

HEARTbeat



OUR MISSION . . . BUILDING COMMUNITY SUPPORT FOR OUR HOSPITAL

New Palliative Care Unit focused on managing pain

A new eight-bed Palliative Care Unit will provide a centralized facility for treating patients with high pain-management requirements.

Funded with the assistance of the Foundation's 'Home Sweet Home' appeal, the unit will be located in a vacant ward of the Continuing Care Centre (CCC).

Anne DeVries, a Registered Nurse who has been part of the Hospital's Palliative Care Team since 1987, said pain management has made great strides in the last 20 years.

She knows first-hand the anguish an illness can cause both patient and family. Her father died of cancer in 1985.

Now, almost all patients can have their pain managed through medication and other therapy.

The new unit will put pain-management tools close at hand for caregivers. Families will also be provided with room to carry on with as normal a life as possible while staying close to a patient in Hospital.

The creation of a specialized unit doesn't mean palliative care will disappear from the rest of the Hospital. Palliative care providers say the service will continue to provide medical and emotional support for patients with life-threatening illnesses throughout the Hospital, not just in the new Unit.

Anne DeVries said anyone with a potentially life-threatening illness needs

the "holistic" attention that palliative care provides.

Often, patients require spiritual and emotional care as much as medical treatment as they confront their own mortality perhaps for the first time.

"Most of us don't say 'when' we die, but 'if' we die," she said. A patient with a potentially fatal illness has to confront the possibility of his or her own death, as do family.

Dr. Sharon Hertwig, Chief of CCC and medical representative on the Palliative Care Team, said palliative care isn't concentrated just on death and dying. Many patients go home from palliative care, she said. Entering such care isn't a death sentence.

However, she said, it is a type of care that requires a special, team-based approach to deal with all the ramifications of a possibly fatal illness.

"Palliative care is a philosophy of care." One important aspect is healing rifts within a family. Dr. Hertwig said, "We're in the part of the Hospital that sees real miracles, as estranged family members reconcile in emotionally stressful situations."

The Palliative Care Team includes Dr. Hertwig, Anne DeVries, a social worker, a chaplain, nursing representatives from active and complex care units, a nurse-manager, as well as specialty representatives from the Hospital and community whose expertise contribute to the continuity of care for our patients and their families.



Dr. Sharon Hertwig (standing) and Anne DeVries, RN

The new Palliative Care Unit is an excellent example of the ongoing capital expenditures to enhance the comfort and dignity of patient care. This initiative is supported by the 'Home Sweet Home' appeal and why the STEGH Foundation set a goal to provide \$500,000 by March 31, 2004. Our donors assistance to achieve this goal is greatly appreciated.



Celebrating the life of Dr. E. Stanley Hagerman

Gathered in the Hospital Atrium recently, many members of the Hospital family paid a moving tribute to the late Dr. E. Stanley Hagerman—or, as he was known to many of his admirers, 'Stan the Man'.

He was lauded as a husband, father, physician and community leader.

Dr. Hagerman, 73, died on December 23, 2003.

Reverend Adèle Miles, Hospital Pastoral Care Consultant, organized and led the service, lauding Dr. Hagerman as "a person who has passed much on to those of us who are here."

She had spoken with many Hospital family members who recalled Dr. Hagerman as having the "passion and deep humanity of a much-loved friend and colleague."

When asked what they most remembered about him, "Everyone without exception named his black bag."

That bag was displayed at the tribute, along with sheet music symbolizing his love of music and roses representing his enthusiasm for gardening.

Paul Collins, Hospital President and CEO, recalled Dr. Hagerman would start any conversation with a compliment for the other person.

He set high standards for quality, dedication and commitment reflected today within the entire Hospital.

He exemplified compassion and respect so fundamental to caregiving. His affable and dedicated personality created a permanent close link between the Hospital and the community he served.

Sharon Little, a Director of the Foundation Board, said the new wing to be built to house the Surgical Suite, ER and Ambulatory Care Centre, would be named after Dr. Hagerman.

He was intelligent, insightful, the ultimate diagnostician, musical, and shared his time freely with causes.

"He made us feel special," she said, adding, "his first words to a new friend were usually, 'Just call me Stan'."

"Stan's passion was his work, and didn't we all benefit?"

She was privileged to work with him preparing for the Hospital's pending capital campaign for the new wing, now named for him.

She knew his participation in the campaign would have guaranteed its success because of his special connection to the community.

