

WE BELIEVE IN A NEW KIND OF HEALTH CARE FOR A HEALTHIER COMMUNITY



Trillium
Health Partners
Better Together

TRILLIUM HEALTH PARTNERS &
TRILLIUM HEALTH PARTNERS FOUNDATION

OUR ANNUAL COMMUNITY REPORT 2014 / 2015

QUALITY

Achieved fastest treatment time in North America for ST Segment Elevation Myocardial Infarction (STEMI) – a type of severe heart attack

Achieved the RNAO's Best Practice Spotlight Organization designation

Received Hospital Integration Award from the Association of Ontario Midwives, recognizing Trillium Health Partners' commitment to working with midwives as part of our health care team

Reduced door-to-treatment time for emergency stroke patients by 15%

Launched our first peer review quality initiative with radiologists in Diagnostic Imaging (DI), achieving 100% participation

Launched the Patient and Family Partnership Council (PFPC), a consultation table with patients and families living in the Mississauga community, and members from our hospital's health care teams

ACCESS

Opened fourth Cardiac Catheterization lab ahead of schedule, with generous donor support, and upgraded two existing labs

Opened new Neuroscience Special Care Unit, with \$3.4 million in community support raised through the Foundation

Launched the Renal Information System (RIS) within our Regional Chronic Kidney Disease Program at Credit Valley Hospital

Started Phase 3 construction at our Credit Valley Hospital site to provide much needed expansions to our emergency department, critical care, operating room and diagnostic imaging spaces with \$9 million in donor support

Secured an additional 33 beds for slow-stream rehab at Runnymede Health Centre's state-of-the-art facility

SUSTAINABILITY

Received approval from Peel Regional Council to move ahead with our Master Plan to build 955 new beds in the next 20 years

Delivered services within a balanced budget

Honored by Ontario Hospital Association, Health Achieve and the Canadian Coalition for Green Health Care with the 2014 Green Health Care Award for Energy Efficiency

Graduated first class of 52 doctors from Mississauga Academy of Medicine

Received Energy and Environmental Stewardship Award from Canadian College of Health Leaders

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

OUR BELIEFS



When we developed our strategic plan, we asked the people of our community to tell us what is most important in health care. The feedback we heard helped shape our mission to create a new kind of health care for a healthier community. Part of that mission includes building a new approach to health – an inter-connected system of care that is organized around our patients, both inside the hospital and beyond its walls.

The feedback we heard also helped to shape our priority goals of quality, access and sustainability, and to clarify the beliefs that lie at the heart of everything we do. With our focus on keeping people healthy and treating and caring for them when they need it most, we are thinking and acting differently in order to further improve our services. Underlined in our beliefs are our values of compassion, excellence and courage supporting the work we do each day in pursuit of our mission.

We are all in this together. And as partners in creating a new kind of health care, we are Better Together

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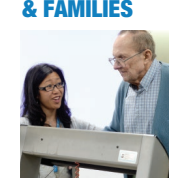


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22 FOUNDATION REPORT

OUR RESULTS

1,613,290 Patient visits | **33** New beds for rehabilitation patients, through partnership with Runnymede Health Centre

684,973 Outpatient Visits - Ambulatory Care | **8,722** Births | **661,636** Diagnostic Services
1,233 Number of Beds | **61,844** Inpatient Admissions

\$8 MILLION projected savings resulting from enhanced partnership with Shared Services West | **266,681** Emergency Department visits

702 Patients treated in new Neuroscience Special Care Unit | **94** Patients treated with brachytherapy technique, a specialized radiation treatment that is better for patients | **100** Successful TAVI procedures - a leading-edge, minimally invasive heart surgery technique for elderly patients

\$26,400,000 Contributed by over 20,000 donors, through Trillium Health Partners Foundation | **63,525** Surgical Procedures

47,369 Community members participated in a tele-town hall and other hospital meetings and events | **49,757** Donations by community members | **2.4%** Increase in ED visits | **118** Community fundraising events

WE ARE BETTER TOGETHER

8,185 Staff | **1,138** Medical & Professional Staff (Physicians, Dentists, Midwives) | **2,222** Volunteers

A message from our Chief of Staff & Chief Nursing Executive

At Trillium Health Partners, we deliver safe, high quality care and an exceptional patient experience each and every day to our patients and families. To do this requires an extraordinary interprofessional team of nurses, physicians and allied health professionals working in collaboration as one health care team to provide patient-centred care.

