

HEARTbeat



OUR MISSION . . . BUILDING COMMUNITY SUPPORT FOR OUR HOSPITAL

New CT scanner - faster, finer and further for patient care

A new CT scanner able to do the crucial job of diagnostic imaging much faster and with greater detail will be installed at the Hospital this autumn. In scanning faster, this reduces patient motion and breath-hold time, providing superior quality pictures and patient care outcomes. Our Hospital must compete to attract and retain health care professionals; this technology is essential to those initiatives also!

The \$1.125-million cost is being completely underwritten by the STEGH Foundation. Fundraising has begun.

The new machine is urgently needed to replace a scanner installed in 1996. The first scanner was completely paid for by donations to the Foundation as no government funding was available. It's located in the Edward Turner CT Scan Suite. That building name salutes a Southwold Township farmer who left the Foundation a Will bequest used to build the suite.

Ron Elliott, Foundation President, said, "It's time for our patients and health-care professionals to have access to the benefits and features provided by this technology. The new CT will aid STEGH in its quest 'to be the best community hospital in Ontario!'"

CT (Computed Tomography) combines computers and x-ray machines. X-ray's passing through a human body are converted into digital images. They can be combined to create detailed 3 dimensional pictures.

Radiologists are the physician specialists who examine those test results to diagnose a patient's ailment without intrusive surgery. Head, chest and lower back are most frequently scanned. STEGH performs 7,700 scans a year. That's nearly four times as many as in eight years ago. Emergency patient



WOW - \$20,000 from Auxiliary

Members of Auxiliary presented \$20,000 for the new CT scanner to the STEGH Foundation!

Making the presentation (front left) Auxilians Carl Withenshaw, President Norma Mann, Jeannette Boyd, Edith Smith and HELPP Ticket Committee Chair Eleanor Ryder. Accepting are (back from right) Foundation Vice-President Dave Mennill, Dr. Kevin Harding, Chief of Medical Imaging, and Jim Herbert, Manager of Diagnostic Imaging.

Funds were raised from break open ticket sold in the Hospital!

situations account for 1 in 5 of scans provided.

Dr. Kevin Harding, Chief of Medical Imaging, said, "CT scanners are extremely important in emergency cases. That's especially true for trauma and suspected stroke patients." The scanner is now available for head trauma and suspected stroke patients 24 hours a day, seven days a week.

Significant advances have been made in CT technology in the last eight years. The new CT machine will scan a head in approximately 5 seconds, compared to 40 in the past; a chest in 10 seconds instead of 30! That reduction makes the process much easier for patients, especially children, who must hold their breath and/or keep still during scans. The new scanner will also capture images from 3 different angles at once.

The new scanner offers other capabilities in addition to faster speed and increased clarity. It can be used for a 'virtual colonoscopy'; reducing patient medication and discomfort, this will compliment conventional colon procedures used in detecting and assessing polyps and lesions. The scanner will provide more enhanced capability for stroke diagnosis and enhance cardiovascular imaging.

Jim Herbert, Manager of Diagnostic Imaging, said, "It will give physicians and technologists a far superior diagnostic tool to do their work. They want to do their job well and providing them with the equipment to do so makes STEGH an attractive workplace. That's important in a medical specialty where demand greatly outstrips the skilled labour supply."

Leaving a legacy to benefit community



Foundation on gift stewardship and name recognition plans.

On a beautiful Sunday afternoon last June, with assistance from the family, friends, neighbors, elected officials, donors and members of the hospital family, we gathered together to honor and

celebrated their legacy gifts through the dedication and naming of two new care units.

We are delighted that these two new units, The Michael and Irma Koleada Transitional Care Unit and the Stuart and Irene Lunn Palliative Care Unit, re-introduced patient care throughout the Hospital's Complex Continuing Care Centre (CCC).

