

2021-2022 ANNUAL REPORT

Building a
community
of care.



St. Thomas Elgin
General Hospital



St. Thomas Elgin
General Hospital
Foundation



better together

This report tells the story of the last year of healthcare impact in our community for both the **St. Thomas Elgin General Hospital** and the **St. Thomas Elgin General Hospital Foundation**.

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Leadership for Patient Impact

MESSAGES FROM OUR LEADERSHIP - HOSPITAL AND FOUNDATION PARTNERS WORKING TOGETHER

As the world continues to grapple with the evolving challenges posed by COVID-19, our hospital proves resilient and strong. Throughout the pandemic, STEGH has remained steadfast in its commitment to ensuring patient, staff and the community's safety.

Over the past year, we've had much to celebrate, including the announcement of an MRI machine, receiving recognition from Ontario Health for organ and tissue donation, and our hospital being named among the "world's best" according to Newsweek. More importantly, we celebrate a shared positivity, initiative, and continued commitment to caring for our community. The commitment our healthcare teams have shown to patients, families, and each other has been nothing short of extraordinary. I am proud and inspired by the way our STEGH family has risen to the challenge.

Many thanks,



A handwritten signature in black ink, appearing to read 'K. Davies'.

Karen Davies
STEGH President & CEO

The hospital and Foundation have worked very closely throughout the past year. The support of our community partners and donors has shown that your local hospital is unparalleled.

Thank you for standing beside STEGH Foundation as it went through changes this year such as getting a new look and new website! We also thank you for writing to us, emailing us, calling us and meeting us over Zoom when we couldn't see you in person.

You, our kind hearted donors, make a lasting, local difference at STEGH each and every day. You ensure our tiniest patients, newly born into this world, all the way to our eldest patients are given the best care. We are so grateful we can count on you.

With sincere gratitude,



A handwritten signature in black ink, appearing to read 'J. Bloom'.

Jacqueline Bloom
STEGH Foundation CEO

**St. Thomas Elgin
General Hospital has
been named among
the "world's best."**

NEWSWEEK

2022

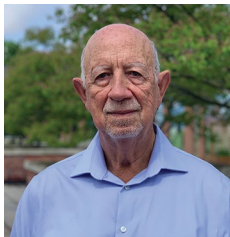
MESSAGES FROM OUR BOARD CHAIRS

The impacts of the COVID-19 pandemic have touched us all, both personally and professionally. Staff and physicians at St. Thomas Elgin General Hospital have steered through these rapidly changing times with unparalleled bravery, adjusting policies and procedures to deliver essential care services safely to patients in St. Thomas and Elgin County. On behalf of my fellow board members, I extend a sincere thank you to the staff, physicians, volunteers, and patient partners who inspire us every day with ways to improve and provide quality care at STEGH.

I'd like to welcome two new board members this year – Ken Gadsdon and Robert Furneaux. We are grateful and excited to have these two individuals join the board and bring their unique talents, expertise and perspectives to STEGH.

We share our collective sympathy to the family of Richard Hodgkinson, whom we lost earlier this year. Richard provided invaluable oversight and perspective to the organization through his time on the board, and we're grateful for his work.

With gratitude,



A handwritten signature in black ink, appearing to read 'Peter van der Westen'.

Peter van der Westen
STE GH Board Chair

Another year means reflection, and one thing that hasn't changed is your community's focus on having the best patient care here at STEGH. Although there have been challenges this past year, the community has continued to respond quickly and generously to calls for support.

Thanks to donor generosity, this year, over \$1.3 million was provided to fund capital equipment items. Donors also supported the purchase of a new C-Arm, renovation of the pool, the moving of the cancer care unit and so much more!

I would like to thank Lyle McLean and Julie Cassidy, two very dedicated Board Members, as they retire. We'd also like to welcome new Board Members, Jerry Collins, Rebecca Kapogiannis, and Eva Dryfhout. We are so excited and grateful for the future.

As we look ahead, we can't wait to share more about the MRI coming to our community and how you can help.

With heartfelt thanks,



A handwritten signature in black ink, appearing to read 'Judy Thorne'.

Judy Thorne
STE GH Foundation Board Chair

**The community has
continued to
respond quickly and
generously.**

JUDY THORNER

STEGH Foundation Board Chair



Protecting Employee Wellbeing

COVID-19 AND STAFF WELLNESS

COVID-19 has presented multiple stressors and unique challenges from which no one is immune, including our staff and physicians.

