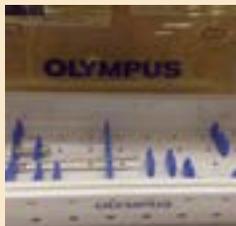
## Look What You Did!

### Neighbours helping neighbours!

In our local communities it happens every day. We watch out for one another and we jump in to help when needed. The Winchester District Memorial Hospital Foundation team is honoured to work with you to raise funds for compassionate, excellent health care – close to home.

Many people are surprised to learn that the provincial government does not fund medical equipment for hospitals. That's where we all come in. And we're pleased to share the results from the past year.

There were 3,377 gifts to the WDMH Foundation and we were able to purchase 21 new pieces of equipment, totaling \$777,172. Because of you, extraordinary things take place at WDMH every day. Thank you for your support!



## 21 Pieces of New Equipment for WDMH!

All these items were funded from WDMH's highest priority equipment list. It identifies new equipment that is needed or existing equipment that needs to be replaced.

### 1. Automated Dispensing Cabinets

12 pieces in 10 departments

**\$552,967.24**

This new technology helps to ensure the right medication for the right patient at the right time.

### 2. PACs Upgrade in Diagnostic Imaging

**\$65,495.13**

The picture archiving and communication system (PACs) stores images such as x-rays and CT scans electronically, eliminating the use of film. The PACs system provides secure and easy access for our physicians and radiologists to view and report, both at WDMH and remotely.

### 3. Pediatric Colonoscope in the Operating Room

**\$38,522.57**

This scope is used to visualize the large bowel. It has a smaller diameter than an adult scope, which helps to navigate tight corners for patients who have had previous surgeries.

### 4. Gastroscope in the Operating Room

**\$38,102.75**

This flexible tubular instrument is passed through the mouth to examine the esophagus, stomach and intestine. It has a light to increase visibility.

### 5. Two Cystoscopes in the Operating Room

**\$34,184.50**

Cystoscopes are used every day at WDMH and are a vital tool in the screening of colorectal cancer.

### 6. Giraffe Incubator in Obstetrics

**\$21,155.66**

This isolette is used when infants are struggling to maintain their temperature or oxygen levels.

### 7. Glidescope in the Operating Room

**\$11,309.79**

The glidescope allows clinicians to quickly and properly secure a patient's airway and manage their breathing.

### 8. Ultrasound Table in Diagnostic Imaging

**\$8,352.94**

This new bed is adjustable in height and position. It accommodates various body types and is equipped with rails and hydraulics for both patient and sonographer safety.

### 9. Force FX Generator in Ambulatory Care

**\$7,081.35**

The Force FX Generator is used to control bleeding during surgery. It cauterizes blood vessels.

## Thank You! – Special Messages from the WDMH Team

*I want to extend a sincere, heartfelt thank you to all donors for their altruistic donations. With your generous donations, we are able to purchase much-needed equipment for our mother/baby unit.*

*Last year, we were able to purchase a Giraffe Incubator for our newborns. One of the best part of this latest technology is the fact that the incubator has windows that can be opened so that mom and dad can touch and soothe their baby without having to take baby out of the incubator.*

*On behalf of the Maternal Child Care Unit, we want to say THANK YOU for your very generous donations. Care close to home is always a continuing goal and, with your heartfelt generosity, we are able to provide an optimal level of care for our moms and babes at WDMH.*

Kim Gravelle  
Team Leader, Maternal Child Care Unit

*At WDMH, we do a large volume of endoscopies to aid in the diagnoses and treatment of many bowel cancers, polyps, bleeds and pathology. We are fortunate enough to have the latest in technology to accommodate this large patient population. Thank you to our donors!*

Karen Lydiatt  
Team Leader, Perioperative Unit

*We try to forecast five to ten years out to determine what equipment needs replacing, but sometimes we can't predict an untimely repair. We rely on the Foundation and our generous donors to provide support by purchasing the equipment we need to do our jobs. Thank you!*

Dr. Darren Tse, Chief of Staff



## Wave the Flag

Everyone was there – Justin Bieber, Wayne Gretzky, Laura Secord, Alexander Graham Bell and Prime Minister Justin Trudeau. Well, at least in spirit! More importantly, close to 300 members of our local communities celebrated Canada and local health care at the Red & White Gala for WDMH in June 2017.

