

2023-2024 ANNUAL REPORT



Beyond

boundaries



St. Thomas Elgin
General Hospital



St. Thomas Elgin
General Hospital
Foundation



Achieving greatness

This report provides an overview of the past year's accomplishments for both St. Thomas Elgin General Hospital and St. Thomas Elgin General Hospital Foundation. These achievements have been made possible through the dedication of our exceptional staff, physicians, volunteers, donors, and the support of our community.

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Insights

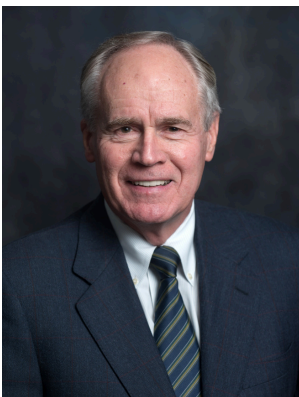
MESSAGES FROM STEGH HOSPITAL LEADERSHIP



As President & CEO and Board Chair of St. Thomas Elgin General Hospital (STEGH), it is our distinct pleasure to present our Annual Report for the 2023/24 year. This report offers a glimpse into the advancements, milestones, and initiatives that have shaped our hospital over the past year.

As our community grows and evolves, so do we. Our hospital programs and services are continually expanding in response to changing demographics and the needs of our growing population.

We are thrilled to announce the physical relocation of our Laboratory and Pathology department to a state-of-the-art space in the North Tower, enhancing our operational efficiency.



Exciting news on the technological front – a new Magnetic Resonance Imaging (MRI) machine is set to arrive this fall, expanding our diagnostic capabilities and reducing the need to travel outside of our community for MRI scans. In addition, we are planning enhancements to expand the entire Diagnostic Imaging suite including improvements to Computed Tomography (CT) scanning, Nuclear Medicine, X-ray, and Ultrasound.

This January marked a decade of Mental Health services at STEGH. We are incredibly proud of the strides we've made in mental health care and remain committed to supporting the mental well-being of our community.

Our commitment to digital health enhancements and advancements continues to grow and evolve by leveraging technology and tools for our clinicians, hospital and region. Our transformational journey will enhance communication, streamline processes, allow information to be accessed in real time, bridge transitions in care, and most importantly, improve patient care and outcomes. Our digital enhancements are driving innovation and improving business procedures and operations. Underpinning and foundational to our advancements is our focused and relentless approach in protecting and safeguarding our data through our cyber security practices.

We are also pleased to share that our Security Team has transitioned in-house. This change allows us to develop a tailored, made-for-STEGH security solution, enhancing both staff and patient safety.

Lastly, we extend our sincerest gratitude to our dedicated staff, physicians, and volunteers. Together, we are achieving remarkable milestones. Our recent Accreditation survey awarded us Exemplary Status, and our Emergency Department performance ranks among the top in Ontario. Such accomplishments are a testament to the dedication and excellence of our teams. Their unwavering commitment and passion are the driving forces behind our success, and we are immensely grateful for all that they do.

We invite you to explore this Annual Report to learn more about these developments and the many ways STEGH is making a difference in the lives of our patients and community members.

Karen Davies
STEGH President & CEO

Dan Ross
Board Chair

Insights

MESSAGES FROM STEGH FOUNDATION LEADERSHIP



As we reflect on the past year, we are filled with gratitude for the remarkable progress and achievements of our hospital Foundation. This has been a year of transformation, innovation, and renewed commitment to our mission, and we are thrilled to share this journey with you.

First and foremost, as Chair of the Board, I would like to extend a heartfelt welcome to our new President & CEO, Mary Lou Crowley. Since joining us last July, Mary Lou has brought a fresh perspective, unwavering dedication and passion, and an inspiring vision for the future of our Foundation. Her leadership has already begun to drive impactful change, and we are excited for the continued growth and success that lies ahead under her guidance. This year, our Foundation has reached new heights in our efforts to support the hospital and enhance patient care. We have launched groundbreaking initiatives, expanded our outreach programs, and strengthened our community partnerships. With Mary Lou and our dedicated volunteer Board at the helm, we are confident in our ability to navigate the challenges ahead and seize new opportunities to make a difference in the lives of those we serve.



