



Community Report

2014 - 2015

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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

MESSAGE FROM OUR **BOARD CHAIR** AND OUR **PRESIDENT & CEO**

HUMBER River Hospital is in the midst of an historic transformation, one which will have its culminating moment on October 18th with the opening of our new hospital. But even while experiencing such fundamental change as an organization, this past year saw both our future and our purpose come into sharper focus.

The future became clearer with each passing day as our new hospital took shape and moved towards substantial completion. With plans for commissioning and transition well underway, the path forward is very clear for Humber River Hospital.

But what of our purpose? After all, buildings do not deliver care to patients, nor comforting words to families. People do.

Inside this publication you will see evidence that our vision to provide excellent, respectful care is embraced across the entire organization. Stories of patient care excellence. Honours and recognition for Humber River physicians and staff. Examples of staff and physicians sharing their knowledge and expertise around the country and around the globe.



Paul Allison

Paul Allison
Board Chair

By no means an accounting of an entire year's work, it is sufficient to demonstrate that the people who work at our hospital are committed to the well-being of their community.

But ours is a shared success, made possible in large measure by those who came before us. So many great people. So much great work. Generations of men and women who came together: first, to bring a hospital to their community; then, to deliver decades of caring and service to patients and families.

That is why we will spend a great deal of time this year planning to honour their legacy in a meaningful way. The new



Rueben Devlin

Rueben Devlin
President & CEO

hospital will feature a Heritage Display on the main floor, designed to honour the history of those who came before us: staff, physicians and community volunteers. It will celebrate their work, reminding us that by so doing, we show our understanding of a simple truth: the future is built on the past.

Because at its essence, Humber River Hospital has never been, and never will be, about the buildings. It's always been about the people. The men and women who came together to make it a special place.

Whatever we may achieve here is only possible because of those who came before.

Congratulations to Humber River Hospital Board Chair Paul Allison on being named as McMaster University's DeGroot School of Business Distinguished Alumni Award recipient for 2014!

A CELEBRATION OF 20 YEARS OF HOME HEMODIALYSIS



Extraordinary care for our community and beyond.

THIS YEAR Humber River celebrated the 20th anniversary of our Nocturnal Home Hemodialysis Program - a program which continues to improve the lives of dialysis patients in the community and beyond.

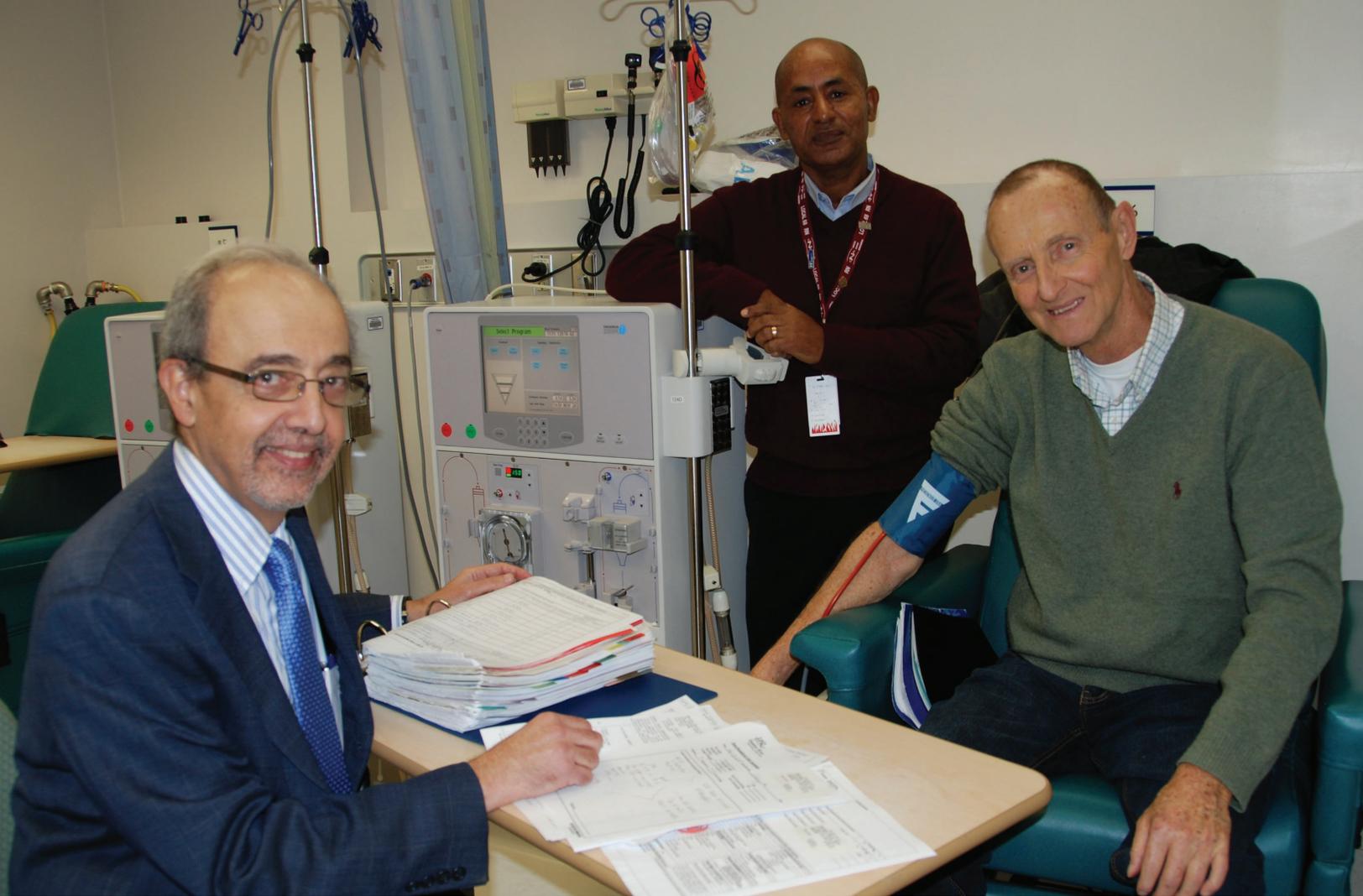
“This celebration means that nocturnal hemodialysis has worked and is still working, providing these patients with the excellent care that we were striving for when we first began,” says Dr. Andreas Pierratos, HRH Nephrologist; Lead, Independent Dialysis for the Ontario Renal Network; and a Professor of Medicine at the University of Toronto.

Nocturnal dialysis patients are trained and equipped to self-dialyze at home while they sleep. It’s a more efficient and patient-friendly way

to treat people who require this modality of care in treating their kidney disease challenges.

In 1995, Pierratos took the lead in building Humber River’s nocturnal program, elevating it to international success. The many accolades for Pierratos and the Program since then confirm their commitment to innovative, quality care.

