



STEVENSON
MEMORIAL HOSPITAL

2024-25

Annual REPORT



MESSAGE FROM THE SUPERVISOR



Over the past year, our organizational rebuild has focused on improving the quality of care at Stevenson Memorial Hospital (SMH), guided by insights from staff, physicians, patients, and the community. As a result, we've begun implementing significant changes to enhance care and the overall patient experience.



The SMH team has strengthened quality of care by recruiting key clinical roles, including Clinical Educators as well as enhancing Respiratory Therapy services using a 24/7 model. We have expanded our outpatient services, such as launching a paediatric clinic, invested in training and education for staff, and advanced patient care technology with an upgraded computerized provider order management system. The system will eliminate paper charting and create efficiencies for physicians and staff and in patient care.

As these improvements have made and will continue to make an impact on patient care, they will be bolstered by a redeveloped hospital that offers more bed capacity and operating rooms, as well as an Emergency Department that is triple the size of the current one. With the redevelopment project well underway, the new state-of-the-art hospital will better meet the needs of the rapidly growing New Tecumseth community—keeping care close to home.

The SMH team's recent progress is indeed laying the foundation for a vibrant local hospital committed to quality of care. Through our work this past year, in close collaboration with our Community Advisory Council, we will be prioritizing timely access to care for our growing and evolving community, along with enhancing partnerships within the health care system to best serve our community now and into its bright future.

Warm regards,

Eric Hanna, Supervisor
Stevenson Memorial Hospital

MESSAGE FROM THE CHIEF OF STAFF

As I complete my first year as Chief of Staff at Stevenson Memorial Hospital, I am proud to reflect on the significant progress we have made together. I am continually inspired by the dedication of our physicians and the exceptional, high-quality care they provide for our patients each and every day.

Over the past year, we have been diligently preparing for the launch of Computerized Provider Order Management (CPOM), which is scheduled to go live this fall. This new technology will streamline workflows for physicians, enabling them to spend more time at the bedside and enhancing overall patient care. Health care information will be more accessible and clearly defined for both physicians and staff, further supporting the high standard of care we deliver.



We have also implemented a new scheduling system, PetalMD, which has improved scheduling and communication for our physicians and midwives. With PetalMD, providers can easily enter their availability, view department and hospital-wide calendars, and securely message one another, fostering seamless collaboration across our teams. Our hospital continues to serve as a leader in providing training opportunities not only for local and regional medical students but also for international students. Over the past year, we have welcomed medical students, residents, and internationally trained Practice Ready Ontario (PRO) candidates for hands-on training. Our physicians excel at ensuring that every medical learner receives a comprehensive, enriching experience that builds their skills and knowledge.

As I reflect on this past year, I see firsthand that the size of our hospital does not define the level of care we provide. Every day, our physicians and staff deliver critical, life-saving interventions, treatments, and procedures to our patients. While patient transfers remain necessary at times for specialized care, we are committed to strengthening our partnerships to ensure that transfers are as efficient and timely as possible, always putting the needs of our patients first.

I am deeply grateful for the incredible efforts of our medical staff and look forward to working together to build upon this year's accomplishments.

Sincerely,

A handwritten signature in black ink, appearing to read 'Roger Musa'.

Dr. Roger Musa, Chief of Staff
Stevenson Memorial Hospital

VISION

Setting a New Standard for Community Hospital Care.

MISSION

Setting a New Standard for Community Hospital Care.

VALUES

Every day, we deliver safe, high-quality health care driven by our values (ICARE):

Integrity

We adhere to the highest ethical principles.

Compassion

We respond to our patients' needs with empathy.

Accountability

We are accountable to one another and to our community.

