

Volunteer for the Health of It



Volunteers at Four Counties Health Services play an integral role in the day to day operations of the hospital. People volunteer for many reasons, including a desire to give back to the community in a meaningful way, to fill a void, or even to get out of the house. "No matter what the reason is, we appreciate each and every one of our volunteers and the time they spend with us."

In 2016/2017, our 24 volunteers contributed a total of 4,902 hours to assist the staff and patients in our organization.

Volunteer opportunities are always available and constantly changing as we expand the program. The goal at Four Counties Health Services is to provide opportunities that are rewarding and stimulating for our volunteers, while at the same time, assisting our staff and patients to meet our Mission, "to provide the care we would expect for our own families".

We continue to recruit volunteers who wish to share their skill sets and talents. If you are interested in joining our MHA Family at Four Counties Health Services, please call 519-245-5295 extension 5595 and Volunteer, for the Health of it!!

FCHS Auxiliary/ Volunteer Highlights

Gift Shop: Elegant and fun spring and summer fashions have arrived and include scarves, jewellery, cover-ups, leggings and purses. Also available are new home décor items including a selection of bright indoor & outdoor cushions, sun catchers, flower arrangements and seaside accents. Honey, jams, maple syrup and herbal teas are also available. **NO TAX!!**

Bookstore: Our community has donated a great selection for your summer reading. Hardbacks \$3, paperbacks \$2, books in lounge \$1.

50/50 Fundraiser draw raises over \$500: All proceeds from the raffle are directed to the FCFS Foundation for necessary hospital equipment. Thanks to the community for your support!

NEVADA Ticket Sales: NEVADA Tickets continue to be sold at the FCFS Bookstore, Gift Shop and Newbury Post Office.

BBQ Raffle: Auxiliary & Volunteers will be holding their annual BBQ raffle starting in April. Once again there will be two stainless steel propane barbecues raffled off **August 30th, 2018**. Tickets will be on sale at the hospital for \$2 ea. or 3 for \$5.

Adult Day Program Sunshine Club



The Adult Day Program, also known as the "Sunshine Club" at Four Counties Health Services is a day away meeting place for seniors and disabled adults. The Program provides a safe and caring environment with trained and knowledgeable staff. It offers daily respite for family caregivers while providing a fun, active, educational, safe and comforting environment for their loved ones. The program runs every Wednesday and Thursday from 10am - 3 pm. For \$10 per day, you or your loved one will enjoy entertainment, games, exercise, crafts, educational topics, socialization, a hot meal and snacks. Transportation can also be provided for a nominal fee of \$5 each way through Four Counties Transit.

For more information on this great program please contact Dianne McFadden at 519-693-7111 ext. 2443.



\$20,000 Donated to FCFS Foundation by Auxiliary Volunteers!



L to R - Tom Jeffery (FCFS Foundation Chair), Marlene W, Mary R, Peter R, Karen F, Debby R, June E, Ellen R (FCFS Auxiliary/Volunteers), Steph Ouellet (FCFS VP of Strategic Partnerships).



Published by Four Counties Health Services Foundation Communications Committee

Medical Equipment Appeal



Spring is upon us and when I think of spring the words Refresh, Renew and Growth always come to mind. These three words also describe the activities occurring within Four Counties Health Services (FCFS).

A year has passed since I arrived at FCFS as Patient Care Manager. Since that time my role has changed to include FCFS Site Director. I am thrilled with this new assignment! FCFS is made up of highly dedicated staff, physicians and volunteers. It is my privilege and honour to work with our

teams to ensure patients and families receive the best care possible. We are actively engaged in expanding services and growing new programs to provide care closer to home for the communities we serve.

Our dedicated staff, physicians and volunteers strive for continued excellence in the care they provide. With this activity comes the need to refresh and renew existing space, equipment and technology which are essential tools to deliver quality, safe and efficient care to you and your loved ones.

In our Spring Appeal, some equipment would be highly visible to patients and family as it is used directly for patient care. Other equipment needs that are not visible are vital for providing safe and efficient care.

Miranti Stretcher Lift: Many of our patients need and enjoy a whirlpool bath; however, access to this tub is not possible when a patient has no sitting balance. A Miranti Stretcher Lift allows for all patients to have a soothing bath.

Slit Lamp: This equipment allows the doctor to examine areas at the front of the eye, including the eye lids, conjunctiva, iris, lens, sclera, cornea, retina and optic nerve. Using this exam, the Emergency Physician can microscopically examine a patient that has experienced eye trauma or assess a patient for eye abnormalities.