In 2011, that commitment was highlighted when Pierratos received a Lifetime Achievement Award from the International Society for Hemodialysis, recognizing his contributions to the field. Pierratos is quick to share the praise with the team. “It’s a true team effort and I am so proud of the collaboration,” he says. “The hard work, respect and dedication of our Humber River Team has resulted in our patients doing extremely well.”



Dr. Pierratos (l) with David Brooks (r) and Dialysis Technologist Lenny Fernandez

To Andreas Pierratos, and my friends at Humber River Hospital: You sowed the seed for extended hour and higher frequency dialysis; you showed us how to safely offer and support through-the-night dialysis; you taught us the benefits of slower, kinder, and gentler dialysis; and you encouraged us to return to do the same in our own countries and communities.

From all of us here in Geelong, where the Australian nocturnal journey began, and on behalf of the

wider Australian and international dialysis community, we all owe you a debt of gratitude.

Dr. John Agar, Nephrologist and Professor of Medicine, Melbourne, Australia

For nocturnal dialysis patient David Brooks, it was a special day for a special program. Brooks is Humber River Hospital's longest active home hemodialysis patient, since February of 1994.

"There is no one else in the world like me," said Brooks. "For over 20 years, I've been dialyzing seven nights a week, for almost eight hours each night, in the comfort of my home. I owe my tremendous quality of life to Dr. Andreas Pierratos and the Home Dialysis Team at Humber River for their extraordinary care over the last two decades.

I consider myself blessed to have the support of the Humber River Team."

MADGE REECE

NURSING HERO

MADGE REECE, a RPN in our adult mental health inpatient unit, was the third place winner in the Toronto Star's **2014 Nursing Hero Awards**. Madge received multiple nominations from patients and families, each with the same theme: Madge went above and beyond as their nurse. In 2011, Madge was named the recipient of the Toronto Star's Nightingale Award for outstanding nurse.

Congratulations Madge, on being recognized for demonstrating the Humber values of Compassion, Professionalism and Respect.

She treats people with the respect and inherent dignity they deserve. She's approachable in her manner and her presence.

Marsha Taylor

She put a smile back on my face, when I thought all was lost. Madge is my hero and gave me my second chance at life. I thank her for guiding me to the right path of recovery. Madge, you are a blessing to all your patients and me.

Charmaine



Madge Reece, RPN

LISA LUN

Congratulations to Lisa Lun, Clinical Coordinator in our Cancer Care Program, on receiving the 2014 **Leadership Award in Nursing Education** from the Registered Nurses' Association of Ontario (RNAO). The Award is presented by the RNAO to the RN who excels as a nursing educator in a healthcare organization.

Lisa has been instrumental in raising the bar for oncology education at HRH, and helped guide the hospital toward the successful implementation of an integrated cancer care program. As the Nursing Lead for the Regional Systemic Therapy Program at the Central LHIN, she organized their first Oncology Nursing Clinical Day, with a focus on cancer care quality and safety in nursing practice. She has also been a mentor to many nurses completing their postgraduate practicum courses, volunteering her time and expertise.



Lisa Lun, Clinical Coordinator, Cancer Care Program

SHOWCASING IPAC

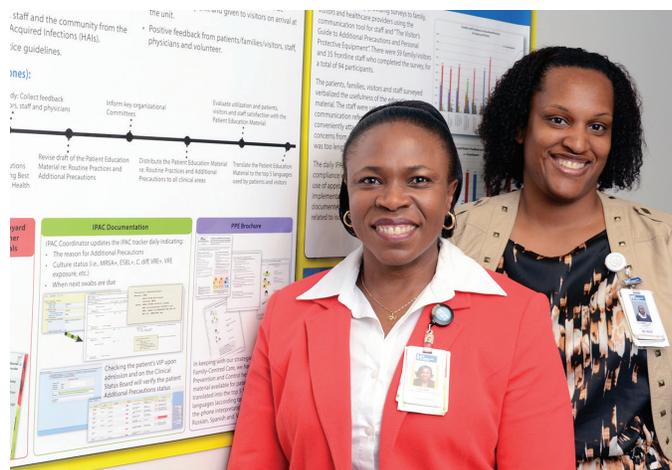
Joan Osbourne-Townsend and Comella Levers from Humber River's Infection Prevention and Control (IPAC) team showcased our innovative and effective IPAC strategies at two conferences this year: IPAC Canada's National Conference in Nova Scotia and the American Association for Professionals in Infection Control Annual Conference in California.

Their presentations highlighted new procedures, communications tools, and employee engagement programs that significantly reduce Healthcare Associated Infections and increased Hand Hygiene Adherence rates across the hospital.

The success of these strategies was due in large part to our staff's commitment to patient safety and the local units' focus on department-specific education and standards compliance.

Joan and Comella also spoke to how we engage visitors in patient safety by providing education about Additional Precautions and personal protective equipment.

Implementing these innovative strategies across our hospital demonstrates our commitment to patient-centred care.



Joan Osbourne-Townsend (l) and Comella Levers

DIGITAL SYSTEM IMPROVES THE JOURNEY FOR ONCOLOGY PATIENTS

Electronic solution
enhances care delivery
and quality.

HUMBER RIVER Hospital's (HRH) Outpatient Oncology Treatment Clinic is the first MEDITECH 6.x client globally to launch, test and adapt their new Oncology Management software. This integrated electronic solution enhances the clinic's management of the unique needs of patients with cancer.

This system transformed the Oncology Clinic into a fully digital unit, taking Humber River one step closer to becoming North America's first fully digital hospital. It also supports our mission to put patients at the centre of their care while focusing on improving quality of care and patient safety.

Jane Sanders, HRH Oncology Manager

This software is a comprehensive tool that provides clinical staff with centralized status boards and online access to the most common

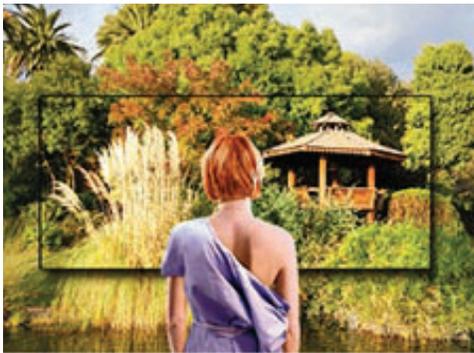
oncology management routines. It helps care providers and patients plan months in advance, with an automatic patient calendar function that includes not only appointment information, but treatment information and patient reminders. This gives patients the ability to schedule the support they need to get to appointments and to recover from their treatments.

Enhanced safety features for medication administration are also embedded into the system for safe chemotherapeutic medication administration and an auto-calculating weight-based dosing capability. By integrating with the hospital's Bedside Medication Verification and electronic Medication Administration Record (BMV/eMAR) systems, the risk of medication errors is greatly reduced.