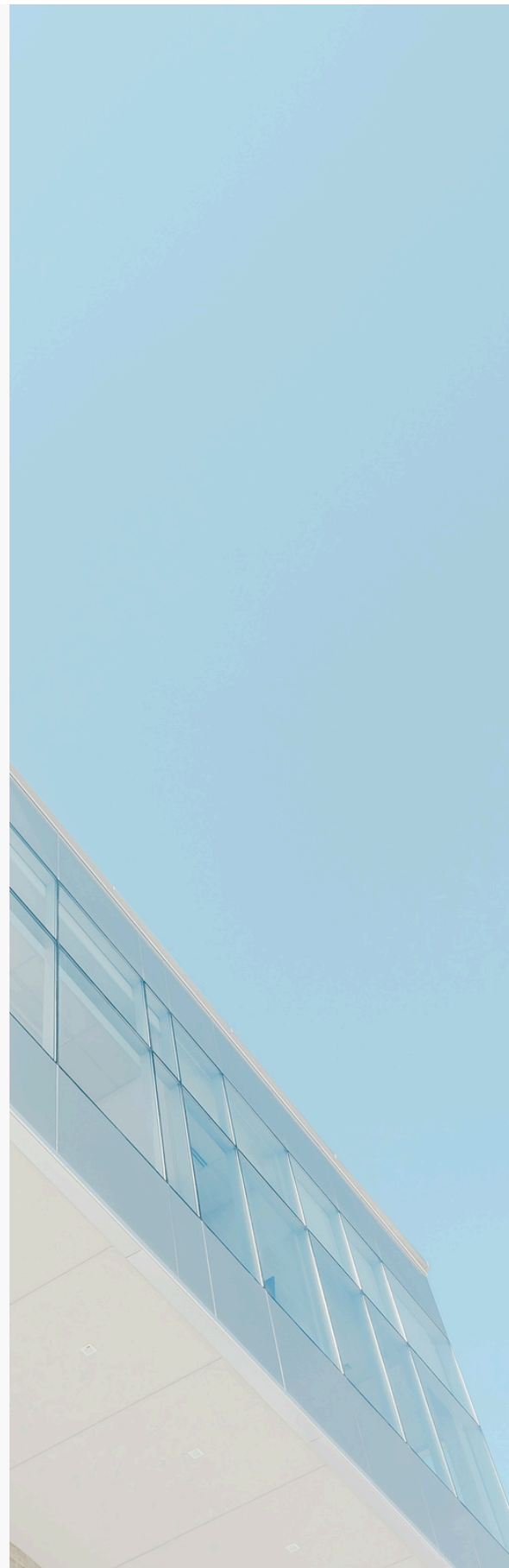
Respect

We embrace the diversity of our patients, staff and community.

Excellence

We support a culture of distinction.

Visit our website at stevensonhospital.ca to view our full 2023-2028 strategic plan including the priorities and pillars that will guide us over the next three years.



WHO WE ARE



Our Hospital

Stevenson Memorial Hospital (SMH) is a community hospital located in the Town of New Tecumseth, serving the South Simcoe region. SMH offers 38 inpatient beds and a range of outpatient diagnostic and treatment services, including general surgery, obstetrics and dialysis, as well as an Emergency Department with 24/7 coverage. To ensure access to high quality healthcare close to home, SMH maintains a strong team of physicians/midwives/professional staff, along with hospital staff and volunteers. We are building partnerships with healthcare providers along with many local health and community stakeholders to enhance our services to our community.

Please visit stevensonhospital.ca for more information.

Our Foundation

Stevenson Memorial Hospital Foundation (SMHF) supports the needs of SMH by raising funds for capital projects and equipment. Through philanthropic giving, special events, direct mail campaigns, planned giving, and more, our donors generously support the hospital, ensuring it has the necessary equipment, infrastructure, and technology. We would not be able to provide the level of care that we do without the support of our community. Your contributions make a tremendous impact to the lives of our patients, staff and volunteers.

Please visit stevensonfoundation.ca for more information, including the SMHF's Annual Report.

INVESTING IN OUR PEOPLE

Clinical Educators

The hospital has introduced Clinical Educators and Clinical Scholars to work alongside our frontline staff, whether they are new to the nursing profession or a staff member needing a skills refresh. They provide hands-on training, mentorship, policy development, and the creation of evidence-based learning tools. They work closely with both new and existing staff to ensure they are equipped with the knowledge, skills, and confidence needed to provide safe, high-quality patient care.



Hospital Shift Supervisors

This new role at SMH was introduced to provide extra support to staff and Leadership during evenings and weekends. Our new Hospital Shift Supervisors all have nursing backgrounds and experience in management roles at hospitals. They manage everything from patient flow to any unique patient needs and support all staff during evenings and weekends, overseeing clinical and non-clinical needs of the hospital.



Patient Safety

At SMH, safety is a priority in all aspects and to enhance our safety measures at the hospital, investments were made with staffing in Security and Respiratory Therapy. As of this year, two security officers will be present at the hospital at all times to build capacity in security and ensure coverage is provided by security officers 24 hours a day, seven days a week. We have also reintroduced Respiratory Therapy services around the clock (24/7) to ensure patients with respiratory needs can receive timely care from RTs when they need it most.

EDUCATION & TRAINING

Staff Education Opportunities

SMH has invested in important educational opportunities for staff, including leadership development, safety/aggressive behaviour training, cardiac care certification, enhancing cyber security initiatives and more. Providing training opportunities is an important element of organizational development that will continue to be offered at SMH.



