

Stratford General Hospital

Foundation Monitor



Making a Real Impact... *A Year*

2018/2019 Chair's Message

its . . . In Our Hands!

STRATFORD GENERAL HOSPITAL
Foundation 
"People Caring for People"

When it comes to ensuring our hospital has the tools, technology and facilities to keep us on the leading edge of healthcare...it's In Our Hands. When it comes to providing our patients, families and caregivers with a positive experience in a constantly changing healthcare environment...that too, is In Our Hands. And when it comes to attracting and retaining the very best health care practitioners – the physicians, nurses, technicians and allied health professionals without whom there would be no healthcare – you guessed it...that's In Our Hands as well.

"In Our Hands" is the name of our exciting new Campaign that's been the primary focus of the Stratford General Hospital Foundation for the last two years, as we research, plan and prepare ourselves for what is our largest and most ambitious fundraising campaign to date.

To me, the "In Our Hands" tag is very apt. It recognizes the vital role we all play in its success – not just the Foundation and the Hospital; not just our Hospital Volunteers, or the people who dedicate their lives, energies and considerable talents in caring for our patients... but all of us.

Well, almost all of us. As you may know, while the province pays for many aspects of the healthcare system, when it comes to purchasing new and replacement equipment, even lifesaving technology that keeps us on the leading edge, we are on our own. With no government funding, it truly is in "Our Hands".

Of course, at the Foundation, our primary focus is on our donors. We need them, we value them and we appreciate them. We want them to know they are key players in our healthcare system, not only helping us deliver quality healthcare through their generosity, but in shaping that system – enabling it to respond to changing needs, advances in technology and patient expectations, all within an environment of limited resources.

Whether our supporters are service clubs or community groups, corporations or businesses, generous families or individual donors, they are all key players on our healthcare team – deserving of our consultation, our consideration, and as always, our deepest appreciation for what they bring – willingly – to the table.

Will we be able to continue to meet our fundraising goals? There are no guarantees. There are many strong organizations and competition for charitable dollars is real. But the past, as it has been said, is often the best predictor of the future. And our Foundation, with the tremendous support of our various donors and communities, has been very successful, punching well above our weight. That includes success in major capital campaigns for Hospital Redevelopment and an MRI, each carried out at a fraction of the expense of similar hospital campaigns in other locations.

A major part of our success is due to the relationships we build with donors. We involve them and inspire them, we thank them and appreciate them, we show them how each and every dollar impacts real patients and families in every corner of our hospital every day. And we work with our donors, not only to achieve our goals, but theirs as well.

And when we combine that kind of donor support with the talents and dedication of our physicians, nurses and allied health professionals, it produces a synergy – a team that is greater than the sum of its parts...success that breeds success; generosity and caring that inspire others to reach beyond their grasp.

While we can't wait for the hustle, bustle and excitement of the Campaign to start, the high profile public portion typically doesn't kick off until 50 per cent of goal is reached. And we know the importance of this quiet phase.

It's where many fundraising efforts succeed or fail; where the important planning, consultation with donors and other stakeholders happens, and where large, pacesetter gifts are secured. Like an iceberg, 90 per cent of what takes place in a successful campaign happens below the surface in this quiet phase. And successful campaigns – and nautical history – have taught us the importance of focusing more deeply than what's visible on the surface.

Our recent Campaign Feasibility/Planning study consisted of 42 one-on-one consultations, three focus groups with 21 participants as well as an online survey to physicians. The invaluable feedback we received is helping us craft and refine our central themes and communications strategies, capitalize on our strengths and overcome our weaknesses. We've also produced a short campaign video that graphically illustrates the essential role of donors in modern healthcare. Without them we have nothing.

We've also identified at least two major areas that are high priorities for our Campaign – priorities that can't wait. That includes a major overhaul and move of our Chemotherapy unit, which offers cancer care close to home for more than 1,400 patients from Stratford and area each year. Likewise, our Lab, the hub of a 12 member InterHospital Laboratory Partnership (IHLP) that stretches from hospitals in Goderich to Fergus, needs new space which will be addressed through our Campaign.

It has been a great honour to Chair the Stratford General Hospital Foundation Board over the past two years. I've learned much about how non-profit organizations can and should work, and witnessed the tremendous impact donors and other like-minded individuals can have when they work together.

I would like to thank my fellow Board Members for their time, talent and commitment. Your guidance and input is vital to our organization. I would more importantly also like to thank our Executive Director Andrea Page for her knowledge and dedication to making this such a successful organization, and to her team, my thanks for a job well done.

And my biggest thanks as always to our Donors, the lifeblood of our organization who make our dreams possible and our goals reachable. Without you, we have nothing. With you, all is possible. Together, it's In Our Hands.

Hugh D. McDonald

to Remember . . . Highlights!

■ Over the last number of years the Foundation has disbursed over \$19.6 million to the redevelopment project which helped built the North Wing, renovated ICU/Telemetry, Mat Child and Mental Health and purchased essential technology like PACS. The final few pledge payments to Heart & Soul are almost completed as the Redevelopment project including the North wing are closing in on their **first decade of operation**. It is only through donor generosity and continued support through pledge payments that all these improvements to patient care have been possible.