Patients and families are an integral part of our team. We strive to engage them in their care and we are grateful to them for taking the time to share their thoughts and ideas on how we can improve the care they receive. In our 2014/15 patient satisfaction questionnaire 92% of our inpatients reported a positive care experience at our hospital, which tells us that we're doing well, but there is still room for improvement.

We continue to look for ways to incorporate the patient voice across the hospital. In September, we launched the Patient and Family Partnership Council (PFPC) to provide input on hospital-wide policy and patient concerns. The Council creates a communication channel to bring forward questions and topics from patients who want to advocate for patient needs while teams from across THP can request feedback from the Council on quality initiatives.

We listen carefully to the feedback we receive from patients and take it back to our staff to look for innovative ways to continuously improve the care we provide. As you'll read in this report, we are proud of the many accomplishments we've achieved in improving patient care this year. In particular, we are proud of the following two initiatives:

- Being designated a Best Practice Spotlight Organization (BPSO) by the Registered Nurses Association of Ontario. This internationally-recognized designation affirms THP's achievement of seven best practices. In working toward BPSO designation, THP also established a year-long, interprofessional leadership program for allied health and nursing staff. THP will continue to build on this success by implementing additional best practice guidelines in the coming year.
- We launched our first Diagnostic Imaging Peer Review, in which the radiology department provides quality assurance checks for their colleagues. We are proud to have achieved 100% participation with our radiologists.

These accomplishments are just a few of the many examples of exceptional teamwork alive at Trillium Health Partners that reflect the dedication, commitment and talent of our passionate teams.

As we look forward to the year ahead, we would like to extend our appreciation to our highly skilled and dedicated nurses, physicians and allied health professionals supported by their leaders whose incredible efforts inspire us and allow us to continue to deliver the highest quality of care each day.

Dante Morra
 Dr. Dante Morra,
 Chief of Staff

Kathryn Hayward-Murray
 Kathryn Hayward-Murray,
 Chief Nursing Executive



WE BELIEVE... IN HEALTH CARE THAT WORKS FOR YOU

Health care that is coordinated ... health care that keeps you healthy and out of hospital ... health care that meets your needs.

Creating A Network of Mental Health Care

Trillium Health Partners is creating a coordinated network of care to support patients with mental illness and their families. THP's networked approach requires close coordination with Peel Regional Police, emergency services and agencies like Peel Senior Link, Peel Children and Youth Initiative and Peel Newcomer Strategy Group. Within the hospital, physicians, nurses and other staff are working together to coordinate care across departments.

"We now have a true continuum of care," says Cara Vaccarino, Director, Mental Health. The continuum ranges from acute inpatient care to partial hospitalization to varying levels of outpatient care. Patient referrals – both within and outside the hospital – are coordinated through one system. "Our goal is to stabilize patients and get them on track and connected with the right services and partners for ongoing care in the community," says Cara Vaccarino.

Last year, a \$1 million gift from an anonymous donor, along with 10,000 responses to a direct mail appeal and the very successful annual Laugh out Loud Event, provided over \$2 million for mental health programs.



Adolescent Mental Health a Priority

Young mental health patients who come to Emergency are cared for within the RBC Paediatric Mental Health Urgent Care Program. "Meeting youth in crisis at the right place and right time will make all the difference," says Dr. Rose Geist, Program Chief and Medical Director of Mental Health.

The RBC Paediatric Mental Health Urgent Care Program provides 24/7 crisis support at our Credit Valley Hospital and Mississauga Hospital sites, access to paediatric mental health care experts, and psychiatric follow-up within 72 hours after leaving the hospital.

"When I was going through depression I felt lonely, I felt isolated ... Then, after a few times getting help at the hospital, I realized that all these people were here supporting me and there were so many people who have been through the same thing," says Josh, a teenage patient who now volunteers to help other teens with mental illness.

This program was launched in February with a \$1 million gift from the RBC Foundation, recognizing that frequently mental illness first emerges in adolescence.