It was a truly Canadian evening and the Winchester Community Centre was a sea of red and white.

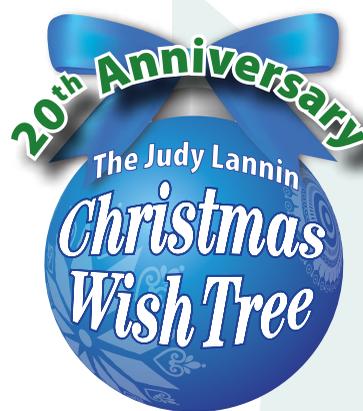
In the end, \$85,255.70 was raised for the Family Care Fund. Happy 150th Canada!

## Let It Snow

*2017 marked the 20th anniversary of the annual Christmas Wish Tree.*

To celebrate this milestone, we honoured Judy Lannin, a former kind-hearted and determined WDMH staff member who started the program. Judy's family was there and a granite memorial stone was unveiled in her honour. It has since been placed at the foot of the tree in the roundabout at the front of the hospital.

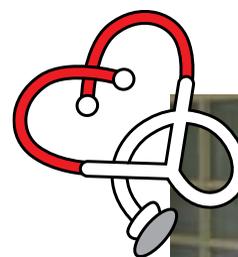
Every Christmas ball tells a story – and this annual tradition provides an opportunity to celebrate each one. This year, 513 gifts were received, totalling \$63,705. Funds have been directed to the Family Care Fund, supporting families just like yours. In the last 20 years, more than \$930,000 has been raised for health care close to home. What a wonderful festive tradition!



## Giving Back

**H**ow can I ever thank you? It's a question we hear a lot at WDMH and we have an answer. If a member of the WDMH team has played a meaningful role in your care, you may want to consider thanking them with a donation to the WDMH Foundation. It's called the 'Honour Your Caregiver' program. The honoree will be notified and given a special recognition pin.

This past year, 51 gifts were received, raising \$10,522.75 to support patient care. Thank you to those who believe that the greatest compliment you can give is to make a donation.



## Flower Power

**Each month, members of Lynne's Club show their support through a giving program that keeps on growing.**

Lynne's Club was created in honour of Lynne Wilson, a previous Managing Director of the Foundation who passed away in June 2006. The monthly giving program builds upon Lynne's love of gardening. Member levels range from Seed to Flower, with different donor benefits at each one.

**Thank you to the 144 active members. The program has raised \$214,572.60 since it started in 2011.**

**Flower Level Members:  
Stan and Betty Vanden Bosch**

**Warmth Level Members:  
The Boland Family  
Lyle and Gloria Byers**

**Sunshine Level Members:  
Kristen Casselman  
Mr. and Mrs. George & Margaret Countryman  
Mr. and Mrs. Gord Fetterly  
Dwayne Holmes  
Karen Thompson**



## A Generous Community

Every time the phone rings in the Foundation office, we get excited. Our generous local communities give to WDMH in so many ways and it's always a pleasure to hear your stories. They are enlightening and inspiring.

Many community groups and organizations give to help support health care close to home. They see the value of having a full-service hospital right down the road.



### Get Involved

Almost everyone in our community has a connection to WDMH. Maybe you've used the ER or had surgery. Or maybe you're a WDMH Baby.

Many people want to give back to their local hospital and the Foundation's 'What's Your Story' program can help. It brings people together to share their stories while raising funds. Foundation staff can provide support as you plan your fundraising event on behalf of the hospital.

This year's events included everything from artisan shows to golf tournaments. There were 8 in all, resulting in donations totaling \$37,196. Thanks everyone!