Point of Care Blood Analyzer: When the nurse takes a blood sample, blood is analyzed on site by using the complete blood count analyzer. The analyzer is used to manage/detect infection, leukemia and candidates for blood transfusions.

I sincerely thank you for your ongoing support to the FCFS. During this Spring Appeal take time to refresh, renew, continue or begin your support to FCFS.

Kim Jenkins

Kim Jenkins, FCFS Site Director

Stretcher Lift for Patient Tub



Lift providing patient access into and out of whirlpool tub.

Location: FCFS Active Care Nursing Unit
\$16,000

Ophthalmologic Slit Lamp



High resolution microscope to identify an eye injury or abnormality.

Location: FCFS Emergency Department
\$18,000

2 x Point of Care Complete Blood Count Analyzers



Used daily to perform laboratory test of complete blood count.

Location: FCFS Emergency Department
\$43,750



YES! Here's my gift to help support the Medical Equipment Appeal.

Donation Amount: \$ _____

Payment Method: CHEQUE VISA MASTERCARD

Card No.: _____ Expiry: _____

Signature: _____

Email: _____

YES! I would like to join the Monthly Giving Program

CHARITABLE REG. # 11892 9546 RR0001

1824 Concession Dr., R.R. #3 Newbury, ON N0L 1Z0

(519) 693-4441, ext 2438 (519) 693-7084 info.fchsfoundation@mha.tvh.ca

Volunteer Board Members

- Tom Jeffery – Chair
- Nick Vander Gulik – Vice-Chair
- Paula Downs
- Terry Eckersley
- Tim Hamilton
- Kirk Patterson
- Melissa Pearce
- Steph Ouellet – MHA VP of Strategic Partnerships
- Dawn Butler – MHA Board Rep
- Jackie Herdman – Auxiliary Rep
- Bill Denning – SMGH Foundation Rep
- Martha Wortner – Admin Assistant
- Rosemary Bartlett – Assistant

Interested in Joining the Four Counties Health Services Foundation Board?

Four Counties Health Services Foundation, located in Newbury, is responsible for developing relationships and raising funds to support the Four Counties Health Services site.

The Four Counties Health Services site provides primary hospital care services in the western half of Middlesex County, parts of Elgin, Chatham-Kent and South East Lambton Counties.

Four Counties Health Services Foundation Board of Directors is in the process of recruiting new board members due to the expiry of board member terms. We invite applications from persons who reside in the area and are interested in using their expertise to make a difference in their own community.

If you are interested in joining the Four Counties Health Services Foundation Board, we would like to hear from you.

On behalf of the Board of Directors, we invite you to contact:

Martha Wortner
519-693-4441 x 2438
martha.wortner@mha.tvh.ca
1824 Concession Drive,
Newbury, ON N0L 1Z0

A Message from the Board Chair



As chair of the Four Counties Health Services (FCHS) Foundation, I wish to report that the foundation has been very active in completing our fall technology appeal.

Moving forward we are developing plans and fundraising efforts to reintroduce the Endoscopy program along with the purchase of new endoscopy equipment. Details of this campaign are being developed by the FCHS Foundation Fundraising Committee.

Since January, we have reached out to municipalities with presentations to thank them for their support in past campaigns. We have visited our 6 local municipal councils as well as two of the upper tiers, to ask for their consideration in supporting the Endoscopy Campaign. We always speak of our ongoing goal to raise funds to support FCHS medical

services by providing funding for capital equipment. It is surprising that in our travels, many are unaware that capital equipment is not funded by government.

Our Spring Appeal is for healthcare equipment totaling approximately \$78,000. This donor ask is for medical equipment to upgrade items crucial to providing patient care closer to home in our hospital.

This past winter, our Foundation staff has been updating donor/memorial boards and by the time you receive this newsletter we will have finalized the design and ordered new boards to be placed in the Front and Emergency Department lobbies.

As a Foundation, we do our best to help support the various initiatives of the hospital to ensure the needs of the FCHS community are met. We appreciate our hospital administration, especially Steph Ouellet (MHA VP of Strategic Partnerships) and Kim Jenkins (Site Director FCHS), for their continued

support to the FCHS Foundation.

The FCHS Foundation board is a committed group, and I thank all of them for their volunteering of time and service. As well, our Foundation would like to thank dedicated community supporters; municipalities, service clubs, companies, corporate sponsors, and individual donors in our catchment area. Without your contributions and support we could not continue to maintain and improve patient care in our hospital and add additional services.

We need your unwavering support to ensure our local healthcare's provider capital equipment needs are met.