"Meeting youth in crisis at the right place and right time will make all the difference," says Dr. Rose Geist, Program Chief and Medical Director of Mental Health.



Helping Patients Transition

Trillium Health Partners' partial hospitalization program allows patients with mental illness to receive treatment at the hospital from 9:00 to 3:30 on weekdays for eight weeks at the Credit Valley Hospital site, while staying connected to their community. It's designed to ease the transition from inpatient care to home. Treatment, coaching and therapy are provided by an inter-professional team, and patients have an opportunity to practice skills in communication, problem-solving and managing feelings that will help them adapt to living at home again.

"They don't just throw skills at you and leave you on your own," says Alice, a former patient in the program. "You get a lot of hands-on help to practice, and also get a lot of help from other patients sharing what works for them." She says the program helped her to make the transition from inpatient to outpatient by helping her get back into a daily routine.

Improving our Community's Health Through Partnerships

Created in 2004 by former Mississauga Mayor Hazel McCallion, the Healthy City Stewardship Centre (HCSC) brings together key-decision makers including the Mayor of Mississauga, Bonnie Crombie and organizations from across the city and various sectors including health, education, police, business and social services to collectively work towards improvements in local health. With a vision of building a city of people with optimal physical, mental and spiritual health, the Centre builds and drives system transformation. As of 2014, HCSC is being housed at Trillium Health Partners with Michelle DiEmanuele, our President & CEO assuming the role of Chair for the Centre.



"Getting skills and hands-on support helped me make the transition back to home and into my daily routine"



WE BELIEVE... IN THE ACTIVE PARTICIPATION OF PATIENTS AND FAMILIES.

In their own health care... in health education... in hospital policy-making.



"As a patient member of the Quality Improvement and Patient Safety Committee, I can see by the discussion around the table that THP takes quality measurement and performance seriously. While all issues affecting patients are important, I am particularly excited to work on patient satisfaction and reduced wait times for patients and families in the coming year," said Dave Burns, patient and member of Quality Improvement and Patient Safety Committee.

Hearing the Patient and Family Voice

In September, Trillium Health Partners launched the Patient and Family Partnership Council (PFPC) to provide input on hospital-wide policy and patient concerns. "It's a real two-way street," says Sandy Dayes, Manager, Patient Relations. Members of the Council bring forward questions and topics, while teams from across the hospital can request feedback from the Council.

"We brainstorm together from different angles," says member Ratnamani Tailor. "It's important to make sure that patients from all cultures feel comfortable and accepted." The Council has provided input, for example, on the privacy policy, the hospital's capacity challenges and a variety of information materials and forms.

The PFPC builds on the experience of the Carlo Fidani Regional Patient and Family Advisory Council (RPFAC), which is spearheaded by THP as the host of the Regional Cancer Centre. The RPFAC brings together approximately 20 cancer patients and family members to provide input to the regional cancer program. Council co-chairs Jane Kelly and Donald Page also sit on the program steering committee, alongside senior management and clinicians. "We see ourselves as advocates for patient needs," says Jane, while Don comments, "I'm gratified by the way the patient voice is being heard and supported in this program."

THP is working to establish patient participation councils in other programs across the hospital.



Giving Babies the Healthiest Start

Trillium Health Partners' breastfeeding program is a heartwarming example of involving patients and families as part of the health care team. The program actively engages not only new moms but also their partners in education classes and coaching to encourage breastfeeding for the baby's first six months of life. Last year, THP added a new opportunity for participation - mothers who have breast-fed their babies for at least six months can volunteer as peers to support mothers of newborns.

"Volunteer breastfeeding companions provide a lot of emotional support and share their own experience to help new moms relax and adapt," says Shelly Petruskavich, Manager, Professional Practice. "We visit new mothers in the hospital to chat and offer tips," says volunteer Lynn Hofinger. "It's a fabulous experience for all of us."

The program is supported by the Foundation, and operates as a partnership with the Region of Peel's Public Health Department.

WE BELIEVE... IN QUALITY & INNOVATION

Striving to improve the quality of care we deliver today... while creating transformative, patient-centred ways to deliver services tomorrow.