■ Dollars are coming in for our Spring mailing which will have an impact on both our expecting moms and their babies. New fetal monitors are like an early warning system ensuring there are no complications undetected during the birthing process – safe guarding our next generation.



■ This year's gift from generous donor dollars from the Foundation to the hospital totalled **\$788, 227 helping to bring in new equipment and pay the final payment on our state of the art CT scanner.**

■ A salute to the Volunteers of Stratford General Hospital for their \$1 million pledge over 10 years towards our "In Our Hands" capital campaign, which is in its quiet phase. A total of \$150,000 of this pledge is towards the \$1.1 million CT Scanner. Volunteers present a total of \$166,500 towards the CT Scanner and the game-changing Malditof and fleet of specialized lab equipment.

■ Lasting legacy. Our "Promise of Tomorrow" planned giving initiative has to date resulted in **\$2.1 million** in bequest expectancies through donors who have indicated that they are leaving specific amounts in their wills or through life insurance policies ... Ordinary people show extraordinary generosity by leaving a gift to our hospital in their wills. A "Promise of Tomorrow" donor recognition system plan is in the works to enable us to thank and appreciate donors of legacy commitments during their lifetime.



■ Our community continues to respond generously to our Christmas mailing reaching \$413,634.15 with 1,114 donors and an average gift of \$369.03. The appeal was focused on the final payment for the CT Scanner and raising funds that have an impact. Thanks to donors our \$1.1 million CT Scanner is **"PAID IN FULL"**.

Our Doctor's Have a Tremendous **IMPACT**



Dr. Erin Glass

By nature, giving birth can be unpredictable, even risky at times.

But for Dr. Erin Glass, those challenges are outweighed by her passion for obstetrics and the chance to use her skills to help ensure each mom and baby who arrives in our Maternal Child Unit receives the very best care.

"I love obstetrics. If I get woken up in the middle of the night for a delivery, I'm never upset, she says. "It always puts a smile on my face and makes me happy."

And she's been doing a lot of smiling lately, typically delivering between 25-40 of Stratford General's 1,200-plus babies born each year – a "critical mass" of patients that keeps the skills of the whole Unit well-practiced and sharp.

Dr. Glass arrived at Stratford General almost three years ago. Her medical training took place at the University of Western Ontario, including six additional months of training in obstetrics and deliveries on top of her family medicine residency. During that time, she did several rotations to Stratford General where she got a feel for the community, the Hospital, physicians and nurses.

When a local physician retired, it was an easy decision to locate to Stratford where she could work as a family physician while offering her pregnant patients the best of care before, during and after delivery.

But much is changing in hospitals and healthcare, with many smaller hospitals no longer delivering babies at all. Some – including Stratford General – are also switching to a "hospitalist" system, with physicians who are experts at taking care of people in a hospital setting replacing family physicians in that role.

Whether those changes are partly responsible for the 20 per cent increase in births at Stratford General is unknown. But Dr. Glass thinks it's mainly due to maternal choice. "All of our moms have the option of delivering in other hospitals... but they choose to come here," she says. "If you have a passion for it, it shows and your patients care about that."

Dr. Glass credits the skills and knowledge of her colleagues – "amazing nurses, obstetricians and pediatricians" – for the quality of care patients receive, and for giving her an added degree of comfort in what can be a volatile situation.

"Obstetrics is unpredictable, where things are going well – until suddenly they're not," she explains. "They (my colleagues) can be there almost immediately when I have

any concerns. That provides me and my patients with an added sense of safety. And if something unexpected happens, we debrief together and learn from it."

One of the eye-opening aspects of working at Stratford General for Dr. Glass has been seeing first-hand the impact of donor support in providing quality care.

"Throughout our Hospital we couldn't do what we do without that support – particularly in Obstetrics," says Dr. Glass. "Pretty much any piece of equipment a patient touches while they're in hospital is thanks to the Foundation and donor support – not through government funding."

At the moment Fetal Heart Monitors are a key priority, with three already mothballed and five more in critical need of replacement at 20 years old. Replacing that equipment not only ensures better care for moms and babies, but has a far wider effect – helping our Hospital recruit new physicians, nurses and other caregivers.

"New equipment helps attract the best and the brightest, and those minds are going to make the decisions that are going to save lives and result in better care," explains Dr. Glass.

Understanding the essential role donors play in our health care system is a critical message for the community, says Dr. Glass. "You and every person you know will be impacted by healthcare at some point in their lives. Without support from donors, that care is going to be affected in a negative way."

That message hit home for Dr. Glass and her husband Trevor with the arrival of their own baby boy Leo 10 months ago. "I really hadn't been a patient in the healthcare system until I had a baby myself. Then you find yourself looking at the equipment that surrounds you thinking 'all this stuff came from donations'."



We Can Never Say Thank You Enough to Our Donors



2018/2019 EQUIPMENT PURCHASES

The Stratford General Hospital Foundation
disbursed \$788,227.26 to the hospital.

