



# NOW OPEN

Community Report 2015 - 2016

Humber River Hospital  
North America's First Fully Digital Hospital



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## Our Mission

Providing quality patient care for a diverse urban community within an ambulatory care centre and acute care hospital.

## Our Vision

Reinventing patient care, optimizing health in our community.

## Our Values

We believe in an organization where the dignity, integrity and diversity of all are respected at all times. Our practices and behaviours will reflect the values of:

- Compassion
- Professionalism
- Respect





*"Welcome to your new Humber River Hospital!"*

*Some years ago, this community had a choice – refurbish Humber River's existing facilities, well past their prime even then... or embrace a bold new vision for the future of hospital care in northwest Toronto.*

*They overwhelmingly chose the latter, entrusting their representatives to the hospital, the Board of Directors, to deliver the facility the community needed and deserved.*

*Today we are home to North America's first fully digital hospital, opened for patient care on October 18, 2015. A world-class facility, it is designed for patients first – with comforts and conveniences never before integrated into a technologically-advanced medical facility. It has reinvented patient care.*

*All of this – all of it – is about patients and families... about doing the best for them, not just here in our community... but anywhere we can help others with their patients, in their community. Because excellence in care is our goal – and excellence has no boundaries. We are proud to present the new Humber River Hospital to our community, and to the world."*

*Paul D. Allison  
Chair, Board of Directors  
Ribbon Cutting for the new Humber River Hospital  
October 1, 2015*

# A Message from our Board Chair

Organizations have the ability to shape their own destiny. Destiny is not chance: it's a result - of hard work; of introspection; of diligence. Some years ago Humber River Hospital's leadership at the Board and senior administrative levels undertook to shape our hospital's destiny in a bold and exciting way. While it has been summarized as 'giving our community the hospital facility it needs, and deserves', the vision for the future was much more than that.

It was first and foremost about people – about how they should be cared for, as patients and as people, when in need of medical treatment. That vision took form on October 18th with the opening of our new hospital. A world-class facility, it is designed for patients first – with comforts and conveniences never before integrated into a technologically-advanced medical facility. It has reinvented patient care.

A special thank you must go to our retiring President & CEO Dr. Rueben Devlin. He was the driving force behind our redevelopment, not just of the physical buildings, but also of our new approach to care delivery. Patient care reinvented has been Rueben's motto – he has delivered, and we will always be grateful for his seventeen years of work at our hospital.

The grand opening was a singular achievement in a year of great work by the Humber River Hospital team. So much more took place in your hospital last year. This report highlights just some of their efforts on our community's behalf.

The 2016 AGM marks the end of my service as Board Chair and Member of the Board. I will always be grateful to my Board colleagues for their confidence and advice over the years. I have worked with so many great people here at Humber, and their energy, dedication and expertise never failed to impress. I thank each of you for the privilege you bestowed on me.

My very best wishes for every success in the years ahead.



*Paul Allison*  
**Paul Allison**  
Board Chair



*Rueben Devlin* **Rueben Devlin**  
President & CEO

# A Message from our President & CEO

The Annual Report is our accounting to the community we serve for the work their hospital did on their behalf over the past year. Any other year this message would reflect that time frame. Not entirely this year, as my retirement on June 30th moves ever closer.

There can be no doubt about the dedication and compassion of the Humber River Hospital team over the past year. They have done great work: I have seen it firsthand, and heard from hundreds of others who experienced it firsthand. But that is no surprise – I have seen it every day of my seventeen years here. Through every challenge your team has delivered high quality, compassionate care.

Along the way good people have contributed immensely to my work, and our hospital's successes. They are too numerous to mention here. I am grateful for their support and friendship over the years.

Now the Humber River team has this great new facility in which to do what they do so well: care for people. That was the vision all those years ago – remove the physical barriers to care delivery, and use a new building, and new technologies, to allow this team to spend their time caring for patients and families. Mission accomplished.

The future is very exciting for our – your – hospital. I leave knowing they will do great things, and continue to advance Humber River Hospital as a model for others to emulate. To do that they will need the support of the community. Please be there for them – they are always there for you.

In closing, my thanks to the Board of Directors who gave me such an amazing opportunity seventeen years ago. I have enjoyed sharing the journey with my hospital team and our community. Thank you all – for everything.



***“We are first and foremost partners with patients in their care. This building is designed to support that goal of patient and family-centred care.”***

***Rueben Devlin, President & CEO***

## Ribbon Cutting

It was time to celebrate on October 1, 2015, as officials from Humber River Hospital joined with Premier Kathleen Wynne, Health Minister Dr. Eric Hoskins and community representatives to cut the ribbon for the new hospital.

