

For Immediate Release

MISSISSAUGA HOSPITAL EXPANDS EMERGENCY DEPARTMENT

New Rapid Assessment Zone doubles in size and improves patient experience

December 18, 2018 (Mississauga, ON) – Today, Trillium Health Partners (THP) celebrated the opening of a new Rapid Assessment Zone (RAZ), marking the expansion of the Emergency Department (ED) at the Mississauga Hospital. Frontline staff, physicians and hospital leadership were joined by Member of Provincial Parliament Rudy Cuzzetto (Mississauga - Lakeshore); Member of Provincial Parliament Natalia Kusendova (Mississauga Centre); and Member of Provincial Parliament Kaleed Rasheed (Mississauga East - Cooksville) for a ribbon cutting.

The RAZ is one of the assessment and treatment areas in the ED, where patients are transitioned from physician diagnosis to a treatment zone for any necessary medical interventions. The Mississauga Hospital RAZ assesses and treats approximately 100 patients a day, and the new, modern space will better equip THP health care providers to care for the growing Mississauga community.

Features of the new RAZ include:

- 5,000 square feet of newly renovated and modernized space - double the size of the current RAZ;
- Enhanced privacy, including 8 separate assessment rooms;
- Dedicated areas for patient intake and treatment; and
- An identified zone lead who will monitor the area to ensure patients are being treated in an organized and timely manner.

THP sees the second highest volume of emergency and urgent care patient visits of any hospital in Canada, with 273,650 patient visits in 2017/18. The new RAZ at Mississauga Hospital, along with the recently expanded ED at THP's Credit Valley Hospital site aim to alleviate some of the current pressures, however the demand for health care continues to increase every year.

THP's priority is to always provide safe, high quality patient care and to deliver an exceptional experience. Infrastructure improvements such as the new RAZ are an important part of ensuring we continue to provide for the community's growing health care needs.

The winter months are particularly busy for all hospitals, including THP, in part due to an increased volume of requiring care for seasonal influenza (the flu). The best way for community members to protect themselves against the flu is by getting the flu shot every year.

Community members are encouraged to familiarize themselves with the health care options available to them both at the hospital and in the community, to ensure they are able to get the right care in the right place at the right time:

- For information on how to find a **family doctor**, contact **Health Care Connect** at 1-800-445-1822 or visit: www.health.gov.on.ca
- For a list of **walk-in clinics, physicians, and other health care options** in the community visit www.myhealth365.ca or www.MississaugaHaltonHealthline.ca
- For free, confidential access to a Registered Nurse 24 hours a day, 7 days a week please call **Telehealth Ontario** at: 1-866-797-0000 (TTY: 1-866-797-0007)
- For non- life-threatening conditions that require immediate attention, the **Urgent Care Centre** at the Queensway Health Centre is open daily from 8 a.m.-10 p.m.
- For serious conditions that require immediate attention, the **Emergency Departments** at the Mississauga Hospital and Credit Valley Hospital are open 24 hours 7 days a week.

THP will continue to implement our ten-year plan to grow health care services in our community through short, medium, and long-term solutions. The hospital is currently developing two long-term care homes that will add 540 new long-term care beds in the community. THP has also received approval for a hospital expansion project that would add over 500 new hospital beds and replace over 500 hospital beds at the Mississauga Hospital and Queensway Health Centre. These projects will allow THP to continue to provide accessible, high quality care for the people of Mississauga, West Toronto and beyond, now and in the future.

QUOTES:

“Last year, our emergency departments and urgent care centres received 273,650 patient visits. This number will only increase in the future. The new ED RAZ provides more space to help manage the increasing demand for care. We must continue to invest in future projects to ensure we meet the health care needs of our community today, and tomorrow.”

– Alison Quigley, Vice President, Patient Care Services, Trillium Health Partners

“The new RAZ will allow our health care teams to work more proficiently and provide more privacy and comfort to patients. The additional space and privacy will allow our providers to focus on adequately assessing and treating the needs of our patients. We are committed to providing patients with experiences that lead to the best possible health outcomes. The new RAZ will make a big difference in ensuring we are able to do so.”

– Dr. Ted Everson, Physician and Emergency Medicine Site Lead, Mississauga Hospital & Queensway Health Centre, Trillium Health Partners

“I’m proud to be with you today as we celebrate the opening of the newly expanded ED RAZ, completed on time and under budget. I’m confident that this new facility will enhance the comfort, privacy, and quality of care for patients in Mississauga. Our new Government for the People is committed to working with our frontline health care professionals and other experts to end hallway health care across Ontario.”

– Member of Provincial Parliament Rudy Cuzzetto (Mississauga - Lakeshore)

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About Trillium Health Partners

Trillium Health Partners is one of the largest community-based acute care facilities in Canada. Comprised of the Credit Valley Hospital, the Mississauga Hospital and the Queensway Health Centre, Trillium Health Partners serves the growing and diverse populations of Mississauga, West Toronto and surrounding communities. Trillium Health Partners is a teaching hospital affiliated with the University of Toronto and is an associate member of the Toronto Academic Health Science Network.

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