While continuing to provide unwavering compassionate care to Elgin County's sickest patients, our healthcare teams have struggled with stress, fear and uncertainty due to the COVID-19 pandemic.

In addition to managing the stress and exhaustion at work, many staff are juggling childcare and increasing responsibilities at home due to lockdowns and schools shifting to virtual learning.

St. Thomas Elgin General Hospital has developed a comprehensive wellness strategy to support the wellbeing of staff and physicians.

A diverse team of professionals has been assembled to provide holistic services, ranging from mental health intervention, psychotherapy, spiritual care, peer support, and physical health. This team is available to staff to talk about their fears, answer questions, and reassure them about work and personal issues.

Walking groups, roaming stretch breaks, mindfulness sessions, and the establishment of a self-directed, indoor fitness circuit has helped to reinforce the importance of being physically active to reduce stress and promote mindfulness for mental clarity. Staff participation in these activities continues to increase as COVID-19 progresses.

Employee appreciation and gratitude has always been part of the culture that exists at STEGH. This recognition has proven to be an essential tool over the last two and a half years. Some of the ways we have recognized staff for their sacrifices throughout COVID-19 include: departmental nutrition baskets, complimentary parking, free coffee and tea, treats to start the day, breakfast events, therapy dog visits, on-site massage

therapy, food donations, ice cream breaks, and personalized thank you cards from leaders.

To our STEGH family: we are extremely proud and inspired by the way you have risen to this challenge with flexibility, resilience, courage, and compassion. Thank you for your enormous contributions and commitment to caring.



Overcoming Challenges

GIFTS OF TIME, TALENT AND TREASURE CREATING HEALING

Although there have been some challenges throughout the past year, your hospital has been strengthened by the generosity of our community. STEGH's staff and physicians have been able to respond to these challenges professionally, with compassion, and because of donor help. One thing for certain is that our community, staff and physicians at STEGH are resilient.

Donors supported our community, staff and physicians at the height of the pandemic by providing funding for critical equipment. Passionate community members held virtual

fundraisers and created many other innovative ways to support patient care when we couldn't gather for traditional events. This support made it possible to fund a C-Arm when it broke down in the summer and urgently needed replacing. At the same time, countless baby hats for newborns and blankets for patients experiencing chemo treatments were donated along with meals that made sure our community healthcare workers felt truly appreciated. Times have been tough but our community has shown, once again, that it stands behind its hospital and the patients it serves.

Stories of Impact

PATIENTS AND FAMILIES GIVING TO CREATE CHANGE

Without donor compassion and dedication to STEGH, patients wouldn't be able to receive the excellent care they do. Community support gives staff and physicians the tools needed to fix broken bones, treat patients who have endured strokes, and ensure new lives brought into this world thrive. Enjoy this sample of the many stories about those in your community making a lasting local impact!



Supporting the Special Care Nursery

DESROSIERS' FAMILY GIFT

A heartfelt donation made by the Desrosiers' family! For their son Jack's birthday they collected donations for STEGH's Special Care Nursery. When mom, Kathryn, gave birth, Jack wasn't breathing and there were additional complications which led to her not being able to hold him until four days later. Jack is now two and thriving because of the care you helped make possible!

Emergency Care When it's Needed

PERRY FOWLER

Perry was trimming the plants on his pergola when the ladder he was standing on fell from under him. He fell onto the patio furniture, just narrowly missing hitting his head but badly injuring his back. Perry made it inside the house and then his wife rushed him to the Emergency Department (ED). The ED was busy but Perry was just thankful there were people to look after him. Perry wrote a heartfelt letter to his healthcare providers and made a Gift of Gratitude at STEGH. He made sure to note both his daughters were born at the hospital and his family has been using STEGH's services for years.



Thanking Staff and Physicians

DON & HAZEL WILLIAMS FOUNDATION

Not once but twice in 2021, Glen Williams from the Don and Hazel Williams Foundation made a donation to cover lunch for all staff and physicians as a thank you for their hard work. Glen's parents, Don and Hazel Williams, started the Foundation in 1992 with the intent of giving back locally. "A small token of our gratitude for your commitment to your community," Glen says.

New and Modern Chemotherapy Unit

THANKS TO STEGH FOUNDATION DONORS

Thanks to gracious donors, the Chemotherapy Department is moving from the Ambulatory area in the South Building into a newly renovated space on the First floor (Main building). This move benefits both patients and staff as the layout will offer more privacy and a comfortable environment to receive treatment for our patients, and staff will enjoy a more spacious work environment and closer proximity to essential support departments, such as the laboratory and pharmacy!