Premier Wynne told the guests that “I am thrilled that North America’s first fully digital hospital is opening right here in Ontario.” And Minister Hoskins noted that, as a fully digital hospital, the new building was “the way of the future – and it’s here now at Humber River.”

Prior to the official ceremonies, Board Chair Paul Allison, President & CEO Rueben Devlin, and Redevelopment Lead and Hospital COO Barb Collins took Premier Wynne, Minister Hoskins, and our local MPPs Mario Sergio, Monte Kwinter and Laura Albanese on a tour of the new facility.

Highlights of the tour included seeing robotic technology in action in our Laboratory and Pharmacy Programs, as well as a visit to our Medical Imaging Department, home to some of the most advanced medical imaging technology available.

The Interventional Radiology equipment uses laser-guided motion, with the ability to move freely to any imaging position. Our new CTs are faster, with 4D coverage and motion correction, providing uncompromised image quality for the most challenging clinical applications. And our new MRIs feature ‘Silent Scan’ technology, reducing the noise of a scan to a whisper. In each case, HRH is the first community hospital in Canada to acquire this type of technology.



MPP Mario Sergio and Health Minister Dr. Eric Hoskins



Jack Kay



Donald Loeb





*MPP Monte Kwinter*



*HRH Board Chair Paul Allison*

# Substantial Completion

Monday, May 11, 2015: an historic date for our redevelopment project. At a special meeting of Humber River Hospital's Board of Directors, Plenary Healthcare Partnerships and PCL Constructors delivered the Certificate of Substantial Completion: as of 5:00 PM that day, the new Humber River Hospital building was ours!

With substantial completion, the hospital assumed control of the building from the consortium. It was a time for celebration, but also the beginning of an important phase in our work: preparing for facility activation before starting transition training and orientation for all staff, physicians and volunteers. All, of course, leading up to Moving Day on October 18th.


Upon receiving the Certificate, Board Chair Paul Allison noted that *"this day has been a long time in the making. But thanks to the great work of Humber River's planning team, our project partners and our staff, physicians and volunteers, the new building is now ours. It's a very impressive facility, and on behalf of everyone at Humber, I'm delighted to get the keys to our new building."*

Board Building Committee Chair Donald Loeb noted that *"as the community's representatives to the hospital, we have been diligent in overseeing this project. Our senior leadership and planning team have done amazing work, and have delivered the hospital facility our community needs, and deserves."*









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2265 Upper Middle Rd. E., Suite 400, Oakville, ON, CA, L6H 0G5  
T 905-823-8111 F 905-823-5111 E info@awhooker.com

## Substantial Completion Certificate

City of Toronto

(County, District or Regional Municipality, City or Borough of Municipality of Metropolitan Toronto  
in which premises are situated)

1215 Wilson Avenue, Toronto, ON

(Street address and city, town, etc. or, if there is no street address, the location of the premises)

This is to certify that the following improvement:

Humber River Regional Hospital

(short description of the improvement)

to the above premises was substantially completed on : May 11, 2015

Substantial Completion Date



Date Certificate Signed : May 11, 2015

Independent Certifier

Outstanding Minor Deficiencies are listed on the Minor Deficiencies List issued with this Certificate or within 5 business days thereafter.

This Certificate is issued in accordance with the terms of the Project Agreement dated September 23, 2011 between:

Humber River Regional Hospital  
200 Church Street, Toronto, Ontario, M9N 1N8  
And  
Plenary Health Care Partnerships Humber LP  
c/o Plenary Group (Canada) Ltd.  
333 Bay Street, Suite 4920, Box 18, Bay Adelaide Centre, Toronto, Ontario M5H 2R2

<p>Name of Construction Contractor: Address:</p>	<p>PCL Constructors Canada Inc. 2085 Hurontario Street, Suite 400, Mississauga, Ontario L5A 4G1</p>
<p>Name of Independent Certifier: Address:</p>	<p>A. W. Hooker Associates Ltd. 2265 Upper Middle Road East, Suite 400, Oakville, Ontario, L6H 0G5</p>



## IHA Awards

Among a number of awards and honours received this past year by the hospital for its redevelopment and digital vision was the 2016 Special Recognition Award from the New York-based Intelligent Health Association ([www.ihassociation.org](http://www.ihassociation.org)). The Intelligent Health Association (IHA) is a not-for-profit, vendor-neutral, global organization founded to elevate awareness and to educate the life sciences community on the adoption of new technologies.

Each year the IHA recognizes an individual or institution that has demonstrated leadership in the digital health community. In 2016, the IHA Special Recognition Award recipient was Humber River Hospital. According to the IHA media release, at Humber River “patient care has been reimagined with mission-critical goals depending on technology for delivering enhancements.”