She called on the Hospital to carry on in his honor. "We owe it to him to be successful."

Dr. Kelly Jones, Physician Leader - Medical Program, praised Dr. Hagerman for his devotion to patients, dedication to medicine "and his congeniality with everyone he met."

'Stan the Man' was approachable, friendly and willing to help. He was always available as needed by patients or medical staff, day or night.

Dr. Jones thanked Dr. Hagerman's family for their understanding and generosity in sharing their husband and father with the Hospital and community.

Maria Cupples, an ER Registered Nurse, said, "When someone dies, our



*Dr. E. Stanley Hagerman
1930-2003*

world changes in an instant. That was never more true than last December 23, when our beloved Dr. Hagerman took his last journey from our Hospital."

She had known him for 34 years, and his life had touched everyone at the Hospital, and many in the community.

"As nurses, we delighted in playing jokes on Dr. Hagerman. He never knew what he might find slipped into his black bag. We are all better human beings for having known and worked with Dr. Hagerman."

Tributes to Dr. Hagerman

At the time of writing, in-memorial gifts received by the STEGH Foundation exceed \$31,000! Held in the Dr. E. Stanley Hagerman Building Fund, these gifts are sincerely appreciated by the Hagerman family and the Foundation. A major capital fund raising campaign will follow Ministry approval of the proposed new wing.

All members of our community are welcome to sign a large card which will be located in the Lobby at the Hospital's main entrance.

An update on the Building Renewal Plan and Campaign

With the passing of Dr. Hagerman, the Foundation's Board of Directors and members of the Campaign Cabinet will be undertaking a process to appoint an individual to fill the vacancy

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for the position of Campaign Chairman.

In January, the Hospital's Board of Governors completed a review and affirmed that it is more cost effective and less disruptive to patient care if all areas included in the \$26 million capital project proposed to the Ministry of Health and Long-Term Care (MOHLTC) in 2002, are constructed simultaneously. This includes the ER, Ambulatory Care Centre and Surgical Suite, all of which would be in the new 2 story wing which will be named in honor of the late Dr. Stan Hagerman.

At the same time, construction of a new building, appropriate for mental health care, is also anticipated in the vicinity of the present Dr. J. W. Snell Building. Costs for this building are 100% funded by the Ministry. This new building enables STEGH to provide mental health care services mandated as part of the Ministry's mental health plan reforms within the region.

In pursuit of receiving project approval and funding for all of the above, the Board of Governors asked for an opportunity to dialogue with the officials of the MOHLTC.

Solid advice for our future

A group of community professionals from the field of law, accounting and financial services meet as members of the Planned Giving Advisory Committee. The Committee assists the Foundation in planning its program and promoting planned or legacy giving. Learning about and integrating this type of giving in estate planning is important regardless of the size or complexity of one's assets.

Members of the Planned Giving Advisory Program are – Chair: Douglas Gunn, Gunn & Associates; Paul Bode, Edward Jones, Aylmer; Carol Lincoln, recently retired Royal Bank, St. Thomas; Peter Girty, Chartered Accountant, Dutton; Don Page, retired Vice-president of Finance of Toronto Stock Exchange, Wallacetown; Jack Huber, Hennessey, Bowsher, Gibson & Carrie; Wayne Munday, Munday & Adamson Chartered Accountants and Tom McKenney, Executive Director of STEGH Foundation.

The impact of planned gifts to STEGH has been significant. Gifts protect and enhance patient care at our community Hospital. By providing staff with the equipment and facilities necessary for quality health, they bring

comfort to the sick and injured close to home! Ask any member of the Advisory Committee or STEGH Foundation staff about how vital planned gifts are today and for the future!

Donors are responding to the needs at our Hospital through legacy gifting. The numbers reveal a growing list of individuals who have self identified their decision to make a future gift to benefit patient care.

While Will Bequests are popular, Charitable Remainder Trusts and Life Insurance have also been used to arrange a gift. We advise individuals to seek help from their professional advisors and talk to family when making personal plans. Once the decision is made, it is very helpful to make the STEGH Foundation aware of their gift.

I invite you to contact me at the Foundation to request educational material about Planned Giving. I can also assist you with information about Hospital services and vision. All inquiries are held in strictest confidence.