Improving Quality through Best Practice

This spring, Trillium Health Partners was designated a Best Practice Spotlight Organization (BPSO) by the Registered Nurses Association of Ontario. This internationally-recognized designation affirms THP's achievement of seven best practices which have resulted in better pain management, fewer falls and injuries, improved breastfeeding supports, fewer pressure ulcers and improved diabetic foot care.



In working toward BPSO designation, THP also established a year-long, interprofessional leadership program for allied health and nursing staff. THP will continue to build on this success by implementing additional best practice guidelines in the coming year. The program is supported by TD Bank Group's TD Grants in Medical Excellence.

Innovating to Provide the Best Care

In March, Trillium Health Partners marked the completion of the 100th Transcatheter Aortic Valve Implantation (TAVI) performed at this hospital. TAVI is a leading-edge, minimally invasive method for replacing heart valves in elderly or frail patients who are not well enough to undergo traditional open heart surgery. THP is one of only six hospitals in Ontario performing TAVI surgery.

Improving Quality with Peer Review

Last fall, Trillium Health Partners was one of the first hospitals in the province to roll out peer quality review in diagnostic imaging. The Peer Quality Review program, developed in partnership with University Health Network, involves all THP radiologists in providing random quality checks to help their peers identify potential issues before they become a problem.

Innovating to Improve the Patient Experience

Across Trillium Health Partners sites, there's a movement toward designing facilities around patient needs. The new Mental Health Zone in the Mississauga Hospital Emergency Department (ED) provides quiet, secure rooms for patients receiving emergency attention for a mental health crisis. Over time, THP will also be developing child-friendly and seniors' care zones in our Mississauga Hospital and Credit Valley Hospital EDs.

The new Neuroscience Special Care Unit at Mississauga Hospital, which opened in September, is another great example of patient-centered design. This unit is designed to meet both medical needs (such as round-the-clock monitoring) and unique non-medical needs of patients with serious conditions of the brain, spine and nervous system. Non-medical design features include blackout blinds for patients who may be sensitive to daylight and sound barriers for those who may be sensitive to noise. These renovations were generously supported by the Foundation who funded the \$3.4 million redevelopment of the space.



Fostering Innovation for Tomorrow

A new endowed scholarship, funded by the family of a long-term employee of Trillium Health Partners, will support innovative, integrated health care thinking and collaboration from all levels of Trillium Health Partners staff. Winners of the Maria Racioppo Scholarship for Integrated Care will have the opportunity to conduct applied research towards implementing one of their own innovative ideas, inspired by their interaction with patients. Almost \$500,000 has been raised to date.

Innovating to Improve Access

When the expansion of Credit Valley Hospital is complete in three years, the hospital will unveil a state-of-the-art robotic surgery suite, thanks to funding including a \$1 million donation this past year from the Pierre L. Morrisette Family Foundation and matching community donations. Robot-assisted surgery is less invasive and easier on patients. In addition, the program will permit physicians to increase surgical caseloads, allowing for a greater number of patients to receive care sooner.

Innovating for Efficiency

The Electronic Cataract Appropriateness and Prioritization System project (e-CAPS), is a large scale multi-year project led by Dr. Ike Ahmed in partnership with the Institute for Better Health. e-CAPs looks to redesign the model of care for cataract surgery in Ontario by ensuring patients receive appropriate, timely and equitable care. The project will deliver an electronic toolkit that allows hospital and community users, such as optometrists and general physicians, to have their ophthalmologist referrals centrally triaged. The project is made possible by key industry partners, Alcon Canada Inc., Bausch + Lomb and AMO which collectively contributed to support the first year of the project.

Innovating to Enhance Collaboration

Trillium Health Partners' Institute for Better Health provides support for research and innovation to build a new kind of health care for the future. With assistance from the Institute, THP is piloting "Care Connector" with physicians in the Medicine Program at Credit Valley Hospital and teaching teams in Medicine at Mississauga Hospital. Care Connector is a mobile application that allows front-line clinicians to easily coordinate patient care, including hand-offs during shift changes. This is the first in a series of innovative initiatives now being mobilized by the Institute.



e-CAPs looks to redesign the model of care for cataract surgery in Ontario by ensuring patients receive appropriate, timely and equitable care

WE BELIEVE... IN THE POWER OF TEAMWORK

To deliver quality care every day ... to build a sustainable health care system for the future.