But the most powerful feature of this program is the complete integration with other MEDITECH modules and hospital systems, connecting care teams like never before. Registration, Community Wide Scheduling, Patient Care System (PCS), and Pharmacy are all connected in real time through the patient's electronic medical record



Humber River Hospital and MEDITECH Oncology Management project team members



(EMR). By having all orders, tasks and messages digital and accessible at all hours of the day, there's no paper to be lost or misinterpreted. The Oncology Clinic is now virtually paper free from patient registration through to treatment with the elimination of paper patient orders, requisitions and medical files.

The system also helps streamline workflows and processes, helping care providers coordinate patient care across all hospital departments with greater efficiency so that they have more time to spend with patients. When a patient calls the clinic to renew a prescription, or when a doctor or clinician adds an order entry to the patient's treatments, the entire care team is aware of the updates and can execute treatment orders efficiently and effectively.

"This system has completely changed the way we work and enhanced the way patients are cared

for," according to Sanders. "We now have more defined processes and leaner workflows, giving us more time to focus on patients and their needs."

Patients want to have complete information to help them understand their illness and help support their decision making. That is why this system has links for treatment routines and literature on best practices embedded in the treatment plan, as well as links to Cancer Care Ontario's patient education information. Clinicians will be able to support patients by reviewing this information with them and providing them with material to review with their family, assisting them in navigating through this difficult life challenge.

The implementation of MEDITECH's new Oncology Management software is helping Humber River Hospital achieve our vision of reinventing patient care. With this system, HRH becomes a leader in digital integration for oncology management.

GETTING THE HELP TO LIVE HER DREAMS

Award winning children's author
and role model.

BEFORE JEWEL KATS

first came to Humber River Hospital in 1999, she was hurting emotionally and psychologically, feeling her life had no purpose. Her family was worried about her but they had hope, confident that the vibrant person they knew as a child could overcome her challenges and once again become their Jewel. Through Humber River's Mental Health Program, she's been able to do that and so much more.

Jewel Kats is now an award-winning children's author and a role model for people with disabilities, especially children. And she credits HRH for saving her life: "I owe my career and my mental stability to Humber River."

Jewel's care included participating in Humber River's mental health Inpatient and Day Treatment programs, as well as individual therapy with Dr. Jack Wasserman. Through these interventions, she learned the foundations for healing, essential life skills, and had opportunities to learn how to socialize.

My care team at Humber River was made up of passionate professionals who didn't judge me and encouraged me to follow my dreams; each care giver was dedicated to my wellbeing and went above and beyond in helping me with my treatments; they helped me grow and heal.

Through her treatments at Humber River, Jewel learned how to set and achieve short and long term goals, which gave her confidence, helping launch her career as a writer. As part of her therapy, she talked about her love of writing. Dr. Wasserman encouraged her to apply herself in a more disciplined fashion to her writing. In doing so, it became her full-time career. "Writing is a great form of therapy," notes Dr. Wasserman. "I suggested that she put into words how she was feeling and weave them into stories. It quickly became evident there was a special talent hidden inside."



“Writing is a gift,” says Jewel. “It helps me cope with my illnesses by providing a vehicle to express myself.” Jewel was in a car accident when she was nine years old and has had limited mobility ever since. She was disappointed that there were no references to disabilities in mainstream children’s media. Since 2011, Jewel has published ten children’s books, seven of which are about disabilities. Including *Cinderella’s Magical Wheelchair* and *The Princess Panda Tea Party: A Cerebral Palsy Fairy Tale*, Jewel uses her books to encourage children with disabilities to dream and grow.

While at the 2013 Toronto ComiCon, the Canadian National Comic Book Expo, Jewel took her dream to provide disabled children a voice and bring disability issues to mainstream media one giant step further. She approached Dan Parent, a creator at Archie Comics, and asked why there wasn’t a disabled character in the comic book. Jewel

and Mr. Parent worked together to develop a character named Harper, using Jewel as the real life inspiration behind this character.

She continues to see Dr. Wasserman on a regular basis to monitor how she’s doing and to receive on-going support, guidance and counselling. “Dr. Wasserman was amazing in rehabilitating me, giving me my life back and teaching me to love myself again,” says Jewel. “I couldn’t have approached and worked with Archie comics without him.” To show her gratitude, her most recent book, *Miss Popular Steals the Show*, is dedicated to Dr. Wasserman.

Jewel has overcome her challenges. She is now an independent, successful writer and has reached the point of being able to help others as a positive role model. She is proud of what she has accomplished: “I love what I do, it fulfills me and I can’t imagine doing anything else.”



TOP PERFORMER FOR PAEDIATRIC CARE

In February, the National Research Corporation of Canada (NRCC) named Humber River Hospital as a Top Performing Hospital for Overall Paediatric Inpatient Care - one of only two in Ontario - and the Top Performer for Overall Paediatric Inpatient Care in the GTA. This achievement is highlighted in a recent report by The NRCC that compiles performance ratings based on patient perceptions.

Humber River Hospital values skilled, safe and quality care in all areas. Those qualities are complemented by our staff, who demonstrate exemplary compassion, professionalism and respect. We are thrilled that our Paediatric Department is being recognized in this way and we are thankful for their contributions to patient care at our hospital. This recognition is a testament to the entire Paediatric team and their tremendous dedication and leadership.

**Dr. Rueben Devlin
President & CEO**

When you consider the quality of paediatric hospital care that is available in the GTA and that the NRCC award is based on a survey of parents and their perceptions of the care their child received, it's easy to judge how Humber River is doing: we received a score of 100 per cent.

As a designated Regional Paediatric Centre, Humber River Hospital is proud to be a leader in paediatric care. Our Maternal and Child Program is committed to protecting the lives of newborns, children and their families. The family-centred Program delivers close to five thousand babies each year and is home to the Hug and Hold Program – the first of its kind in Ontario.

Our commitment to patient and family-centered care and exceeding the expectations of our patients is ongoing – we are always aiming higher. Why are we the GTA's top performer? We don't just provide patient care, we care about patients. The passion and commitment of our team is inspiring; ensuring we are always at the forefront of delivering the best possible care to our community.

Dr. Narendra Singh, Chief of Staff

DR. GEORGE AWAD

Dr. George Awad retired in 2015 as our Chief/Physician Director of Psychiatry. But he remains active as a physician, and the honours for a distinguished career continue to accumulate. On February 17, 2015, in Washington D.C., he received the prestigious **Andrew C. Leon Distinguished Career Award** from the International Society for Central Nervous System Clinical Trials and Methodology (ISCTM).

Dr. Awad was recognized *‘for his lifelong contributions to neuroscience, particularly for his vision in founding ISCTM in 2004.’* The Society was established to address the need for an international forum on clinical trials and improving drug development. Dr. Awad’s contributions have led to significant research advancements in such areas as quality of life, subjective tolerability to medications and patient reported outcomes.



NATIONAL LEADERSHIP

Congratulations to Dr. Sonu Gaind, Humber’s Chief/Physician Director of Psychiatry, who is the President-elect of the Canadian Psychiatric Association (CPA). Dr. Gaind’s appointment was made official at the September 2014 CPA Annual General Meeting, and he will serve on the CPA executive in that capacity until assuming the President’s chair at their 2015 AGM in Vancouver.