If this is your first time reading this newsletter, we would ask that you consider donating to the FCHS Foundation to support the foundation's Spring Appeal.

Tom Jeffery
FCHS Foundation Chair

Four Counties Health Services (FCHS) New Ambulatory Care Programs/New Infrastructure

Cardiology Services: In addition to Dr. Rafael Martell's clinic, Dr. Terry McPherson continues to add patients to his monthly clinic.

Women's Health and Gynecology Services: Dr. Niharika Chandra will be providing a wide range of gynecological services. Dr. Chandra is a specialist in Obstetrics and Gynecology, and joined the Strathroy Middlesex General Hospital (SMGH) in 2017. In May 2018, she will expand her practice to FCHS and provide access to quality gynecological health care for women.

South West LHIN Flex Clinic: Coming soon, this clinic will offer traditional "Home Care" nursing services for ambulatory patients. We are currently working with the SW LHIN and nurses from Saint Elizabeth Health Care for the implementation of this care closer to home.

Endoscopy Services: This program has been on hold following physician retirement. Our team has been actively getting ready to resume this service through

rigorous trials to select new equipment. The vendor has been chosen and new state-of-the-art equipment is on its way. We are now focused on training staff and preparing clinical areas for endoscopy procedures.

Main Electrical Infrastructure/Generator Project: Health Infrastructure Renewal Fund (HIRF) Exceptional Circumstance Grant supports FCHS main electrical infrastructure (50 years old) and generator (35 years old) upgrades at a cost of \$1.3M. Ministry approved half of the project cost in 2017/18 and we are seeking further funding in 2018/19.

LED Lighting Upgrade: Hospital Energy Efficiency Program (HEEP) grant awarded \$289,500 for replacement of all interior lighting fixtures with energy efficient LED lights.

Rooftop Air Units: Hospital Energy Efficiency Program (HEEP) grant awarded \$70,000 to replace several aged rooftop air units.

FCHS Hospital Auxiliary (Newbury) Presents

Spring BAZAAR & Deli Lunch

Monday May 7th from 10:30-3

Featuring our famous bake table!
Starts at 10:30am sharp until sold out!
Homemade pies, cakes, cookies, squares & more!

Gift Shop NO TAX!
Fashions & Accessories • Home & Outdoor Décor Items
Local Vendors • Specials from the Book Store, Gift Shop
& Raffle Table

Delicious Lunch served between 11-1:30

Your choice of hearty soups, sandwiches, condiments, dessert and refreshment.

Only \$5

If booking lunch for a group please call ahead so we can reserve tables for you. (519) 693-7111 Ext 2414

Thank you for your support

YES! I would like to join the Monthly Giving Program

I would like to give \$ _____

METHOD OF PAYMENT: I authorize The Foundation of Four Counties Hospital to withdraw from my bank account through my financial institution on the 10th day of each month.

I have enclosed a VOID cheque I prefer to use my credit card VISA MASTERCARD

Card No.: _____ Expiry: _____

Signature: _____ Date: _____

You will receive a tax receipt at the end of the year. At any time you can change or cancel your monthly contribution by notifying

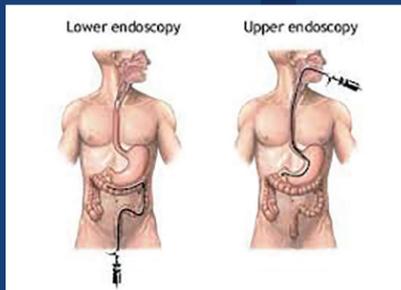
The Foundation: 519-693-4441 x 2438

At FCHS Foundation, we appreciate your support and we treat your information with respect. We do not rent, sell or trade any personal information. The information you provide will be used to issue your charitable donation receipt and to keep you informed of events and fundraising opportunities in support of FCHS. If at any time you wish to be removed from our mailing list, simply contact us: 519-693-4441 ext 2438 or info@fchsfoundation@mha.tvh.ca

What is Endoscopy?

Endoscopy is a nonsurgical procedure used to examine a person's digestive tract. Using an endoscope, a flexible tube with a light and camera attached to it, your doctor can view pictures of your digestive tract on a colour TV monitor.

During an upper endoscopy, a scope is easily passed through the mouth and throat and into the esophagus, allowing the doctor to view the esophagus, stomach, and upper part of the small intestine. Similarly, scopes can be passed into the large intestine (colon) through the rectum to examine this area of the intestine. This procedure is called a colonoscopy or sigmoidoscopy depending on how far up the colon is examined.



