



LISTOWEL WINGHAM HOSPITALS ALLIANCE

COMMUNITY NEWSLETTER

SPRING 2018

PHYSICIAN RECRUITMENT

We are excited to welcome new physicians to the Listowel Wingham Hospitals Alliance. Dr. Justin Puntillo and Dr. Sean Henderson will be working together in the Lucknow Medical Centre. They will also be providing inpatient and emergency care at the Wingham and District Hospital beginning in July.

Dr. Anthony Davies will be providing family medicine services at the Fisher Family Primary Care Centre and emergency, inpatient and anesthesiologist services at the Listowel Memorial Hospital starting in July.

Physician recruitment efforts are supported by local municipalities and Hospital Foundations along with donations and fundraisers. As existing physicians retire or transition from practice, physician recruitment efforts remain vital.



Dr. Justin Puntillo and his partner Nicole Bryant



Dr. Sean Henderson, his wife Mandy, and their children Emily, Sydney, Jack and William



Dr. Anthony Davies and his wife Juliana, and their children Daniel, Samuel and Timothy

THE BENEFITS OF THE CT SCANNER

The expected benefits have been realized from having a CT Scanner in Listowel. Patients no longer have to travel to Walkerton for CT services. This alone is estimated to save 3,700 hours of travel and 189,000 km. Patient volumes utilizing the scanner are slightly higher than expected and costs to operate are slightly lower than expected.

Dr. Yale Erenberg, LWHA radiologist, along with a group of London radiologists who provide backup coverage have all been impressed with the quality of images. This improves the ability of clinicians to identify abnormalities and diagnose.

Prior to the installation of the CT, approximately 1% of all emergency room visits resulted in a CT scan. Currently, 2% of emergency room visits in Listowel result in a CT scan.

MEDICAL DEVICE REPROCESSING DEPARTMENT



The Medical Device Reprocessing Department or MDRD, is a department that is crucial to patient safety. Almost all hospital procedures rely on medical instruments. The MDRD department will decontaminate, inspect, maintain, sterilize or

disinfect medical devices that can be reused in the Hospital. Once the new MDRD department is completed in Wingham the Wingham and Listowel departments will both have modern facilities that include separate storage areas for clean and dirty instruments and a one

way flow through the department. Staff working in this department have taken specific college level training that qualifies them to work as medical device reprocessing technicians.

WINGHAM AND DISTRICT HOSPITAL REDEVELOPMENT UPDATE

The new oncology department and pharmacy are expected to be in service beginning in early August. Shortly after, the Wingham and District Hospital Auxiliary gift shop and Foundation office will be open. The renovated team station on the second floor is also anticipated to be opened in

August. A significant delay in construction did occur early in the project as a result of structural deficiencies that were discovered after demolition. Now that the structure has been improved to current standards, construction has been progressing well.

Temporary space will be utilized for specialist visits while new exam rooms are created. Scope procedures normally done in the operating room will also be moved to temporary space to allow for the construction of day surgery space and the new MDRD.

WHEN IS IT NECESSARY TO VISIT THE EMERGENCY DEPARTMENT

It can be difficult to know when you should see a doctor. Consider the following guidelines while considering whether to seek immediate medical attention. Telephone advice is always available at Telehealth Ontario 1-866-797-0000

In Children, emergency warning signs that need urgent medical attention include:

- Fast breathing or trouble breathing
- Bluish or gray skin colour
- Not drinking enough fluids
- Severe or persistent vomiting
- Not waking up or not interacting
- Being so irritable that the child does not want to be held
- Flu-like symptoms improve but then return with fever and worse cough

In adults, emergency warning signs that need urgent medical attention include:

- Difficulty breathing or shortness of breath
- Pain or pressure in the chest or abdomen
- Sudden dizziness
- Confusion
- Severe or persistent vomiting
- Flu-like symptoms improve but then return with fever and worse cough

REHABILITATION AT THE WINGHAM AND DISTRICT HOSPITAL

Wingham and District Hospital Rehab program helps people overcome the challenges of disabling injury or illness to live active, healthier and more independent lives by providing nursing, medical care and therapies focused on an individual's recovery

goals. Rehabilitation care at Wingham and District Hospital provides a holistic approach to recovery including meeting physical, emotional, spiritual and social needs. Patients are medically stable and able to participate in therapy, ranging from

low to high intensity, as tolerated. Types of therapy include Occupational Therapy, Physiotherapy, Speech Language Pathology, Social Work, Recreation Therapy, as well as support from a Dietitian, Chaplain and a Pharmacist if required.



PATIENT EXPERIENCE

Patients and/or family members visiting any department within the Listowel Wingham Hospitals Alliance are encouraged to partake in the Patient Experience Survey. The survey can be completed by inserting the link into any web browser. <https://www.surveymonkey.com/r/patientexperiencelwaha>

We greatly value the feedback we receive from our patients, families and visitors. Survey information is utilized for quality improvement opportunities within our Alliance. If you have a concern, suggestion or compliment, we would like to hear from you. We would encourage you to first discuss your concerns with your care provider or the Department Manager. If you are unable to resolve your concern, please contact the Patient Experience Coordinator for assistance:

Listowel Memorial Hospital
Hospital 519-291-3125 ext. 6206
255 Elizabeth Street East
Listowel, ON N4W 2P5

Patient Experience Coordinator
patientexperience@lwaha.ca

Wingham and District
519-357-3711 ext. 6206
270 Carling Terrace
Wingham, ON N0G 2W0

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Listowel Wingham Hospitals Alliance

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255 Elizabeth Street East
Listowel ON N4W 2P5
519-291-3120

Wingham and District Hospital
270 Carling Terrace
Wingham ON N0G 2W0
519-357-3240

www.lwha.ca

Enriching Life's Journey Together

FINANCIAL STATISTICS

Listowel Memorial Hospital

Beds	43
Patient Days	9,036
Total Employees	218
Total Operating Budget	\$20,789,910
Total Capital Budget	\$2,618,600
Emergency Room Visits	15,387
Ambulatory Care Visits	10,854
CT Exams Performed	1,626

Wingham and District Hospital

Beds	32
Patient Days	6,351
Total Employees	191
Total Operating Budget	\$17,753,025
Total Capital Budget	\$5,513,113
Emergency Room Visits	12,308
Ambulatory Care Visits	7,992

ANNUAL GENERAL MEETING



The Annual Meetings for the
Listowel Memorial Hospital and the Wingham and District Hospital
will take place on

Wednesday June 13, 2018
at 7:00 pm

Wingham and District Hospital Board Room
285 Catherine Street
Wingham, ON N0G 2W0



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The Listowel Wingham Hospitals Alliance receives funding from the South West Local Health Integration Network. The opinions expressed in this publication do not necessarily represent the views of the South West Local Health Integration Network.