



This is the Future of Health Care



Hello Humber!

Autumn 2018

A REPORT TO OUR COMMUNITY



by Humber River Hospital

IMPROVING HEALTH CARE IN ONTARIO

Humber is at the Premier's Council Table



**Barb Collins, President & CEO,
Humber River Hospital**

Earlier this month, Premier Doug Ford and Christine Elliott, Deputy Premier and Minister of Health and Long-Term Care, announced an Ontario government plan to bring 6,000 new long-term care beds to communities across Ontario, and a total 15,000 new long-term care beds over five years.

The announcement was made on October 4, 2018 at the inaugural meeting of the Premier's Council on Improving Health Care and Ending Hallway Medicine. Among eleven professional members of the health sector, who, along with health system users, are appointed to the Council, is Humber's President and CEO, Barb Collins.

Led by Dr. Rueben Devlin, Special Advisor and Chair, the Council will recommend strategic priorities and actions to improve Ontario's health outcomes and patient satisfaction.

APPROACHES TO ENDING HALLWAY MEDICINE ARE CATCHING ON

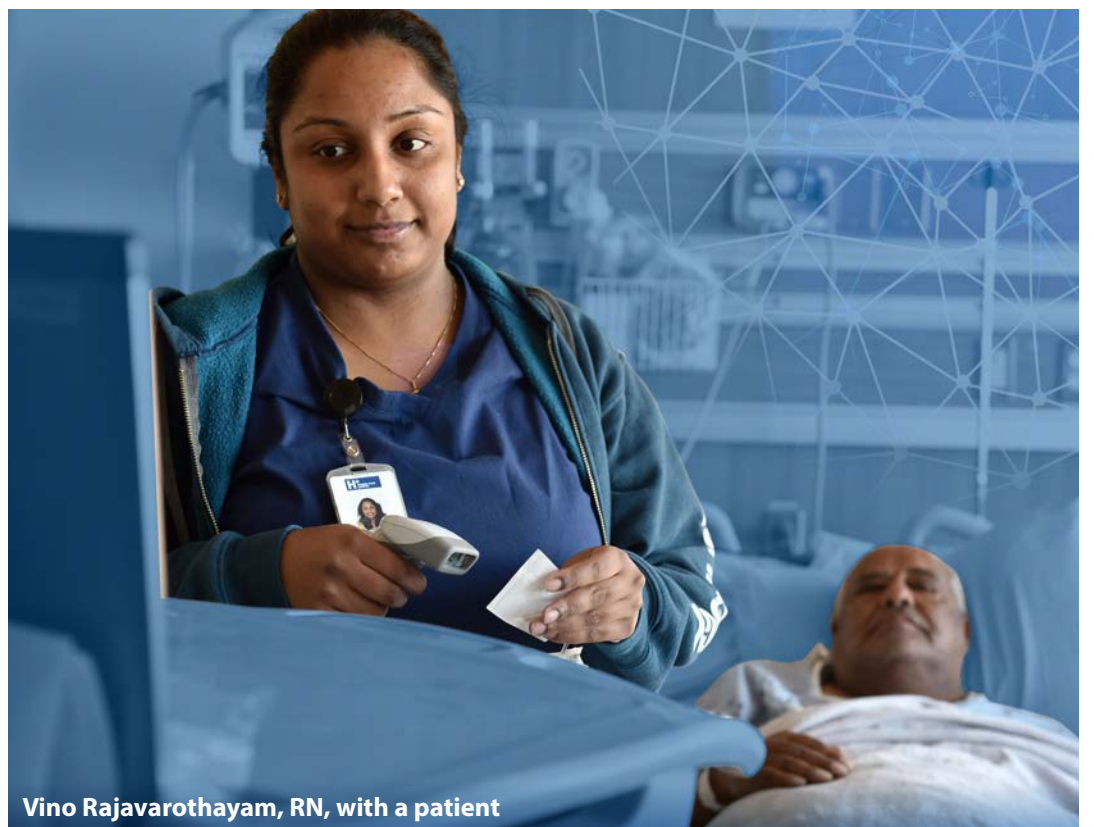
Expanding the Reactivation Care Centre Model

In collaboration with the Central Local Health Integration Network (LHIN), Humber led a 2017 initiative to open a Reactivation Care Centre (RCC) with 150 beds, offering an alternate level of care for patients transitioning out of hospital.