The items sponsored through our donors' generosity include:

- Vital Signs Monitor Acute Stroke \$2,120
- 2 – Sleeper Chairs Integrated Stroke Unit \$5,664
- Ultra Low Temperature Upright Freezer Laboratory \$19,358
- 24 – Carescape Patient Cardiac Monitors Maternal Child \$196,199
- 2 – Vital Signs Monitors Medicine \$4,240
- 3 – Holter Recorders Holter \$4,933
- Transducer Intensive Care Unit \$6,589
- Imaging Suite (20% First Payment) Medical Imaging \$91,510
- Ureteroscope Operating Room \$1,400
- Clips, Clamps and Ratchets Operating Room \$5,843
- 4 – Needle Drivers Operating Room \$5,946
- 8 – Sagital Saws & 8 – Reciprocating Saws Operating Room \$100,640
- 2 – Harmonic Scalpel Hand Pieces Operating Room \$3,968
- Forceps Operating Room \$3,439
- 2 – Reclining Geri Chairs Complex Continuing Care \$1,510
- 4 – Ophthalmoscopes Outpatient Clinics/Surgical Unit/ Integrated Stroke Unit/Medicine \$4,500
- 2 – TVs Mental Health \$2,523
- CT Scanner Medical Imaging (final payment \$219,157)
- West Building Annex
- Nursing Awards for Exceptional Care \$1,000
- Staff Education (Elsie) and Hospital Wide \$51,854

Purchase orders signed and on the way is another investment of \$665,390 in equipment that has direct and immediate impact on patients

- Malditof and fleet \$331,000
- 5 Fetal Monitors for Mat/Child \$125,000
- 2 Specialized bladder scanners for the Medicine Unit and Stroke Unit at \$29,390
- 2 Lab Histology Tissue Processors for cancer detection at \$180,000

Please visit our website www.sghfoundation.org for a complete list.

STRATFORD GENERAL HOSPITAL
Foundation ♥

Making A Real Impact . . . A Salute

Each donation is precious, and every donor is priceless...individuals, groups,



A sweet draw on Valentine's Day!

The Volunteers of Stratford General Hospital/ SGH Foundation draw (Licence # M780503) winners; 1st Prize - \$1,000 cash | John Klages. 2nd Prize - \$350 in President's Choice Gift Cards | Sarah Morgan. 3rd Prize - \$200 in Shoppers Drug Mart Gift Cards | Eleanor Eicher. A BIG thank you to our first prize sponsor, Chartwell Anne Hathaway Retirement Residence. Heartfelt thanks to everyone for your support of our Volunteers! Proceeds from this fundraiser will be used to purchase hospital equipment.

L-R: HPHA CEO Andrew Williams, HPHA Volunteer Services Cheryl Hunt, Volunteers of SGH Manfred Mewes, Volunteer Council Co-chair Cheryl Elgie, SGHF ED Andrea Page, Adrienne Routly-Houle General Manager Chartwell Anne Hathaway Retirement Residence, VSGH Charlie Peterson, Kathleen Needles Retirement Living Consultant Chartwell Anne Hathaway Retirement Residence, VSGH Karen Gale and Brenda Mitchell.

Happy Birthday to You

Volunteers of SGH hand out birthday cake at the launch of their Celebrate Your Age Fundraiser!

Honour your birthday with a gift of a dollar or two for each year of your age. Your generosity will have impact through the purchase of new hospital equipment. Envelopes can be picked up at the SGH Coffee Shop.

L-R: VSGH Special Events Committee Manfred Mewes, Vicky Vine, young philanthropist Sophie, HPHA Volunteer Team Lead Cheryl Hunt, Brenda Mitchell Special Events Committee, Andrea Page ED SGH Foundation.



VSGH Student Awards

The Volunteers of Stratford General Hospital (VSGH) were pleased to present Sydney Timmermans with the 2018 student award of \$500 on December 12, 2018. Sydney is a student volunteer in the Emergency Department at SGH who is studying at the University of Guelph in the bio-medical science program. The VSGH wish Sydney much success in her future endeavours!

L-R: Joan Maloney, Co-Chair of VSGH Council; Sydney Timmermans, Cheryl Elgie, Co-Chair VSGH Council.



Comfort and Care

Marking 122 years of community service, local members of the Federated Women's Institutes of Ontario visited the hospital with gifts for the children in our care. The special packages include a book, a stuffed animal toy, and a small blanket!

L-R: Sherri Haase RN Mat/Child Unit Team Leader, St. Paul's WI members Grace Gibb, Doreen Van Westerop, Jessie Scheuermann, Roberta Dundas and President Marlene Gibson, Marg Hislop President Perth South District, Elm Grove WI members, Irene Merkel, Elaine Thomson, Ruth Reath and President Louise Monteith, Sherri Bell RN, Mat/Child Unit.



L-R: Joanne Groenestege, SGHF Board Member Howard Famme, Rev. William Kramer, Doreen Alexander and Marjorie Brickman.

Memorable Anniversary Has Impact

The Lutheran Ladies Missionary League at 2nd St. John's Lutheran Church Wartburg celebrated the Church's 160th anniversary with a Tea and Silent Auction. Proceeds totalling \$2,660 raised from the event were donated to the SGH Foundation towards a Maternal Child Cardiac Monitor.