As the national voice of Canadian psychiatrists, the Canadian Psychiatric Association advocates for the professional needs of its members, as well as promoting excellence in education, research, and clinical practice.

“I’m excited to take on this role at a time when the CPA is going through a period of renewal. And with the extensive stakeholder collaborations we are building, we have a unique opportunity to influence mental health policies on the local, provincial, national and international levels.”

ON OCTOBER 18, 2015
WE LOOK FORWARD TO
**JOINING WITH OUR
COMMUNITY** AS TOGETHER
WE OPEN



THE DOORS TO
**THE FINEST
HOSPITAL**
FACILITY ONTARIO
HAS EVER SEEN.

HUMBER
RIVER
HOSPITAL



OUR NEW HOSPITAL UPDATE

THIS FALL - on October 18 - we will welcome patients and families to the new Humber River Hospital for the first time. North America's first fully digital hospital, it is a showcase facility that integrates the finest possible technologies across the entire organization to enhance all key aspects of acute hospital care: quality, safety, efficiency and customer service.

Our goal of creating a facility where staff and physicians can deliver enhanced patient and family-centred care took final shape this past year. The building's exterior envelope was finished, as was the exterior landscaping. Inside, work progressed as, one by one, the major construction and finishing work in clinical care and service areas was completed. And, as construction moved towards substantial completion, equipment and technology installation took off.

Our new Automatic Guided Vehicles (AGVs) arrived, were programmed and tested. We are using computer simulations to establish the most efficient delivery schedule for the AGVs to move 238 custom built carts carrying food, linens, medication, and general supplies throughout our new hospital.



Some of the most advanced medical imaging technology in Canada began to arrive and be installed in our CT, MRI and Interventional Radiology suites. The Data Centre was installed and secured.

But the new hospital is not about technology for technology's sake. It's about using that technology to enable our hospital team to further enhance the high quality care they provide in our current facilities. It's about allowing care providers to spend more time at the bedside, nurturing the personal interactions that form the basis of great hospital care.

That's a message we spent a great deal of time sharing with the public this year. And media interest grew, as our project was featured in



major media outlets, including CBC's Lang and O'Leary Exchange, the Toronto Star, the Toronto SUN and Maclean's magazine. As hospital President & CEO DR. Rueben Devlin told Aaron Hutchins of Maclean's, "If it's not functional and it's not going to improve patient care, then it's not on."

Humber River's digital vision is an ongoing evolution. As new technologies come available, we will adapt our systems and continue to implement projects that add value, increase efficiencies and further enhance patient care. Becoming a digital hospital is the start of a journey that will lead to revolutionary changes in the way we deliver care. It's a hospital built to be relevant not just on opening day, but for the 10, 20, 30 years after that.



WORLD'S LARGEST INSTALLATION OF ELECTROCHROMIC GLASS

THE PLANNING process for the new Humber River Hospital presented a unique opportunity to take advantage of the latest thinking in hospital design. One example of how this thinking will manifest itself in the new building is very transparent: the inpatient room window glass.

As part of the construction work this year, we created the largest electrochromic glass installation in the world: nearly 26,000 square feet of View Dynamic Glass, in sizes up to 5 by 7 feet.

Electrochromic glass uses very low voltage electricity to regulate the tint of the window glass itself. Which means patients can control the transparency of their window directly from their Integrated Bedside Terminal. When the room is unoccupied, the window may be controlled through the hospital's building automation control centre.

Studies show that providing access to natural lighting helps enhance care: patients sleep better, fatigue is decreased and anxiety lessened. Now that lighting is completely controlled by the patient, as every inpatient room has a window.

FIRST IN CANADA

This past year we installed in the new hospital 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. *HRH is the first hospital in Canada to acquire this type of technology for Interventional Radiology procedure rooms.*

Our new CTs are faster, with 4D coverage and motion correction, providing uncompromised image quality for the most challenging clinical applications. *HRH is the first hospital in Canada to acquire this type of technology for Computed Tomography.*

Our new MRIs feature 'Silent Scan' technology, reducing the noise of a scan to a whisper. *HRH is the first community hospital in Canada to acquire this type of technology.*

IBT

Telus Health was selected as the vendor to supply the Integrated Bedside Terminals (IBTs) for our new hospital. The IBTs are the bedside touch screen computers that give patients access to a range of communication, educational and entertainment tools and to their Electronic Medical Record (EMR).

Patients will be able to connect with their family and friends by phone, email and instant messaging, and review healthcare material



MRI installation

online. They may easily review and share information from their EMR with their family, and have more informed discussions with their care team about their diagnosis and treatments.

The entertainment options include TV, movies on demand, radio, interactive games and audio books, and there are screens options available for visually challenged patients.

To enhance their comfort, patients will be able to control their lights, room temperature and window shading from their IBT. And patients may order directly from food menus designed to accommodate their personal health needs.

Our IBTs are an important tool in our efforts to put the patient at the centre of the entire care experience.





PHARMACY SYSTEMS **WILL BE** **AUTOMATED**

Enhancing care while reducing medication errors.

THE INSTALLATION of our new automated pharmacy and supply system technologies in the new hospital this year was a significant step towards our goal to reinvent patient care.

Humber River will have the latest versions of the PillPick Packaging and Dispensing System, BoxPicker Pharmacy Storage System, and PickView Medication Verification System. These automated systems will streamline pharmacy workflow, allowing clinical pharmacists to spend more time providing pharmaceutical care in patient care areas, while reducing the risk of medication errors.

Scheduled medications will be delivered to patient care areas in secure containers by Automated Guided Vehicles. Automatic Dispensing Units (ADUs) will be used in our inpatient units, Emergency Department and dialysis outpatient areas to dispense medication. ADUs are computerized drug storage cabinets that allow medications to be stored and dispensed near the point of care while tracking drug distribution.

Combined, these technologies will enhance patient safety, improve timely medication administration, and provide accountability with enhanced inventory management. They will also provide secure medication storage for controlled drugs and narcotics.



WORLD CLASS CARE

Creating an optimal health care experience for women.

THREE YEARS ago, as a newcomer to Canada, Cheryl Tanteras arrived in Toronto with a plan: to work hard, support her mother and two children living in the Philippines, and eventually bring them to Canada as a family. That dream changed when her doctor diagnosed her with breast cancer.

Today Cheryl is one of many patients benefitting from the exceptional care in Humber River's Medical Imaging Department. And, when the new Humber River Hospital opens its doors this fall, that care will be enhanced by the technology in the hospital's new Breast Health Centre.

I am so thankful to Humber River for extending my life and giving me hope for the future. The new

hospital will allow my wonderful care team to help many more people like me.