The Michael and Irma Koleada Transitional Care Unit (CCC Unit B)

This unit is home for up to 15 patients awaiting discharge to home or transfer to a long term care facility. Patients have meals and conversation with other patients and staff in the dining room looking out to a beautiful court yard. The unit offers wheelchair exercise, a library, pet therapy and an outdoor garden.

The Stuart and Irene Lunn Palliative Care Unit (CCC Unit D)

Eight tastefully-decorated rooms promote privacy and comfort for individuals who have a progressive life threatening illness. The unit provides a home-like environment with a garden theme where patients will receive pain and symptom management, and together with family, receive psycho/social and spiritual support. Family and other loved ones have comfortable family rooms for their respite

including one with a newly installed shower to 'freshen up'.

In addition to assisting with establishing a Palliative Care Unit, the Lunn's legacy gift assisted with the cost for the new Chemo Unit and provided a fund for the ongoing training and education of health care professionals.

Patients, their families, Hospital and health care professionals – all benefit from these extraordinary gifts!

Please consider how your legacy could include enhancing health care at STEGH!

Everyone wants to be remembered for their life's accomplishments. A legacy gift to the STEGH Foundation will provide assurances of a lasting legacy to benefit the health care needs of your community for future generations.

I welcome your call to show how the above and other legacy gifts have made an enduring difference in the care available in our community today.

It would be my pleasure to assist you, your family and professional advisors, to help you thoughtfully consider and reach an informed decision about your legacy gift. Thank you for your help to the STEGH Foundation which has a vital and significant role to assist our Hospital with its vision to be 'The Best Community Hospital in Ontario'.

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

Michael and Irma Koleada and Stuart and Irene Lunn gave exceptional gifts to the Foundation, during their life time and through estate gifts recently received. Following their passing, legacy gifts they arranged some time, are now a wonderful benefit to our community Hospital!

While researching their lives, I had opportunity to speak with family and close friends. Stories shared were personal and candid, touching on heartfelt moments and humorous incidents; they painted a picture of care and concern. It was clear that these couples wished to share 'life's good fortune' with the community they loved by helping the St. Thomas Elgin General Hospital to enhance the quality of care available locally.

These couples methodically planned their legacies to mirror their values.

They documented their wishes with help from their lawyer or financial advisor; the clear instructions and proper wording used were most helpful to the Foundation. Executors aided the



HEARTbeat
is produced by the
St. Thomas-Elgin General
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Paying tribute with birthday donations

August “Augie” Spangenberg of Southwold Township found a great way to celebrate his 65th birthday while providing a wonderful gift for STEGH.

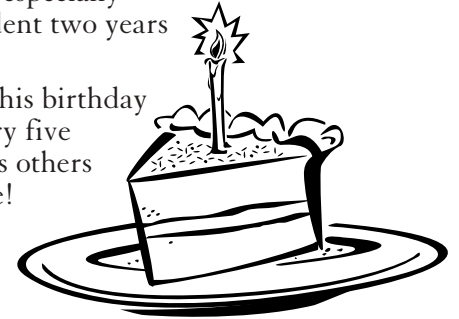
When he and his wife Ilse organized a party last year for his 65th birthday, he decided to follow an example set by his mother in Germany.

She was blind, and on major birthdays, such as 65, 70, and so on, she asked anyone bringing a gift to make it a monetary donation for charity—in her case, for agencies working with the blind.

He decided to follow suit. “What can you give a 65-year-old man?”

So last October 12, the 75 or so guests who attended his party paid tribute to him through donations to the STEGH Foundation. He selected the Hospital because of gratitude for care, especially following a bad accident two years ago.

He plans to make his birthday a donation party every five years, and encourages others to follow his example!



Meeting care needs in new specialized units

STEGH is meeting specialized patient-care needs and taking steps to retain highly-skilled staff through creation of four new units: Palliative Care, Transitional Care, Constant Observation and Step Down Units

Linda Millard, Vice-President of Patient Services, says, “The Hospital wants to be an ‘employer of choice’, in other words, a place where highly-trained workers want to stay their entire careers. STEGH places great importance on providing ‘employees of choice’ the best opportunity to help patients.

