

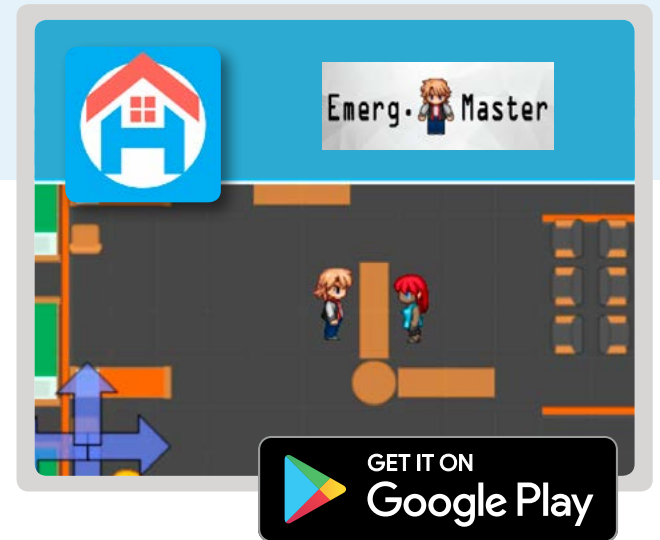
New app helps patients navigate Osler's **EMERGENCY DEPARTMENTS**

Want to have a better understanding of how the emergency department at your local hospital works? Well, now there's a fun way to do just that.

Emerg Master is an interactive Android app that was developed as part of a National Student App Contest hosted by the Central West Community Care Access Centre (CCAC), Headwaters Health Care Centre (Headwaters) and William Osler Health System (Osler). It

features characters in both Headwaters and Osler emergency departments and offers detailed information about how the departments work, how hospitals connect patients with community care, and the role that the CCAC can play in making sure patients with specific needs can find the care they require closer to home.

The app is available on **Google Play** for a free download.



Is there a hero in your home? *Nominate a special caregiver today!*

The Central West CCAC's **Heroes in the Home** program, which is entering its fifth year, has recognized over 500 local caregivers in the community.

Heroes in the Home awards recognize community caregivers whose heroic efforts help others to remain safe and independent in their homes or community settings. The program honours both paid and unpaid caregivers, including: family members, friends, volunteers, personal support workers, care coordinators, nurses, therapists and other health care professionals.

Now's your chance to honour a special caregiver!

Nominations are open until October 23, 2016 and may be completed online at:

www.heroesinthehomeccwccac.com or by phone at: **(905) 769-0040 ext. 7756**.

Pictured above: "Hero" Madge Davis received her 2015 *Heroes in the Home Award* from Central West CCAC Board Chair, David Robertson and Central West CCAC CEO, Cathy Hecimovich.

Behavioural Supports Program goes online to help patients

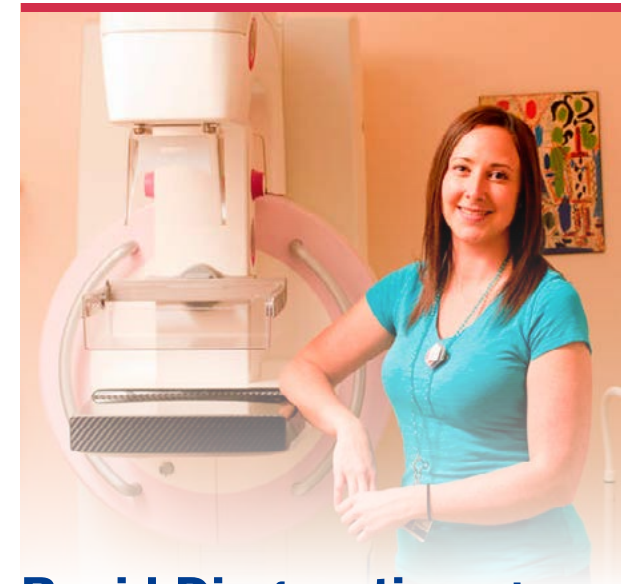
The Central West CCAC's Behavioural Supports program is helping to support seniors living with mental health, dementia, addictions and other neurological conditions. Funded by the Behavioural Supports Ontario (BSO) initiative, the program aims to enhance health care services for individuals with "responsive" behaviours like acting out physically and verbally, wandering, and resisting care.