Teddy Bear Care

The Hearing Center's gift of \$1,300 supports the Special Care Nursery Teddy Bear & Friends Campaign! Thank you for making an impact on the care of our tiniest patients.

L-R: Owner of The Hearing Center Sheri Hazzard, RN Lorelee McNaughton, SGHF ED Andrea Page, and Shelly Gansevles Office Administrator at the Hearing Center.

to Our Community's Generosity!

and businesses building a brighter future for healthcare throughout our region.



10 Years of Commitment

PAID In FULL! Local Optimist Clubs gathered together and members celebrated the completion of their \$100,000 pledge towards the Heart & Soul campaign, Maternal/Child unit. We can never say thank you enough!
Seated L-R: Joe Vulders (Ellice), George De Wys (Downie), Rick Zimak (Downie), Lyle Zurbrigg (Sebringville), Wayne Krug (Mitchell). Standing L-R: HPHA CEO Andrew Williams, Helen Young (Ellice), Lois Bailey (Mornington), Kathy Schweitzer (Mornington), Michelle Pepper (Sebringville), Lois Fitzgerald (Sebringville), Cheryl Davidson (Mitchell), Dianne Josling (Mitchell), SGH Foundation ED Andrea Page.



A big thank you to **Hear Well Be Well** for their \$2,350 gift in support of our CT Scanner Campaign!
The cheque presentation included L-R: Andrea Page - SGHF ED, Mary Cardinal - HPHA VP, Melissa Brighton - Hear Well Be Well Regional Education Leader and Andrew Williams - HPHA CEO. Mitchell, Exeter and New Hamburg Hear Well Be Well locations pledged funds to SGHF's CT Scanner campaign from hearing tests this past April through July. Thank you for making an impact in the care of over 12,000 patients a year.



Festival Hydro Share the Win

A special thanks to Festival Hydro and Bob Evans for choosing to share his win with us!
L-R: Courtney Courtnage - Festival Hydro and SGHF ED Andrea Page.

Bowling for Teddy Bears & Friends

A total of \$6,533 was raised at the Teddy Bear & Friends Bowl-a-thon towards the purchase of an infant



warmer for our tiniest patients in the Special Care Nursery. A salute to RN Loralee McNaughton for all her efforts spearheading this event and to all the teams decked out in costumes who made it a memorable night!



Royal Canadian Legion Branch # 8, Stratford - Poppy Fund

A salute to the members of the Royal Canadian Legion Branch #8 for their generous gift through their Poppy Fund with this year's support focussed on the purchase of a Chemotherapy chair.
Seated L-R: Bob Wickenheiser, Ken Albert 2nd Vice President and Poppy Committee Chairman, Dot Harmer Poppy Committee Secretary, Dale Bast President. Back L-R: Pearl Alles, Doreen Zurbrigg, Stephen Zurbrigg 1st Vice President, Uwe Schumann, Heather Wickenheiser.



Members of the **Royal Canadian Legion Branch #8** have a chance to see their support in action with staff thanking them for the 2 reclining geriatric chairs and 2 specialized sleeper chairs for our Complex Continuing Care unit which have an impact on our vulnerable older patients.

Seated L-R: Ken Albert 2nd Vice President and Poppy Committee Chairman, Dot Harmer Poppy Committee Secretary. Standing: Bob Wickenheiser, Stephen Zurbrigg 1st Vice President, Doreen Zurbrigg, Kristin Balk RPN, Laurie Schalk - Manager Outpatient/Inpatient Medicine, Uwe Schumann, Dale Bast, Pearl Alles, Heather Wickenheiser.

Pharmacy Improvements Underway

Hospital Pharmacy Departments in Ontario now undergo regular inspections by the Ontario College of Pharmacists. A key area of these inspections has been ensuring hospital pharmacy departments are preparing sterile compounded medications according to national standards.

Sterile compounds are medications that are prepared for use as injections. When medications are given as injections, many of the body's abilities to defend against contamination are bypassed, making these medications extremely important to be free of contamination.



Housekeeping Staff during training

To meet standards, pharmacy staff have been completing extensive online training as well as practical tests that ensure staff can put on sterile gloves and perform a series of complex manipulations without introducing contamination. Michelle Broughton, Lead Compounding Technician says, "These new standards have created a major change to the dynamics of our intravenous medication preparation and chemotherapy program. Additional training and education has to be completed and challenges to the Pharmacy workflow have been identified. The Pharmacy Team has

been working diligently to incorporate all of these standards into daily practice while maintaining the priority of patient care and have done a fantastic job of adjusting to these new initiatives to ensure we are providing compounded products of utmost sterility."

The pharmacy has also undergone significant process changes to meet standards and have received support in these changes from a number of other departments including: IT, facilities management, infection control, materials management, quality and risk, chemotherapy and housekeeping.

Housekeeping staff, in particular, play a significant role in ensuring we meet standards by cleaning the compound rooms using the appropriate products and frequency. "The housekeeping team always rises to every challenge with positive attitudes," says Brenda Smellie, Director Housekeeping & Linen. "The two day training was rewarding as we learned how to meet the new pharmacy standards.