Physician Training and Mentorship

Stevenson Memorial Hospital (SMH) is proud to be serving as a Practice Ready Ontario clinical field assessment site and has had the pleasure of welcoming several internationally-trained physicians in the 2024-25 year.

Practice Ready Ontario is the Government of Ontario's new program for internationally trained family physicians who already have clinical practice experience. It is part of the plan to expand the healthcare workforce and connect people to care in high-need, rural communities like ours. Practice Ready Ontario physicians have had the opportunity to gain hands-on experience and work alongside SMH physicians in our Emergency and Medical-Surgical Departments.

Resident/Medical Student Rotations

In the 2024-25 year, we have hosted 33 residents and 13 medical students, and they are provided the clinical, hands-on experience needed for their programs. Resident physicians from a wide variety of institutions, such as the University of Toronto, McMaster University and Queen's University, have come to our hospital and gained hands-on experience, learning alongside our physicians and providing care to patients.



STAFF RECOGNITION

Caught You Caring Program Returns to SMH

This year marked the return of our Caught You Caring program—a peer-to-peer recognition initiative designed to highlight moments of kindness, compassion, and teamwork across all areas of the hospital. Staff, physicians, and volunteers are invited to nominate colleagues who go above and beyond in their daily work, creating a culture of gratitude and positivity.

Caught You Caring is a simple but powerful reminder that the small things we do each day—whether it's offering support to a coworker, comforting a patient, or lending a helping hand—make a big impact.



2025 SMH Award of Excellence in Nursing – Julie McConnell

This year, the Award of Excellence in Nursing was proudly presented to Julie McConnell, Registered Practical Nurse in the Emergency Department. Julie is a dedicated and compassionate nurse whose commitment to patient-centered care, clinical excellence, and mentorship has left a lasting impression on colleagues and patients alike.

With a calm and reassuring presence, Julie consistently goes above and beyond to advocate for patients and support fellow team members. The Award of Excellence in Nursing is presented annually to a nurse who demonstrates outstanding clinical skill, collaboration, and a deep dedication to delivering exceptional care. Julie is a shining example of what makes nursing at Stevenson so special.

Introducing the SMH Professional Staff Award of Excellence

In recognition of the significant contributions and sacrifices that physicians and midwives make each day at Stevenson Memorial Hospital, we are proud to introduce the SMH Professional Staff Award of Excellence.

This new award honours a member of the professional staff who demonstrates exceptional commitment, leadership, and service in their role. The recipient embodies professionalism, integrity, and a passion for improving patient outcomes, setting a high standard of excellence for others to follow.

The inaugural recipient of the Professional Staff Award of Excellence, Dr. Modar Safar, was selected through a nomination process open to all staff, professional staff, and volunteers. We look forward to continuing this tradition of recognition in the years to come.



SMH Values Awards: Staff Who Live Our ICARE Values

At Stevenson Memorial Hospital, our ICARE Values—Integrity, Compassion, Accountability, Respect, and Excellence—are at the heart of everything we do. The SMH Values Award was created to recognize staff members who consistently embody these values and go above and beyond to make a meaningful impact on patients, families, colleagues, and the community.

New this year, we introduced two distinct SMH Values Awards: one for a clinical staff member and one for a non-clinical staff member. Nominations were open to staff, physicians, volunteers, patients, and community members—highlighting the many ways our team inspires those around them each day. This year's recipients, Jessica Farber, Mental Health Crisis Counsellor, and Sarah Saulnier, & Jessyka Bryan, Environmental Services Aide, were selected for their exceptional demonstration of the ICARE Values in action.

ENHANCED CARE

New Paediatric Clinic Expands Access to Care for Local Families

In February 2025, Stevenson Memorial Hospital launched a new Paediatric Clinic to better meet the growing healthcare needs of children in our community. Led by Dr. Jessica Gillam, an experienced paediatrician from Royal Victoria Regional Health Centre, the clinic provides general paediatric care by referral, including support for chronic illness, pain management, asthma, and abnormal bloodwork. Operating once a month from the Outpatient Department, the clinic offers a welcoming and professional environment for children and their families. This new service reflects SMH's ongoing commitment to improving access to specialized care close to home.



Expanded Cardiac Imaging Services at SMH

In March 2025, Stevenson Memorial Hospital expanded its Echocardiogram services to three days per week—now offered on Mondays, Wednesdays, and Fridays. This enhancement supports SMH's commitment to timely, high-quality cardiac diagnostics with reduced wait times for patients.