This fall, CCAC took the program one step further by launching a BSO-specific website to help link patients and families to available resources, information and community programs, which can help support individuals to cope with these behaviours.

To learn more about the BSO program and resources, visit **centralwest.behaviouralsupportsontario.ca**.

Osler Launches New **CODE STROKE**

Dedicated to providing timely and patient-inspired care, Osler has launched "**Code Stroke**" - a new protocol that will rapidly address stroke assessment and treatment of patients at the onset of symptoms. A leading cause of disability in Canada, stroke is a life-threatening disease that requires immediate intervention. Every minute that treatment is delayed, the average patient loses 1.9 million brain cells, with corresponding functional and neurological decline.



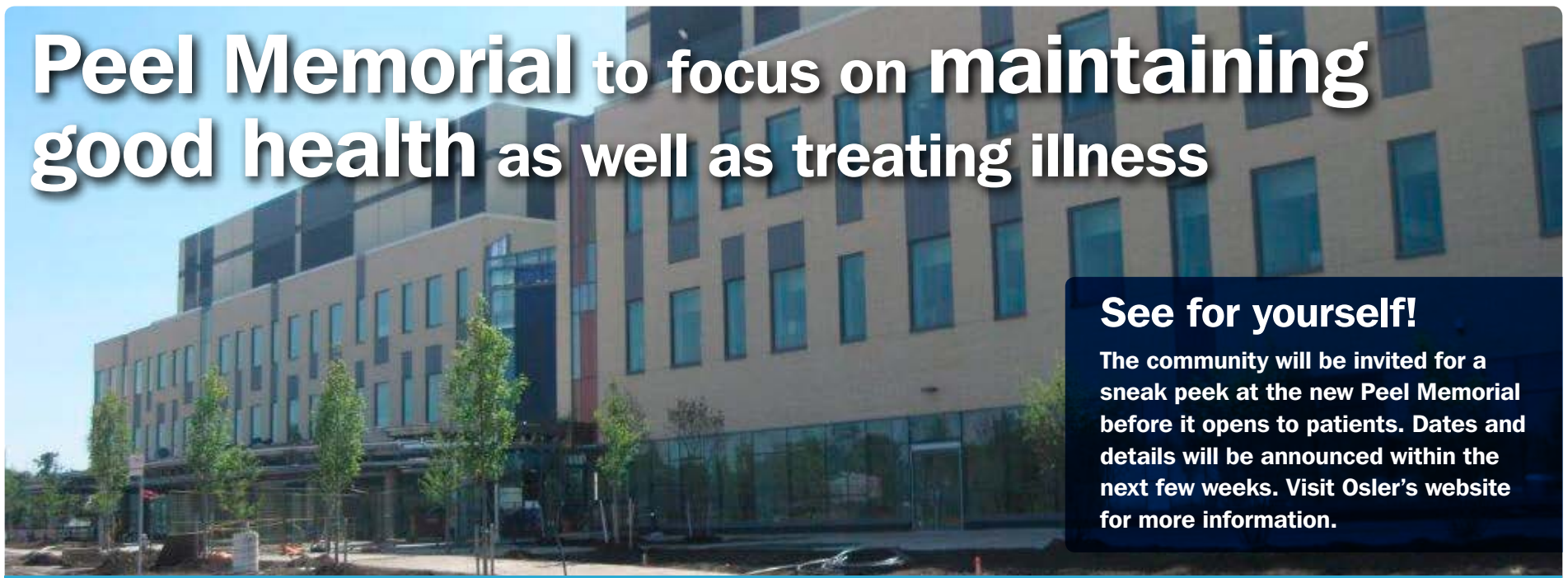
Rapid Diagnostic and Breast Support Clinic *Improves Patient Experience*

Osler's innovative **Rapid Diagnostic and Breast Support Clinic** is helping patients with breast cancer get diagnosed and start surgical treatments sooner. Currently, the wait time from mammogram to surgery for 75 per cent of Osler's patients is 25 days - significantly less than the provincial average of 64 days. As well, the patient experience satisfaction rate is 100 per cent.