One way to do that is to provide employees with a setting where they can do the kind of work they most want to. Some enjoy caring for a wide variety of patients, while others are challenged by patients with particular needs. These specialized units give the Hospital an additional tool when trying to recruit recent graduates who want to apply particular skills and education.

She said having specialized nurses working together in a single unit also allows for ‘mentoring’. Newcomers can hone their skills under the supervision of experienced nurses.

The specialized units allocate nursing care and other Hospital resources most efficiently, to be sure that those who need additional care get it.

The Hospital opened the 4 bed ‘Constant Observation Unit’ on the 2nd Floor North, last May 17. This unit is for patients who are recovering from surgery where they have been under anaesthetic for some time, had complex surgery, require an epidural catheter for post-op pain management or will require greater monitoring because of their medical history.

The ‘Lunn Palliative Care Unit’ opened on July 19 and the ‘Koleada Transition Care Unit’ opened on September 7. See the related story on Page 2 for more information on these units.

A ‘Step Down Unit’ (SDU) with 12 beds will open this autumn, also on the 2nd Floor West. It is for ‘medically fragile’ patients who require more hours of nursing care than a general

medical ward but not as much as is required for patients in our Coronary and Intensive Care Unit (CICU). In the SDU, patients will typically stay 2 or 3 days while their vital signs are frequently monitored to ensure their condition remains stable.

Chemo unit moves to big, bright quarters

The Chemotherapy Unit at STEGH has a new home on the 4th Floor, South.

Linda Millard, Vice-President of Patient Services, said, “Its former quarters were needed for the Step Down Unit and we used this opportunity to relocate and improve the Chemo Unit, making it ‘more patient-focused’.

Brenda Lambert, Director of Ambulatory Program, said, “The new, recently-renovated space is larger and more open while also providing increased privacy for the treatment area. That’s very important for chemo outpatients. Some want to share their experiences as they undergo sometimes gruelling therapy, but others find comfort in solitude”.

The unit primarily provides treatments for breast and bowel cancers, also provides follow-up examinations after chemotherapy and/or radiation and is a satellite clinic of the London Regional Cancer Centre. The unit strives to provide as wide a range of therapy as possible here, so area patients don’t have to add travel to their already stressful lives.

Ms. Millard said, “Nurses get to know patients extremely well and have a great level of compassion. The patients really love the nurses”.

About 45 patients a week visit the unit. A chemo treatment can take up to eight hours, so nurses try to make patients comfortable. The unit has a television set and stereo for patients, as well as a quiet place to rest.

The renovations and new furnishing were funded through the STEGH Foundation while a number of items, such as a TV and microwave, were thoughtfully donated to complete a more patient-focused Chemo Unit.

Thank you, for helping



Support and participation grows for Truck Show!

Larry Davis, Buckhorn, Ontario (3rd from right) and his 2001 Freightliner took 'top' spot at the Foundation's 2nd annual truck show, presented in conjunction with the St. Thomas Dragway.

Al Riddell, (2nd from left) President of Canadian Timken, Limited, platinum sponsor for the event, presents Tracy and Larry Davis with the Judges Favourite Truck trophy, which also comes with BIG bragging rights!

Paul Collins (left) Hospital President and Ron Elliott and Tom McKenney of the Foundation join in the presentation.

In total 34 trucks and 12 vendors participated at the weekend event.



The St. Thomas Police Association generously donated proceeds (\$4,241) from their annual Spring Dance to create a playroom for STEGH's Emergency area. This wonderful playroom gives parents an opportunity to keep their children entertained with videos & colouring while waiting for care in Emergency.