The IHA invited Award recipients to participate in the Intelligent Health Association Awards ceremony at the Healthcare Information and Management Systems Society (HIMSS) 2016 conference and exhibition in Las Vegas, Nevada. The event was held on March 2, 2016, in the Intelligent Health Pavilion’s Leadership Theater.

Receiving the Award on behalf of Humber were President & CEO Rueben Devlin, Chief Operating Officer Barb Collins and Peter Bak, Chief Information Officer.

See the IHA feature video on Humber River Hospital at <https://www.youtube.com/watch?v=skk68E7VEV0>.



**Ont. Hospital Assoc.** @OntHospitalAssn · Mar 3  
A well-deserved congratulations to @HRHospital for receiving @ihassociation Special Recognition Award at #HIMSS16

8

**Lightning Bolt** @LBSolutions · Mar 2  
Congratulations to all of the 2016 IHA Award winners: @UMMC, @KPSanDiego, INDIGO Health Partners, and @HRHospital!! #digitalhealth #healthIT

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**ThoughtWire** @ThoughtWire · Mar 2

# Damjana Milosevic

Humber River Hospital is first and foremost a people place – we're in the people business. Sometimes, in the daily rush of running a large acute care hospital, it's easy to lose sight of just how many personal interactions can go into a patient's experience – even for a relatively simple procedure. Damjana Milosevic reminded us of that when we reached out to her after receiving her brief thank you note:

*'I never thought that the hospital visit and surgery could be an extraordinary experience.....but your hospital and staff and your volunteers are. I recently had a foot surgery and have to extend my compliments and my gratitude to everyone I came in contact with. You can be proud!*

In Damjana's case, simple foot surgery to repair damage done by years of wearing high heels brought her into contact with Dr. Apostolos Tountas and over thirty members of the Humber River team. "Everyone was so caring; so kind," said Damjana. "That's a lot of people to come across, and I don't know who was nicer!"

Watch Damjana's story at:  
[www.hrh.ca/communityreport2016](http://www.hrh.ca/communityreport2016)





## Judy D'Alelio

Humber River Hospital delivers amazing patient care. No one knows this better than Judy D'Alelio, who delivered a healthy baby girl at Humber last November with the assistance of OB/GYN Dr. Daniela Caprara. But shortly after delivering things took a turn - she suffered from a rare condition where the placenta would not detach from the uterus, and experienced a major post-partum hemorrhage.

A hospital-wide 'Code Omega' mobilized a special team to help care for Judy. Caprara also called Dr. Ben Tse, Chief of Obstetrics and Gynaecology, in since "it was clear that an extra pair of skilled hands would be very helpful." For three hours a hospital team worked to stabilize Judy, following which she was put in a medically-induced coma for 48 hours.

"Every minute of bleeding counts," notes Caprara. "Given the quick response of our team, Judy's outcome was a positive one." Six days later Judy and daughter Angelica went home.

"This would not have been possible without the nursing teams from the labour floor, the surgical theatre, the ICU, the support staff in the laboratory and blood bank," says Tse, adding in his colleagues in other departments such as the anaesthetists, the medical internist and the intensivist.

Today Judy is enjoying motherhood. "I have recovered well and each day I embrace life with my baby girl. I am very grateful to all the staff at Humber River Hospital for helping me through. I was very fortunate to have Dr. Tse and Dr. Caprara... I thank them both for saving my life."

Watch Judy's story at:  
[www.hrh.ca/communityreport2016](http://www.hrh.ca/communityreport2016)

# Move Day

Moving Day for Humber River Hospital – October 18, 2015! The long anticipated move of inpatients from our legacy sites to the new Wilson site went very smoothly. Thanks to outstanding work by our hospital team and our move day partners, a total of 351 patients were safely and professionally transported to our new site without incident!

While the move was underway, the new hospital treated its' first Emergency patient – 10 minutes before the official scheduled opening at 6:00 AM! Dr. Ben Tse delivered the first baby to be born at the new hospital – all in all we had five births on move day – and Dr. Steve McLellan completed the first surgery in the new OR suites.

Our thanks to Pat Moriarty, Colleen Tew, Jay Card and the team from Health Care Relocations for their guidance in helping us plan and deliver the largest single-day inpatient move in Canadian history.

Thanks also go to Toronto Paramedic Services, Spectrum Patient Services and the Humber River Hospital volunteers for their work on behalf of our patients and families on moving day.

The new Humber River Hospital is now open - welcome to all our patients and their families! We're proud to serve our community with high quality, efficient, and safe patient care in our new lean, green and digital hospital.

We couldn't have done it without each and every person involved with the move planning and execution... THANK YOU, EVERYONE!!!









## First Baby at Wilson Site

Babies deliver on their schedule, something the team in Humber River's Maternal Child Program know very well. So it was all hands on deck for Moving Day – because you never know when baby decides to show up! Little did they realize that their weeks of preparation would be put to the test before the doors to the new hospital were even officially opened.