Once all of the training and process changes have been completed our next milestone on our path to full compliance will be building a physical environment that meets standards. This will require redevelopment and renovation of the pharmacy department which is expected to take place in approximately two years. "A new department will not only allow us to meet compounding standards but help address many of the workflow challenges our team faces on a day-to-day basis in our current space," adds Michelle.



Michelle Broughton,
Lead Compounding Technician



STRATFORD GENERAL HOSPITAL
Foundation
"People Caring for People"

Lasting Legacy *the Promise of Tomorrow*

Ordinary people show
extraordinary generosity
by leaving legacy gifts to
our hospital in their wills

SGHFOUNDATION.ORG
519.272.8210 ext. 2626

VISION FOR CANCER CARE

This is the third in a series of testimonials in which chemo patients, their families and the staff and doctors who care for them share stories of their journey to fight and win the battle against cancer. A new and expanded Chemo space including the installation of new technology is projected to be completed in 2020. The project is one of the critical components of the Stratford General Hospital Foundation's capital campaign which will have a tremendous impact on care.



Laurie Schalk

Each year more than 1,400 patients with cancer come to Stratford General Hospital's Chemotherapy Unit. For many patients and support persons from our region, it's a much better option than the exhausting trip to London for treatment, sometimes up to three times a week, through weather that can be brutal.

In Stratford, they find highly competent, well-trained physicians and nursing staff

who can deliver the quality, compassionate, hands-on care they need. But they also quickly learn of the limitations of the existing unit and how important it is to build something new – a place that can support and inspire them...a place that can provide comfort and care, a place that offers them every opportunity possible to triumph in their battle against cancer.

And when you have a group of patients who are in the fight of their lives, there's an extra obligation to ensure that we build something special that meets their needs.

As part of our "In Our Hands" Campaign, Stratford General Hospital Foundation is earmarking \$5 million for the new Chemo/Cancer Care Unit and co-located new Pharmacy.

"Patients know what they like about our existing unit – our wonderful, supportive staff; its hometown, comfortable feel," says Laurie Schalk, Manager of Medicine, Dialysis, and Chemotherapy. "They also have very definite ideas about what should be included in our new unit. And we want to design and build it right."

Space limitations are the biggest challenge. "Even with our current patient load, volumes can be overwhelming at times," says Laurie. And with an aging population with increasing cancer care needs, plus figures that show there's still a significant potential to be treating additional chemo patients from our region, there's even more pressure to expand and relocate the unit within the Hospital.

Presently, the unit's seven chairs and two beds are crammed into an old inpatient room, with an additional bed and two chairs separated by a hallway. This makes it challenging for nursing staff to "keep eyes" on patients at all times and creates barriers to optimum care.

"With the space we need for equipment, IV pumps and bedside computers, there's barely room to put our patients in, let alone a support person," explains Laurie. "And I want those support people to feel welcome. They play an important part in what our patients need on their journey."

With the challenge of limited space come privacy concerns. It's one of the main issues identified by patients and support persons in recent Chemo Unit surveys. And with the Huron Perth Healthcare Alliance's commitment to a positive patient experience, listening to the voice of the

patient and family is paramount.

"Privacy is a major concern for our patients. There's not enough privacy during treatments or even for a private conversation with a nurse," explains Laurie. "Patients also tell us that temperature control is an issue. Despite having window air conditioners, the more people who are inside, the warmer it gets."

Patient comfort is crucial, and anything that could make a new unit more relaxing and tolerable is important to patients and staff. Suggestions include improved patient Wi-Fi, television, chairs that can be adjusted by the patient themselves, and small patient tables that could fit over the patient's chair to provide a spot for snacks, or activities.

Other issues include the need for a bigger, accessible washroom. Hindered by IV poles and other equipment, patients have difficulty in the limited space of the current washroom facilities. Safety issues, from a hard-wired "call bell" system to eye and handwashing stations are also concerns in the existing unit – issues that will be carried forward in the planning of the new Chemo Unit, says Laurie.

Plans are to co-locate both the new Chemo Unit and Pharmacy on the Hospital's fourth floor in the space formerly occupied by day surgery. This co-location recognizes the interdependence of Chemo and Pharmacy, and should result in improved efficiency, safety and functionality for both.

Chemotherapy drugs are prepared in the Pharmacy and plans are to have an easy access window where potent chemo drugs can easily be passed through into the Chemo Unit. The fourth floor space will be completely gutted prior to the move projected for completion in 2020

But designing and building in a hospital setting is a challenge. Any new construction must meet enhanced codes, standards and safety requirements. And to be truly successful, any new building must be functional, flexible and designed to meet the needs of numerous different stakeholders – staff, physicians and especially patients and family members.

"So many individuals and families are touched by cancer," says Andrea Page, SGH Foundation executive director and a cancer survivor. "This project is one of the most important components of our capital campaign – one that will have tremendous impact on our patients and families. We all want to ensure that we get this right."



