

Telephone Town Hall: WHAT WE HEARD

On Monday, May 25, the Central West CCAC, Headwaters Health Care Centre, William Osler Health System, Region of Peel Health Services, and the Central West LHIN hosted their fifth Telephone Town Hall to engage local residents in a conversation about health care services in the area.

More than 5,000 households took part in this call, and the host organizations received several positive comments about local health care services, as well as valuable feedback to help shape health system planning work.

Here are some of the questions and answers from our participants:

Q How can I find a family doctor in my community?

A Call **Health Care Connect** at **1-800-445-1822**. They will match you with a family physician in your area.

Q My sister had a baby and just got home from the hospital. Where can I call to get her some breastfeeding help?

A Please speak to a **Public Health Nurse** for more information on breastfeeding resources, programs and clinics in your area. In Etobicoke, call Toronto Public Health at **(416) 338-7600** or visit toronto.ca/health.

DID YOU KNOW?

Last year, the Central West CCAC:

 Served **38,640** patients – nearly **1** of every **22** people across our community

Provided nursing clinic care to **94% more** patients than in the previous year 

 Supported patients through more than **1.2 million hours** of personal support services



A patient experiences OUR BOLD, NEW PARTNERSHIP

Learn more about Mary Ellen's journey and view other patient stories by visiting our interactive reports online:

www.cwccactransforms2014.ca
www.headwatertransforms2014.ca
www.oslertransforms2014.ca

In January, Mary Ellen fell on some ice and broke her elbow and shoulder.

She was taken to Headwaters Health Care Centre for treatment. Her doctor made arrangements for her to transfer to Osler's Brampton Civic Hospital for surgery, then return to Headwaters to recover.

"It was all very fast moving. People were helpful, truthful and accommodating, really. They made me feel that I was really important to them," says Mary Ellen.

Mary Ellen's story shows how your health care providers from the Central West CCAC, Headwaters and Osler are working together to provide seamless, high quality care for patients across the region.

"It was arranged, prior to going down, that I would return here, then CCAC looked after me at home," she adds. "The physio was excellent. She encouraged me to do exercises. Most helpful. I felt I progressed pretty well with her."

From the time you first enter hospital with an illness or injury, until you return home to recover with CCAC home care support, this bold new partnership of the Central West CCAC, Headwaters and Osler is producing excellent patient outcomes!

"Everybody seemed to work together. I'd feel much more at ease, if I had to do this over again, to know that this was available to me," concludes Mary Ellen.



 **Partnerships:**
A 2014-2015 Report to our Community

The Power of Partnerships

On June 8, the Central West CCAC was pleased to host patients, families, community members and partners at its annual general meeting. Together, participants celebrated the hundreds of partnerships that are making a real difference for patients across our region – including the ground-breaking one between the CCAC, Headwaters and Osler.

To learn more and view the Central West CCAC's annual report, videos and patient stories, please visit their website at www.healthcareathome.ca/centralwest or follow them on Twitter at @CWCCAC.

CARE in your Community

If you or someone you know needs guidance, health care services or supports to remain safe and independent at home, help is only a call or click away.

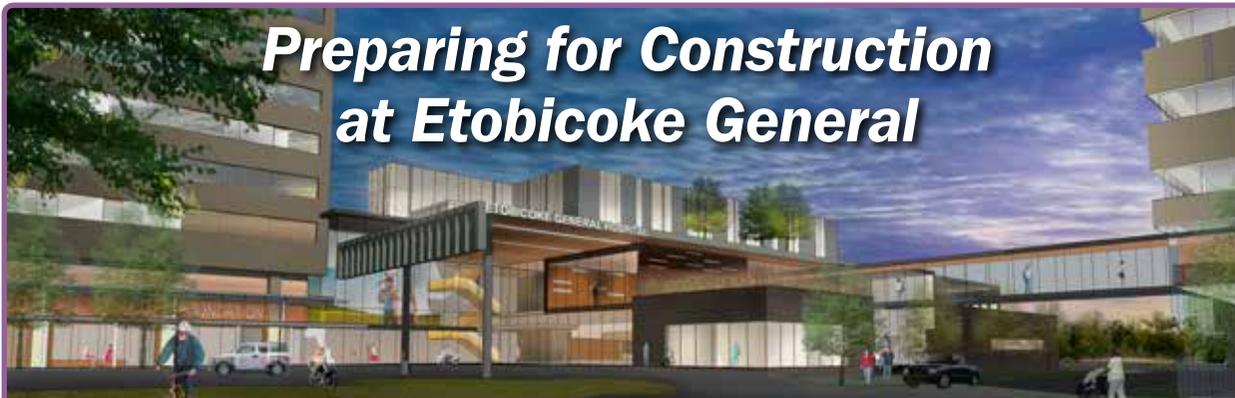
Contact the **Central West CCAC** directly at **1-888-733-1177** to learn more about how they can help.