As the end of another year approaches, it is natural to enter a reflective state, contemplating the journey we have taken over the past twelve months. Like pages turning in life's book, each moment, victory, and challenge leaves its imprint on our memories. Amidst the hustle and bustle of daily life, we pause to reflect on the highs and lows, the lessons learned, and the personal growth achieved.

With nostalgia in our hearts and introspection in our minds, we embark on this journey of reminiscence, seeking clarity, wisdom, and perhaps a glimpse of what lies ahead.

Throughout the past year, your support has been instrumental in enhancing our hospital's capabilities. From purchasing 10 new Centrella Smart+ beds, to acquiring Maxillofacial drills for the Operating Room and replacing the automated packaging system in Pharmacy, along with your ongoing contributions to the STEGH Foundation's monthly 50/50 raffle, you have made a profound impact. Thanks to your generosity, over \$4 million was raised to support our capital campaign and other critical capital equipment, enriching our hospital's capacity to serve the community. We extend our deepest gratitude for your enduring commitment to STEGH.

Looking towards the future, we are eager to advance healthcare in our region significantly. With the recent launch of our Transforming Tomorrow Diagnostic Imaging Campaign, we stand poised at the brink of a new era, ready to forge ahead towards a brighter tomorrow. This campaign is more than a strategic endeavor; it symbolizes our steadfast dedication to revolutionizing healthcare delivery and enhancing patient outcomes. Through state-of-the-art technology and unwavering resolve, we aim to redefine Diagnostic Imaging standards, ensuring every individual receives timely and precise care. Let us embrace the challenges ahead with optimism and determination, knowing that our collective efforts will pave the way for a healthier and more equitable future.

Lastly, we express our heartfelt appreciation to our exceptional staff for their tireless dedication to the Foundation. Together, our combined endeavors ensure that patients in St. Thomas and Elgin County receive the highest quality care, right in their own community.

Mary-Lou Crowley
STEGH Foundation, President & CEO

Danial Dale
Foundation Board Chair

Transformative Diagnostic Technology and Care. Closer To Home.

The St. Thomas Elgin General Hospital (STEGH) Foundation and STEGH are proud to have recently announced the launch of the Transforming Tomorrow Campaign. This \$8 million campaign will allow STEGH to enhance and expand its entire Diagnostic Imaging Department. This means advancements in CT Scan, Nuclear Medicine, X-Ray, Ultrasound, and obtaining a brand new Magnetic Resonance Imaging (MRI) machine.



The latest in MRI technology will deliver detailed images providing accurate diagnosis for everything from ligament and tendon injuries, joint injuries, tumours including cancer as well as brain and spinal cord injuries.

Having the second busiest Emergency Department in the southwest region, many patients who come to STEGH will need Diagnostic Imaging tests or procedures.

Without our own MRI, over 5,000 of these patients must travel outside our community for MRI scans each year.



Heartfelt, excellent, local healthcare is a promise we hold together. We believe our tight-knit community deserves essential life saving care and equipment, and high quality patient care, as close to home as possible, and delivered by top quality healthcare professionals we know and trust.

Our Commitment to Diversity, Equity and Inclusion

A Journey of Learning & Growth

At St. Thomas Elgin General Hospital (STEGH), our commitment to diversity, equity, and inclusion (DEI) is unwavering. We recognize that a diverse team with varied backgrounds, perspectives, and experiences is instrumental in fostering innovation, creativity, and empathy in patient care. As we reflect on our journey, we are proud to share our progress and milestones from the past year.

Ongoing Education and Training

Through ongoing education, training, and dialogue, we continuously strive to address biases, dismantle systemic barriers, and promote fairness and equity in all aspects of our operations. We are committed to learning and growing together as an organization to better serve our community.

Embracing and Celebrating Our Differences

By embracing and celebrating our differences, we enhance our ability to deliver compassionate, patient-centred care that meets the unique needs of each individual. Our DEI committee plays a crucial role in supporting staff in the implementation of our Diversity and Inclusion Plan, providing a forum for consultation, feedback, and discussion on matters of diversity, equity, inclusion, and anti-racism.