Cheryl Tanteras

HRH's Breast Health Centre will feature a Sensory Suite, designed to help distract patients from the discomfort and anxiety often experienced during mammography. Patients chose from a menu of different landscape scenes – beach, waterfall etc. Their selection is then projected on video screens around the room, creating a soothing room environment that lasts for the duration of the visit.

With the Sensory Suite, Humber River will be empowering patients to play a role in their own care delivery. Humber River will be one of only a handful of hospitals in Canada to use this technology.



Bedside Medication Cart

GOING DIGITAL THE EMR

THE DEVELOPMENT of an Electronic Medical Record (EMR) is integral to Humber River's digital vision. By integrating patient information within an electronic EMR, care providers will have access to patient information anywhere, at any time. They will also be able to share data seamlessly and efficiently across the electronic system, to all appropriate users, in real time.

A number of key components of our EMR were developed last year as we progressed towards full EMR implementation. Computerized Provider Order Entry (CPOE) allows care providers and physicians to enter treatment orders into the patient medical record electronically. Physician Documentation (PDoc) allows for all documentation from consultations, patient progress and discharge notes to be placed in the EMR.

Humber River also implemented the Bedside Medication Verification (BMV) and electronic Medication Administration Record (eMAR) systems last year. With BMV, barcodes on the medication delivery cart, the medication itself and the patient ID wristband must be scanned at the bedside before any medication is administered. This information is automatically uploaded to the patient's eMAR, which is part of the larger EMR. Together, the BMV and eMAR enhance safety and quality. The system automatically alerts to known drug interactions that may be an issue, and helps ensure medications are delivered as scheduled.

The CPOE, PDoc and BMV/eMAR systems are integral to our EMR strategy. And having each patient's EMR available to them online, with their latest healthcare information, is critical to our efforts to keep the patient informed as an active participant in their hospital experience.



HONOURING THEIR WORK

Proud of their
legacy.

THE HISTORY of our hospital is as rich and diverse as that of the community we serve. From the very first days, when separate generations of men and women in the three communities of Weston, North York, and York worked to bring hospital care to their neighbourhoods. Through the early years when the three organizations - Humber Memorial, York-Finch and Northwestern - were established and opened to patients for the first time. And on through the last decades of the twentieth century, as they continued to evolve to meet the needs of

the growing communities of northwest Toronto. Then into the next century, as a merger led to a bold vision for the future.

Their story continues through today. Historic change is ahead for Humber River Hospital this fall, with the move into our new building scheduled for October 18th. As we look to the future, we are committed to honouring the generations of staff, physicians and volunteers whose work and dedication helped make Humber River the hospital it is today.

Theirs is a story of compassion, of dedication, of determination; a tradition of which we are all proud, and honoured to inherit. As a tribute to that legacy – and the men and women who created it – our new hospital will feature a Heritage Display prominently on the main floor north-south corridor.

This absorbing and inspiring interactive display – with photos; artifact exhibits; and historical timelines – will stand as a testament to those who came before us: acknowledging that they will always be part of Humber River Hospital.



MILESTONE DISPLAY



INTERACTIVE TOUCH TABLE



FLIP-UP HERITAGE QUIZ



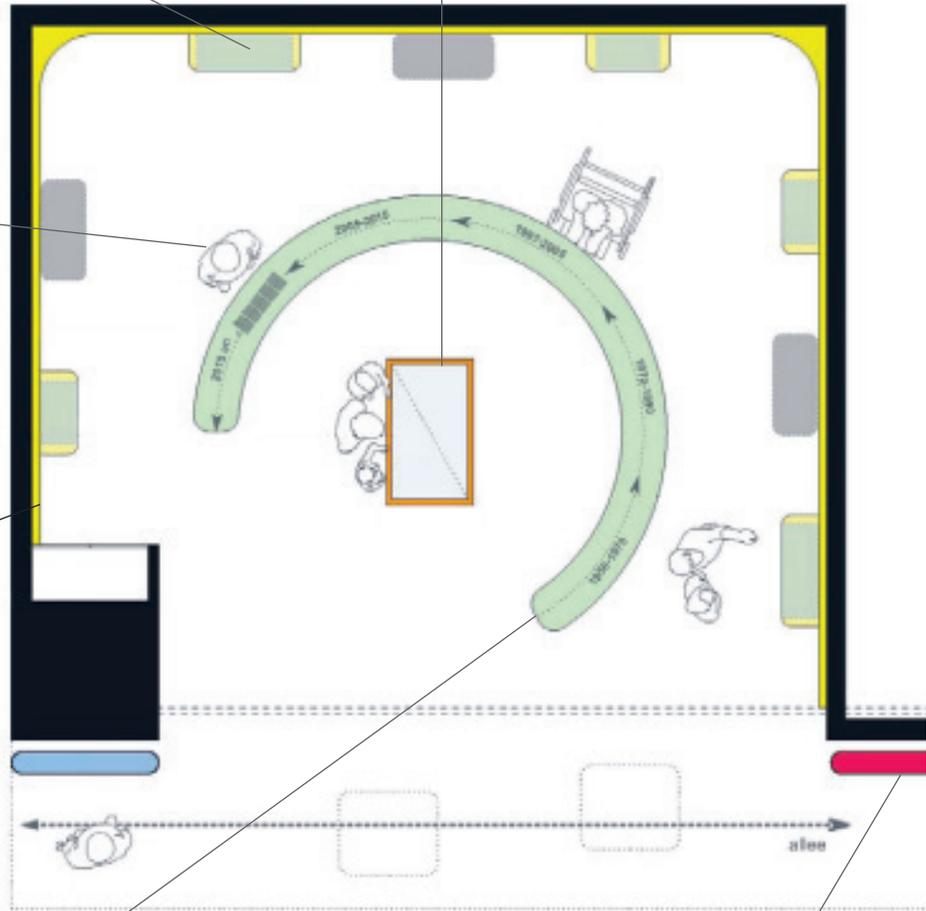
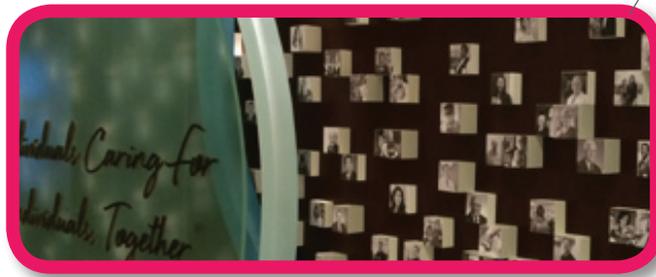
GRAPHIC BACKDROP



OUR LEGACY TIMELINE



COMMUNITY MURAL



GRATEFUL PATIENTS

PATIENT CARE REINVENTED



Muriel Kinnear (c) with Bernadette Dickson (l) and Dr. Russell Blumer



Ethan with Dr. Narendra Singh

Mr. Tarzia with Dr. Irving Tiong



EVERY DAY we are lucky enough to hear stories from many of Humber Hospital's grateful patients, so impressed by the care they received that they want to give back in honour of the staff and physicians who in some cases saved their lives, or the lives of their loved ones.