L to R – Tom Jeffery (FCHS Foundation Chair), Dawn Butler (FCHS Foundation MHA Rep), Jackie Herdman (FCHS Auxiliary/Volunteers), Bernie Wiehle (Mayor Municipality of West Elgin representing County of Elgin)



The existing Four Counties Health Services (FCHS) endoscopy equipment is at end of life. After careful consideration, it was determined that a renewed program at FCHS should employ current technology. An open review process was undertaken with the 3 vendors within this market, involving demonstration weeks and evaluations completed by the clinical team. All three vendors were asked to submit a financial quote for a particular list of equipment required for FCHS and a successful vendor was chosen.

Endoscopy Services Involves Highly Technical and Specialized Equipment: Total Cost \$450,000



Scope Drying Cabinet



Scope Preprocessor



LED Monitor



What's Happening at Four Counties Health Services

Four Counties Health Services Yearly Statistics (April 1, 2016-March 31, 2017)



10,043
Emergency Visits



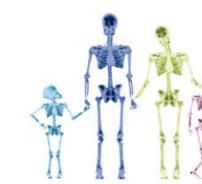
12 Beds
94% Occupancy Rate



362
Hospital Admissions



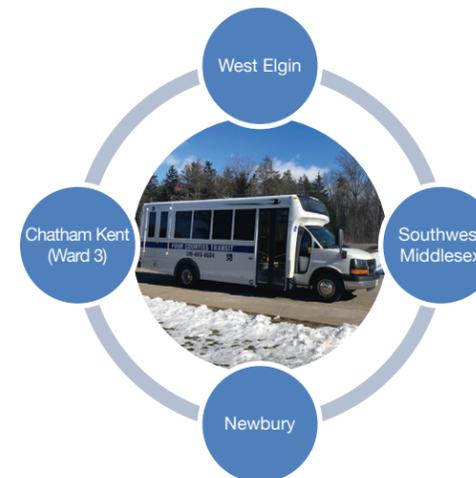
24 Volunteers
4,902 Volunteer Hours



8,104
Digital Images



11.4 Days
Average Length of Stay



NEED A RIDE? Catch the Four Counties Transit Bus

Transportation For:

- Medical Appointments
- Shopping
- Social Outings/Restaurants
- Community Programs

Cost/Fares

- Only \$5 One Way or \$10 Return (during regular hours within the service area)

For booking and more information please call (519) 693-8604 or 1-800-724-3401

Larry's Words

"If it were not for FCHS I would not be alive right now. They got me to the right place at the right time. I came to FCHS because the service is top notch and all of my health care needs were met by the medical, nursing, rehab and dietary team."

Larry is a 66 year old gentleman from Morpeth, Ontario. He was a truck driver for over 50 years and is now semi-retired enjoying woodworking and looking after his horses.

In the fall of 2017, Larry was admitted to FCHS with a severe lung infection. He required hospitalization and eventually mechanical life support. During this critical time the team at FCHS was able to proficiently and quickly transfer Larry to an Intensive Care Unit.

Larry is adopting a healthier lifestyle after his recent near death experience. He plans to continue improving his mobility by utilizing our physiotherapist as well as improving his lung and

heart functions by joining our cardiopulmonary rehab program. For further support, it was arranged for him to follow up with our lung specialist, Dr. Soparkar, connecting via on site Ontario Telemedicine.

This is just one glimpse into the healthcare journey of one patient at Four Counties Health Services.

What's Happening at Four Counties Health Services

Four Counties Health Services Emergency Department

When you or a loved one needs emergency care, we're here for you. The FCHS Emergency Department (ED) operates 24 hours a day, 7 days a week. Our Emergency team includes a Physician, Registered Nurse and Registration Clerk. Other team members may include a Physiotherapist, Respiratory Therapist, Nurse Practitioner, Social Worker and a Home and Community Care Coordinator. Our staff are caring professionals determined to do everything they can for your care and comfort.

The health care team offers assessment and treatment for a wide range of illnesses and injuries. Due to the unplanned nature of patients presenting to the ED, the sickest patients are seen first. A patient who arrives after you may be seen before you if their illness or injury is more serious than yours.