Highlights from 2023

- **DEI Training:** We created an in-house Diversity, Equity & Inclusion training module, with 97% of staff and 100% of leadership having completed the training, reflecting our commitment to fostering a knowledgeable and inclusive workforce.
- **Celebrating Culture and Diversity:** We unveiled a colourful graphic at two of our entrances that showcases our commitment to celebrating culture and diversity. This creative display features the top languages spoken by residents in Elgin County, languages submitted by staff, physicians, and volunteers, as well as greetings from the three First Nations communities that we serve. The wall also includes visual sign language and a braille plate, reflecting our commitment to accessibility.
- **Indigenous Artwork:** Local indigenous artists brightened our Multi-Faith Space with stained glass artwork, Indigenous paintings, and a large wall mural, enriching our environment with their creativity and culture.
- **Community Engagement:** Representatives from STEGH attended Elgin County's Pride in the Park celebration, Indigenous Gathering on the Green, and we acknowledged several cultural celebrations in the hospital, including Diwali, Kwanzaa, and Ramadan.



Highlights from 2023 - Continued...

- **Supporting Patients with Vision Impairments:** STEGH was the first hospital in the region to implement the Checkered Eye project in support of patients with low vision or vision impairments, enhancing accessibility and inclusivity.
- **Land Acknowledgement:** A Corporate Land Acknowledgement is proudly displayed at each hospital entrance, and staff were provided with a resource guide to develop their own personal Land Acknowledgements, recognizing and honouring the traditional territories of Indigenous peoples.

As we continue our DEI journey, we remain committed to learning, growing, and working together to create a more inclusive and equitable environment for our patients, staff, and community.

Photos: A colourful wall graphic and pillar at two of the hospital's main entrances showcases a commitment to celebrating culture and diversity; Checkered Eye symbol



Donors Investing in Heartfelt Care

STEGH Foundation Financial Statements

Statement of Fund Operations and Changes in Net Assets

Year Ending March 31, 2024

Revenues	2024	2023
Individual Giving.....	1,598,838	1,260,269
Planned Giving.....	1,070,672	244,710
Lottery.....	901,840	486,570
Direct Mail.....	371,106	552,833
Investment Income.....	188,369	112,286
Community Partnerships.....	135,925	147,273
Corporate Giving/Foundation.....	137,994	209,331
Total.....	4,404,744	3,013,272
Expenditures		
Salaries and Benefits.....	557,263	627,991
50/50 Raffle Direct Costs.....	607,882	330,356
Direct Fundraising Costs.....	255,457	128,543
Indirect Fundraising Costs.....	237,573	745,287
Total.....	1,658,175	1,832,177
Excess of Revenue over Expenditures	2,746,569	1,181,095
Net Assets Beginning of the Year	2,676,575	3,484,210
Distributions to STEGH.....	(2,148,620)	(1,988,730)
Net Assets End of the Year	3,274,524	2,676,575

Foundation Impact

April 1, 2023 - March 31, 2024

7,124

gifts generously donated

2,585

thoughtful donors

241

monthly donors

182

STEGH staff and physician donors

Hospital Encounters

April 1, 2023 - March 31, 2024

59,718

visits to our Emergency Department

87,617

diagnostic imaging exams

1,939,216

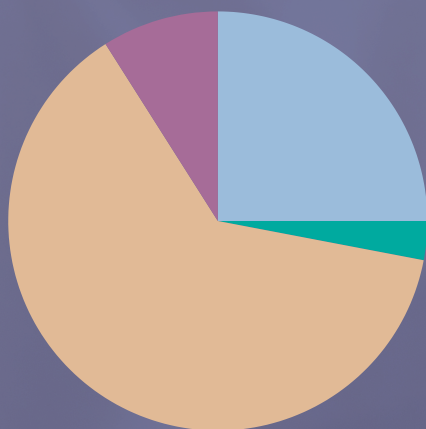
laboratory tests

831

babies born

9,850

surgical procedures



Donor Demographic



Funding Healthcare for You

St. Thomas Elgin General Hospital Financial Statements

Summary Statement of Financial Position

Year Ending March 31, 2024 (000's)

