

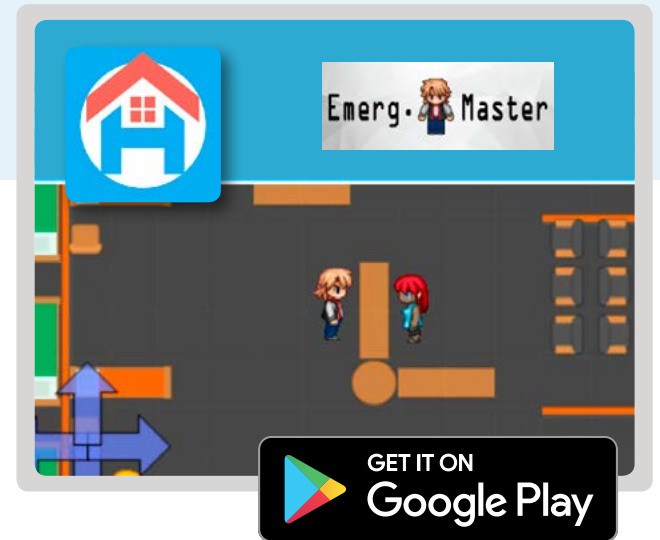
## New app helps patients navigate Osler's **EMERGENCY DEPARTMENTS**

**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.



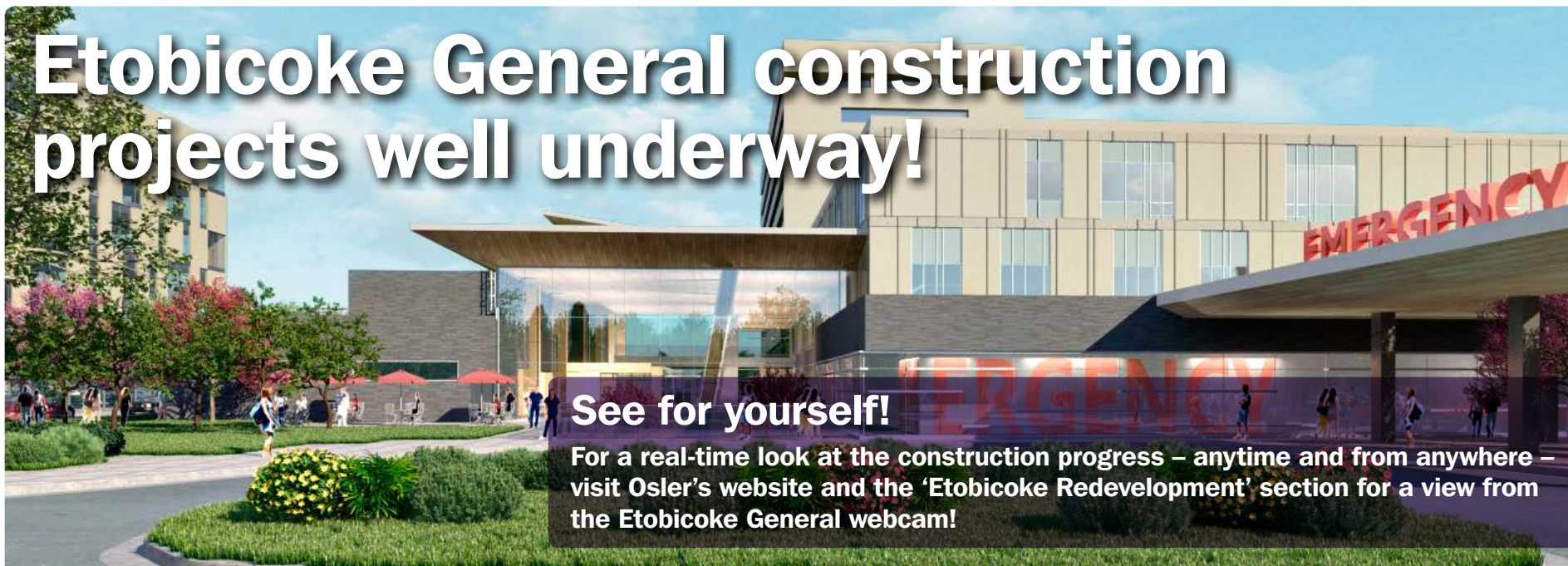
### Rapid Diagnostic and Breast Support Clinic Improves Patient Experience

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.

# Etobicoke General construction projects well underway!



## See for yourself!

For a real-time look at the construction progress – anytime and from anywhere – visit Osler's website and the 'Etobicoke Redevelopment' section for a view from the Etobicoke General webcam!

Over the summer, construction on Etobicoke General Hospital's new four-storey patient wing and Ancillary Services Building made some steady progress.

After breaking ground on the new wing in June, the construction team quickly got to work digging the building's footprint. Bulk excavation for the new wing is nearly complete and the crew is preparing the site for two tower cranes.

When complete, the new wing will add about 250,000 square feet of space for new and expanded departments, such as a larger emergency department, new intensive and

critical care units, a new cardio-respiratory and electro-diagnostics unit, and expanded women's and children's care.

Construction on the Ancillary Services Building – which will be home to physicians' offices, classrooms and important outpatient programs and services – is also moving steadily ahead. The foundation walls and parking level columns are quickly taking shape and the tower crane has also been installed.

For the latest news on Etobicoke General's redevelopment project, visit [williamoslerhs.ca](http://williamoslerhs.ca).



## You have the power to equip the new wing

Before the doors open in late 2018, the new wing requires equipment and furnishings. A typical exam room requires a stretcher, a vital signs monitor, an oxygen flow meter, mobile exam light, procedures cart, and more. To find a giving opportunity that fulfills your wish to make a lasting difference in your community, or to make a donation to Osler Foundation, please call **(416) 747-3388** or visit [YouHaveThePower.ca](http://YouHaveThePower.ca).

## DID YOU KNOW?

Osler has recently been awarded **Nurses Improving Care for Healthsystem Elders (NICHE) Exemplar status** at Etobicoke General Hospital. Exemplar status is the highest ranking possible in the internationally-acclaimed NICHE program, which focuses on stimulating change to achieve patient-centred care for older adults.

## 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 Hospital and the other at Etobicoke General Hospital, 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 (416) 747-3400 ext. 32393.

## 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 Hospital and Etobicoke General Hospital 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](http://oslerfoundation.org)



(905) 796-0040 [centralwesthealthline.ca](http://centralwesthealthline.ca)



(519) 941-2410 [headwatershealth.ca](http://headwatershealth.ca)



Going Beyond

(905) or (416) 494-2120 [williamoslerhs.ca](http://williamoslerhs.ca)



(905) 455-1281 [centralwestlhin.on.ca](http://centralwestlhin.on.ca)