

PARTNERING FOR PATIENTS



A Publication of Trillium Health Partners

Winter 2016

Celebrating Five Years Better Together

A Message from our Chair & CEO

This December marks the five year anniversary of Trillium Health Partners as one hospital. When our legacy hospitals came together to form Trillium Health Partners our goal was to provide the highest quality, patient-centred care closer to home. As one hospital we would be better positioned to address our community's growth and that as partners in creating a new kind of health care, we would be Better Together.

Five years later, we have made significant progress in delivering positive results for our patients. We are caring for patients in innovative ways, we are working with community partners to improve access to specialized care for our patients, and we are training the next generation of health care providers through our medical academy, increasing access to quality care right here at home.

“We have made significant progress in delivering positive results for our patients.”

We have achieved these results even as we continue to deliver care to over 1.6 million patients each year, more than ever before. But the fact remains that every day we are challenged to meet the demands of our community. Despite being one of the most efficient hospitals in Ontario, our patient visits continue to rise while funding and the size of our hospital has remained the same.

With this demand we recognize that our patients and their loved ones are finding it more difficult to find parking and may be experiencing longer wait times for services. We thank you for your patience and we want to assure you that we continue to focus on improving your access to care.

We have a plan that will equip us to keep up with the growing demand, and continue to operate as effectively and efficiently as possible for years to come. We are working closely with our government partners to seek approval of our plan to grow our hospital. Please take a moment to read this newsletter to learn more about our plan and how we are working together to deliver a new kind of health care for a healthier community. And please join us for our next Telephone Town Hall on Wednesday, November 23 – we want to hear from you!

Wayne Bossert
Chair, Board of Directors
Trillium Health Partners

Michelle DiEmanuele
President and CEO
Trillium Health Partners



A look at some of our accomplishments over the last five years:

HIGHEST QUALITY CARE, EXCEPTIONAL EXPERIENCE

- More specialized services closer to home including advanced cardiac and cancer treatments
- International recognition for industry best practices in place across our hospital
- More effective and timely access to specialized patient care
- Launched a patient and family advisory council to ensure we continue to deliver care that reflects the changing needs of our community

RIGHT CARE, RIGHT PLACE, RIGHT TIME

- Formed community partnerships to reduce waits and ensure patients have access to the best level of care, including long-term rehab and cardiac surgery patients
- Designed services to improve the care journey for patients and avoid unnecessary trips to the emergency department, including a cancer clinic to treat side effects and symptoms

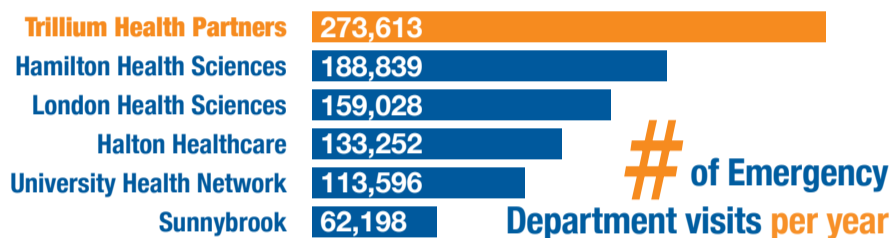
RESEARCH, INNOVATION & EDUCATION

- Launched the Institute for Better Health to lead research projects that focus on improving health and transforming care
- Use innovative technology to enhance information sharing among health care teams to improve patient care
- Building a culture of learning through the Mississauga Academy of Medicine, training the next generation of health care professionals in our community

Our Hospital is Seeing **MORE PATIENTS** Today Than Ever Before

But Our Space to Care for Patients Has Stayed the Same

We have **MORE** Emergency Department and Urgent Care Centre visits than any other hospital in Ontario



Spine Surgeries Most in Ontario
Breast Cancer Surgeries Ontario

Over **1.6 million** visits per year



Our Community is Growing & Changing

Our Emergency Departments see **DOUBLE** the patients they were built for

By **2035**



No hospital in Ontario will need more new services than THP

The number of seniors will triple

50% growth in number of children

SERVICES IN THIS COMMUNITY HAVE NOT KEPT UP WITH GROWTH

Number of hospital beds has remained the same



Fewest long-term care beds per capita in Ontario



What this means for **patients and families**

MORE DEMAND for community and long-term care services

BUSIER Emergency Departments

MORE people needing surgeries

CHALLENGE finding parking at hospital sites

WE HAVE A PLAN To Serve Our Growing Community And Build For The Future

Caring For More Patients

Inside Our Hospital

Construction at Credit Valley Hospital will expand our ability to care for patients

Bigger Emergency Department
Double the Size

Expanded Diagnostic Imaging
Operating Rooms
Intensive Care Unit



NEW 39 BED patient care unit

for people living with complex medical needs opens November 2016 at our Queensway Health Centre site