Andrew Moore
Planned Giving Officer
STEGH Foundation
631-2030 ext 2727
Email – anmoore@stegh.on.ca



Housekeepers front line in battle against infection



Lisa Minielly

Housekeepers are the front line of the battle against the spread of infection at the Hospital, says Lisa Minielly, Manager of Housekeeping Services.

The Hospital employs the equivalent of 40 full-time staff responsible for cleaning all patient care rooms, offices, public areas and corridors.

They are trained in the best way to combat the spread of infection.

Their work is often repetitive and sometimes requires a strong stomach, she said, but is vital in keeping patients safer from the hazards of cross-infection.

The entire Hospital is cleaned daily, rather than weekly, like a typical home.

New chemicals are extremely effective in battling the spread of germs, she said. Housekeepers are constantly exposed to these cleansers and disinfectants. They are thoroughly trained to work safely.

Products used are scent-free, to be as inoffensive as possible to patients, visitors and employees.

While our Hospital was SARS free (Severe Acute Respiratory Syndrome) last year, the pre-cautions taken brought into sharp focus the need for Hospital infection control.

An outcome from that is there are 180 hand sanitizing stations now being installed around the Hospital.

She said this would help control the spread of potential serious infections, and will be useful in daily infection control.

Housekeepers are also an important factor in keeping patients as happy as possible.

"Nothing raises the spirits like a clean room." Housekeepers have always received high marks for their work from frequent in-patient surveys. Patients ranked Hospital cleanliness either good or excellent 85% percent of the time.

"That is outstanding", she said. "It reflects the dedication and commitment each Housekeeper contributes to the quality of patient care".

Thank you, for helping



Port Stanley Lioness Club President, Beth Ann Connors (right) presented a gift of \$500 for the Dr. Stan Hagerman Building Fund. Accepting on behalf of the Hospital & Foundation are (left) Chris Stinson, Paul Collins and Dr. Don Lawrence.



Ray McNeil (right), Controller, and David Walsh (centre), HR Manager, representing A. Schulman Canada Ltd., presented a gift of \$2,500 to Foundation President, Dave MacIntyre.

Schulman's gift will assist the Foundation's 'Home Sweet Home' appeal to provide the Hospital with \$500,000 to assist with capital expenditures to maintain and enhance the comfort and dignity of patient care.



Karel Van Tol (left) Manager, St. Thomas Pharmacy, presents a \$3,000 to Ruth Gaudreau, Foundation Planned Giving Officer, on behalf of the St. Thomas store and the Foundation for Families.



A gift of art was received from local artist Shelley McVittie. Accepting the gift is Dave Mennill, Foundation Director. The prints were part of a silent auction at the HOPE (Help Optimize the Palliative Experience) event that helped raise \$3,700 for Palliative Care.



Marion Garbutt (left), representing Nutrition and Food Services (NFS) presents the Valentines Gift Basket to ticket winner Barb Stafford. The proceeds of \$445.53 go to support the Foundation's "Home Sweet Home" appeal. NFS staff throughout the year help many community organizations with basket raffles.



Carl Withenshaw (right), on behalf of the Elgin Kiwanis Club, presented a gift to Cathy Arnold, RN – Charge Nurse, for the Family-Centered Maternal Child Unit.

Patients, visitors and staff of the Hospital appreciate this gift and sincerely appreciate the Elgin Kiwanis Club!



Altana Pharma have made a gift to the Foundation through St. Thomas Pharmacy to help fund a Scientific Research Project that weighs chemicals within 0.001 grams quickly. Presenting the gift from St. Thomas Pharmacy with from left Susan Kolator-Cole and Sharon Little, Foundation Director.

g us help the hospital



...t. Thomas Canadian Tire Store
...ault, RN, and Andy Moore,
...icer. The gift was given on
...d its Canadian Tire



For many years Rogers Video has replenished the 'Jolly Trolley' kids video library in the Family Centre at STEGH. Accepting videos are: (back) Cathy Arnold RN, Rogers mascot RV, Joe Docherty, St. Thomas Store Manager; (front) Lloyd Churchill, Foundation Treasurer and Kelly Johnston RN.



Ron Elliott, Vice President of the Foundation, accepts the net proceeds from the HOPE event from Dr. Sharon Hertwig.



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...the continued generosity of the



Gorman-Rupp of Canada Limited recently presented \$1,000 to the Foundation, accepted by President, Dave MacIntyre (3rd from left).