For Mom Thi Kieu and husband Tho, October 18<sup>th</sup> turned out to be a special day as well, with the birth of their baby boy. With Mom in labour they rushed to the new Humber River Hospital, arriving at about 5:40 a.m. – 20 minutes before the doors were scheduled to open!

One look by the obstetrician confirmed what they thought – they were going to be parents: today. Sure enough, by noon Humber Chief of Obstetrics Dr. Ben Tse had delivered a healthy baby boy for them. All went well, and mom and baby went home the next day. Baby Tristan was the first of five babies delivered in the new hospital on Moving Day.

Watch their story at: [www.hrh.ca/communityreport2016](http://www.hrh.ca/communityreport2016)

## First Surgery at Wilson Site

A critical – literally – part of the planning work for the move to the new hospital focused on being prepared for all possible emergency situations: from public disasters in the community to medical emergencies during the move itself.

A number of hospital services, including surgery, were scheduled to pause on move day, and come back on line over the next day or two after the move. But that didn't stop the HRH surgical team from springing into action when a patient showed up during the move, presenting, as Chief of Surgery Dr. John Hagen put it, "acutely unwell."

Displaying a number of serious symptoms, including hypotension, tachycardia and internal bleeding, the patient was rushed to surgery where Dr. Steven MacLellan, assisted by Dr. Hagen, performed the very first surgery in our new state-of-the-art operating suites.

All the new equipment worked perfectly and there were no in-surgery issues. Post-op the patient was transferred to the intensive care unit fully resuscitated and without experiencing any further difficulties. All in all an outstanding job by the entire surgical team on Day One!





***“As we mark this great occasion, we acknowledge the legacy of Humber River Hospital; the staff, physicians and volunteers whose work over the generations have made today possible. This is their hospital. We are here because of them.”***

***Barb Collins, Chief Operating Officer***

# Last Days and Memories

Leaving behind a place where you worked; where you made friends; where you healed; can be very emotional. And with Moving Day seeing the closure of Humber's three sites as functioning acute care hospitals, the memories were numerous and the emotions strong for many of our staff and physicians, as well as some of our friends and neighbours.

One couple walked over to say goodbye to their beloved hospital of 40 years, visiting with several of the nurses and thanking them on behalf of all the staff at Humber River.

One of our nurses, Betty Matson, shared her memories and reflections with reporter Joe Hall of the Toronto Star. And members of the surgical team put together an endearing and touching video entitled 'I Was Here'.

To salute the amazing legacy of Humber River, its people and its history, a Special Edition of the hospital newsletter, subtitled 'Celebrating our Legacy', was produced by the hospital's Corporate Communications team.

To close out the final Annual General Meeting of the hospital to be held at our legacy sites, a number of long-time staff and physicians shared memories of 'the good old days' with our guests.

A fitting goodbye, and a tribute to those who came before.



Read Betty's story in the Star online at:  
[https://www.thestar.com/life/health\\_wellness/2015/10/17/a-nurses-last-day-at-the-old-humber-hospital.html](https://www.thestar.com/life/health_wellness/2015/10/17/a-nurses-last-day-at-the-old-humber-hospital.html)



Read the historical special edition of our newsletter at  
<http://www.hrh.ca/peoplecaremagazine>