The St. Thomas Lord Elgin Kiwanis Club donated \$500 to help children in the Family Centre. Kiwanian Carl Withenshaw (left) presents a cheque to Chris Stinson, Foundation Program Coordinator and Ron Elliott, Foundation President.

g us help the hospital



Order of the Eastern Star Adah Chapter #276 Wallacetown donated \$887 to the Family Centre. Making the presentation from left is Murray Harrie, Worthy Patron, Isabele Reid, Worthy Matron to Heather Thompson, Director Surgical Program and Chris Stinson, Foundation Program Coordinator.



Employees at Wal-Mart, St. Thomas raised \$2,033.86 to help STEGH's new Lunn Palliative Care Unit. Ally Campbell, (front middle) daughter of Walmart employee Pam Campbell (front left), grew her hair so that she could donate it - all 10" - to the Angel Hair for Kids Program. Her generosity inspired employees to raise money for STEGH through many events such as a BBQ, bingo & other fun contests.



Canadale Nurseries, St. Thomas hosted their Annual Open House September 10-12th and invited the Hospital Foundation to bbq hotdogs to raise money for our new CT Scanner. The bbq raised \$1,160 and the Intven family who own the nursery, made a very generous donation of \$5,000. From left is Joan Intven, daughter Pauline Intven-Casier, Becky McLachlin & her husband Dr. Hugh McLachlin, Foundation Director.



Caitlin McNeil (front right) celebrated her 12th birthday in a rather unique way. She asked her friends to bring a stuffed toy to her party so that she could donate them to children in the Family Centre during their stay. With Caitlin's permission, the big stuffed bear was presented to the 1st baby born following STEGH's 50th Birthday - Baby Colin and his parents Lori & David Hill of St. Thomas.

Lab does 425,000 tests every year

The Lab at STEGH conducts 425,000 tests for inpatients and outpatients every year, Sue Vollbrecht, Manager of Laboratory Services, says.

They examine tissue and fluids from the human body to identify changes from healthy function and structure.

Information is sent to a patient's doctor to be used in diagnosis and may be analyzed by doctors known as Pathologists who work within the Lab.

Data can also be used in establishing a 'picture' of a patient's health, monitoring progress of a patient or screening selected age groups for certain indicators of ill health. A patient's medical record during his or her life contains an average of 70 % lab data.

The Lab operates 24 hours a day, seven days a week. It has 40 full and part-time workers. They include pathologists,



medical lab technologist, medical lab assistants, medical secretaries and a manager.

Laboratory work is known as 'inner science' or 'the science of your life'. Most common blood tests are checks for levels of haemoglobin, glucoses (sugars), electrolytes and cholesterol. Most

frequent pathology tests are pap smears and tissue analysis. Some tissue samples are even sent to the Lab during surgery. Surgeons wait for results before resuming their lifesaving work, guided by what the Pathologist reports back to them.

Lab technologists frequently take blood samples from outpatients. They see 27,000 a year. Ms. Vollbrecht said a recliner chair recently purchased through a donation to the Foundation is a great help. "Our patients absolutely love it." It makes a patient more comfortable during a test. It can be reclined quickly if needed.

She praised donors for another recent donations, such as the bloodbank refrigerator. Blood must be kept at a certain temperature. It's a valuable lifesaving asset, and the new refrigerator helps ensure none ever goes to waste.

New hip gives man a new lease on life

Brian Munroe of Central Elgin can sleep through the night again, thanks to orthopaedic hip-replacement surgery at STEGH last year. He was diagnosed several years ago with osteoarthritis. Pain was kept under control at first with Advil. As it grew worse, he tried other medication, but it bothered his stomach.

Mr. Munroe, a welder for 15 years, began having increasing trouble with his right hip. "I was in pain 24 hours a day."

He went to his family physician who, after an x-ray, referred him for an orthopaedic consultation.

He saw Dr. Southcott, an orthopaedic surgeon, on July 14 last year, and had his hip replaced December 17.