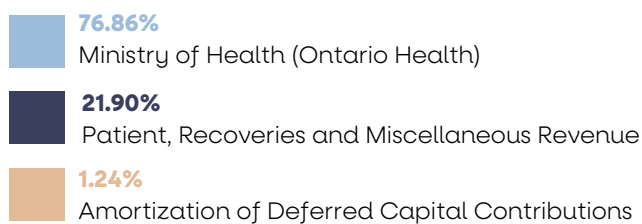
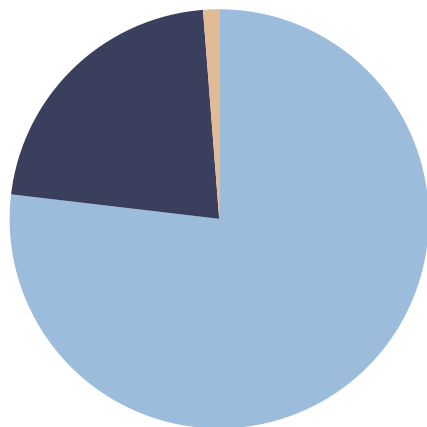
Assets	2024	2023
Current Assets.....	19,637	25,132
Capital Assets.....	125,321	119,761
Total.....	144,958	144,893

Liabilities, Deferred Contributions and Net Assets

Current Liabilities.....	19,071	24,605
Long-Term Liabilities & Deferred Contributions..	109,385	103,423
Unrestricted Net Assets.....	16,502	16,865
Total.....	144,958	144,893

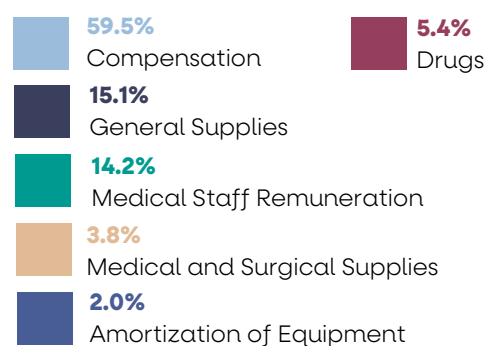
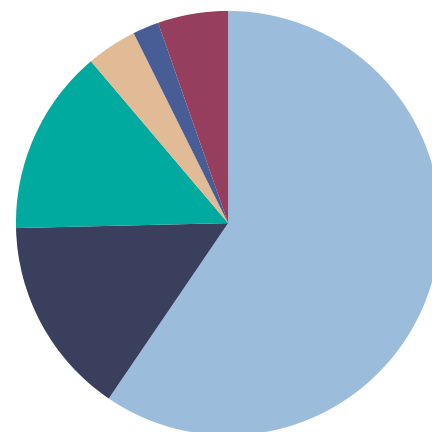
Total Revenue by Type

2024 FIGURES



Operating Expenses

2024 FIGURES



Summary Statement of Operations

Year Ending March 31, 2024 (000's)

Revenues	2024	2023
Ministry of Health.....	120,260	104,436
Other.....	36,197	32,762
Total.....	156,457	137,198
Expenses		
Salaries and Benefits.....	92,601	79,070
Other.....	63,004	59,071
Total.....	155,605	138,141
Excess of Revenues Over Expenses From Operations.....	852	(943)
Other Revenue (Expenses).....	(1,215)	(1,276)
Excess of Revenues over Expenses.....	(363)	(2,219)

Summary Statement of Cash Flows

Year Ending March 31, 2024 (000's)

Cash Provided by (used in)		
Operating Activities.....	(2,043)	5,581
Financing Activities.....	11,209	(89)
Investing Activities.....	(13,703)	(4,436)
Net Increase in Cash.....	(4,537)	1,056
Cash, Beginning of Year.....	13,906	12,850
Cash, End of Year.....	9,369	13,906



Donor Support for New Smart Beds

Last spring, George Foster, Manager Surgical Services, shared the importance of an often overlooked but essential piece of equipment, the hospital bed. George shared STEGH is seeing more medically complex patients, who may need to stay in hospital longer than expected before they can be safely discharged.

Generous donations from our community to the Foundation helped raise a remarkable \$156,753, which allowed the purchase of 10 Centrella Smart+ Beds for the inpatient floors, the Continuing Care Centre, and Integrated Stroke Unit.