V O L U N T E E R S



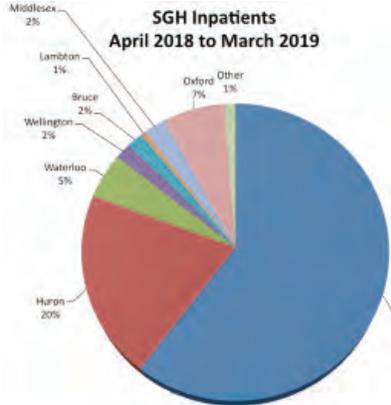
The Volunteers of Stratford General Hospital are working diligently towards their pacesetter \$1 million pledge towards the Foundation's capital campaign for essential medical equipment. They are a committed group of more than 230 community members with a passion for improving our patients' experience. The VSGH's most recent commitment included completing their \$150,000 pledge towards the CT Scanner and investing in Lab equipment to diagnosis sepsis. Look for their new "Matching Gift" letter this Fall as they challenge our community and offer to match all gifts up to \$150,000 to raise \$300,000 for 30 new patient beds. VSGH have a tremendous impact investing in our hospital's equipment but also in providing "comfort & care" to our patients. To be part of this tradition, that is an integral part of our hospital, visit the HPHA website at www.hpha.ca under volunteer opportunities.



Did YOU Know?

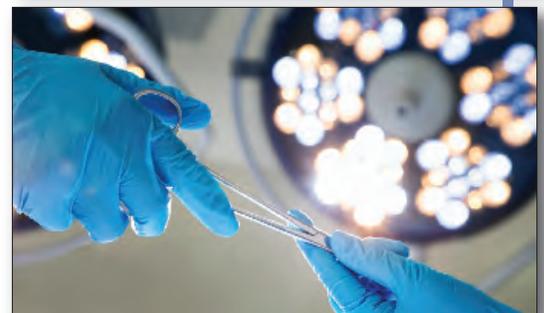
2018/19 at Stratford General

- 1,222 babies were delivered
- 177 babies were treated in the Special Care Nursery
- 28,445 patients were seen in the Emergency Department
- 2,308 inpatient surgeries and 9,286 day surgeries were performed
- 429 children treated on the Pediatric Floor
- 546 Mental Health inpatients were cared for
- 1,469 Patients treated in ICU & Telemetry Unit
- 28,586 X-Rays were taken and 13,328 CT Scans were performed
- 18,233 Ultrasound Exams, 2,820 Nuclear Medicine Exams and 1,716 Echo Cardio Exams were performed
- 6,741 Mammography Exams and 3,573 Ontario Breast Screening Program (OBSP) exams were performed
- 5,018 MRI scans were performed
- 3,540 Dialysis Visits
- 1,481 Oncology Visits (Chemo Only)



2018/19 Throughout HPHA's 4 sites (Stratford, St. Marys, Seaforth, Clinton)

• Babies Delivered	1,225
• Complex Continuing Care Patient Days	10,213
• Rehab Patient Days	5,960
• Inpatient Surgeries Performed	2,309
• Day Surgeries Performed	10,797



Hemoglobin

HPHA labs analyze 13,000 glycosylated hemoglobin (HbA1C) specimens to diagnose and monitor diabetes and examine 5,300 throat cultures for Strep A, the pathogen that causes strep throat on an annual basis



Lab Cancer

Our lab views 32,000 tissue specimens for cancer on an annual basis

Stratford General:

- Secondary Care Centre
- Schedule 1 Mental Health Facility
- Regional Stroke Centre
- Major training site for Schulich/Western
- Internal Medicine, General Surgery, Urology, Orthopedics, Psychiatry, Otolaryngology, Obstetrics Gynecology, Paediatrics, Pathology, Anesthesia, Emergency, Family Medicine, Ophthalmology and Radiology
- ✓ Top Performer in the Province MRI Access
- ✓ Top 5 Performer in the Province CT Access
- ✓ Emergency Wait Times Exceed Provincial Targets
- ✓ Significant Improvements in Access to Hip and Knee Replacements
- ✓ National Leader in Patient and Caregiver Engagement

Donations in Honour of and in Memory of ...

The Stratford General Hospital Foundation is grateful to the family members and friends who have made Honour and Memorial donations from October 21, 2018 to April 30, 2019.

In Honour of ...

Ina & Lavern Bender
Nathan Berge
Lily Mackenzie Blair
Georgia Abigail
Demeuleneare
Marie Dietrich
Linda & Wayne Faulhafer
Carson Good
Peggy Heinbuch
Mary & Matthew Holmes
Dr. Kenneth R. Hook
Dr. Brian Hughes
Matt Imeson
Dr. Tibor Kalos
Dr. Alnoor Kara
Harvey & Gus Lowe
Maternal Child Staff
Brynlee Matheson
Brooklyn Matheson
Dr. Laurel Moore
Jim & Donna Morris
Dr. Patricia Nasco
Dr. Janis Nicholson
Freya O'Shea
Callan Page
Stan & Hilda Player
Arvis Rader
Tom Ruston
Merle Ruston
Dr. Shokri
Jim McLlwain &
Nancy Steinbach
Melissa Steinbach
John Wolfe
Peter Zettel

