



Together. Leading Care. Better health.

Listowel Memorial Hospital
255 Elizabeth Street East
Listowel, Ontario
N4W 2P5
Tel: 519-291-3120

Wingham and District Hospital
270 Carling Terrace
Wingham, Ontario
N0G 2W0
Tel: 519-357-3210

Board meetings of the Listowel Wingham Hospitals Alliance alternate between Listowel and Wingham. Please contact either Hospital at extension 5295 if you wish to attend.



The Annual Meetings for the Listowel Memorial Hospital and the Wingham and District Hospital will take place June 12, 2013 in Listowel at Trillium Insurance, 495 Mitchell Rd S (Hwy 23), Listowel at 7 p.m.

Volunteer opportunities are available for community members interested in Hospital, Foundation and Auxiliary activities.



Hospital Board Members

Listowel Memorial Hospital

Bert Johnson, Chair
Blair Burns, Vice Chair
Tom Soltys, Treasurer
Dave Calder
Kristine Dekker
Robert Johns
Mary Kerr
Kathy Mitchell
Rosemary Rognvaldson

Dr. Russell, Latuskie, Chief of Staff
Dr. Arif Qureshi, President of the Medical Staff

Karl Ellis, President and CEO
Angela Stanley, Chief Nursing Executive

Wingham and District Hospital

Andy McBride, Chair
Amy Miller, Vice Chair
Trevor Seip, Treasurer
Sandra Campbell
Marg Carswell
Rob Hutchinson
Penny Mulvey
Gladys Peacock
Helen Rintoul

Dr. Greg Antoniadis, Chief of Staff
Dr. Jim Shuffield, President of the Medical Staff

Karl Ellis, President and CEO
Angela Stanley, Chief Nursing Executive

Interested in more details? Visit www.lwha.ca

Community Newsletter

SPRING 2013



Together.



Leading Care.



Better Health.

Quality and Safety in Your Hospital

Maintaining a safe environment in which to receive quality care is a priority at Listowel and Wingham Hospitals. Each year we identify specific areas for improvement. For the coming year, our focus will be on:

- medication incidents
- patient falls in the hospital facilities
- hand hygiene
- staff influenza vaccinations

By setting targets with regular monitoring progress and public reporting of results, we ensure that the care we provide continues to improve.

Our complaints and compliments process is another avenue where we seek ways to improve. All issues raised by patients or family members are investigated, with every effort made to resolve them. Complaints data is compiled, analyzed and shared with the Quality and Risk Committee of the Board. Board members provide Hospital staff with guidance on areas to focus future improvement efforts. We continue to work hard to meet our **communities' expectation of safe, quality care in our Hospitals.**

Clinical Services Planning

Anticipating the future health care needs of our community is no easy task. Ensuring the right mix of services is available across the Alliance is a key role of the Hospital board. The Alliance has adopted a Clinical Services Plan that outlines the services to be offered at each site. The plan describes core services that will be offered at both sites including 24/7 emergency rooms and supporting diagnostic services, ambulatory care and general surgery along with medical and complex continuing care inpatient beds.

The Wingham site will maintain a specialty focus on:

- medical oncology/chemotherapy
- urology
- rehabilitation services including stroke, cardiac and joint rehabilitation

The Listowel site will focus its specialty services on:

- care of elderly subsequent to an acute hospital stay
- **women's health including obstetrics**
- ear nose and throat specialty services

Leading Edge Laboratory Equipment

Each of our laboratories now have two new, state of the art analyzers. These instruments replaced previous equipment that ranged in age from 7 to 15 years old. The analyzers were purchased in partnership with 10 other hospitals in order to lower the capital, service contract and supply costs.



Lorraine Bohnert, Medical Lab Technologist, shows off the new Chemistry Analyzer at Listowel.

Hematology analyzers that test patient blood in order to identify disorders such as infections, anemia and leukemia were purchased for \$43,000 each. The new instruments have technology that measures 5 different types of white blood cells compared to 3 types for the older instruments. This provides the Medical Laboratory Technologists and Physicians with more information to assist with the diagnosis of blood borne diseases.

New chemistry analyzers were purchased for \$70,000 each. This equipment offers approximately 30

different tests that aid in the diagnosis of diabetes, kidney failure, liver diseases, heart failure and inflammatory diseases.

Our Mission

The Alliance strives for the best possible care of the people we serve. We ensure present and future generations have a wide range of safe, high quality hospital-based services available to them as close to home as possible.

Auxiliary Volunteers Deserve Thanks

The Listowel Memorial Hospital and Wingham and District Hospital both benefit greatly from the tireless work of numerous volunteers. Each of the Hospitals have an enthusiastic Auxiliary group that are most visible when they are staffing the gift shop in the Hospital.

Beyond gathering for regular meetings, the Auxiliary volunteers keep busy with events such as Christmas bazaars, poinsettia teas, bake sales, tag days, raffles, plant sales, bridge, euchre and rummage sales.

The proceeds from this work support the purchase of equipment within the Hospitals and student bursaries for local students interested in a career in health care. The Auxiliaries prefer to focus their funds towards purchases that improve patient comfort and safety.

Nurses Continually Upgrade Skills

Best practices for treating patients evolve over time. Maintaining high level **nursing skills is very important to our staff.** “Skills Days” are an opportunity for all nursing staff to trial new equipment and refresh knowledge of core nursing skills. In April, all nursing staff had the opportunity to learn about:

- Cardiac monitoring and defibrillation
- Tracheotomy and chest tubes
- ECG monitoring
- IV and pain pumps
- Infection control and hygiene practices
- Central catheters



Registered Nurses Jenn MacEwan & Chelsea Fallis review skills.

Speech & Language Therapy Makes a Difference to Local Children

When do babies start to talk? If my child says words differently, will (s)he have trouble learning to read? These are questions parents often ask the Speech-Language Pathologists or the Communicative Disorders Assistant. The therapists address these issues along with other questions and concerns that parents and/or caregivers

have regarding their child’s communication development.



Jane Tolton, Speech-Language Pathologist working with an enthusiastic child.

Play-based therapy for our young clients teaches caregivers how to encourage and help their child **to communicate either by developing the child’s language system or teaching the child to make speech sounds correctly.** Speech and language therapy is available at both the Listowel and Wingham Hospitals. To learn more, contact one of the therapists today or visit the LWHA website, **select “programs and services” and look for “therapy”.** Together, we can help all children to be heard.

Facts & Figures

Fiscal 2012/2013	Listowel Memorial Hospital	Wingham and District Hospital
Beds	50	38
Patient Admissions	1,479	948
Total Employees	227	187
Total Operating Budget	\$18,880,485	\$17,164,201
Total Capital Budget	\$1,243,500	\$975,650
Emergency Room Visits	13,907	10,994
Ambulatory Care Visits	10,293	10,635

Medication Management and Safety

It currently takes 22 separate steps from the time your physician writes a medication order until you physically receive the medications in your hospital bed. Most of the current processes are manual.

The Listowel Wingham Hospitals Alliance is currently working with 8 other Hospitals in South Western Ontario to both improve our medication management and distribution processes and build in safeguards. Computerized medication orders, automated dispensing cabinets, and bar-coding of patients and medications are all part of this initiative. Our new process will involve approximately 8 steps. This work will ensure all patients receive the right medication, in the right dosage, at the right time.



Automatic Dispensing Cabinets will improve medication safety.