Running for Patient Care

RAILWAY CITY ROAD RACES

In 2021, the Railway City Road Races (RCRR) took place virtually and participants from all over spent the weekend of September 24th-26th running and walking in support of STEGH! A total of \$22,000 was raised and donated to your community hospital. We thank the RCRR Committee, sponsors, participants, and the community at large who made this event successful! Since it began, the RCRR has raised over \$120,000 in support of STEGH!

Modernizing Nursing Technology

FARM CREDIT CANADA

Each year, the STEGH Foundation applies for various grants to help fund specialized hospital equipment. In 2021, Farm Credit Canada graciously awarded STEGH Foundation with a grant that helped towards the purchase of Nursing Workstation Technology.





More Crash Carts to Support Patients

TIM HORTONS SMILE COOKIE CAMPAIGN

In September of 2021, the week-long Tim Hortons Smile Cookie Campaign supported STEGH. All seven Tim Hortons locations in St. Thomas, owned by siblings, Diane Stewart and Brian Tisdelle, donated a total of \$48,000 which funded two crash carts for patient floors! To all the employees who decorated thousands of cookies and to everyone who took the time to walk into a Tim Hortons or go through the drive-thru, we thank you for making your community hospital a priority!

Achieving Urgent Repairs to the C-Arm

THANKS TO STEGH FOUNDATION DONORS

You might remember last summer when the hospital's C-Arm failed and needed replacing. The C-Arm is a mobile x-ray unit used for various urgent surgical procedures. Right away, our community responded and made sure patients didn't go without a C-Arm for long. 486 amazing donors gave to reach the goal of \$198,000! WOW! Thank you for acting quickly and giving generously when it was needed most.



Compassion From Even Our Youngest!

ETHAN'S GIFT

Thank you, Ethan! He was so amazing to have saved up all year to make a holiday donation to help patients at STEGH. As a past patient himself, Ethan knows how important donations are to support the greatest needs at the hospital – these funds help provide a quick response to the immediate needs of care teams so they can continue to provide you and your loved ones excellent care.

New TVs in Continuing Care Centre

THANKS TO STEGH FOUNDATION DONORS

Continuing Care Centre (CCC) received an upgrade to 51 of their TVs thanks to generous and caring donors. The upgrade happened just in time for Christmas and allows long-term patients to send emails, watch cable TV, connect with their family over video chat and move the TV around for their comfort. Staff in CCC mention how much this has changed the quality of life of patients. Thank you for improving patient care when and where it matters most.

Supporting Patients After a Stroke

JAMES & JOHN LYLE

Brothers James and John Lyle made a very generous donation in memory of their uncle to help with the costs of updating our Independent Living Suite in the Integrated Stroke Unit that helps those suffering from a stroke redevelop daily living skills. Not once but twice, their uncle suffered a stroke and used STEGH's Independent Living Suite to recover. James says, "The donation my brother and I made this year was in appreciation of the good care staff provided our uncle and in hopes of it benefitting those who need to use it in the future." Thank you for making sure your hospital has the equipment it needs to treat patients in our community.

Meeting Ongoing Equipment Needs

50/50 RAFFLE

The STEGH Foundation 50/50 turned two years old in October of 2021! So far, ticket purchases have helped fund a Piggostat for Radiology, Broda Chairs, an Arjo Tub Lift for Acute Medicine, Lifts throughout the hospital, a Bariatric Zoom Stretcher and Nimm Response System for Surgical Services and a Pathologist Microscope for the Laboratory. STEGH Foundation is thankful for the enthusiasm and loyal support of this initiative that directly benefits patients!



Donors Investing in Heartfelt Care

STEGH FOUNDATION FINANCIAL STATEMENTS

Statement of Fund Operations and Changes in Net Assets

	2022	2021
Revenues		
Legacy Giving	1,423,101	808,842
Individual/Major	963,446	1,213,435
Annual Giving	919,074	506,598
50/50 Online	584,960	337,460
Community Events	91,798	65,964
Investment Income	16,396	8,283
Total	3,998,775	2,940,582
Expenditures		
Salaries and Benefits	492,298	397,065
50/50 Online Direct Costs	408,204	249,806
Direct Fundraising Costs	147,517	111,080
Indirect Operating Costs	262,392	103,396
Total	1,310,411	861,347
Excess of Revenues Over Expenditures	2,688,364	2,079,235
Net Assets, Beginning of Year	2,149,235	1,149,218
Distributions to STEGH (Note 4)	(1,353,389)	(1,079,218)
Fund Transfers	-	-
Net Assets, End of Year	3,484,210	2,149,235

