

For Immediate Release

## **TRILLIUM HEALTH PARTNERS CONNECTS WITH OVER 10,000 COMMUNITY MEMBERS AT TELEPHONE TOWN HALL**

**Mississauga, ON (November 25, 2016)** – Trillium Health Partners (THP) hosted a telephone town hall on Wednesday as part of its on-going engagement with the community. THP President and CEO Michelle DiEmanuele, joined by senior leaders of the hospital, updated the community on the progress the hospital has made over the last five years and took questions from community members.

“Last night we hosted our fifth telephone town hall and our community joined with enthusiasm,” said DiEmanuele. “We heard really meaningful feedback from our community about how we are doing and thoughtful ideas about ways improve the patient experience.”

The hour long telephone conversation created an opportunity for THP’s senior leaders to hear directly from thousands of community members. Participants submitted questions and comments on a broad range of topics including wait times, parking, health promotion, mental health and suggestions on how to help patients and visitors better navigate through the hospital, to name a few. To listen to the full recording of the telephone town hall please [click here](#).

Community members responded to a series of polling questions, asked during the telephone town hall, some of the highlights include:

- 97% agree that we need more hospital beds to care for our growing community; and
- 53% said shorter wait times matter most to them regarding the care they receive.

“Trillium Health Partners is built on a foundation of engaging with and listening to our community,” said DiEmanuele. “When we launched our first *Strategic Plan*, we connected with over 23,000 people. The feedback we have received and continued to receive from the people we serve through forums like our telephone town halls informs how we deliver the care we provide. It is through engagement that we are truly partners with our community in creating a new kind of health care.”

THP is seeing more patients than ever before and despite being one of the most efficient hospitals in the province, patient visits continue to rise. The telephone town hall provided an opportunity for THP to update the community on the increase demand for services and the plans to address them. THP will continue to engage in new innovative partnerships and new more efficient models of care and plans to care for The hospital also has a plan for the longer term and is working with government to seek approval to build additional beds and plan for two major hospital projects. The projects would add approximately 548 new beds and replace 566 outdated beds to the Mississauga Hospital and Queensway Health Centre.

**About Trillium Health Partners**

Trillium Health Partners is one of the largest community-based acute care facilities in Canada. Comprised of 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.

For more information, please contact:

**Krista Barnett, Communications Advisor**

**Office:** 905-848-7580 Ext 1657

**Cell Phone:** 905-464-2156

**Email:** [krista.barnett@trilliumhealthpartners.ca](mailto:krista.barnett@trilliumhealthpartners.ca)