Through this clinic and using the latest technology, each patient is supported by a team from surgery, oncology, diagnostic imaging and pathology, as well as a Nurse Navigator, who will guide them through the clinic and facilitate treatment plans.

The breast support clinic, a pilot of the surgical oncology delivery of care model at Osler, was launched earlier this year and is operated in partnership with Cancer Care Ontario.

Peel Memorial to focus on maintaining good health as well as treating illness



See for yourself!

The community will be invited for a sneak peek at the new Peel Memorial before it opens to patients. Dates and details will be announced within the next few weeks. Visit Osler's website for more information.

We're just a few months away from the February 2017 opening of the new Peel Memorial Centre for Integrated Health and Wellness, a progressive new outpatient hospital – one of the first of its kind in the Central West region.

The focus here will be on treating illness and injury, as well as helping people to stay healthy and preventing or managing chronic diseases.

Some of the specialty services you can expect at Peel Memorial:

- An Urgent Care Centre for non-life-threatening illnesses or injuries (open 14 hours/day, every day)
- Outpatient clinics for children, youth, expectant/new mothers, and newborns
- Chronic disease prevention and management clinics
- A Centre for Community Mental Health and Addictions

- Day Surgery facilities
- A Centre for Rehabilitation and Seniors' Wellness
- A hemodialysis service
- Diagnostic services

As part of the Osler family, Peel Memorial will work closely with Brampton Civic Hospital, Etobicoke General Hospital and community health partners, so that patients can move easily between the facilities according to their needs.



You have the power to equip Peel Memorial

The walls are up. The roof is on. The elevators are in at Peel Memorial.

What you can't see is the amount of work going on inside: the examination, treatment and recovery rooms being finished; the specialized areas that will soon be home to a cataract procedure suite; ensuring the diagnostic imaging rooms are ready to receive equipment; and much more.

It's what's inside that counts. With Peel Memorial's doors scheduled to open in February 2017, we need your help to purchase 10,000 pieces of equipment. For more information, or to make a donation to Osler Foundation, please call (905) 494-6890 or visit YouHaveThePower.ca.

Accreditation 2016

Committed to continually going beyond for its patients and families, Osler is getting ready for Accreditation 2016. As part of the accreditation process, surveyors from Accreditation Canada will be onsite at Brampton Civic and Etobicoke General next month to evaluate Osler's performance over the past four years. Osler received the highest award possible, Accredited with Exemplary Standing, at its last accreditation in 2012.

UPCOMING *Events*

November 26, 2016 at 6:30 p.m.

An Exclusive Evening with Barenaked Ladies & Colin James

Rose Theatre, 1 Theatre Lane, Brampton

For more information, please visit oslerfoundation.org

Canadian Diabetes Association Recognizes Osler

Osler has been recognized for its **Diabetes Education Program** by the Canadian Diabetes Association. The *Diabetes Education Standards Recognition Program* is a voluntary program which recognizes Diabetes Education Centres that are dedicated to giving the best possible care to people living with diabetes. Recognition status is granted for five years, with this being the fifth time Osler has received this honour.

With two Diabetes Education Centres, one at Brampton Civic and the other at Etobicoke General, as well as a robust outreach program with 30 to 40 offsite clinics offered per month at various community locations, Osler is committed to providing improved access to high-quality and culturally-appropriate care for patients in the community.

Last fiscal year, Osler's Diabetes Education Centre saw more than 7,000 patients and of those, approximately 6,000 were new patients.

For more information about Osler's diabetes programs, call (905) 494-2120 ext. 56598.



(905) 796-0040 centralwesthealthline.ca



(519) 941-2410 headwatershealth.ca



(905) or (416) 494-2120 williamoslerhs.ca



Supported by / Financé par :

(905) 455-1281
centralwestlh.in.on.ca