## Your Life's Legacy

The WDMH Foundation's Donor Wall is one of the first things that visitors see when they come into the hospital lobby. It's a place to honour and recognize those who have given outstanding financial support to local health care close to home. Now, a new section on the site also recognizes those who have made a decision to give a planned gift.

Every year, the Foundation is honoured to be the beneficiary of planned gifts. Planned gifts include bequests (through a will or estate), life insurance, shares or securities and registered assets. This past year, the Foundation received 8 planned gifts totaling \$215,604.60.

These gifts are a way for donors to help make their hopes and dreams for WDMH come true. Many thanks to these donors – and those who have already planned a gift benefiting the hospital.

If you'd like to learn more, visit [www.wdmhfoundation.ca/aboutplannedgiving](http://www.wdmhfoundation.ca/aboutplannedgiving).



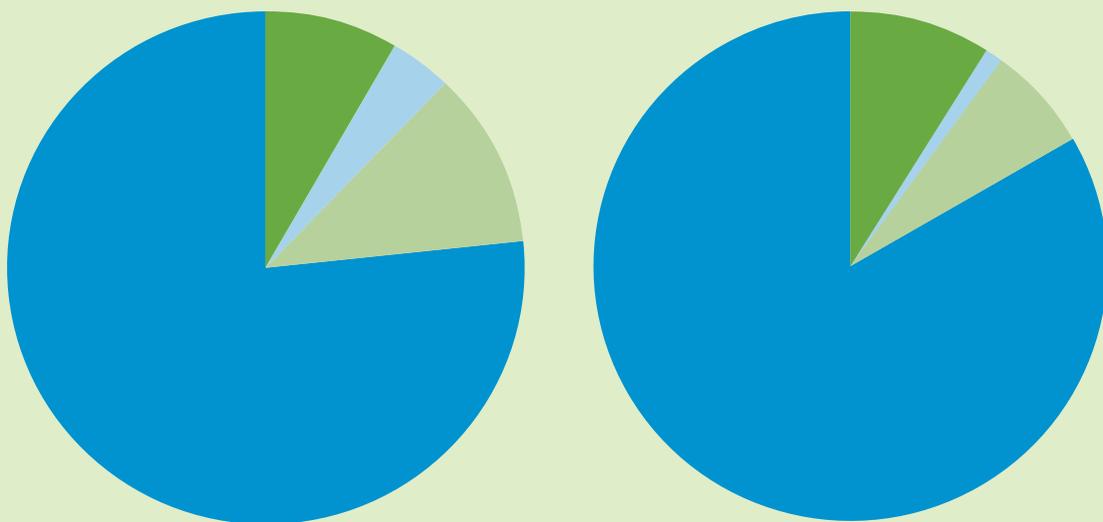
## Community Leaders

The WDMH Foundation is lucky to have a committed group of community volunteers who serve on our Board of Directors. Thank you for your time and talents.

### Our current Board includes:

- Tom Dawson, Chair
- Peter Krajcovic, Treasurer
- Tina Asselin
- Christine Chevalier
- Laura Fletcher
- Bruce Millar
- David Rijstenbil
- Gilles Roy
- Marieke vanNoppen, WDMH Board Chair
- Cholly Boland, WDMH CEO
- Connie Granlund, WDMH Auxiliary President