Teaming up within the Hospital

When nurses, health, physicians and other health care professionals work together in a coordinated way, patients are healthier, happier and more satisfied with their patient experience. That's the thinking behind the interprofessional model of care now being rolled out across all programs. The model provides a structure that makes collaboration easier for the care team involving all professions, and includes patients and families in the care team.

Teaming up with our Volunteers

THP has more than 3,000 volunteers who not only give of their time to help patients but also to fundraise. Our volunteers have collectively pledged \$11 million over the next five years to help our hospital. The Volunteer Partners of Credit Valley, having just completed a \$1 million dollar pledge, have now committed another million to help construct the Emergency Department at Credit Valley and ensure a senior-friendly design. This will be raised through such events as lotteries and raffles; bake and book sales and profit from the Shop of the Valley Volunteer Gift shop. The Volunteers of Trillium Health Centre, a volunteer board that oversees Tim Hortons franchises within the hospital and runs a variety of fundraising events, are in a \$10 million pledge which will fund a new Chair in Seniors Health as well as ensure the expansion of the HELP program from Mississauga Hospital to Credit Valley Hospital. HELP (Hospital Elder Life Program) is a volunteer-led program that helps older adult patients by engaging them in activities to maintain their physical and cognitive function during and after their hospital experience.

Teaming up to Train the Next Generation

THP partners with no less than 50 educational institutions in our community, to teach and train the next generation of health care professionals. Our flagship partnership with University of Toronto's Mississauga Academy of Medicine (MAM) is now a full-fledged four-year medical program, with full classes for each training year, a comprehensive clerkship capacity. This year we celebrated our first graduating class of new physicians.

Teaming up with our Health Care Partners

Seamless Transitions, a partnership with the Mississauga Halton Community Care Access Centre (CCAC), has woven together the hospital and CCAC discharge processes, organized around the patient's point of view. Working together, both hospital and CCAC coordinate with patients and families to plan and manage discharge and post-discharge care. Everyone involved, including family physicians and other health care services, are kept in the loop to ensure the patient receives needed follow-up. Prior to discharge, the patient receives a "My Story" booklet, which includes a patient history and post-discharge plan to carry with them as they move through their journey. Better coordination and planning makes the transition much easier for patients and typically means patients can leave hospital more quickly, freeing up beds for others who need them.

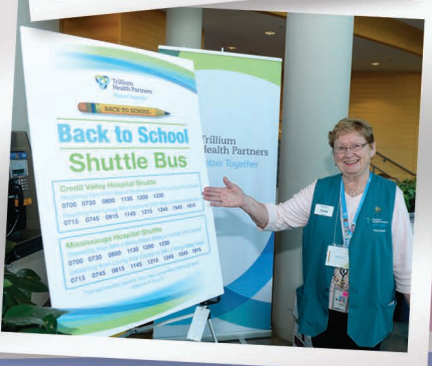


MESSAGE FROM OUR

CEOs & CHAIRS



We'd like to thank our incredibly dedicated staff, physicians, nurses, allied health professionals, and volunteers for the passion and energy they bring to work each day.



Every fall we gather within the hospital to share learnings and re-focus on our mission. At last fall's "Back to School" event, many of us shared the "why" behind what we do – the why that motivates each of us to come to work every day and give our best. It was an inspiring afternoon.

Each story was uniquely personal, but all reflected our shared commitment to help patients, families and our community become as healthy as they can be. We can proudly say that everyone who works at Trillium Health Partners passionately believes in creating a new kind of health care for a healthier community. We believe that our dedication to quality, innovation, teamwork and patient participation will get us there.

These beliefs are what motivate us to continue getting Better Together and to meet the challenges of today – and tomorrow. These challenges are evident. Put simply, we have outgrown our hospital facilities. Our Emergency Departments are handling twice the volume for which they were built. Each day we see 70-100 patients waiting in hallways for a bed. Much of our existing structure and equipment is 30-50 years old, in need of extensive renovation, repair or replacement.

That's today. Within 20 years, our community population will double and so will the challenge.