FOUNDATION IMPACT

Apr 1, 2021 – Mar. 31, 2022

6,950

gifts generously donated

2,492

thoughtful donors

209

Monthly donors

93

STEGH payroll donors

30

types of equipment purchased
(+ upgrades, renovations, & special projects)

HOSPITAL ENCOUNTERS

Mar. 1, 2020 – Mar. 31, 2022

97,210

visits to our Emergency Department

73,942

visits to our COVID-19 Assessment Centre

17,686

overall admissions

1,500

babies born



Funding Healthcare for You

ST THOMAS ELGIN GENERAL HOSPITAL FINANCIAL STATEMENTS

Summary Statement of Financial Position

Year Ending March 31, 2022

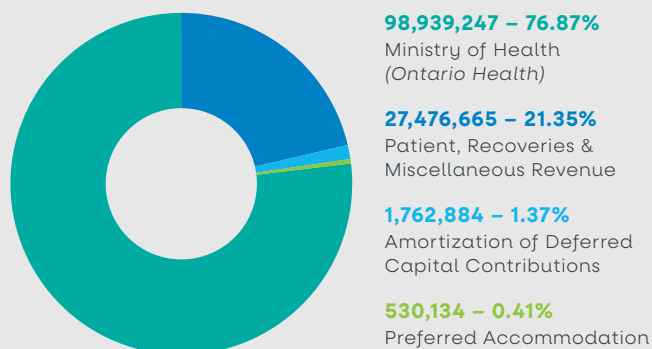
Assets	2022	2021
Current Assets	23,437	15,942
Capital Assets	123,593	128,499
Total	147,030	144,441

Liabilities, Deferred Contributions and Net Assets

Current Liabilities	18,940	16,117
Long-Term Liabilities and Deferred Contributions	108,416	112,317
Unrestricted Net Assets	19,674	16,007
Total	147,030	144,441

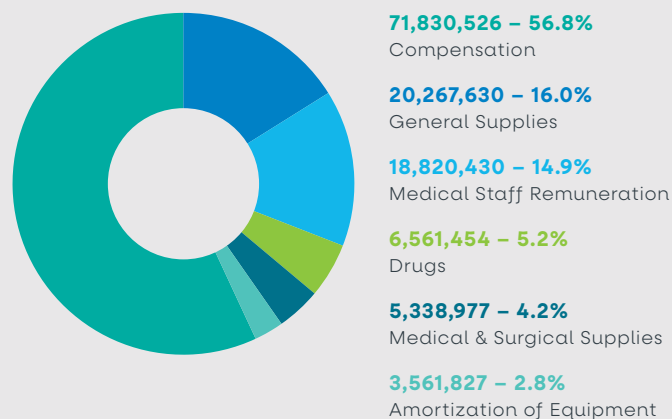
Total Revenue by Type

2022 FIGURES



Operating Expenses

2022 FIGURES



Summary Statement of Operations

Year Ending March 31, 2022

Revenues	2022	2021
Ministry of Health	98,939	85,253
Other	29,770	26,086
Total	128,709	111,339
 Expenses		
Salaries and Benefits	71,831	63,581
Other	54,550	49,031
Total	126,381	112,612
 Excess of Revenues Over Expenses From Operations	2,328	(1,273)
Other Revenue (Expenses)	1,339	6,389
Excess of Revenues Over Expenses	3,667	5,116

Summary Statement of Cash Flows

Year Ending March 31, 2022

Cash Provided by (used in)	2022	2021
Operating Activities	15,279	820
Financing Activities	878	2,910
Investing Activities	(3,795)	(4,874)
 Net Decrease in Cash	12,362	(1,144)
 Cash, Beginning of Year	\$488	\$1,632
Cash, End of Year	\$12,850	\$488

Measuring the Patient Experience

ENHANCING CARE, PROCESSES AND OUTCOMES

Patient experience is not one thing. It is a range of interactions throughout the healthcare journey that ultimately create a lasting impression.

An essential component of quality care delivery includes many aspects, such as compassion and respect at every interaction, easily accessible information, and good communication with healthcare providers. At St. Thomas Elgin General Hospital (STEGH), Patient Experience means having a comprehensive understanding of how patients feel about their care so we can make the experience as positive as possible.

