

PARTNERING FOR PATIENTS



A Publication of Trillium Health Partners

Winter 2015

Trillium Health Partners' Message to our Community

As one hospital, Trillium Health Partners made a promise to you. We would provide the best quality patient-centred care to our community through a seamless interconnected system of care, supported by the best health care professionals.

Three years in, the merger is delivering positive results for patients. We are caring for even more patients, while wait times have gone down in the emergency departments and in key areas like cancer surgery and MRI diagnostic scans.

But we face significant challenges. Our community has grown by 28% in the last 10 years, and we are seeing 5-10% more patients each year. The population we serve is also changing. A growing seniors' population means we see more patients with multiple chronic conditions, who visit the hospital regularly.

Our team of physicians, nurses, and staff work around-the-clock to meet this growing demand for hospital services while keeping wait times down. But the fact is that on any given day, we care for an increasing number of patients in our hallways, with no beds available immediately.

We're addressing this from all fronts. Inside the hospital, we're following internationally recognized best practices to further reduce wait times and admissions to hospital. Beyond our walls, we're forging partnerships with other community health care providers to deliver



Trillium Health Partners' Foundation CEO Steve Hoscheit, current Mississauga Mayor Bonnie Crombie, Trillium Health Partners' President and CEO Michelle DiEmanuele, and former Mayor Hazel McCallion celebrate the inaugural Hazel McCallion Quality of Care Awards at Credit Valley Hospital.

seamless care closer to home, where patients prefer to be. As one hospital with multiple sites, we're also concentrating some programs to one specific hospital site to create centres of excellence. These centres will strengthen quality, improve access, and make the hospital more efficient so we can deliver even more care to patients.

Even if we do all we can inside and outside the hospital, the fact is we need to build, in

the hospital and the community. We have benefited from more than \$700 million of capital investment from the Ontario government in the last 10 years but with relentless demand, we need much more. Over the next 20 years, we have a plan to build 955 new beds across our three sites. Combined with more long-term care, home care, and support in the community, we believe this plan will equip us to meet the health care needs of the next generation.

The community we serve today



1.6 million patient visits each year

70%

of our patients are children, seniors and people with chronic diseases needing multiple services



272,000 Emergency Department and Urgent Care visits each year

9,000 births each year



A New Kind of Health Care for a Healthier Community

Over the last 20 years, services in this community have not kept up with growth. As a result, every day we face unprecedented challenges to meet the needs of our community for the next 20 years.

GROWING POPULATION

- 5-10% more patients every year – 150,000 more people
- Our community population has grown 28% in the last decade



1.6 million
PATIENT VISITS PER YEAR



70%
OF OUR PATIENTS
VISIT THE HOSPITAL
REGULARLY

CHANGING POPULATION

- By 2035 the number of seniors in our community will TRIPLE
- This year, we expect more than 9,000 births at our hospital – more than any hospital in Ontario



...AND NOT ENOUGH BEDS

- More people are waiting in hallways for beds
- Our Emergency Departments see DOUBLE the patients they were built for
- 10% of our patients wait in the hospital for long-term care, home care or other community support



IN COMPARISON	
Mt. Sinai Hospital Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital Toronto Rehab St. Michael's Hospital Sunnybrook Hospital	Trillium Health Partners
NUMBER OF EMERGENCY & URGENT CARE VISITS ANNUALLY	
297,000 COMBINED	272,000
NUMBER OF BEDS	
3,148 COMBINED	1,118
We deliver effective + efficient care but we need more investment	

To provide the care you need now and into the future
WE NEED A PLAN...

WE HAVE A PLAN...

CARING FOR YOU TODAY

By caring for patients in new and innovative ways, we will meet our goal of delivering the highest quality care and an exceptional patient experience. The health care of today and tomorrow is about offering the *right care, in the right place, at the right time.*

New Cardiac Program

Cardiac DART helps patients in the Emergency Department with chest pains get the specialized tests they need faster; saving lives and reducing hospital admissions.

New Cancer Program

Our brachytherapy cancer treatment provides patients with highly focused radiation treatment faster and closer to home.



WE ARE MAKING PROGRESS

25% shorter wait in our Emergency Departments
20% shorter wait for cancer surgeries/MRIs

BUILDING PARTNERSHIPS FOR TODAY & TOMORROW

Providing patients with care in the *right place* demands that we work beyond the walls of our hospital. Our partnership with the Mississauga Halton CCAC helps patients return home faster while our partnership with Runnymede Healthcare Centre is providing our patients with specialized rehabilitation care.



A revolutionary partnership with U of T, CAMH and SickKids to unite care for mental and physical health.



A state-of-the-art in-hospital rehabilitation provider.



Delivering publicly-funded home care and connecting patients to options in the community, like long-term care.

BUILDING FOR THE FUTURE

To meet the growing needs of our community, we must build inside and outside the hospital. We have proposed a 20-year plan to the Ontario government that will modernize and add **955 new beds** to our existing sites and offer more care closer to home.