From left Karen Whitcroft, Tom Polland, (Dave MacIntyre – Foundation), Chris Chapman, Roxanne Blackman and Carol Vervaeke, the committee of employees selected to make charitable gifts on behalf of Gorman-Rupp, present the cheque and encourage support to the Foundation's 'Home Sweet Home' appeal.

Dr. Hertwig and her fiancé, musician Don Baker, hosted a fund raiser at their on home in December. Their 'Help Optimize the Palliative Experience' (HOPE) event raised approximately \$3,700 for the Hospital's new Palliative Care Unit.

Many musicians played at the event and the community generously donated items to a silent auction and raffle.



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The Port Stanley Lions Club made a pledge of \$10,000 to help purchase patient care equipment. Accepting the second pledge payment of \$2,000 is (left) Dave MacIntyre, Foundation President from Ron Wesenger, Larry Larmour and Chuck Frank.

Crisis support volunteers - there when needed

When a loved one dies suddenly, family and friends can be left devastated in the Hospital's ER.

That's when a team of crisis support volunteers steps in, to help however they can.

Maria Cupples, a Registered Nurse in ER, coordinates the team with Reverend Adèle Miles, Pastoral Care Consultant.

She said nothing is harder for a nurse than telling someone a family member has died.

With hectic caseloads in ER, and increasing requirements for legal paperwork connected to sudden deaths, nurses didn't have time to provide all the comfort and support they wanted to.

Volunteers, most with fulltime jobs, were on duty for 108 hours at a stretch, ready to drop everything and come to the help of a family in need.

The program started with eight volunteers in December 1999. At the time, they assisted only in cases involving the death of adults over 21.



Members of the Crisis Support Volunteer Team

Eighteen months later, they made the courageous decision to extend their services to families stricken by the loss of a child.

"A child's death was even more emotionally intense than an adult," Nurse Cupples said, "and put greater demands on the volunteers." They underwent months of special training to cope with the added requirements.

Volunteers take care of a grieving family by providing drinks, nourishment, warm blankets, information, and help making telephone calls.

They are a vital link between the family and nursing and medical staff, and other agencies that might be involved in a sudden death.

Volunteers have dealt with all situations, from a woman left widowed with no family in this region, to a situation with 30 to 40 relatives crowding into the ER.

Surviving family members are under intense pressure following a death, and that increases markedly if an investigation is involved. Nurses, too, have special responsibilities in such cases, enabling volunteers to devote themselves wholeheartedly to the family, providing a shoulder to cry on in an atmosphere of complete confidentiality.

Nurse Cupples said she has witnessed first-hand the services provided to families.

She knows how much the volunteers are valued, as proven by "the hugs, the thank-you's."

The volunteers meet monthly to review how they handled cases and find ways to improve their selfless service.

Celebrating 50 Years of Caring

Sharon Little is pleading for anyone who was involved with St. Thomas-Elgin General Hospital during its opening in 1954 to contact her with information as organizers ready for the hospital's 50th Birthday celebrations May 10 to 16.

She is Chair of the committee organizing the celebrations, which includes other events throughout the year.

She can be reached at 633-6781 or e-mail at sharwiss@sympatico.ca.

Mrs. Little wants to hear from anyone born at the Hospital that year, former employees, construction workers and others.

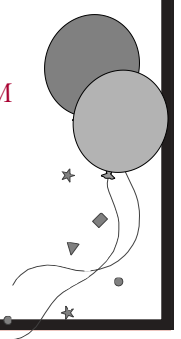
Their stories will become part of a historic journal to be presented to the Hospital May 11.

Foundation donors and the public are invited to join these informative evening lectures in the Atrium.

The Practice of Medicine – Then and Now

Topics:	Dates - Tuesday, 7 PM
Nursing	March 30
Emergency	April 27
Surgery	May 25
Diabetes	June 29

FREE PARKING



Dr. Vaughn Poots in practice for 60 years!



Dr. Vaughn Poots

Dr. Vaughn Poots of Aylmer finally retired last May from practice after 60 years in medicine! He looks forward to returning to the Hospital in the near future to continue his professional camaraderie with colleagues.

He was in a serious car crash last year, and has had to skip his regular Hospital visits. He is nearing the end of his forced recuperation.

He was born in Belfast, Northern Ireland, and graduated from medical school of Trinity College in Dublin in 1942. He worked as a surgeon in London, England and it was there he met his late wife June, a nursing graduate.

After the war ended, they came to feel Britain was too crowded. They moved to Canada in 1957, after Dr. Poots had already been in practice for 15 years.

