

ADVANCING A NEW KIND OF HEALTH CARE



Our Annual Community Report 2015/2016

Trillium Health Partners & Trillium Health Partners Foundation

OUR RESULTS

Patient visits

 **1,625,207**

Surgical Procedures

 **63,233**

694,778

Outpatient Visits – Ambulatory Care

1,279

Beds 

656,816

Diagnostic Services

62,874

Inpatient Admissions

Births

 **8,712**

Emergency Department Visits

 **273,613**

 **16**

Days' average wait time from referral to definitive diagnosis because of our Breast Diagnostic Assessment Program, down to from an average of 46

Reduction in hospital admissions and ED visits for patients with chronic diabetes

↓55%

Million in support from our community

\$32.1

112,075
community members

were engaged through our Telephone Town Hall meeting and Talk Trillium TV show

113 community fundraising events raised over **\$1,100,000**

OUR STRATEGIC PLAN

OUR MISSION

A NEW KIND OF HEALTH CARE FOR A HEALTHIER COMMUNITY

OUR BELIEFS



We believe in health care that works for you



We believe in active participation of patients and families



We believe in quality and innovation



We believe in the power of teamwork

OUR GOALS

QUALITY • ACCESS • SUSTAINABILITY

OUR PRIORITIES

HIGHEST QUALITY CARE, EXCEPTIONAL EXPERIENCE • RIGHT CARE, RIGHT PLACE, RIGHT TIME • RESEARCH, INNOVATION & EDUCATION

OUR VALUES

COMPASSION • EXCELLENCE • COURAGE

A MESSAGE FROM OUR CHAIRS AND CEOS

We have come a long way over the last four years since becoming one hospital. We're delivering on our promise to you to provide high quality, patient-centred care that is supported by the best health care professionals.

With your support we have become one of the highest performing hospitals in the country. Every day, we serve a large and diverse group of people, each with unique needs. To have the greatest impact and create a healthier community we have had to think differently about how our services are designed and delivered, particularly for those patients who use the hospital most often. All of the improvements we have made inside our walls and through partnerships in the community are directly contributing to better patient care and helping us to plan for future demand.

Advancing a new kind of health care for a healthier community includes planning for the tremendous growth and changes in demographics that our region is experiencing. We know that over the next 20 years, no hospital in Ontario will need more services and beds than Trillium Health Partners. That is why we are working together to change how we offer care to our patients, with a focus on enhancing their experience with us. We are actively implementing innovative strategies to ensure our patients get the right care in the right place at the right time – whether inside or beyond our hospital walls.

Inside the hospital, we are delivering programs that work for patients, helping them to avoid unnecessary trips to the Emergency Department. We are following internationally recognized best practices to further reduce wait times. We are providing services at more flexible times that work better for patients and their families. By consolidating and coordinating patient care services we are making the best use of our resources and streamlining access to improve quality.

Outside the hospital, we are building strong partnerships to improve care for patients through better coordination and ensuring that they receive more care closer to home.

We continue to work actively with government and community partners to advocate for the implementation of our capital Master Plan to address our projected need for 955 additional beds over the next 20 years, an additional 221 long-term care beds in the community, a new urgent care centre in Mississauga and community health hubs where specialized services are housed conveniently under one roof. We were pleased to receive a \$5 million grant announced by MPP Charles Sousa, Minister of Finance, this past year and we have submitted the next stage of planning for this new development. We look forward to sharing our progress on this project with our community in the coming year.

The most important partnerships as we press forward to deliver a new kind of health care are the ones we have developed and will continue to build with people in our community. Engagement has been a cornerstone of our process to design and implement this work. We will continue to engage with our staff, patients and community as active participants to ensure that their voice remains a strong guiding presence in our planning. Thousands of people participated in our community events and telephone town-hall meeting over the past year. Through the dedicated work of our Foundation and the generosity of our community we have raised \$32.14 million this year in support of the high priority and future needs of our hospital.

The momentum we feel today would not be possible without our incredible staff, physicians, nurses, allied health professionals, learners, volunteers and donors. Thank you for your passion and your dedication. Together we will achieve a new kind of health care for a healthier community.



Edward Sellers

Edward Sellers,
Board of Directors,
Trillium Health Partners

Michelle DiEmanuele

Michelle DiEmanuele,
President and CEO,
Trillium Health Partners

Colin Saldanha

Dr. Colin Saldanha,
Chair, Board of Directors,
Trillium Health Partners
Foundation

Steve Hoscheit

Steve Hoscheit,
President and CEO,
Trillium Health Partners
Foundation

ADVANCING A NEW K

PARTNERING WITH PATIENTS AND FAMILIES FOR HEALTHIER CHILDREN

Creating the foundation for lifelong wellness

With one in three students in Peel Region identified as overweight or obese, and above-average rates of type 2 diabetes amongst some of our youngest community members, Trillium Health Partners (THP) knew that it had to lay a healthy foundation for future generations. That's what our mission is all about, a healthier community.

With the support of a \$1.25 million grant from the Medavie Health Foundation, Dr. Ian Zenlea, paediatric endocrinologist at THP, and an interprofessional team of physicians, nutritionists and social workers launched the KidFit Health and Wellness Clinic in 2015, a two-year patient- and family-centred weight management program supporting children aged 2 to 17 struggling with obesity and type 2 diabetes.

Designed as a holistic prevention and treatment program, KidFit customizes treatment plans to the patients' needs, taking into account the social, cultural and religious practices of participants. Taking place both in the hospital and community,

services include group and individual counselling, education and physical activity sessions. Participants learn alongside their peers, a valuable experience as they gain confidence in their new skills and work towards a healthier future.