A Patient's Journey through an Emergency Department Visit:



TRIAGE NURSE

- Assessment of patient's severity of injury or illness within a short time after arrival
- Assignment of treatment priority
- Placement of the patient in the appropriate location for monitoring and treatment



PATIENT REGISTRATION CLERK

- Information gathered from the patient so that the current visit can be entered into the computer system
- Allows the team to document their care, review test results for the current visit and review previous hospital visits as needed



DOCTOR

- The doctor will ask you to describe your concerns and symptoms and will examine you
- Some immediate treatments may be started



TESTING

- During your visit, further test results may include blood and urine samples
- There may be some tests that are arranged to be completed after your visit



TREATMENT

- The Nurse will care for you throughout your visit
- The doctor will review your test results and decide the best treatment with you



END OF VISIT

- Most patients are discharged to home
- The nurse and doctor will provide instructions for you about appointments, further tests, prescriptions and concerns to watch for
- Some patients may need to be admitted to our hospital or transferred to another hospital for more specialized tests and treatments

Meet Melissa



- Years of Service at Four Counties Health Services (FCHS) – 10 years
- RN with a passion for Emergency Care Nursing
- Local girl – who is a wife and mother of a 10 year old daughter
- When asked what is a positive aspect of FCHS, Melissa said "We are well situated within the 4 surrounding counties giving the residents of our communities medical care closer to home. FCHS works well collaborating care with larger hospitals, like London Health Sciences Centre, to get the best possible treatment for our patients."
- When asked what is a highlight of your time working at FCHS, Melissa stated "When a 4 year old boy presented here to our Emergency Department in very serious condition, our team at FCHS was able to quickly intubate the little boy in order to breathe. We then collaborated with London Health Sciences Centre to have the patient admitted for specialized care. This little boy did amazingly well and has since visited me here at FCHS to tell us how grateful he was for the care we provided."

2017/2018 FCHS Foundation Medical Equipment Appeal \$198,278



VersaCare MedSurg Inpatient Bed
The bed offers state-of-the-art technology, enabling quality care for patients.
\$8,758

Patient Bath Tub
Replacement of aging equipment which provides many therapeutic benefits.
\$25,500

Closet Switches
These devices are critical to patient care as they provide connectivity to electronic medical records.
\$24,500

Computer Server Room UPS
Maintains operations for critical computer infrastructure during a power failure.
\$50,000

ISTAT Handheld POC Analyzer
Point of Care mission critical instrument which provides acute laboratory test results.
\$15,000

Patient TV System
Replacement of aging patient room TVs and upgrade signal strength to improve patient experience.
\$25,000

ClinDoc Strategic Planning
Project planning to move all paper charting for nursing, physicians and other allied health professionals into an electronic format.
\$5,184

ePractice Phase 2 Optimization
Project to improve electronic and medical data system which will drive better patient safety and outcomes.
\$36,836

Overbed Tables
Over bed tables for patient safety and ease of usability.
\$7,500

COMPLETED THANK YOU

Four Counties Health Services continues to modernize our hospital with state-of-the-art equipment to best serve the needs of our patients, all of which keeps "Care Closer to Home". FCHS Foundation is pleased to support the hospital with ongoing needs of medical equipment and healthcare technology. Special thanks to all the individuals, municipalities, organizations and businesses that make this a reality.

SAVE THE DATE

FCHS FOUNDATION GOLF TOURNAMENT

FRIDAY, JULY 13, 2018



Glencoe District Lions
L to R - Rosemary Frketch (MHA VP Clinical Services & CNO), Mary Hamilton (Glencoe Lions President), Tom Jeffery (FCHS Foundation Chair)



Kiwanis of West Lorne
L to R - Tom Jeffery (FCHS Foundation Chair), Steph Ouellet (MHA VP of Strategic Partnerships), Louise MacPhee (President West Lorne Kiwanis), Jerry Prince (West Lorne Kiwanis)



Melbourne Legion Branch 510
L to R - Tom Jeffery (FCHS Foundation Chair), Steph Ouellet (MHA VP of Strategic Partnerships)



Glencoe & District Curling Club
L to R - Ron Hills and Kevin Feasey (Glencoe District Curling Club), Martha Wortner and Tom Jeffery (FCHS Foundation)



Royal Canadian Legion Ontario Provincial Command Branches, Ladies Auxiliary Charitable Foundation - Versa Care Inpatient Bed
L to R - Kim Jenkins (FCHS Site Director), Bonnie Close (RCL Newbury Auxiliary President Br. 583), Rick Close (RCL Newbury President Br. 583), Carsten Wilson (RCL Zone Commander A5), Gerry Cross (RCL Deputy Zone Commander A5), Tom Jeffery (FCHS Foundation Chair)



Royal Canadian Legion Zone A5
L to R - Kim Jenkins (FCHS Site Director), Carsten Wilson (RCL Zone Commander A5), Gerry Cross (RCL Deputy Zone Commander A5), Tom Jeffery (FCHS Foundation Chair)