Jeanette Ballentine
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Harold Baumbach
Bert Bedford
Margaret Bell
George Berkvens
Clifford F. Bice
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Robert Binns
Martina Blaine
Bill Bodenham
John Boersen
Brigitta Bokkers
Karen Brand
Wendy Brenner
Larry Brickman
Larry Broadfoot
Miles & Caryl Ann
Browning
Aidan James Butler
Lynn Buxton
Norma Calhoun
Christine Cameron
Colin Campbell
Frederick Canning
Verna Carter
Suzanna Cassel
Ken Chalmers
William "Bear" Chambers
Cindy Claessens
Linda Clarke
Robert Collins
Ken Connolly
Sandra Connolly
Len & Mitz Conyard
Ralph Cook
Walter Cook
Evelyn Cook
Alan Cook
Jean Cook
Marian Culthard

Keith A. Culliton
Anthony W. Culliton
Mary Isabelle Culliton
Rocco Cupido
Ellen Davies
Reta Davis
Wilbert "Bill" Davis
Betty-Jean Davis
Phyllis E. Dawson
Marie Claire
DeBrabandere
Anne Deleplanque
Matthew Diegel
Kathy Dingwell
Mabel Doadt
Lyndon Doadt
Jack & Verna Dolson
Verna Dolson
Dorothy M. Douglas
Verna Doupe
Jack Duggan
Jean Duncan
Donald & Spencer
Edwards
Roger Erb
Lloyd Feltz
Ken Feltz Sr.
Harold "Cub" Ferguson
Sigrid "Siggy" Ferguson
Joe Festoso
Frances Festoso
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Tanya Koebel

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Dorothy Allensen
Malcolm Angus
Murry Arthur
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Dorothy Bald
Howard Ballantyne

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Gerald Landers	Bob & Lil Myers	Ferne Roth	Frances Urbach
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Chris Lebreaux	Howard Nichol	Norma Ruby	Richard Van Norden
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Enid Leonhardt	Bob & Bernice Norris	Isabel Satchell	Adrian Van Nynatten
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Gerald Malcho	Doris Player	Vera & Clifford Schoch	Larry Waldie
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Dora Mallon	Laurine Player	Dale Schwartzentruber	Donald "Don" Watt
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Intersection of generosity and transformational impact ... Investing in our Hospital and future

In healthcare you only need look back 20 years to see what progress looks like. Now think ahead 20 years; changes in healthcare are happening at an accelerated pace, driven by technology, medical breakthroughs and the role people play in their own health care. From the complexity of chronic disease to rapid advances in healthcare diagnosis and treatment, our hospital must continually improve in order to provide optimal care for every patient.

Virtual medicine, personalized healthcare and enhanced connectivity will all be the norm. At the foundation of all that change is the continued need for investment today.

To support these goals, Stratford General Hospital Foundation is planning the In Our Hands campaign. Our plans are focused on delivering care closer to home for our patients and maximum impact for donor dollars.

Keeping up with the pace of change and game-changing new ideas are the challenges of our times.

To meet those challenges head on we need an investment in people, technology and innovation for a sustainable and strong healthcare system for all in the communities we serve. We need to focus on a "smart" hospital – how technology can help us provide transformational care and increased access from the operating room to the bedside to mental health.

So we asked our donors, local business and industry leaders to join us in looking ahead to see our needs and their needs over the next five years and beyond.

This Environmental scan identified and highlighted the generosity of the Stratford community which is substantially above provincial and national levels. An aging population was also clearly identified – a detail that will be factored into planning for the future. Physician recruitment was also high on the list.

We found:

- SGH is a point of pride for the community
- High quality and compassionate care close to home an overarching priority

- SGH and SGHF are seen as having strong leadership with SGHF identified as a trusted charity
- Support for the overall plans of SGH was indicated by participants. Focus on the Performance pillar outlining equipment needs was highest
- Majority of participants were unaware of the fact 100% of equipment must be funded through donations. Our video had impact and the message should be constantly communicated.

Our next steps – Focus on meeting with donors to hear more about what they may be interested in supporting; further sharpening the case for support (based on feedback) and starting to build a volunteer body that will help plan and execute the campaign through its various phases over the next three years.

As the most technically diverse site within the Huron Perth Healthcare Alliance and the regional referral centre, Stratford General Hospital is an integral part of our healthcare system. Our plans will ensure that:

- Patients have compassionate, timely, innovative care close to home
- Our expert healthcare professionals have the tools they need to provide the best care; it will advance our mission providing care that is both "high tech and high touch"
- We can continue to retain and recruit the best and brightest healthcare providers who will want to work in a modern, state-of-practice facility while growing our local capacity for physicians
- We are keeping pace with best practice in a complex and ever-changing field.

Stratford General Hospital (HPHA) and Foundation is ready to partner with our communities to ensure that we are here when you need us ... here with well-trained, engaged staff ... here with the technology we will use that will make a difference ... here to make this as strong a community as possible ... here for you and your loved ones.

Your insights and advice are invaluable in this crucial step in campaign planning. We look forward to continuing to engage you during this exciting time and hope that you'll choose to join us as we invest in People, Partnerships and Performance to not only sustain the care you and your family deserves but to ensure a strong hospital and healthcare system into the future. As donors you have always been there for our hospital and we can never say thank you enough.