With the return of Dr. Zeman, the hospital has also reintroduced Contrast and Saline Bubble Echocardiograms, further advancing our diagnostic capabilities. In addition, SMH continues to offer short wait times for a variety of cardiac services, including Stress Testing, Holter Monitoring, and Cardiac Consultations.

These improvements reflect the dedication of our cardiac team in delivering accessible, expert care close to home.

Expanded Capacity in the Mary McGill Community Mental Health Program

We are pleased to have received funding from the province in the 2024/25 year to enhance capacity in our community mental health program. Our services now run 12 hours a day with additional staffing to the team. This includes one-on-one counselling, group counselling, a new mindfulness group, additional support to our Emergency Department and further engagement with community partners.



Successful Lab and Pharmacy Accreditations Reflect Team Excellence

Over the past year, Stevenson Memorial Hospital successfully completed both Lab and Pharmacy accreditation processes, achieving strong results that reflect the dedication and high standards upheld across the organization.

The Lab Accreditation in December 2024 received overwhelmingly positive feedback, a direct result of the team's diligent preparation and commitment to excellence. Similarly, the Pharmacy Accreditation in January 2025—conducted by the Ontario College of Pharmacists—confirmed our adherence to best practices in medication management, storage, and safety.

These achievements are a testament to the collaboration, professionalism, and attention to detail demonstrated by staff across departments. Thank you to everyone who contributed to these important milestones.

ADVANCING TECHNOLOGY

Computerized Provider Order Management (CPOM) Project

Stevenson Memorial Hospital in partnership with Southlake Health is undergoing a digital transformation that will enhance patient care and quality, enabled by technology. It will remove most paper-based orders and patient charts, creating efficiencies and allowing electronic health care information to be easily accessible. The project will launch in late October, 2025.



New Physician Scheduling Platform: PetalMD

In the spring of 2025, SMH launched a new scheduling platform for physicians and midwives using Petal scheduling software. With this new system, the hospital is able to view availability in one central location, manage scheduling needs and enter updates either by mobile phone or computer. All staff are able to access real-time information regarding physician scheduling as well as on-call scheduling.

Enhancements to Cyber Security

Members of SMH's Leadership Team participated in a cyber security tabletop exercise, in partnership with Southlake Health and the Calian Team. The team reviewed best practices for managing cyber security incidents in emergencies. Key learnings were captured and incorporated into SMH's Emergency Preparedness plans.

SMH has also enhanced email security using Proofpoint Spam Digest. This advanced email filtering solution improves email efficiency by reducing unnecessary spam and malicious emails, enhancing security protection that automatically isolates suspicious messages.

PARTNERSHIPS

Royal Victoria Regional Health Centre (RVH)

RVH has provided support to SMH to oversee our Quality, Risk, Privacy, Professional Practice & Human Resources Departments since early 2025. As such, a significant amount of work has been completed regarding policy management, quality and safety plans and health human resources plans.

Southlake Health

Southlake Health has provided support to both our Lab and Pharmacy departments. SMH Pharmacy has an ongoing partnership with Southlake that provides support in the procurement and repackaging of medications, as well as after-hours medication order entry and clinical support. They also extended their support to our Lab Team in preparation for our Lab Accreditation in January 2025.

Trillium Gift of Life Network: Be A Donor Month

SMH is thankful for the partnership with the Trillium Gift of Life Network and is pleased to participate in BeADonor month in April, raising awareness about organ donation. In 2025, SMH welcomed a member of the Trillium Gift of Life team, who spoke about the life-changing impact of organ donation. She also visited several departments at the hospital to share valuable information with our staff. Lastly, we shared the story of Samantha, a former SMH dialysis patient who received a double kidney transplant two years ago. Her story is a powerful reminder of the difference organ donation makes.



Matthews House Hospice – GPA (gentle persuasion approaches) in Dementia Care

SMH was pleased to provide training to Matthews House Hospice staff regarding gentle persuasion approaches in dementia care in June 2025. Linette Perry, Geriatric Emergency Management nurse and Lexia Ramjitsingh, Registered Social Worker and Transition Navigator, presented techniques used when supporting persons with responsive behaviours.

SMH AUXILIARY REPORT

We currently have a total of 94 volunteers, with 22 of them being students. Over the course of the year, our volunteers provided 7,936 hours of service, the students provided 2,496 hours of service, and our spiritual care program provided 222 hours of support for the hospital. We are always looking for additional opportunities to provide services within the hospital. Please contact us if another area of the hospital could use volunteer support.