Through specialized activation therapies and care, the environment supports the transition for patients and families to home or long-term care. This model has proven itself to reduce hospital backlogs and relieve pressure throughout the health care system, improving access for patients requiring acute care.

Based on the RCC's impact to ease pressure on acute care hospitals throughout the Central LHIN, Christine Elliott, Deputy Premier and Minister of Health and Long-Term Care, announced the provincial government is opening 214 new beds at Humber River Hospital's Church Street site.

"The RCC is an example of Humber's innovative approach to health care. We recognized a problem and realized we had the infrastructure and the expertise to offer a solution. The RCC model allows us to provide a needed service for our patients – one that eases pressure to help sustain the provincial health care system," says Scott Jarrett, Executive Vice President & Chief of Clinical Programs.



Vino Rajavarotheyam, RN, with a patient

THE FUTURE OF CARE TODAY

Meet pepper



Pepper is an integral member of Humber's clinical team

It is common at Humber to hear staff and visitors say, 'Meet you at Pepper!'

As Humber's resident humanoid robot, Pepper® has become a fixture at the top of the stairwell, where the hospital's two main corridors meet. As part of a pilot project, Pepper is the first humanoid robot in a hospital in North America.

Acting as an interactive reminder of the hospital's relentless embrace of technology and innovation, Pepper demonstrates how Humber is shaping the future of health care.

In the lobby, Pepper provides information, greets visitors, provides directions, plays games, does yoga and hosts dance parties. But, Pepper also has a clinical role, acting as part of the Child Life Specialist team. By connecting with children on a therapeutic and educational level, Pepper helps ease anxiety, providing comfort as they prepare for medical treatments or surgical procedures.

"The health care sector has been talking about this technology for some time now. We are proud that our hospital has become the first hospital in Canada to pilot this technology," says Barb Collins, President and CEO, Humber River Hospital.

[Learn more about Pepper at hrhannualreport.ca](http://hrhannualreport.ca)

Breaking New Ground with Canada's First Hospital Command Centre

A bird's eye view of Humber's south side reveals how similar the design is to that of an airport, where passengers are dropped off at the entrance located closest to their airline.

At Humber, entrances along the Portals of Care corridor are strategically aligned with clinics so patient drop points, labelled with the appropriate clinics, are approximately 22 steps from the entrance to the clinic, where they have an appointment.

Innovative thinking at Humber means considering the best, most effective and efficient ways to achieve the very best patient outcomes, even if it means looking outside of the health care sector for solutions.

Signaling the future of health care in Canada, Humber River Hospital launched its state-of-the-art Command Centre, modelled after an airport's control centre, in 2017.

Using 18 screens to track data from all areas of the hospital, the Command Centre's care team coordinates services to address delays and improve the flow of each patient journey, by resolving patient bottlenecks to improve the patient experience.

The Command Centre has already improved the hospital's ability to provide safe, high quality care for more patients through an efficient use of resources, without adding resources or staff. These cost savings represent the equivalent of 23 new patient care beds, which would have been required to manage the hospital's current patient volume.



Dr. Susan Tory, Medical Director, Command Centre

“When there is an issue with a patient's flow or care, we see it right away. Improved communication allows us to make decisions easier and faster. The Command Centre uses data to make decisions from a central hub. We continue to invest in solutions to provide the best clinical solutions and the best patient care experience.”

Barb Collins, President and CEO, Humber River Hospital

IMPROVING ACCESS TO YOUR HEALTH INFORMATION

Your Health at Your Fingertips

MY Humber is a secure patient portal that provides patients with access to their test results and follow-up appointments, online or via a smartphone.

Patients are encouraged to register their MY Humber account, for timely access to test results and to keep track of medical follow-up appointments.