In the short-term, the Phase 3 Redevelopment at Credit Valley Hospital site will expand our capacity in emergency, surgery, critical care and diagnostic imaging. We broke ground in January and work will be complete by 2017. The Foundation has raised community donations of more than \$13.7 million so far to support this initiative. This significant milestone is timely as Credit Valley Hospital site will be celebrating its 30th anniversary later this year. Opening its doors in the fall of 1985 on what was then, just a farmer's field, the Credit Valley Hospital site has expanded to become a regional centre of excellence in cancer care, renal care, genetics, perinatal and paediatric care— staying true to its continued commitment to meet the needs of a growing community.

Our longer-term plan is two-fold: expand our capacity with thoughtful building on our existing sites, while extending operations to a 24-hour/7-day cycle. This transformation will happen gradually over the next two decades, with the goal of adding 955 beds by 2035.

We're pleased to have recently gained the endorsement of Peel Regional Council for this approach, and we believe we also have tremendous community support for this plan. Thirteen thousand Mississauga residents attended a recent telephone town hall and tens of thousands more have participated in other community events this past year. Still thousands more have contributed financially, through the dedicated efforts of the Foundation generating \$26.4 million in the past year in support of today's high-priority needs and our future needs to serve our growing community.

We'd like to thank our incredibly dedicated staff, physicians, nurses, allied health professionals, learners and volunteers for the passion and energy they bring to work each day. With their continued support and yours, we can achieve the transformation needed to create a new kind of health care for our community.

Edward Sellers
Edward Sellers, Chair, Board of Directors
Trillium Health Partners

Michelle DiEmanuele
Michelle DiEmanuele, President & CEO
Trillium Health Partners

Michèle Darling
Michèle Darling, Chair, Board of Directors
Trillium Health Partners Foundation

Steve Roscheit
Steve Roscheit, President & CEO
Trillium Health Partners Foundation



TRILLIUM HEALTH PARTNERS FINANCIALS

We are pleased to report that we have ended the year in a solid financial position. We have achieved this through prudent financial management, administrative efficiencies and a repurposing of resources into better patient care.

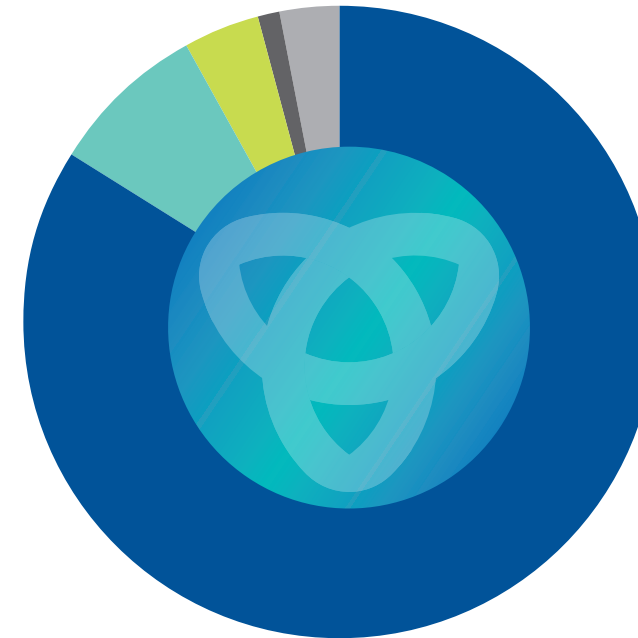
We continue to address the growing and changing needs of our community and the unprecedented demands on our services to create a more sustainable, high quality and accessible health care system. To achieve this, we will focus our priorities on advancing our work in continuing to drive best practices to reduce the length of stay, standardize processes to improve quality of care for patients and utilize the full capabilities of our inter-professional teams.

Through these initiatives, we will create additional capacity equivalent to 100 new beds over the next three years providing care to 7,000 more inpatients annually by:

- **Delivering services within a balanced budget, and operating within the resources provided by the Province**
- **Investing \$10 million in new capital equipment to enhance patient care**
- **Improving staff scheduling to reduce over-reliance on overtime and agency use**
- **Continuing to build organizational efficiency through standardizing bulk purchases and optimizing health care funding through education and coding practices**
- **Investing \$4 million to sustain infrastructure through upgrades and minor renovations**