INSIDE THE HOSPITAL

- 955 new beds across all sites
- New Emergency Department at the Mississauga Hospital site

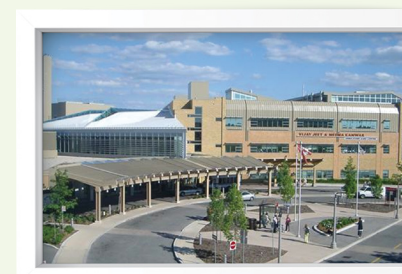
IN THE COMMUNITY

- Long-term care
- Urgent Care Centre
- Community health hubs



Construction at Credit Valley Hospital begins now!

With the support of the Ontario government and our community, we are starting construction on the next phase of redevelopment at our Credit Valley Hospital site. Visit our website at www.trilliumhealthpartners.ca for construction updates.



Emergency Department

- More than double in size
- New paediatric and mental health treatment area
- 38 new treatment bays with more patient privacy

Diagnostic Imaging (DI) Department

- Expands from 27,000 sqft to 33,000 sqft
- New state-of-the art equipment

Surgical Suites

- 4 new operating rooms and 20 new post-anaesthetic care beds

Critical Care Unit

- Almost triple in size
- 5 new beds

PARTNERING FOR PATIENTS



WE WANT TO HEAR FROM YOU!

Visit www.partneringforpatients.ca to send us your ideas, show your support, and participate in upcoming events where you can learn more about our plan to meet the growing and changing needs of our community.



Trillium Health Partners' Patient & Family Partnership Council

Trillium Health Partners' Patient and Family Partnership Council (PFPC) is made up of members from our hospital's health care teams and patients and families living in the Mississauga community. The council plays a vital role in ensuring we continue to deliver care that reflects the changing needs of this community.

The goals of the council are:

- To allow the diverse voices of our patients and families to be heard, and ensure they are reflected in the care we deliver;
- To enable patients and families to actively participate in development of programs and policies; and,
- To provide a safe opportunity for patients and families to share their personal experiences.

We know that through this partnership council members of our community will contribute invaluable knowledge, insight and experience, providing our hospital with a better understanding of the patient experience through their eyes. Trillium Health Partners also has advisory councils in our cancer and renal programs. To share your patient perspective in one of these areas, or to become involved in the Patient and Family Partnership Council, please contact our Patient Relations Department to learn more: **905-813-4109**.

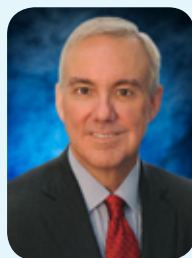
Trillium Health Partners welcomes

New Board Chair, Edward Sellers & new member, Alan MacGibbon



Edward Sellers, Board Chair

Newly appointed as Chair of the Board of Directors, Edward Sellers is a senior partner in the business law department and former chair of the restructuring practice group at Osler, Hoskin & Harcourt LLP. Edward provides mission-critical advice to clients on commercial matters with an emphasis on restructurings and related acquisitions, divestitures, financings and governance. His community leadership includes having served as a director and executive committee member of the Canadian Youth Business Foundation, as a director and President of The St. Patrick's Benevolent Society of Toronto, and as a member of the University of Winnipeg Board of Regents and the University of Manitoba Senate.



Alan MacGibbon

Alan serves as a Vice Chair and Strategic Advisor for Osler, Hoskin & Harcourt LLP, and is a member of the Board of Directors of the TD Bank Group. He recently retired from Deloitte LLP as a Partner after 35 years with the firm. Alan served as the Canadian Managing Partner and Chief Executive and a member of the Deloitte Board of Directors from 2004 to 2012. Alan has been active in the community and currently serves as past Chair of the Board of the Conference Board of Canada and has recently served on the Cabinet for the United Way of Greater Toronto.



Trillium Health Partners

**Talk Trillium:
Partnering for Patients**

Airing Now to March 2015 on Rogers TV Peel

Talk Trillium: Partnering for Patients, a television series exploring key health care issues in our growing community. Check your local listings or our website: www.trilliumhealthpartners.ca, for current air times and dates.

Right care, right place, right time: your health care options at Trillium Health Partners

Queensway Health Centre

150 Sherway Drive
Toronto ON M9C 1A5
T: (416) 259-6671

Urgent Care Centre

Open daily from 8am-10pm every day of the year

For non life-threatening conditions that require immediate attention.



Mississauga Hospital

100 Queensway West
Mississauga ON L5B 1B8
T: (905) 848-7100

Emergency Department

Open 24 hours/day, every day of the year.

For serious conditions that require immediate attention.



Credit Valley Hospital

2200 Eglinton Avenue West
Mississauga ON L5M 2N1
T: (905) 813-2200

Emergency Department

Open 24 hours/day, every day of the year.

For serious conditions that require immediate attention.



To find out more about our community's health care options, visit: www.trilliumhealthpartners.ca