This past year, in recognition of these outstanding care providers, the Hospital Foundation proudly launched a brand new fundraising program – Honour Your Caregiver – with great success. In the Fall, posters and brochures featuring grateful patients, and their physicians and caregivers, were distributed throughout the Hospital, encouraging others to consider making a gift to the new Hospital in honour of their work. Here are just two examples of our grateful patient stories:

What I loved about my experience with Dr. Singh was that I felt like someone else genuinely cared about my son. He made a connection with Ethan that was more than doctor-patient. He's beyond the title of a good doctor, he's a good man. We're very fortunate to have had him as our doctor.

Celine Harris, Mother to Ethan

I am so grateful to have had a doctor like Dr. Tiong. After experiencing chest pains, I underwent a series of tests. Dr. Tiong asked a few pertinent questions and based upon my reply he saw an opportunity to prevent further health issues. Under his recommendation, I had an angiogram which ultimately led me to receive three heart stents. Thanks to this preventative procedure, I have peace of mind and feel better than ever. Thank you Dr. Tiong for going above and beyond the call of duty for me and my family.

Hubert Tarzia

If you would like to make a donation to the HRH Foundation in honour of your healthcare team, contact us today at 416-658-2001 or foundation@hrh.ca

WELCOME TO THE **100% CLUB**



HRH FOUNDATION is proud to announce that to date eight departments have joined the 100% Club:

- | | |
|-------------|-----------------|
| Emergency | General Surgery |
| Pathology | Plastic Surgery |
| Nephrology | Psychiatry |
| Paediatrics | Respirology |

Thank you also to our Environmental Services Team and our Bariatric Clinic staff, who have also achieved 100% participation.

A special thank you to all of our physician leaders for their efforts in encouraging their peers to participate.

Our physician participation has more than doubled in just one year and raised over \$1.1 million towards the purchase of much needed equipment, education and program funding at the new Hospital.

CONGRATULATIONS TO ALL!



TEAM REVOLUTION DOES IT AGAIN!

NO ONE left behind – that was the motto of the day on September 7, 2014, when 69 riders from Toronto, Team Revolution, poured their blood, sweat and tears into conquering the Granfondo Piacenza Scott in Italy. Every rider returned safe and sound. But before they reached the finish line, their stamina and strength were put to the ultimate test in a battle of gravel roads, steep climbs and scorching heat. Through teamwork and sheer determination,

our guys crossed the finish line all in the name of Humber River Hospital. Since its inception in 2012, Team Revolution has now raised an incredible \$1.1 million (net) for the new Hospital.

When it opens on October 18, 2015, the new Humber River Hospital will transform the way healthcare is delivered, ensuring our hospital and healthcare programs leave no one behind.

GRAZIE TEAM REVOLUTION!

INVESTING IN PATIENT CARE

DONOR STORIES



L **EON'S FURNITURE** has been a great neighbor, and a great friend, to Humber River Hospital for many years. In 2011, they generously gave \$500,000 to the New Hospital Campaign. Most recently Leon's committed to donating appliances and additional funds to help equip our new Hospital.

"Nothing in life is more valuable than love and good health. We all want confidence in those who help to maintain our health – confidence that they are armed with the latest equipment and knowledge available."

"We believe the new Humber River Hospital's warm and welcoming spaces and use of digital technologies will help create outstanding healthcare experiences for patients and their families. We encourage others to support our new fully digital hospital – donate, volunteer or spread the word, everything helps."

Terry Leon,
President & CEO, Leon's Furniture



G **ARRY JOSEPH ZENTIL** was known for his zest for life. He had a strong vision for the community and was extremely caring and compassionate. In late 2013, many of Garry's closest friends and family came together to celebrate his legacy by supporting the new HRH Cardiology Program.

They have committed \$1.25 million through personal donations and proceeds from the Garry J. Zentil Charitable Golf Tournament. In recognition of their generosity, the new Hospital's Cardiology reception and lounge will be named in Garry's honour.

"Our family is grateful for the overwhelming donor support that allowed Garry's dear friends and our family to honour his legacy at the Humber River Hospital. Garry's vast personal contribution to the community and his extraordinary generosity to everyone he encountered is a model for all of us to follow and continue."

Paul Zentil (Garry's Brother)



IBEW

WITH 540 skilled electricians working on the new Humber River Hospital and their generous donation to the Capital Campaign, IBEW Local 353 is helping to bring North America's first fully digital hospital to life.

"IBEW Local 353 believes that our skills and dedication to quality installations will ensure Humber receives the best facility possible to serve our community. We are a part of the community and believe that our involvement will not only benefit ourselves, but our families, friends and neighbours for years to come. We encourage others to give to our Humber River Hospital, the new benchmark for our healthcare system."

**Steven Martin, Business Manager,
IBEW Local 353.**

THE BON (GOOD) FURLANS AND FRIENDS

THE BON (Good) Furlans and Friends-Uniti per la Comunita are joining together to raise \$1 million in support of the new Humber River Hospital. This group gift showcases the power of our community, and the impact its members can have on the way healthcare is provided in our city. The Bon Furlans (who culturally identify with the Friuli region of Italy) join other groups such as the Calabrian Benevolent Association of Ontario, Muslim Friends of Humber and the Canadian Sri Lankan Friends of Humber in raising funds for the new Hospital.

"As Bon Furlans with deep roots in this community, we are steadfast in raising money for the new Humber River Hospital. Many of us live, work or got our start in Humber's community, so it is our duty to give back to an organization that has always been there for us and will continue to care for our families well into the future. This is a pivotal moment for our city, province and nation, and we are proud to be a part of it."

Clara Astolfo



**Good Furlans & Friends of
HUMBER**



CARING WITH COMPASSION

OUR VOLUNTEERS and our Volunteer Association have always been loyal and steadfast friends of Humber River Hospital. Every year they come together to support our hospital, united by their love of community service.

As valued members of the larger hospital team, Humber River Volunteers play a key role in our mission to provide outstanding care for our patients and their families.

That desire to serve manifested itself in many ways this past year. Over 64,000 hours of service by the Association members. Another 5,800

hours by our 95 student volunteers. A donation of \$150,000. Seventeen Long Service Awards ranging from 5 – 45 years. Too many samosas sold to count. And one Governor General's Award. Pretty impressive.

Their presence not only helps our community actively participate in the operations of the hospital, it also reminds us daily of the importance of community as we go about our work.

That work is made easier in many cases thanks to the helping hands of a Humber Volunteer. Everything they do for us makes us a better hospital.



VOLUNTEER ASSOCIATION

ERANE BOCKING

Erane Bocking has been a volunteer at our Finch site since before it was even open. Forty-five years later, Erane is still going strong, now one of the longest serving volunteers in Humber's history.