Robert Borrelli was in excruciating pain when he came to Humber's emergency department from his work place in Vaughan. Within a few hours, he was on his way home with access to his test results via his MY Humber account and all the details for his referral to a physician specialist for his follow-up care.

"Not knowing what to expect is the worst feeling when you aren't well," says Robert. "MY Humber is a really good system because it gives you back some sense of control and reduces your anxiety."



Register for MY Humber at
hrh.ca/myhumberhealth

How Technology Offers Families Peace of Mind

Family members often worry, anxiously awaiting information when their loved ones are in surgery.

Humber River Hospital is the first surgical program in Canada to use the STERIS RealView patient tracking system to provide family and friends, anywhere in the world, with constant updates throughout surgical procedures.

Using the patient's unique identification number, family and friends follow updates on screens in the waiting room or via text messages sent to their smartphone.

When Robert's wife, Barb accompanied him to his surgery, she felt reassured by continuous updates regarding her husband, Robert's surgery. She received notifications when Robert went into surgery, when he was in the recovery room and when he was ready to receive visitors.

The peace of mind this information offers meant she could go get a coffee without worrying she would miss an important update. "Even before I was able to go see him, I felt like I was better equipped to support him without feeling consumed by my own worry and speculation," she says.

"I am so grateful Robert decided to go to Humber that day where an emergency room physician diagnosed him and referred him to the specialist who scheduled him for surgery. The process felt seamless and he's feeling so much better than he was at the beginning of the summer," says Barb.

HOPE AFTER BREAST CANCER

A Canadian First For Survivors

For the first time in Canada, Dr. Thomas Constantine, plastic surgeon at Humber, performed an advanced surgical procedure earlier this year, to relieve symptoms associated with lymphedema.

As part of the diagnosis and treatment of some cancers, lymph nodes are often removed to test for spread of the disease. Since lymph nodes cannot be replaced after testing, the lymphatic system, which normally rids the body of toxins, may be compromised, affecting the body's ability to rid itself of toxins.

Patients who are grateful for the successful treatment of their cancer, are often reluctant to complain about symptoms and side-effects from treatment, such as lymphedema, which affects the everyday lives of entire families, for months, or even years.

Lymphedema is an isolating disease, causing deformity, soft tissue swelling and increased infection rates, affecting quality of life for sufferers. Although not all lymphedema can be treated, for patients meeting the criteria, Dr. Constantine says the impact of reconstructive surgery on a patient's quality of life can be significant.

"People suffer with this disease because they are not aware there is a potential solution. If they don't know there is a solution, they don't consider their problem to be one that can be solved. They assume they have to live with this disease," says Dr. Constantine. "The exciting news is that we now have the science, the skill, and the equipment we need to improve people's lives."



Dr. Thomas Constantine, Plastic Surgeon



Maria's family together in Italy, summer, 2018

The Surgery That Healed A Family

Six years ago, Maria DiFeo was diagnosed with stage-three breast cancer. Following her treatment and surgery, she suffered with chronic swelling, pain and tightness in her right arm, caused by a disease called lymphedema, requiring her to wear a compression sleeve on her swollen right arm and hand for five years.

Even a slight infection can get into her bloodstream, causing a serious infection. "I once had a hangnail that kept me in the hospital for six days on intravenous," she explains. "I eventually accepted I had to learn to live with lymphedema."

In March, 2018, Maria DiFeo became the first patient in Canada to benefit from a new supermicrosurgery procedure, performed by Dr. Thomas Constantine, plastic surgeon at Humber, who studied the procedure in Taiwan and Japan. "My family saw immediate results after my surgery, both physically and emotionally," she shares.

This summer, Maria travelled to Italy with four members of her family. It was a memorable trip and one she could not have enjoyed as much if her family physician had not referred her to Humber for surgery.

CARE CLOSER TO HOME FOR KIDS

Humber Joins Kids Health Alliance

Humber recently announced its collaboration with Ontario's predominant providers of children's health care, as part of the Kids Health Alliance in September.