A positive patient experience is an important goal, but we learn so much when patients share what did not go well. It gives us the opportunity to enhance the care we provide and ultimately, improve clinical processes and outcomes to support our patients and their care. This is why leveraging patient experience measures is critical to creating an overall picture of performance.

Through our internal patient survey process, STEGH accesses a rich source of information about our performance as a hospital. We understand patient insight that can lead to improving the quality of patient care.

Surveys are available in every unit in the hospital. The short surveys feature seven questions asking patients about the quality of care they received. This includes questions about whether patients were treated with compassion and respect, if they were communicated with in a way they could understand, and if their family and friends were able to be involved in discussions about their care.

Each month, the surveys are collected and the data is collated to produce electronic Patient Experience Dashboards. These dashboards show trends in feedback over time, allowing each care area to recognize areas of improvement and make changes to support the patient experience. The teams use the dashboards to discuss feedback from the previous month, determine what strategies have been working, and set new goals to further improve the patient care they provide.

The process of tracking and measuring patient experiences at STEGH and the time and effort dedicated to applying this feedback to practice is part of what demonstrates our commitment to our patients. The feedback from patients and families is essential when upholding and improving the healthcare experience that STEGH provides.





MRI Services Coming to St. Thomas-Elgin

IMPORTANT TESTING AND TREATMENT TECHNOLOGY FOR OUR COMMUNITY

The Ontario government is taking action to end hallway healthcare and address wait times for diagnostic imaging by investing in a new Magnetic Resonance Imaging (MRI) machine at St. Thomas Elgin General Hospital. This new investment is part of the government's \$30 million investment in the 2021 Budget to support MRI services for patients and add new MRI machines to hospitals across the province.

MRI is a test that uses powerful magnets, radio waves, and a computer to make detailed pictures of the inside of the body. Doctors use this test to diagnose a disease or injury, or to monitor how well a patient is responding to treatment.

This new investment brings MRI services to our community, making it easier for patients to receive the care they need without travel. Currently, patients have to travel outside of the St. Thomas-Elgin area to another city for MRI services.



Over the last 10 years, the demand for MRI services has increased on average by four per cent annually and wait times have increased with only 54 per cent of cases completed within target wait times in 2013/14 and only 39 per cent of cases completed within target in 2019/2020.

The MRI Suite will be approximately 2,500 square feet, and will be located on the Ground Floor within the Diagnostic Imaging Department. Based on current timeline projections, it is anticipated that construction could begin as early as late fall/winter 2022.

**Making it
easier for
patients
to receive
the care
they need.**

A close-up photograph of a newborn baby. The baby is wearing a white knit hat and is wrapped in a light-colored, textured blanket. A hand is gently holding the baby's hand. The text "Your gift makes a lasting local impact." is overlaid on the image in white and orange font.

**Your gift
makes a lasting
local impact.**

Looking to the Future

KEY HIGHLIGHTS FOR THE NEW YEAR

This coming year, STEGH Foundation will be communicating with donors on many new and exciting opportunities to further our collective heartfelt impact. Of important note is the upcoming effort to support the recently announced new MRI and upgrading other needs in Diagnostic Imaging such as Nuclear Medicine and Ultrasound - we're looking forward to sharing with you all the things this new technology will make possible for our families, friends and neighbours. In addition to these exciting opportunities, there will also be other critical equipment needs that we can come together to support.

The post-pandemic period could be a major turning point in healthcare and fundraising in our region. As your hospital seeks to continue to update and innovate healthcare services and address the needs of our growing community, the role STEGH Foundation plays will be more critical than ever. The Foundation will continue to be a significant partner with the hospital as reliance on philanthropy will only continue to grow.

The Foundation board and staff will seek to meet the wishes of our donors as well as raise the funds required to support STEGH. We will continue to see the Foundation and the hospital move forward in unison, particularly when it comes to major capital projects like the MRI.

It is our hope that we may count on each of you for strength and support through our various fundraising initiatives; responding to our direct mail, hosting an event that supports a particular area of interest within your hospital or being part of our new Business Cares program.

**Whatever you do,
we are grateful and it
will continue to help
make STEGH shine in
our community.**

Caring. Healing. *connecting.*

ST. THOMAS ELGIN GENERAL HOSPITAL FOUNDATION

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info@steghfoundation.ca

steghfoundation.ca

Charitable Registration #: 89081 6846 RR001

 @ourSTEGH

 @STEGHFoundation

 @steghfoundation

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IM△GINE
CANADA

AHP Association for
Healthcare
Philanthropy.