Bernie Dickson



John Rogers



Annette Ewanyshyn



Dr. Marc Sherkin



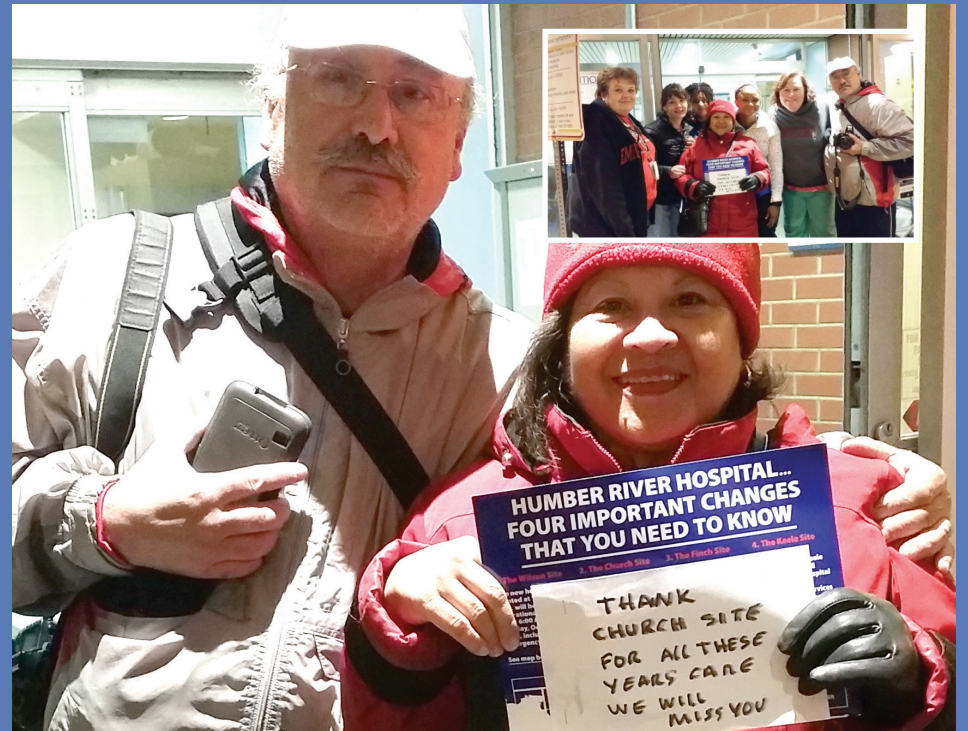
Dr. John Hagen



Erane Bocking



<https://youtu.be/01NryqWErNg>



# Lori Coliton

In late December, Lori Coliton showed up at Humber's Emergency Department with a broken wrist. Pretty routine for a large acute care hospital Emergency. But for Lori, who'd never experienced a fracture before, it was painful and uncomfortable.

Her experience led her to send a letter of thanks to the ED staff and physicians. As Lori wrote, *"I hadn't slept all night, so really wasn't myself. I had to write to compliment the staff overall, I had Dr. D'Souza perform the reduction and he was great, however it was the nurse - His name was Samuel - and my daughter and I were simply WOWED by his incredible professionalism, patience, but most of all his sensitivity to my fears of what was happening.*

*He was able to calm me down, he told me that the only thing I had to do was just relax and that he would take care of everything, all said with a beautiful smile and a caring concerned demeanor. Boy, was I lucky to have him. My daughter said I asked over and over again why my arm was burning, and he explained so calmly that I didn't need to worry about that it was just the cast setting, which honestly, she said he had to repeat over and over again, and always with such kindness.*

*He has a tough job and I want to make sure he is recognized for being a stellar employee."*

See Lori's story at:  
[www.hrh.ca/communityreport2016](http://www.hrh.ca/communityreport2016)





## Nicola Mucia

Here's an excerpt from a story written by our good friend, Toronto SUN editor Rita DeMontis, last Fall.

*'Messina Bakery on Scarlett Road in the city's west-end is always bustling with customers, friends and friendly banter... But there was a period last year when the mood was more subdued, when baker and owner Sal Mucio and his three sons were stoic, concerned, draped in a sadness so tangible one could reach out and touch it.*

*That's because the family matriarch, Nicola, was in hospital - And she was in intensive care, clinging to life.*

*"We're very concerned," said a worried Sal Sr., while son Francesco was more blunt: "We're scared. My mother is a strong person and to see her like this is heart-breaking. Nicola was always one of the liveliest in the group... But she ended up in intensive care due to complications from her illnesses. And it was touch-and-go for a while..."*

*"I don't remember much of that time - I know people came to see me, and my family was there, but I can't remember too much," except, said Nicola, from her family home, "the kindness of the nurses. I remember being treated with such kindness and gentleness. When I started coming around, I was so humbled by how well the nurses treated me. And my doctors were so encouraging and compassionate. I thank God I was under their care."*

A link to Rita's article is available online at <http://virtual.torontosun.com/doc/toronto-sun-special-sections/humber-river-2016/2016020101/#0>

# Cancer Care

Humber River has one of the largest cancer programs in the GTA. The move to our new hospital brought some of the most recent technologies available to our Oncology Program – including the state-of-the-art Robotic Intravenous Automation (RIVA) chemotherapy drug mixing robot.

The RIVA robot fully automates the process of mixing chemotherapy treatments in a fully-contained enclosure. This eliminates staff contact with the drugs, and the risk of staff being exposed to cytotoxic chemicals - chemotherapy drugs are some of the most complicated and toxic drugs used in a hospital.

It performs multiple quality checks during compounding to ensure doses are accurate and complete. Furthermore, the electronic audit trail identifies and labels every dispensed dose with patient-specific information to ensure accurate administration. This means that patient safety is greatly enhanced, and that the right patient receives the right drug at the right time.

As a result, the Cancer Care Clinic has been able to enhance safe handling processes, improve efficiencies in chemotherapy dispensing, and decrease patient wait times during their day of treatment.



# Bariatric Support Network

Humber River's Bariatric Peer Support Program is the first of its kind to be introduced in Ontario. The peer program provides former bariatric surgery patients with the opportunity to give back in a personal and meaningful way while contributing to their own journey and self-growth.