"The best thing about this program is it's not just about numbers on the scale," says Paul, father of Amanda, one of the earliest participants. "It's about awareness and motivation, and it's making a huge difference. Amanda has come to enjoy physical activity – she has a ton of energy and just wants to get up and move. That's a change that will last for a lifetime."

With ongoing feedback from families, KidFit continues to evolve to meet the needs of the over 200 referrals received since the clinic launched.

Involving our patients in their care at every step is part of our ongoing commitment to empowering our community members to be as healthy as they can be.



CREATING AN INTER-CONNECTED SYSTEM OF CARE FOR HEALTHIER ADULTS

Putting patients at the heart of cardiac care

Returning home after cardiac surgery can leave patients and families with questions that can cause anxiety and stress. "It was scary leaving the hospital," says Rhonda, who recently had quadruple bypass surgery at THP's Mississauga Hospital site. "I've never had anything seriously wrong with me before and didn't know what to expect."

A ground-breaking partnership between Trillium Health Partners and St. Elizabeth Home Care ensures cardiac patients are well-supported once they leave the hospital by bringing hospital and home care teams together to develop the post-discharge care plan for the patient.

"Creating a formal partnership has allowed us to remove communication barriers and work closely together as one team," says Rheta Fanizza, Chief Business Officer/SVP Innovation at St. Elizabeth.

Teamwork is the key to making this work. The teams at both St. Elizabeth and THP can electronically access the same information for each patient and St. Elizabeth nurses consult with THP's cardiac team right from the patient's home using secure phones and tablets.

A 24-hour phone line allows patients to address their questions and concerns without visiting the Emergency Department.

When Rhonda developed a high fever a week after surgery, she called the 24-hour line and the coordinator immediately arranged for a St. Elizabeth nurse to visit Rhonda's home. The nurse sent a photo of Rhonda's incision to THP, where a surgeon confirmed a potentially serious infection and faxed a prescription to Rhonda's pharmacy, allowing treatment to begin within just a few hours. Already feeling better, Rhonda visited the clinic the next day to see the surgeon for additional follow-up.

Building partnerships and finding new tools are helping us to provide an inter-connected system of care that is organized around the patient both inside the hospital and beyond its walls.

IND OF HEALTH CARE

NEW APPROACHES FOR HEALTHIER SENIORS

HELPIng senior patients stay strong in hospital

In 2015, Trillium Health Partners expanded its successful Hospital Elder Life Program (HELP) from Mississauga Hospital site to its Credit Valley Hospital site. "This is a wonderful program that originated in the U.S. The evidence-based interventions help patients maintain physical and mental functioning while in hospital," says Joanne Chen, Manager, Seniors' Services and Primary Care.

"Started in 2011 at Mississauga Hospital, HELP is founded on internationally-recognized best practices."

When patients 70 years or older are admitted, an allied health professional with geriatric training conducts an initial screening to see if they are at risk for delirium or decline. Patients at risk are closely assessed by their health care team to see how well they are eating and sleeping, their level of hydration and cognitive status. Based on the results, the specialist develops a prevention plan that might include recreational activities and puzzles to keep patients' minds active or exercises to help them maintain physical strength while they are bed or chair-bound.



IMPROVING MENTAL AND PHYSICAL HEALTH AT ALL STAGES OF LIFE

Together with the University of Toronto, the Centre for Addictions and Mental Health and the Hospital for Sick Children, THP is focused on improving outcomes for people who are living with both mental and physical illness. The Medical Psychiatry Alliance (MPA) is bringing together teams of health care providers with patients and their loved ones to design new approaches to restore and maintain health.

In the past year, THP has taken significant steps forward in this area with the initiation of several MPA projects. For adult and senior patients admitted to hospital, the approach is focused on the prevention, early detection and management of delirium for those who also have one or more physical illnesses. Hospital acquired delirium is associated with increased length of stay in hospital, as well as increased morbidity, mortality and cognitive dysfunction.

Outside the hospital, a pilot program for seniors aims to improve access, navigation of services and education on the management of co-occurring mental and physical conditions.

THP is also focused on improving outcomes for youth with diabetes and depression. Teenagers with diabetes are at least twice as likely to develop depression as other teens and the treatment options for one often impact the effectiveness of the other. To address this, teams of health care providers both inside and outside the hospital are collaborating to create new models of care.

Together with patients and families and through the generous support of donors like Gordon and Donna Feeney, whose \$5 million gift will help establish the Feeney Centre for Seniors' Medical Psychiatry, MPA is creating a new kind of health care for people living with both mental and physical illness.



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TRILLIUM HEALTH PARTNERS FOUNDATION

Working Together - Realizing our Vision

Better together and better than ever. 2015 was a remarkable year for Trillium Health Partners Foundation and the best in our amalgamated history - all because of our dedicated community.

Individual and corporate donors made over 47,000 donations in support of our three sites.

You actively supported us through 113 community fundraising events. Hundreds of volunteers - from event volunteers to our Board of Directors - gave of their time, expertise and talent. Individual and corporate donors made over 47,000 donations in support of our three sites.

Through your generosity, we raised \$32.1 million to advance our hospital's commitment to a new kind of health care for a healthier community. From the kids' lemonade stand in support of paediatrics to the transformational \$5 million gift from Gordon and Donna Feeny to establish the Feeny Centre for Seniors' Medical Psychiatry, our community demonstrated - every day, in countless ways - its belief in the important work that our hospital achieves.

Trillium Health Partners Foundation thanks our community for your service, your commitment and your unprecedented generosity.