## By the Numbers 2017-2018



### Revenue

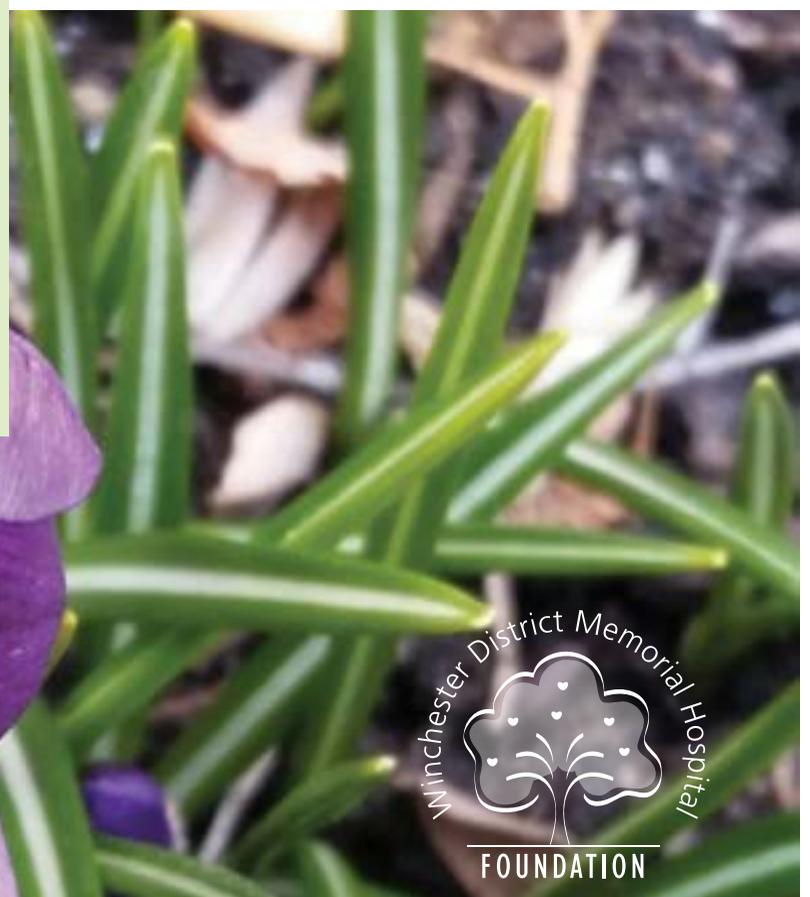
Signature Events	\$85,255
Third Party Events	\$37,196
Direct Mail	\$111,452
Other	\$761,861
<b>TOTAL</b>	<b>\$995,764</b>

### Expenses

Signature Events	\$37,703
Third Party Events	\$4,784
Direct Mail	\$28,344
Other	\$348,272
<b>TOTAL</b>	<b>\$419,103</b>

## Disbursements to WDMH

This year, the Foundation was pleased to transfer \$816,854 to WDMH. For full financial statements, please contact the Foundation office or visit [www.wdmhfoundation.ca](http://www.wdmhfoundation.ca)



## What a Team!

The Winchester District Memorial Hospital, Dundas Manor Long-Term Care Home, the Community Care Building, the Dillabough Building, and the Winchester District Memorial Hospital Foundation all work together to care for our local communities – from babies to seniors. And our local communities support us every step of the way.

Together, we are ensuring the very best care, close to home.

## Want to Learn More?



If you'd like to keep up-to-date on what is happening with local health care, sign up for one of our e-newsletters. All the news will be delivered right to your inbox.

To sign up for **CONNECT**, the Winchester District Memorial Hospital e-newsletter, visit [www.wdmh.on.ca](http://www.wdmh.on.ca) and click on the icon on the front page.



To sign up for **Because of You**, the Winchester District Memorial Hospital Foundation e-newsletter, visit [www.wdmhfoundation.ca](http://www.wdmhfoundation.ca) and click on the icon on the front page.



# Good Neighbours. Great Care. Supported by a Grateful Community.



## Care Close to Home

## Keep In Touch!

### Winchester District Memorial Hospital

566 Louise Street  
Winchester, Ontario K0C 2K0  
613-774-2422  
[info@wdmh.on.ca](mailto:info@wdmh.on.ca)  
[www.wdmh.on.ca](http://www.wdmh.on.ca)

### Dundas Manor

533 Clarence Street  
Winchester, Ontario K0C 2K0  
613-774-2293  
[info@dundasmanor.ca](mailto:info@dundasmanor.ca)  
[www.dundasmanor.ca](http://www.dundasmanor.ca)

### Winchester District Memorial Hospital Foundation

566 Louise Street  
Winchester, Ontario K0C 2K0  
613-774-2422 ext. 6169  
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[www.wdmhfoundation.ca](http://www.wdmhfoundation.ca)