Partnering with the community

Outside Our Hospital

One Care Team



Supports cardiac surgery patients with smooth transition from hospital to home with Saint Elizabeth

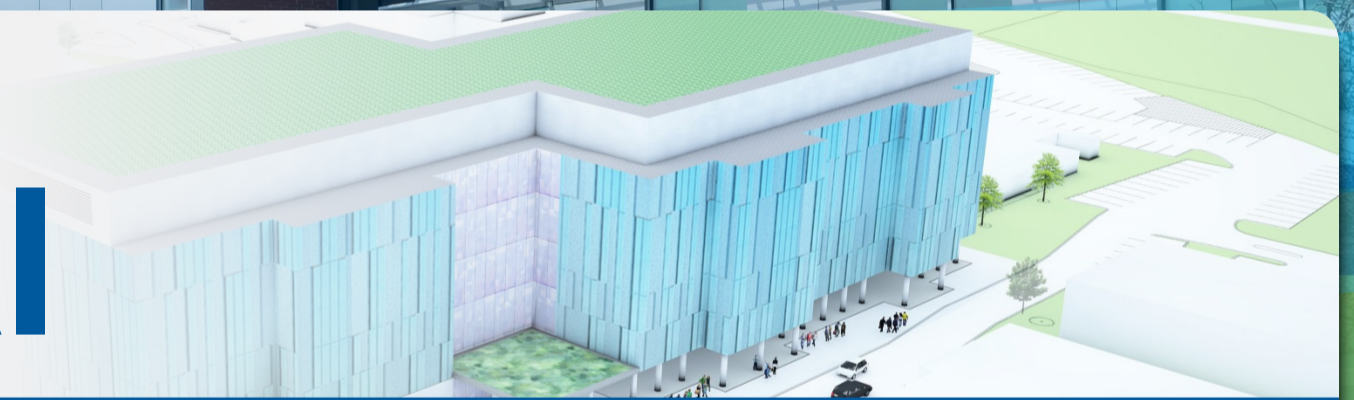
More patients can access specialized rehabilitation care at Runnymede Healthcare Centre



Planning to build a **Seniors Health Campus** including a 220-bed long-term care home and seniors' services



Growing Our Hospital

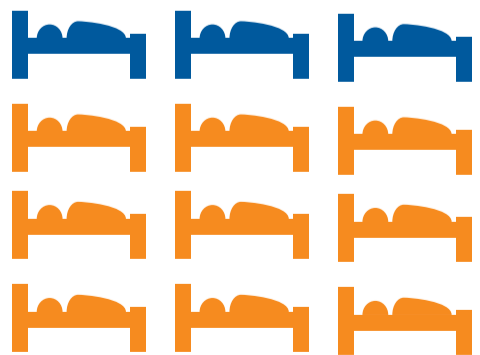


We have proposed a long-term plan to meet the needs of our growing community and are actively working with the Government of Ontario to seek approval.

Major projects have been proposed at our **Mississauga Hospital, Queensway Health Centre and Credit Valley Hospital** sites that would

add

548
beds



replace **outdated**

566
beds



PARTNERING FOR PATIENTS



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Dr. Melanie Binnington

Fall Community Update



Wednesday, November 23, 2016 at 7:30pm



We want to hear from you! Join Michelle DiEmanuele, President and CEO of your community hospital during a live telephone town hall as she provides an update on how we're meeting the health care needs of our community. Share your thoughts and questions with Michelle!

For more information, please visit www.trilliumhealthpartners.ca

Caring for you during the winter



It's flu season and more people are visiting our Urgent Care Centre and Emergency Departments.

The best way to protect you and your family from the flu is to get your annual flu shot.

We encourage you to know your options in the community if you or a family member needs care during the winter.



FOUR TIPS if you need to visit the Emergency Department

- 1 Bring all of your current medications
- 2 Bring a list of your doctors
- 3 Bring someone with you who can ask questions and take notes
- 4 Visit our website for construction updates and parking information (www.trilliumhealthpartners.ca)

Your health care options include:

Family Doctor	Online	Phone	Urgent Care Centre	Emergency Department
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	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. Open daily from 8am-10pm Queensway Health Centre 150 Sherway Drive Toronto, ON M9C 1A5 T: (416) 259-6671	For serious conditions that require immediate attention. Open 24 hours 7 days a week Credit Valley Hospital Mississauga Hospital 2200 Eglinton Ave. West 100 Queensway West Mississauga, ON L5M 2N1 Mississauga, ON L5B 1B8 T: (905) 813-2200 T: (905) 848-7100

To support Trillium Health Partners, please visit WWW.TRILLIUMGIVING.CA