By becoming trained peer support volunteers, they can share their powerful stories of self-discovery, coping strategies, and their success, to support new patients in their journey within Humber River's Bariatric services. Peer support is about understanding another person's situation empathetically through the sharing of emotional and practical experiences.

Claudio Daniele faced significant health challenges before being referred to Humber River for bariatric surgery. Now Claudio is a Peer Support Volunteer. He says that "on really hard days, giving back is the most important thing I can do because I'm helping myself and others." Claudio was actively engaged in the design, training and implementation of this initiative within the Medical Bariatric Program. "I wanted to help because I felt emotionally distraught to see others suffering the way I suffered," says Claudio.





# Medical Education Awards

Humber River's primary mission is, of course, to treat patients. And we're revolutionizing the way that is going to be done in the future. The incredible influence of technology on care processes, communication between providers and patients, and between clinicians: many aspects of hospital care will change because of what is happening at our hospital.

This gives Humber River the responsibility to expose the next generation of physicians to what is a paradigm shift in hospital care. Our role as medical educators, in addition to knowledge transfer, is to prepare them for success in this exciting new environment.

Through our affiliations with Queens and the U of T, we have staff physicians who are outstanding teachers – a number of them receiving honours from the universities for their skill as teachers and mentors.

To recognize their work, last year our Medical Education Committee introduced the HRH Award for Excellence in Medical Teaching. Criteria includes nomination by a learner, with supporting letters, and a review of teaching effectiveness scores provided by the University. The inaugural presentations were made at last year's AGM: to Doctors Raewyn Seaberg (ENT surgeon) and Quoc Huynh (general surgeon).

Learn more about the Medical Education Awards at:  
[www.hrh.ca/communityreport2016](http://www.hrh.ca/communityreport2016)



Dr. Raewyn Seaberg

Dr. Quoc Huynh



Surgery  
UNIVERSITY OF TORONTO

James T. Rutka, MD, PhD, FRCSC, FACS, FAAP, FAANS  
R. S. McLaughlin Professor and Chair

May 20, 2015

**Dr. Rueben Devlin**  
President & CEO  
Humber River Hospital  
200 Church Street  
Toronto, Ontario  
M9N 1N8

**Re: Excellence in Surgical Education**

Dear Dr. Devlin,

It gives me great pleasure to commend the high quality of teaching and enthusiasm exhibited by all the general surgeon educators at the Humber River Hospital (HRH) sites. In particular, I would like to mention the names of Drs. John Hagen and Quoc Huynh who have, rotation after rotation, over the past three years, received outstanding ratings from the University of Toronto medical students who have completed their surgery clerkship under their supervision. In fact, the surgery clerkship rotation at HRH has been consistently rated by our medical students as the best among all the University of Toronto hospital sites for the past few years.

This recognition is a testimony to the high value that the team at HRH places on medical education and is sure to encourage the brightest minds to explore the fascinating and rewarding field that is surgery.

Congratulations to the entire team.

Sincerely,

**James T. Rutka, MD, PhD**  
R. S. McLaughlin Professor & Chair

cc: Paul Allison, Chair, Board of Directors, HRH  
Dr. Narendra Singh, Chief of Staff, HRH

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## Canada AM

Our new hospital garnered media attention from around the world last year, with coverage from as far away as Australia and South America. It also received a great deal of national media interest across the country. Hospital COO and redevelopment lead Barb Collins took Canada AM co-host Beverly Thompson on a tour of the new facility on September 30<sup>th</sup>, with a stop in an inpatient room for a feature interview.



Watch Bev's interview at:  
<http://www.hrh.ca/newsroom?newsid=1211>

## CTV News

Making sure our community was well informed about the changes coming to their hospital was a top priority for us last year. It was important, as a matter of public safety, that our community outreach was comprehensive and effective in that regard. We got lots of help with that effort from our friends in the local media. This photo shows hospital President & CEO Rueben Devlin being interviewed by Zuraidah Alman of CTV News on September 9<sup>th</sup>.



Watch the story at:  
<http://www.hrh.ca/newsroom?newsid=195>





# Smiles for All

Volunteering is part of Naomi Bielak's life. Mom Pamela created *Crafting for a Cure*, which brings arts and craft supplies into hospitals to help take the children's minds off their medical issues. Two years ago Naomi and friends from Victoria Ballet Academy started Smiles for All, performing for the kids and helping bring a smile to their day. Global TV's Susan Hay came by to see Naomi and friends perform at our hospital as part of her 'Making a Difference' profiles.