"I was pretty lucky," said Mr. Munroe. He had heard horror stories about long waits for similar surgery at other hospitals. Before his operation, he talked to several acquaintances who had similar surgery. They all told him about their "instant relief" from chronic pain. He looked forward to that. His pain was so bad, "I couldn't sleep at night." If he rolled onto his right side, he felt like someone had hammered him in the hip. Arthritis is 'a pain around the clock, a



Brian Munroe and his wife Jane Taylor at their Central Elgin home.

nagging, constant companion'.

He went in for his surgery at 11 a.m. He woke up later that afternoon. "That pain was gone." The day after his operation, he slept through the night for the first time in eight months.

He still has occasional pain in his hip, but not constant. "I would have replacement surgery again 'in a New York minute'", says Mr. Munroe.

Connie Goold, Manager of STEGH's Surgical Suite, notes, "A variety of orthopaedic surgeries are performed at our Hospital. This year, approximately 160 total hip and total knee replacements are likely in addition to foot and shoulder surgery."

Total-joint replacements like Mr. Munroe's are vital in improving a patient's quality of life by relieving chronic suffering and increasing mobility.

"Donations are extremely important in providing the latest high-technology equipment to surgeons. That equipment makes surgery quicker and more efficient, and reduces recovery time for patients." Also, she noted, "Patients often have memories of only fleeting contact with surgical staff before going under anaesthesia. But just because the staff is masked doesn't diminish their compassion for and dedication to their patients."

Working to realize a vision of being the best

Paul Collins, when he became President and Chief Executive Officer of STEGH three years ago, established his vision for the future—“**To be the BEST Community Hospital in Ontario**”. He enlisted staff, patients and the community in achieving that. Progress is slow, sometimes painfully so.

But Chris Livingstone, a Registered Nurse working in Complex Continuing Care (CCC), says “Although there are ups and downs, she is starting to see signs of positive progress.”

She is on several Hospital committees, including the PULSE Team which is surveying staff about their values. Chris has been a nurse for 34 years, almost all of it in STEGH’s CCC. She works in that unit because, “I love that I can make a difference. It’s really hands-on basic nursing”.

She adopted the new vision as soon as she heard it because as a child her father told her, “all we ask of you is to be the very best you can be.” That is in tune with the Hospital’s vision. “Evolution is painful, and it never happens quickly”, but she believes staff are becoming infected with Paul’s

enthusiasm to be the best. On the journey to implement the vision, a big part of Paul’s focus is making the Hospital a great place to work; to be an employer that staff want to work for. Staff viewed his initial promises with understandable scepticism, but are turning into believers. She said Paul and his management team are going the extra mile in working with employees to improve the Hospital environment for both patients and staff.

Paul, when asked about progress, cites measures taken through the organization structure to enhance accountability for results in patient care and employee satisfaction. “Increased participation by Hospital staff and physicians in decision making about their work and work environment has been key.” Integrating physician leaders in decision making is helping to remove barriers and enabling all front line care givers to be nible is response to our patients needs. “Our strategy to become the employer of choice requires everyone involved in managing the Hospital to share in this accountability in their efforts to equip staff, modernize facilities and equipment.”

How will the Hospital know when it’s the best? Mr. Collins said, “The patients and their families will tell us, as will the Hospital family who serve them. Through this ongoing formal patient satisfaction survey process, results are compiled and ‘graded’ in a ‘report card’ to compare with all other community hospitals in Ontario. For our Hospital staff, feedback from surveys and discussions from groups such as the PULSE Team enable us to measure progress.

Our Vision in reality, is a never ending journey and will best be measured over time. I am grateful for the contributions being made every day in support of improving patient care and look forward to our patients, staff and our the community providing feedback on our progress over the next couple years.”



www.stegh.on.ca

It’s new & for you!

Visit and make regular use of the Hospital’s new web site! Being developed as a resource to be responsive to:

- **Healthcare consumers** – a portal through which you will be conveniently linked to information that supports personal health and wellness needs.
- **Patients, families and other loved ones** – providing information to help you prepare for your care, locate the Hospital and various services and program areas on site and contacts for same.