By joining the Kids Health Alliance (KHA), Humber formalizes its commitment to providing the highest standard of care for children and youth in Ontario.

"We look forward to collaborating with Kids Health Alliance partners to access leading-edge research, expertise and knowledge that enhances the exceptional care we provide our patients," says Dr. Leon Rivlin, Chief, Emergency Department. "We look forward to sharing Humber's innovative approaches to care, leveraging the Alliance's research and expertise to enhance access to exceptional care, closer to home, for our patients."

"As the newest partner to join KHA, we are thrilled to learn about the accomplishments of our fellow members. We are eager to work with our community hospital colleagues to advance paediatric care. While preparing to join the network, we have already started seeing the benefits of bringing together various areas of our hospital, serving children and youth, to advance the care we are providing and to enhance patient experiences. We appreciate the value of the Alliance as we remain dedicated to providing care closer to home for families."



(left to right) Dr. Michael Apkon, President & CEO, SickKids; Alex Munter, CEO, CHEO; Barb Collins, President & CEO, Humber River Hospital; Andrew Alguram, Patient; Lauren Ettin, Executive Director, Kids Health Alliance; Julia Hanigsberg, President & CEO, Bloorview Kids Rehabilitation Hospital

THE HEART OF HUMBER'S SENIOR STRATEGY

This fall, Humber launched the HEART (Humber's Elderly Assess and Restore Team) service as part of its Seniors Care Strategy.

The HEART service outlines how the hospital's health care team is preparing to care for seniors in our community. The service's 'assess and restore philosophy' supports patients over the age of 65, who are frail, at-risk seniors and who have experienced a reversible loss of functional ability, regain their independence.

As part of the HEART service, patients over the age of 65 are screened within 24 hours of admission to hospital. Those meeting the HEART service criteria, receive a full assessment with 48 hours. Throughout their hospital stay, eligible patients receive continued care at follow-up appointments after they go home.

The goal of the HEART service is to support patients to return home, live independently, and remain in the community as long as possible.

This innovative and integrated approach to care shortens the patient's length of stay in hospital and reduces the demand for rehabilitation and long-term care beds in the community.

"We consulted with our patients, families and community partners to develop this valuable initiative, to learn how we could support individuals and to restore their functional ability and support safe ageing in the community," says Beatrise Edelstein, Program Director, Senior's Care.

For more information about the HEART service, visit hrh.ca/programs/healthy-living

The Healing Power is in Your Hands

Humber Heels is back and on November 8, 2018 at Paramount Eventspace we're taking your shopping experience to the next level! Our theme this year is 'Sparkle & Shine' and we're very excited about what's in-store for you. Our Premier Style Partner, Yorkdale Shopping Centre, will be bringing Links of London, Ted Baker, Aveda, Kiehl's and more to this year's event.

Start shopping for the holidays in sparkling style with our exciting pop-up shops, personalized service, delicious food and cocktails! Your support is key to helping Humber River Hospital reinvent patient care. Humber Heels will proudly shine a light on our Breast Reconstruction Program and the work our teams do to give women their lives back after cancer treatment.

So, click your heels, or even your flats, and join us for a glamorous night of fun, food and fashion at Humber Heels 2018! Visit hrhfoundation.ca to buy tickets!

Bride Gives Birth on Her Wedding Day!

Nothing was going to stop Tamra Palmer from getting married that Saturday afternoon.

She expected to feel nervous butterflies, but there was another more pressing feeling she didn't immediately recognize as labour pain.



Although the bride purposely planned the ceremony two weeks prior to her due date, baby Eden Beverly Rose proved she was just as determined not to miss the wedding, when she was born in the back of an ambulance, en route to Humber River Hospital.

Thanks to the quick work and dedication of physicians and staff, the hospital's chapel was transformed to accommodate friends and family of the bride and her groom, Robert Griffiths.

Eden Beverly Rose had front row seats as her bassinette held a place of honour beside her parents and her big sister for the nuptials.



Become a Volunteer!

FAST FACTS



One of the most energy-efficient hospitals in North America returning \$3 million to patient care



Ontario's busiest single-site emergency department