Our Treasures & Treats Gift Shop's gross revenue for the 2024-25 fiscal year was just over \$100,000. The proceeds are used to purchase equipment for our hospital.

The Auxiliary Treasures & Treats team works very hard to keep the shop's look fresh and is always bringing in new items for sale. The new POS system is up and running, and our volunteers are finding it much easier to use. The customer service aspect of the system is running very well, and we are working on understanding the system's back-office capabilities.

The information desk ("Welcome Center") has volunteers present 7 days a week. Coverage is provided by adult and student volunteers. We are saying goodbye to some of our student volunteers as the academic year ends and are looking forward to awarding our student bursaries at our Annual Meeting. The Med/Surg and ED departments have full coverage throughout the week.

In total, the Auxiliary was able to donate \$68,851 to the Stevenson Memorial Hospital Foundation for the purchase of needed hospital equipment. Some of this year's purchases include an ambulatory 24-hour blood pressure monitor and a new ECG machine.

Our fundraising season began in April this year at the Tottenham Artisan & Home Show. There will be an additional 12 events throughout the summer and ending in the fall, with our main raffle draw on November 19th. The capital equipment selected for the 2025/26 fiscal year that the Auxiliary will be funding is a portable X-ray unit.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Gary Munro".

Gary Munro, President
Stevenson Memorial Hospital Auxiliary

BY THE NUMBERS

Our Impact:

Inpatient Days	13,078
Births	380
Emergency Visits	30,116
Outpatient Clinic Visits	25,396
Dialysis Treatments	3,562
Surgical Procedures	4,085
Diagnostic Imaging: X-Ray	18,321
Diagnostic Imaging: Computed Tomography	8,376
Diagnostic Imaging: Ultrasound	5,350
Diagnostic Imaging: Mammography	4,288
Non-Invasive Cardiology Exams	9,006

Our People:

Employees	428
Medical/Dental/Midwives	150
Active Volunteers	94

Our Finances:

To view the hospital's 2024/25 Audited Financial Statements, please visit www.stevensonhospital.ca/financial-statements



REDEVELOPMENT UPDATE



It has been an exciting year in terms of progress related to our much-needed redevelopment project. In January 2025, preliminary groundwork began to prepare our hospital property for the construction of our new facility. The province has invested almost \$14.5 million to complete this work, which includes property grading, building retaining walls, installing a new storm water management system, an oxygen tank, a new parking lot and the construction of a new elevated helipad. All of the preliminary projects (Early Works) will be complete by the end of 2025.

In May 2025, it was announced in partnership with Infrastructure Ontario and the provincial government that a new milestone had been reached with the release of the Request for Proposals (RFP) for the construction of our new facility.

Following the competitive Request for Qualifications (RFQ) process that began in August 2024, three companies were shortlisted based on criteria identified, including construction expertise and financial capacity to undertake a project of this size and scope. The following prequalified teams are as follows:

- EllisDon Corporation
- Ledcor Construction Limited
- Pomerleau Inc.

These prequalified companies will begin preparing proposals that detail how they will deliver the project. Once submissions are received, Infrastructure Ontario and SMH will evaluate the proposals, select a preferred company and then negotiate a final contract. The successful company is expected to be announced in early 2026.

Once complete, the new hospital facility will include new and modern clinical spaces, services and care needed to support a growing population:

- Emergency Department: The Emergency Department will triple in size and include a separate entrance, as well as enclosed Ambulance Bays.
- Laboratory: Expanded laboratory space to meet the needs of a growing patient population.
- Medical/Surgical (Inpatient Unit): Increased inpatient bed capacity (20% more beds) and 100% single occupancy rooms.
- Diagnostic Imaging: Expanded diagnostic imaging space, including the addition of an MRI suite for advanced imaging.
- Surgical Suite: Three new, state-of-the-art operating rooms to provide timely surgical services.
- Obstetrics (Birthing Unit): Third floor of new facility is dedicated to the Obstetrics Unit. Will feature bright, new patient rooms with family-friendly spaces.
- Pharmacy: Expanded pharmacy space to support patient care.
- Medical Device Reprocessing: Enhanced space for reprocessing of medical devices for safe and efficient patient care.
- Environmental Services: Increased space for environmental services to support hospital operations.
- Materials Management: Expanded space to improve materials management and hospital logistics.





CAFE MENU

ESPRESSO	3
FLAT WHITE	4
CORTADO	4
Americano	3
LONG BLACK	2.5
SOFT DRINK	3.5
ENGLISH BREAKFAST	3.5



STEVENSON
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EMERGENCY





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Building For Tomorrow