- **Career planners and job seekers** – providing information to make an informed choice about joining the STEGH team.
- **Donors and potential donors** – providing information on initiatives being undertaken by the Foundation, donor recognition and the opportunity to make a donation on-line. Click on the button ‘Supporting Our Hospital’.

We invite you to provide your feedback. Simply use the link at ‘About Us/Contact Us’. With your help, our website can only get better!

Welcome to new Foundation Directors!



Joanne Brooks of St. Thomas is a car salesperson with Talbot Ford Lincoln and is an active community leader. She was elected to the City of St. Thomas council from 1985 to 2000 including serving as Mayor.



Marilyn Fleck of Dutton performs consulting services following her career with the County of Elgin and retirement as the Director of Homes and Senior Services. Marilyn still is an active member and fund raiser for several community organizations.



Marian Millman of Central Elgin is the Chair of the Hospital's Board of Governors. Marian has served in a leadership roles on her municipal council, Elgin County council, including a term as Elgin County Warden. She is a graduate of the former STEGH School of Nursing and is a Registered Nurse.

Building Renewal and Campaign Update

Our Hospital Building Renewal Plan submitted to the Ministry of Health and Long-Term Care is seeking approval to provide new and expanded facilities for our Emergency Room (ER), Ambulatory Care and Surgical Suite. These are vital and growing services, desperately in need of modern facilities that reflect state-of-the-art technology and medical practice. The new 2 story wing will be named in honor of the late Dr. Stan Hagerman.

Our plan can only proceed with the Ministry's approval and commitment to their portion of financial support. Approximately 50% of the funding will be raised from the community, including essential municipal support and a campaign will be launched following

Ministry approval for the plan.

Although our need is great, our plan is one of many from ageing hospital facilities across the province, now sitting with the government. The entire public sector in Ontario has great need for infrastructure rebuilding. So much so that the government established a new Ministry of Infrastructure Renewal responsible for redeveloping the government system for planning, financing and building public sector infrastructure, including hospital facilities. Coupled with the well publicized funding issues which have dogged the health care sector and especially hospitals, we find ourselves in an environment where the Building

Renewal Plan review and approval process for the proposed new wing have ground to a halt.

However, in our 50th Birthday year, we have confidence that our Building Renewal Plan is sound and will get the attention it deserves from the government, once their log jam is broken.

We are resolute and continue to advocate for this important investment in the renewal of our facilities. We have received tremendous encouragement from the community for our plan, from local political figures and our generous donor community. We ask for your continued patience as we work to make this plan a reality.

Grand DRAW
2004

St. Thomas-Elgin General
Hospital Foundation

There are still more chances to win!
~ 3 draws left in 2004 ~
October 29, November 26 and December 19

April 1st Early Bird Draw Winners:

\$3,000 Ron C. Gillies #393
\$2,000 George Grant #1381
\$1,000 Sharon Hinz #1731

Bonus: 100 winners of a Grand Draw 2004 lottery tickets – see our website www.stegh.on.ca or call 631-2030 ext 3737 and request a copy of this list.

Regular Draw Winners of \$1,000 each:

April 30th
A. Bruce Doan #1213
Ray Stanley #1384
Donna Rolston #2005

May 28th
William M. Wallis #974
Victoria & Harry Ryckman #1818
Marlene Elliott #2025

June 25th

Enid Edwards #164
Melba Marr #606
Jill Pargeter #1160

July 30th

Ted Allen #413
Ron Buchanan #1154
Sharon Tooley #1844

August 27th

Deb Honsinger & Ray Howald #268
Pearl & Donald Taylor #1650
Jim Hathaway #2200

September 24th

Wil Welsh #508
Marlene Elliott #2025 (her second win!)
Carole & Steve Evans #2067