In February, her record of service was honoured when Governor General David Johnston presented Erane with the **Governor General's Caring Canadian Award**. *'The Award recognizes individuals who volunteer their time to help others and to build a smarter and more caring nation.'*

HEALING HARMONIES

The Healing Harmonies Music Program was piloted last summer at both the Church and Finch sites as a summer student volunteer program. The group played a mix of classical and semi-classical music for patients and family members.

This very talented group of five students consisted of pianists, a violinist, and a vocalist who study at the Ontario Academy of Music. The program was well received and has been music to everyone's ears – patients, family members and staff! Thank you for sharing the joy of music with us.

THANK YOU

Humber River is able to provide enhanced wound care treatments to our patients, thanks to a generous donation this year from the HRH Volunteer Association. Because of their generosity, our hospital acquired five Vacuum Assisted Closure (VAC) therapy machines for our Wound and Skin Program.

In addition to providing negative pressure wound therapy (which promotes wound healing at an increased rate), these machines can introduce fluid on a regular cycle to help with the healing process. Thank you!





MAKING A DIFFERENCE AROUND THE GLOBE

HRH Paediatrician Dr. Jay Dahman working with medical colleagues in Syria.

DR. JAY DAHMAN is a Paediatric Hospitalist at Humber River. When fighting broke out in Syria, his parents' birthplace, he became incensed by the violence and decided to do something about it. So for three years Dr. Dahman has travelled regularly to Syria, delivering medical care and training inside the conflict zone; saving hundreds of lives while risking his own.

In a war zone it can be difficult, if not impossible, to insert an IV to deliver blood products or medications. To solve this problem, Dr. Dahman brought donated EZ-IO Intraosseous Vascular Access Systems with him to Syria. This device allows a needle to be inserted directly into any major bone, providing an access for the delivery of these critical therapies. He then trained local medical personnel to use it. He also brought the drug TXA, tranexamic acid, which helps stop bleeding in patients suffering from severe trauma – expert knowledge previously unknown in Syria.

Here at home, Dr. Dahman serves as the Medical Director for the Paediatric International Trauma Life Support for the 1 Canadian Field Hospital in Petawawa, Ontario. He helps train Canadian Forces Med Techs (paramedics), all of whom are deployed to combat zones or provide assistance



Dr. Dahman with a class of Med Techs

on humanitarian missions around the globe.

“The majority of the Med Techs I educate have been trained to assist adults,” explains Dr. Dahman. “However, when deployed into different combat or aid scenarios they are faced with helping many children. My goal is to provide them with the medical skills they need to help children of all ages and to stand out among multi-national forces.”



Dr. Hagen (l) with student Elie Sader

MENTORSHIP AWARD

DR. JOHN HAGEN, HRH Chief of Surgery, received the 2014 **Region 3 Mentor of the Year Award** from the College of Physicians and Surgeons of Canada. This is one of the highest honours given out by the College and one of many awards Dr. Hagen has received for his medical teaching.

The Mentor Award recognizes a physician who has made a significant impact on the career development of students, residents or fellows; and who has a proven ability to be an outstanding

role model, demonstrating the qualities and competencies of Manager, Scholar and Professional.

“Humber River Hospital serves as a tremendous training ground at all levels, and Dr. John Hagen remains our top teacher in the Department of Surgery at the University of Toronto,” said Dr. James Rutka, RS McLaughlin Professor and Chair, Department of Surgery, University of Toronto. “Dr. Hagen is a phenomenal surgeon and our students can’t wait to learn from him and Humber River Hospital.”

TEACHING EXCELLENCE

HUMBER RIVER is proud of the excellence in education that our teaching physicians provide. Our hospital offers the broad educational experience that medical students need, including hands-on experiences with a diverse range of patients and medical issues.

Our physicians have embraced the program, delivering a welcoming and compelling learning environment for all medical students. For proof, consider that this past year eight Humber physicians were nominated by their clinical clerks, residents and faculty for the **University of Toronto's Integrated Medical Education Excellence in Community based Teaching Award**.

Dr. Narendra Singh and Dr. Joseph Porepa were acknowledged as inspiring teachers who encouraged various learning opportunities for clinical clerks and residents in a broad range of paediatric subspecialties.

Dr. Raewyn Seaberg's clinical clerks spoke of how her teaching style instills confidence by giving them an active role in her otolaryngology practice.

Several of our general surgeons were nominated by residents for the "welcoming and compelling learning environment" that they have created: Drs. Laz Klein, Quoc Huynh, David Starr and Jensen Tan.

And Dr. John Hagen was selected by the University of Toronto's Medical School as the recipient of the Excellence in Community-based Teaching Award (Community Hospital) for 2014. The award is in honour of his significant contribution to the learning of surgical students and residents. The Award was presented at the Faculty of Medicine's Annual Education Achievement Day Celebration.





FINCH NICU: CARING WITH COMPASSION

PRECIOUS Barracks is very grateful to Humber River staff, physicians and volunteers, especially the team in the Neonatal Intensive Care Unit (NICU) at the Finch site. Daughter Mickayla was born last spring at 30 weeks gestation following a difficult pregnancy, and faced a number of health complications from being premature. Mickayla was cared for in the Finch NICU for five months, so she could be close to home while still receiving the care and compassion needed in her very early days.

I never imagined that I would have this kind of care experience. The nurses and entire team have been amazing and I will always remember everything they've done for Mickayla and me over

the last several months. They love my baby so much and because of their support and encouragement, Mickayla is well enough to go home.

Precious Barracks



HRH staff in the Maternal & Child Program with Mickayla and Precious



TEACHING EXCELLENCE

HUMBER RIVER'S surgical team, led by Dr. John Hagen and Dr. Laz Klein, performed two live bariatric surgeries through video feed from Humber's Finch site for the International Federation for the Surgery of Obesity and Metabolic Disorders Conference, held in Montreal on August 30th.

Five hundred international surgeons watched Drs. Hagen and Klein perform these operations to learn from them how these intricate procedures are handled at Humber River. According to one of the conference organizers, Dr. Michel Gagner of Hôpital du Sacré Coeur in Montréal, the HRH surgical team "delivered the most amazing cases, and made Canada proud about its contribution to bariatric surgery. I only heard excellent comments about Humber River."

The bariatric surgery program at Humber River

Hospital is accredited as a Level One Program by the American College of Surgeons under its Bariatric Surgery Center Network Accreditation Program. The Program was the first outside the United States to receive this accreditation.

The live stream video to the Montreal conference was also the first opportunity our surgical team had to use the new OR video conference technology that will be installed in our new hospital.

Each of the 20 operating rooms in the new building is equipped with some of the finest technology available, including 3-D high-definition video cameras and monitors. This allows a surgeon, in real time, to consult remotely with a pathologist or other specialist anywhere in the building; in fact, anywhere at all. It also greatly enhances the ability of Humber's excellent surgical team to teach the next generation of students, residents and clinical fellows.