Visit www.centralwesthealthline.ca for information and resources close to home.

A doctor's referral is not required; anyone can refer to the CCAC. Advice and services are covered by the Ontario Health Insurance Plan (OHIP).



Preparing for Construction at Etobicoke General



Construction of Etobicoke General's new four-storey wing is less than a year away!

Osler continues to make steady progress as the project's three short-listed teams prepare their submissions to demonstrate they have the capacity and expertise to design, build, finance and maintain the new wing.

Osler will soon be starting its Early Works project to prepare the almost 45-year-old building and systems for the new addition. This includes replacing existing chillers, upgrading the heating plant, and updating the normal and emergency power distribution systems – just to name a few.

Osler is also in process of planning for the construction of a new Ancillary Services Building which will house a number of outpatient programs/services and allow Osler to foster new partnerships with other complementary organizations for innovation and education.

Over 235,000 square feet of expanded facilities including:

- Larger emergency department
- Critical care and intensive care units
- Maternal newborn unit
- Outpatient procedures unit
- Cardiorespiratory and neurodiagnostic services
- New main lobby/registration area

CCAC Success Story

Mrs. Deepoo's doctor referred her to the Central West CCAC for her uncontrolled blood pressure, unmanaged diabetes, medication challenges, and overall physical decline. Her abnormally high blood sugar was resulting in hospital visits, and her husband of 64 years was worried.

CCAC Care Coordinator, Linna, began by arranging for a visiting nurse and in-home pharmacist to work with Mrs. Deepoo's doctor and specialist to stabilize her critically high blood sugar. Over the coming months the team closely monitored Mrs. Deepoo, with Linna adding other professionals as Mrs. Deepoo's needs continued to change.

Then Mr. Deepoo ended up in the hospital – and Linna also worked with his doctor to ensure he accessed specialist care, a pain clinic, and new medications.

Today, both Mr. and Mrs. Deepoo are benefitting from much-improved health and a newfound knowledge of how to manage their multiple conditions. Remarkably, they recently visited their children in Guyana – a dream two years in the making.



Celebrating the renewal and expansion of Etobicoke General

Osler celebrated the transformation of Etobicoke General Hospital as part of its Annual General Meeting (AGM) on Monday, June 22. Staff, physicians, volunteers, local health care leaders and members of the community joined local politicians, who unveiled new signs signifying the government's commitment to the Etobicoke General redevelopment project. The AGM showcased a number of clinical programs Osler is offering to better serve patients and families:

- An expanded Cardiac Procedures Clinic to treat more cardiac patients closer to home.
- A new musculoskeletal program to provide better access to joint replacement procedures.

- Expanded Telemedicine programs to enable patients to receive care at home using video conferencing for 'virtual' consultations with Osler's geriatricians, family physicians and residents of long-term care homes.
- A new Health Links strategy, co-lead by Osler, to coordinate and integrate care for people living with complex health needs.
- New palliative care outpatient clinics to help keep patients at home longer.

Check out stories about how Osler is working to offer more care options for patients in our fully digital and interactive Annual Report at williamsoslerhs.ca.



Osler Outpatient App Launch

Osler launched its second app, *Osler Outpatient*, on Tuesday, May 26. The new, free Android app was developed by a team of students from the University of Toronto, who won \$10,000 for their winning app as part of Osler's second annual national student app contest.

Osler Outpatient allows Etobicoke General Hospital patients to better manage their recovery proactively by keeping track of follow-up care instructions after discharge using the convenience of their smartphones and tablets.

Go to the GooglePlay store and download *Osler Outpatient* today!