

FOR IMMEDIATE RELEASE

## **Trillium Health Partners Announces Major Enhancement to Patient Experience with Integrated Bedside Terminals**

**OCTOBER 25, 2024 (MISSISSAUGA, ON)** – Trillium Health Partners (THP) is excited to announce a significant enhancement to patient care and experience across its hospitals. THP has introduced over 1,000 integrated bedside terminals (IBTs) to inpatient units across Mississauga Hospital, Credit Valley Hospital, and Queensway Health Centre.

IBTs are advanced digital screens installed at the bedside that provide patients with seamless access to vital hospital information, resources, entertainment, and more. As part of THP's ongoing digital transformation, the introduction of IBTs will modernize the patient experience by addressing challenges with THP's aging television and entertainment systems, streamline staff workflow, and enhance communication within the hospitals.

"Integrating these bedside terminals is a significant milestone in our digital transformation journey," said Shalu Bains, Chief Information and Analytics Officer at Trillium Health Partners. "Our goal is to provide patients with an enriched experience, offering them greater control over their hospital stay and improving their overall satisfaction."

The terminals enhance the patient experience by offering a range of free and paid services. Patients can easily access MyChart, a secure portal for their personal health information. The terminals also feature the CP24 news channel, relaxation videos with soothing soundscapes and classical music, as well as various entertainment options, including games, cable TV, streaming apps, and internet browsing. Available in multiple languages—English, French, and over 16 others—these terminals ensure clear communication to serve the diverse needs of the community THP serves.

Frances D., a recent patient at Credit Valley Hospital, expressed enthusiasm about the new terminals, "I loved the new bedside terminals," she said. "The access to relaxation tools, entertainment and information made my stay more comfortable and took my mind off being in the hospital, providing a great distraction from the stress and focusing on my illness."

In addition to enhancing the patient experience, IBTs will also support THP's care teams by incorporating this digital tool in their patient care, communication and education at bedside. The terminals are being installed in collaboration with vendor LOC Medical and will be completed in the fall of 2024.

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## Trillium Health Partners

Trillium Health Partners is one of the largest community-based hospital systems 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, is an associate member of the Toronto Academic Health Science Network and a proud member of Mississauga Health (Ontario Health Team).

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