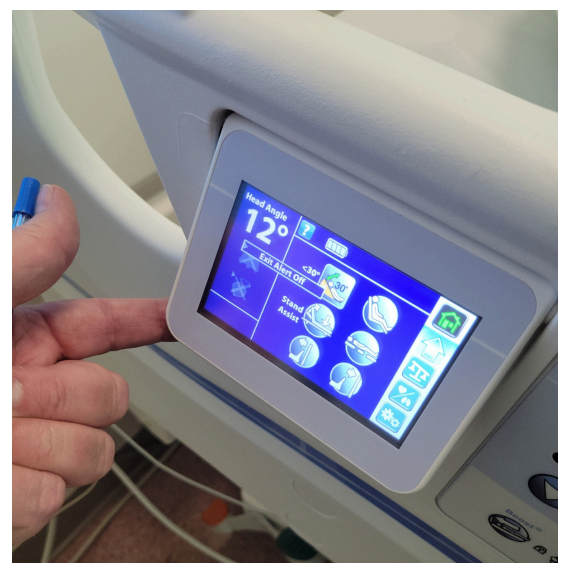
These state of the art Smart Beds help prevent pressure injuries from developing, promote independence, and enhance comfort and support for patients in recovery. The value of these beds increases when patients are confined to their beds for an extended period.

Jason Keip, a recent patient, trialed one of these beds and shared “When you’re admitted to the hospital, you don’t know how long you’re going to need to stay to get better. If you’re going to be in the hospital for a longer stay, like I am, it’s nice to be comfortable.”

While Jason said all of the beds are quite comfortable, he noticed this particular bed provides a lot of information for his care team. For example, a sensor installed on the Centrella Smart + bed detects cardiac and respiratory motion. If the values get too high, the bed will alert staff.

The bed also provides easily understandable verbal safety prompts to caution staff and patients. For example, if a patient is moving towards the edge of the bed or exiting the bed, they may hear “please don’t get up”, which could help reduce fall risks.

Thank you to our donors for their generous support; their contributions not only help patients like Jason, they further our mission to partner with the community to support our hospital in the delivery of an excellent patient care experience.



Photos:

- 1 - Chantal Grande (lt) and Tina Enns (rt)
- 2 - Bed control screen



Foundation Investment in STEGH Laboratory Program

The STEGH Foundation is proud to have invested \$800,000 into STEGH's Laboratory Program for the development of a brand new Pathology & Core Laboratory.

The Laboratory Program at STEGH provides a wide variety of Laboratory tests to meet the needs of Elgin County and beyond, from analyzing biopsies and specimen, to results from bloodwork, urine and stool. Our lab conducted over 1.76 million procedures last year alone.

Since 2022, partnership with the London Health Science Centre (LHSC) Pathology and Laboratory Medicine (PaLM) has allowed STEGH to leverage their highly skilled resources, receive clinical and technical support, and collectively seek new opportunities in innovation and system wide efficiencies.

Our Laboratory Program recently received Accreditation status in October of 2022. This means that not only do we follow best practice with each procedure, we also

meet the criteria for Quality, Competence, and Safety, as a Medical Laboratory and with our Point of Care testing devices set by Accreditation Canada.

The Laboratory Program at STEGH has been working with the Ministry of Health – Capital Branch since 2014 to secure funding and approval to bring this move to fruition, with the plan to relocate from STEGH's Main building to the North building.

Since then, hospital administration, STEGH Foundation, our community, donors and stakeholders, and staff have come together to turn this dream into a reality.

The new lab was built with a direct pneumatic tube system from the lab to the Operating Rooms, allowing for simpler sample transfer between departments, and proving a more efficient workflow for all laboratory staff.

This means clinicians will have faster access to information required to make decisions about patients.