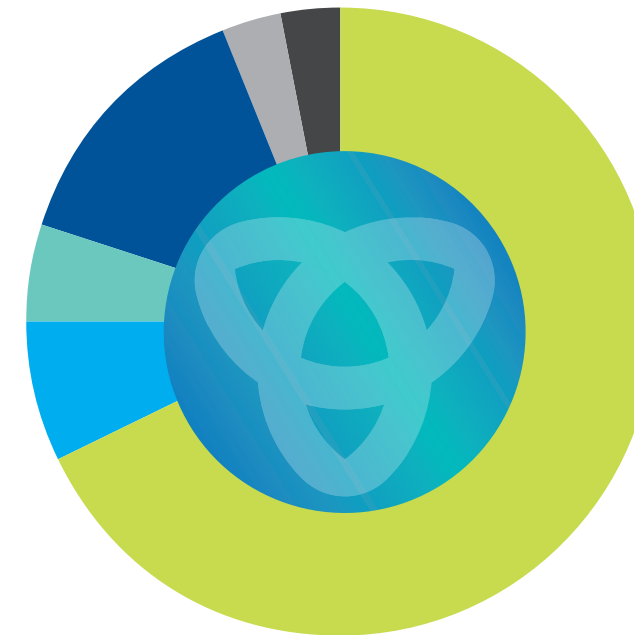
Our financial stability will allow for future investment in services as we move forward to deliver on our mission to create a new kind of health care for a healthier community.

Audited financial statements are available at www.trilliumhealthpartners.ca or by calling Communication and Public Affairs at **905-848-7580 ext. 1636**.



2014-15 Revenues

- 84% MOHLTC and LHIN
- 8% Other agencies and patients
- 4% Other income and investment income
- 1% Amortization of deferred capital grants and contributions-equipment
- 3% Special programs (Complex Care Diabetes, Seniors Diabetes, Community Mental Health and others)



2014-15 Expenses

- 68% Salaries, benefits and medical staff (physician) remuneration
- 7% Medical and surgical supplies
- 5% Drug supplies
- 14% Other supplies and expenses
- 3% Amortization – equipment
- 3% Special programs (Complex Care Diabetes, Seniors Diabetes, Community Mental Health, and others)

AN EXCEPTIONAL YEAR OF SUPPORT

TRILLIUM HEALTH PARTNERS FOUNDATION FINANCIAL HIGHLIGHTS

Total fundraising activity \$26.4 Million

\$8.9 MILLION in Leadership and Planned Giving revenue

\$7 MILLION raised through events

\$1.8 MILLION raised through Laugh out Loud

\$850,000 raised through Trillium Diwali

\$1 MILLION from Pierrie L. Morrisette Family Foundation for surgical robotics; **\$1 Million** matched from community



WE BELIEVE...

in a new kind of health care for a healthier community

This past year, more than 20,000 members of our community stepped forward to support our hospital. Through close to 50,000 donations and 118 community events, more than \$26.4 million was raised this year in support of a new kind of health care for a healthier community.

Above all, this shows how much our community believes in the work our hospital is doing – not just in delivering exceptional patient care, but in its commitment to find new ways to deliver that care in order to keep people as healthy as they can be at every stage of their lives. We all believe the health care system can improve and with the large amount of support our hospital has, it's clear our community believes that Trillium Health Partners can lead the way to this new system of care.

Believing in a new kind of health care starts within our hospital walls and within each of us. This year, we received 100% participation from the boards of directors of both the hospital and the foundation, our program chiefs and our collective senior leadership teams to pledge \$5 million to support a new kind of health care for a healthier community. We believe we can change the system and our commitment shows how strong our belief is that Trillium Health Partners can lead the transformational change needed to ensure sustainable, accessible, quality care is available to everyone, every day, for generations to come.



2014-15 Revenue

- 22% Leadership Giving
- 12% Planned Giving
- 29% New Pledge Generation
- 8% Direct Response
- 5% Annual Giving
- 13% Events
- 10% Other

2014-15 Cash Revenue by Program

- Leadership Giving 31%
- Planned Giving 16%
- Events: 19%
- Annual Giving: 8%
- Direct Response: 11%
- Other (Parking, investments): 15%



**Trillium Health Partners would like to
thank our Volunteer Partners
for their incredible contributions.**



**Trillium
Health Partners**
Better Together

trilliumgiving.ca

trilliumhealthpartners.ca

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