Watch Susan's feature at:  
<http://www.hrh.ca/newsroom?newsid=1206>



# Breakfast Television

One way to brighten an early October morning is to have the crew of Breakfast Television, with the one-and-only Jennifer Valentyne, drop by. On October 28<sup>th</sup> they did just that, filming a series of features on our Maternal and Child Program's labour and delivery unit. From the labour spa tub for expectant moms, to Neonatal Intensive Care, to an interview with a new mom, Jennifer got to see first-hand the impressive new labour and delivery side of the Maternal and Child Program.



Watch the segments at:  
<http://www.hrh.ca/newsroom?newsid=204>



# Volunteers

In a year of great change for Humber River Hospital, one group more than any other helped link past to future – Humber River's volunteers. Dedicated to our hospital and its patients for more than 60 years, the memories were many, and stories frequent, as they embraced the move to our new hospital with enthusiasm.

More than 120 volunteers helped on Moving Day, playing a vital role in getting our patients from the legacy sites to the new building safely and comfortably. With their help Humber River managed the largest one-day inpatient move in Canadian history.

Beyond helping with the move, the Volunteer Association continued their impressive history of supporting our programs and services throughout the entire year. Their most recent donation of \$300,000 supported the purchase of capital equipment for our Cancer Care and Cardiology. They also made a generous contribution to our Mental Health Recreation Program.

But that performance, while truly appreciated, was no surprise to us. Our volunteers have always been there when called upon to support their hospital. Decades of service testify to that fact.

That is why our volunteers are such an important part of the Humber family. We share a common goal – to take care of those in our community who need our help. The volunteers have always been there for them – and us.

Learn more about our volunteers at:  
[www.hrh.ca/communityreport2016](http://www.hrh.ca/communityreport2016)





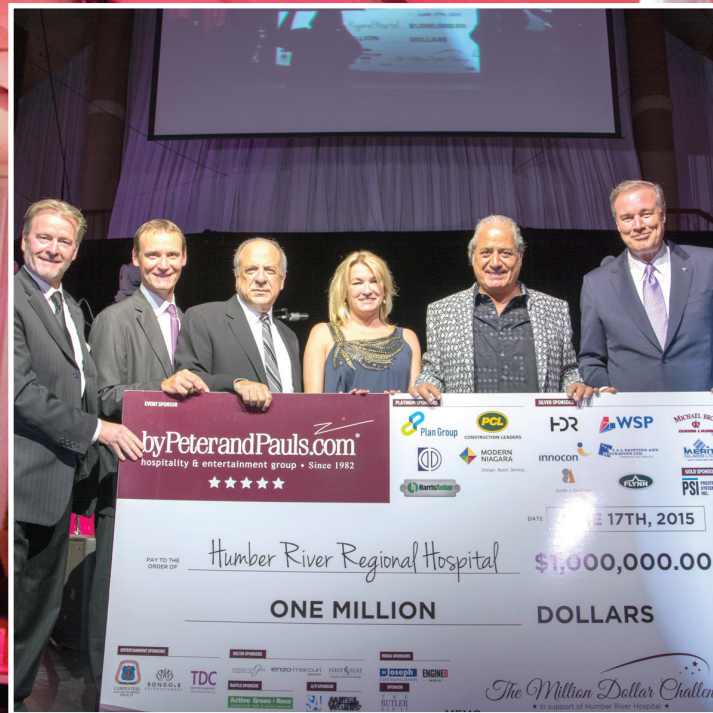
# Foundation

Thank you to our donors, Board members, hospital staff, physicians and volunteers for being a vital part of Humber's most dramatic transformation yet. History was made on October 18, 2015 with the opening of the new Humber River Hospital. Our new hospital represents the culmination of almost two decades of dedication and support for, and by, a community that has long deserved this state-of-the-art facility. It has taken all of you, our caring and compassionate supporters, to help make this dream a reality.

This past year, our community of supporters has come together like never before. Together with public support, and board and campaign cabinet leadership, we have accelerated our fundraising success to achieve \$76.6 million of our \$225 million campaign goal. Our Humber physician group continues to commit their personal support, bringing their total giving over \$1.4 million.

Our board and campaign cabinet volunteers have engaged the community in many new ways. The inaugural Million Dollar Challenge last June was spearheaded by our friends at *byPeterandPauls.com*, PCL Constructors and the Carpenters Union: they reached the goal to raise \$1 million - congratulations.

In March, the entire community came together to honour great friends and advocates for Humber – Sam and Donna Ciccolini. Sam and Donna received the Community Builder's Award and the gala event raised \$1 million for our hospital.



Sam and Donna Ciccolini





*Yorkdale and Guests*



*Emery Village BIA*



*Rotary Club*



*Friends and Family in Honour of Garry Joseph Zentil*

Humber's community and signature events keep getting bigger and better. Our 2015 River Ball Gala in May was a tremendous success, with a record 1000 guests bringing in close to a million dollars. The event honoured long time volunteers and donors, Jack and Pat Kay, for their significant contributions of time, commitment and ongoing generosity to support Humber.