Awaiting certification here, he worked at a tuberculosis sanatorium in Windsor for 18 months. After earning certification in 1959, he and his wife moved to Aylmer joining the practice of Dr. Coquhon, who was assisted at that time by a relatively new physician, Dr. George Beveridge.

Following Dr. Coquhon's retirement, Dr. Poots and Dr. Beveridge continued as partners in their practice until 1994. They put in long hours at the office, and at the Hospital too.

Dr. Poots said he considered the opportunity to treat several generations of families over the years a "privilege."

He also greatly enjoyed working at St. Thomas-Elgin General Hospital.

Years ago, he said, physicians were not as overtaxed as today in providing office care for patients.

They had the time to visit the Hospital in the morning, to review the progress of their patients.

He said that was a wonderful

opportunity to track the progress of a patient through the entire course of a hospital stay. That better prepared the physician for treatment when the patient returned home.

It also provided a "constant process of education" as a family physician saw specialists working.

He felt "very welcome" at the St. Thomas-Elgin General Hospital from the start, he said. He quickly developed close friendships with nurses and the medical staff.

During 35 years of privileges at STEGH, he saw efficiency in treatment increase greatly, and the length of patient stays decrease.

Patients who would be in Hospital for weeks in the past were now home in a few days.

"The Hospital has always set high standards, and continues to serve the community very well."

After he and Dr. Beveridge closed their office in 1994, Dr. Poots continued a limited practice at the Ontario Police College and patients in nursing homes.

His goal was to be in continuous practice for 60 years, and he accomplished that!

On its 50th Birthday, Tuesday, May 11, 2004, the 50th Birthday Celebration Committee will launch a new flag at the front of the Hospital. The design will be selected from entries to the 'Design our Flag Contest' now underway in the Hospital where everyone has an opportunity to submit a design.

Also, on May 11, STEGH will host the St. Thomas and District Chamber of Commerce "Business After 5". With a "Viva Las Vegas," theme, "Elvis is in the Building." That event is open to all Chamber members and their employees.

Other celebrations will take place during the week of Monday, May 10, to Sunday, May 16, including staff dress-up days, games and cafeteria specials.

Sunday, a Community Reception will be in the Atrium from 1 to 3 p.m., with birthday cake and refreshments.

The theme will be the "50's", with Elvis, rock-and-roll dancing exhibition, face painting, clowns, historic cars and a giant birthday card for everyone to sign.

Organizing committee members are Sharon Little, Chris Stinson, Susan Gordon, Jean Fotheringham, Mary Jane Doan, Sue Wadley, Sylvia Hofhuis, Marg Sanderson, Lynn Smith, Rita Herbert, Ardythe Anderson, Glenda McKenzie, Cathy Fox, Barb Murray, and Dr. Don Lawrence.

Mrs. Little said many others have volunteered to assist during the year, and she looks forward to the celebration.

Grand

DRAW

2004



St. Thomas-Elgin General
Hospital Foundation

Celebrating



50 YEARS
of Caring

1954-2004



By supporting the St. Thomas-Elgin General Hospital Foundation's Grand Draw 2004, you may help save a life — and it may be your own!

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We're giving away \$11,000 in Prizes

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GIVING AWAY**

more chances to win!

We'll make your life GRAND with
3 Draws of \$1,000 each on the following dates in 2004:
Friday, April 30 Friday, September 24
Friday, May 28 Friday, October 29
Friday, June 25 Friday, November 26
Friday, July 30 Friday, December 17
Friday, August 27

Don't be disappointed - BUY EARLY!

Win more than once — your ticket goes back in so you're eligible for all draws.

Final date to purchase your Grand Draw 2004 ticket - April 29, 2004, 8:30 a.m. No tickets will be sold after this date and time.

Early Bird Draw Date at 12 Noon, April 1, 2004 in the STEGH Foundation Office.
You must purchase your ticket by March 29, 2004 at 8:30 a.m. to qualify for the Early Bird Draw.

THANK YOU

Over \$17.3 million has been distributed by the STEGH Foundation to benefit patient care at our Hospital.

With special thanks to our Sponsors:



STEGH FOUNDATION

189 Elm Street, St. Thomas — Monday - Friday 9 - 5 See us on the ground floor of Hospital.

TICKET ORDER FORM

Send me _____ ticket(s) x \$50.00 ea. = \$ _____

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