Our future ... is In Our Hands.



THE PERFECT IMAGE

Stratford General celebrated the arrival of the first new digital x-ray machine. This \$400,000+ machine is funded through our generous donors and replaces an old machine. The first payment of 20% or **\$91,510** has been made to new digital suite. The new technology emits less radiation, has crisper images and takes only 3 seconds per view. Automated positioning provides accuracy and ease to technicians. A total of four more machines are needed to replace machines that are over a decade old at the cost of \$400,000- \$500,000 each.

Heartbeat of Promise . . . Our next generation

Spring is the season of promise. It's a time of renewal and rebirth; a time to plant new seeds that will grow in the months to come, yielding a rich harvest for us all.

Each year, our Hospital goes through a similar cycle of regeneration. In order to ensure we stay at the forefront of care and equipped with the very best in lifesaving technology, we need to renew, replenish, and recommit our resources.

Nowhere in our Hospital is that natural cycle of renewal and new life more evident than in our Maternal Child Unit. Each year we welcome some 1,200 babies at our Hospital. Most are born healthy, some fragile, others need a little help getting through a rough start. But each one is precious to us and treasured, holding the hope and promise of the future.

When a woman comes to Hospital to give birth, doctors and nurses know we have two patients. We want to make sure that every mom and babe who arrives at our Maternal Child Unit does so safely with the best care and newest equipment possible.

But right now we're running seriously low on a piece of equipment our moms, babes, nurses and doctors rely on during this vulnerable time – the Fetal Heart Monitor. In many respects the Fetal Heart Monitor acts like an early warning system.

Using small transducers placed on the mother's abdomen, the monitor continuously records the heartbeat of the baby and the mother's contractions, telling us how the baby is reacting to labor and whether there are any signs of distress. That gives us a chance to correct any underlying problems, change our delivery plans if required...even avoid treatments that are not needed.

It can be a true lifesaver.

At just under \$25,000 each – \$125,000 for all five monitors

needed – we know it's a lot to ask. But every donation, regardless of the size, will bring us a baby step closer to better care in our Maternal Child Unit. Besides, how can we put a dollar value on the health, safety and well-being of our moms and tiniest patients?

Our Maternal Child Unit is extremely busy – up 20 per cent in the last year alone. That's not only because of the Spring-time bump in births, but also because Stratford General is fast becoming the Hospital of choice for expectant moms from across our region.

With some 1,200-plus births in the past year, we maintain a "critical mass" of patients where our skills are honed and expertise heightened. So whether you're from Stratford or one of our other HPHA Hospital communities of Clinton, St. Marys, and Seaforth ... or from further afield, like Goderich, Exeter, Wingham or New Hamburg, chances are that your family's new bundle of joy will touch down at Stratford Hospital's Maternal Child Unit – a place that's dedicated to the health, comfort and safety of moms and their precious babies.

Whether you're expecting a new arrival of your own or just want to support the health of our moms and babes across the region, your gift today helps ensure we're fully equipped and ready when the time arrives.



YOUR DONATION COUNTS!

Please take a moment and reflect on what our community would be like without our hospital. Our health care team has one main focus - YOU - the patient. In the last year the health care team has touched the lives of countless people and their families with their compassion, skill and expertise. Every gift you give impacts the care we are able to provide. Your support purchases essential medical equipment - equipment we can't afford to be without. We count on you to help us provide quality and patient-focused care. Thank you!



YES, I care!
I wish to support our Hospital.



Name: _____ Address: _____

City: _____ Postal Code: _____ Telephone: _____

Enclosed is my cheque to Stratford General Hospital Foundation. Email: _____

\$1,000 \$500 \$250 \$100 \$50 \$25 I prefer to give \$ _____

Card # _____ Expiry Date _____

I'd like to pledge my support of \$ _____ each year over the next _____ years.

Signature _____ Date _____

A receipt will be issued for tax purposes. Charitable Registration # BN 11920 0004 RR0001
Our donor records are confidential. We do not share our lists.

Thank you for caring!



**Thank you to our donors
for helping us
keep our promise!**

- the promise every staff member makes to do their best in performing their role in patient-centred care
- the promise of every team member to ensure exceptional care
- the promise of our community and donors in making an impact and being engaged as an integral part of the healthcare team
- the promise of the Foundation to be committed to the highest standards of philanthropy, accountability and donor relations.

**We're there for you 24/7
Now we need you!**

Please give generously
from the heart for
state-of-the-art
technology.

Promises made; promises kept

SGH FOUNDATION MONITOR...

is published for the information of our donors, supporters and friends of the SGH Foundation.

STRATFORD GENERAL HOSPITAL FOUNDATION
46 General Hospital Drive, Stratford, ON N5A 2Y6

*The SGH Foundation works with the community to help raise funds for equipment,
upgrading of facilities and special projects of the Stratford General Hospital.*



Readers will note a change to coated paper,
which is the same cost and allows clearer pictures.
Contains recycled fibre and is recyclable.

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Stratford General Hospital Foundation
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