The 2015 McHappy Day raised a record amount for our hospital, thanks to the outstanding support of 13 McDonald's locations. We are always grateful for the confidence of our longtime partners, such as McDonald's, Shoppers Drug Mart and the Rotary Club – they have stood with us for years. And we are delighted to grow the Foundation family, welcoming our new partners - the CIBPA Ladies Auxiliary, Emery Village BIA, Air Canada and Yorkdale Shopping Centre.

There will be thousands more patients who will come to Humber in the year ahead, perhaps even you or one of your loved ones. They will need, and want, excellent care in a truly caring hospital – they will need Humber.

Your generous support now and in the future allows our caregivers to be equipped with some of the world's most advanced medical technologies, ready to give them the very best patient care when they need it.

Hear from HRH Foundation Board Chair Roy Scaini at:  
[www.hrh.ca/communityreport2016](http://www.hrh.ca/communityreport2016)



*Roy and Anna Scaini*



*Jack and Pat Kay receive their award*





Air Canada and guests



Forgione Family



HRH Mental Health Physician Group



TARIC Islamic Centre



McHappy Day



Yorkdale and guests

## Board of Directors

Paul Allison  
Donna Battiston  
Craig Baxter  
Frank Fazzari  
Terry Leon  
Donald Loeb  
Paul Mantini  
Barbara Mason  
Deborah Pankhurst  
Michael Pittana  
John Rossetti  
Eva Ryterband  
Trevor Smith  
Rochelle Stenzler  
Paul Tsaparis  
Susan Wolburgh Jenah

## Ex-Officio Members

Dr. Rueben Devlin  
Dr. Narendra Singh  
Dr. Marc Sherkin  
  
Mirella Quattrin  
  
Margaret Czaus  
Roy Scaini

President & CEO  
Chief of Staff  
President, Medical Staff  
Association  
President, Volunteer  
Association  
Chief Nursing Officer  
Chair, Foundation Board

## Officers

Chair  
Vice-Chair  
Vice-Chair  
Treasurer  
Secretary  
President

Paul Allison  
Craig Baxter  
Deborah Pankhurst  
Michael Pittana  
Rueben Devlin  
Rueben Devlin

## Senior Team

Dr. Rueben Devlin  
Barbara Collins  
Dr. Narendra Singh  
Margaret Czaus  
Anthony DiCaita  
  
Scott Jarrett  
Dr. Ray Martin  
Karen Adams  
  
Peter Bak

President & CEO  
Chief Operating Officer  
Chief of Staff  
Chief Nursing Officer  
Vice President of Finance, Chief Financial  
Officer and Chief Privacy Officer  
Vice President, Patient Services  
Vice President of Medical and Academic Affairs  
Vice President Human Resources and  
Organizational Effectiveness  
Chief Information Officer



# Humber River Hospital Financials

## Hospital Operations Year Ended March 31, 2016

Revenue	\$438,448,798
Expense	\$438,218,343
<b>Net Operating Surplus Before Amortization Of Building (Net)</b>	<b>\$230,455</b>

### 2015/2016 Revenues **\$438,448,798**

87% Ministry of Health Funding	\$383,273,896
6% Patient Services	\$27,929,908
5% Parking and Ancillary	\$20,082,209
2% Other Revenues	\$7,162,785



### 2015/2016 Expenses **\$438,218,343**

63% Salaries and Employee Benefits	\$277,486,154
26% Supplies & Other Expenses	\$115,810,898
6% Medical & Surgical Supplies	\$26,874,634
4% Drug Costs	\$18,046,657



### 2015/2016 Expenses by Program **\$438,218,343**

21% Medical Program	\$92,697,424
13% Surgical Program	\$57,355,371
12% Clinical Support Services	\$54,202,465
6% Emergency and Ambulatory Program	\$24,356,599
6% Dialysis Program	\$26,043,107
4% Women's/Children's Health Program	\$17,784,516
4% Mental Health Program	\$15,444,562
34% Other Services	\$150,334,299



<b>Patient Activity</b>	<b>2015/2016</b>	<b>2014/2015</b>
Inpatient Admissions	25,285	24,550
Inpatient Days	182,269	172,595
Emergency Visits	127,264	117,451
Ambulatory Outpatient Visits	380,321	364,843
Births	2,982	2,866
Dialysis Patient Years	488	479
<b>Surgical Cases</b>		
Inpatient	7,329	7,790
Day Surgery	17,257	17,885
<b>Total</b>	<b>24,586</b>	<b>25,675</b>

Humber River Hospital  
1235 Wilson Avenue  
Toronto, Ontario  
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[www.hrh.ca](http://www.hrh.ca)

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