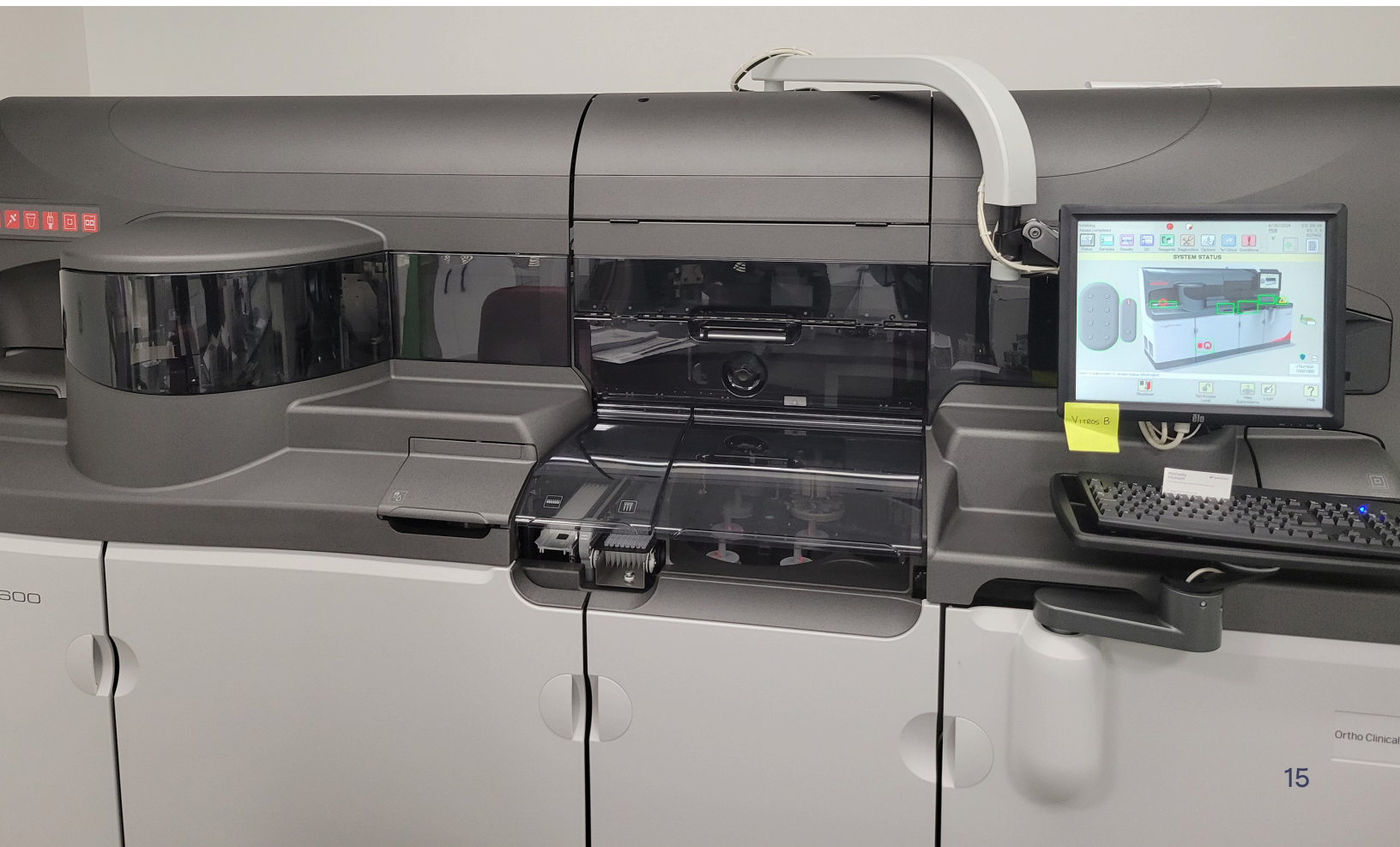
The Pathology Laboratory completed their move to the new location over April 12 and 13, 2024, with the Core Laboratory having a projected move in over June 18 and 19, 2024.

Along with the move to a new location came the purchase of new crucial equipment; this includes three sets of analyzers for Hematology (used to count blood cells), Point of Care Testing (Gem 5000), and Chemistry (Vitros XT 7600, allowing for efficient, high-volume testing). This will ensure a continued ability to provide timely and accurate test results to support rapid diagnosis and treatment of STEGH patients.

“This new facility is in a modern building complying with the most current and highest standards in medical construction, with a well thought layout permitting a more efficient workflow and harbouring the most up to date technical equipment. It is also the new home for a vibrant group of highly motivated professionals putting the best of their expertise and passion at the service of our community.”

Dr. David Garcia, Surgical Laboratory Director at STEGH

Photo: New chemistry equipment (Vitros XT 7600)



Caring.
Healing.
connecting.

St. Thomas Elgin General
Hospital Foundation

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Charitable Registration #: 89081 6846 RR0001



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