REMEMBERING

DR. LANNY GOLUBOFF

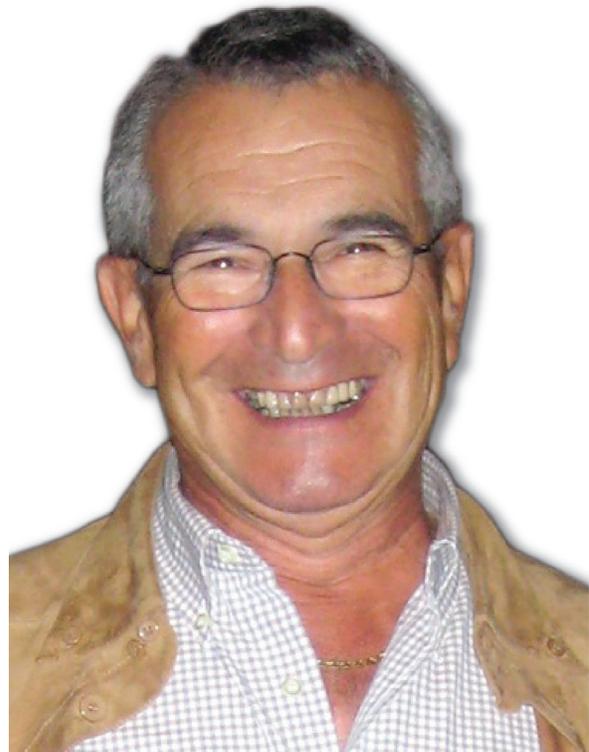
HUMBER RIVER Hospital lost a great friend and physician leader in 2014, with the passing of Dr. Lanny Goluboff on June 27th.

Lanny joined the former Northwestern Hospital medical staff in January of 1972, immediately after completing his senior residency at Toronto General Hospital and a fellowship at the University of Michigan Medical Centre. He'd graduated from the University of Saskatchewan in 1966.

An Internist with a sub-specialty in Endocrinology and Nuclear Medicine, Dr. Goluboff quickly earned the esteem of staff and medical colleagues, Boards of Directors and senior hospital administrators. This continued to be the case throughout his entire career, resulting in a succession of leadership roles. These included President of the Medical Staff Association, Chief of Department, Chief of Medicine and ultimately Chief of Staff at Northwestern from 1989 until the merger in 1997. At that time, Dr. Lanny Goluboff became the first Chief of Staff at the new Humber River Hospital.

Lanny had the unique ability to be pragmatic and visionary at the same time, a skill that served him well as a leader of staff and physicians. A little known fact about Dr. Goluboff is that in the late 1980s, as Chief of Staff at Northwestern, he first proposed the consolidation of local hospital services into a new, acute care hospital facility. In his last months, he knew his dream would come true, and saw the construction for himself.

Our hospital is built on our past. We have had the fortune of having great builders. Now as we move forward to a new chapter in our history, we continue to keep their vision alive through our work to provide excellent, expert, respectful care for our community. We have had role models like Dr. Lanny Goluboff to guide us on that path.



Lanny was an outstanding doctor. But it was not his sharp medical acumen or his diagnostic prowess that made him an outstanding doctor. Rather, Lanny's gift for medicine was a result of his passion for people. He cared, plain and simple. More than he had to, more than he was taught to and more than he needed to. He cared deeply for each and every one of his patients.

Dr. Murray Berall

EXECUTIVE LEADERSHIP

Senior Management Team

Dr. Rueben Devlin
President & CEO

Barb Collins
Chief Operating Officer

Margaret Czaus
Chief Nursing Officer

Scott Jarrett
Vice President, Patient Services

Anthony DiCaita
Vice President, Finance

Dr. Ray Martin
Vice President, Medical and Academic Affairs

Peter Bak
Chief Information Officer

Board of Directors

Paul Allison, Chair
Donna Battiston
Craig Baxter
Frank Fazzari
Terry Leon
Donald Loeb
Paul Mantini
Barbara Mason
James O'Sullivan
Deborah Pankhurst
Michael Pittana
John Rogers
John Rossetti
Trevor Smith
Rochelle Stenzler

Ex-Officio Members

Dr. Rueben Devlin
(President & CEO)

Dr. Narendra Singh
(Chief of Staff)

Dr. Marc Sherkin
(President, Medical Staff Association)

Mirella Quattrin
(President, Volunteer Association)

Margaret Czaus
(Chief Nursing Officer)

Eddy Battiston
(Chair, Foundation Board)

Officers

Chair
Vice-Chair
Vice-Chair
Treasurer
Secretary
President

Paul Allison
John Rossetti
Craig Baxter
Michael Pittana
Dr. Rueben Devlin
Dr. Rueben Devlin

FINANCIALS

2014/2015

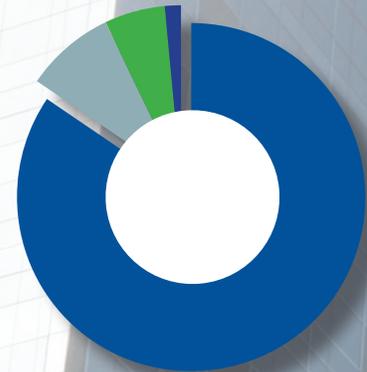
Hospital Operations

Year Ended March 31, 2015

Revenue	\$ 355,191,834
Expense	\$ 355,152,129
<hr/>	
NET OPERATING SURPLUS/(DEFICIT) BEFORE AMORTIZATION OF BUILDING (NET)	\$ 39,705

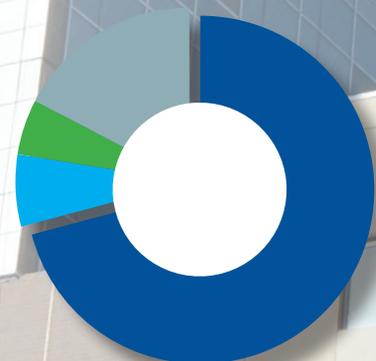
2014/2015 Revenues **Total \$355,191,834**

85%	Ministry of Health Funding \$ 300,186,994
8%	Patient Services \$ 29,672,712
6%	Parking and Ancillary \$ 19,996,587
2%	Other Revenues \$ 5,335,541



2014/2015 Expenses **Total \$355,152,129**

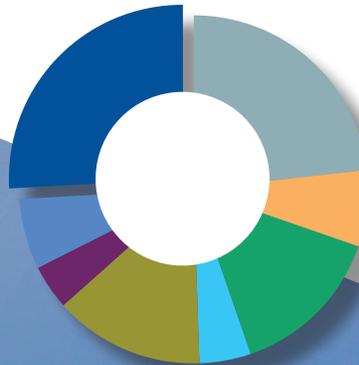
71%	Salaries and Employee Benefits \$ 251,612,678
17%	Supplies & Other Expenses \$ 61,479,281
7%	Medical & Surgical Supplies \$ 23,745,426
5%	Drug Costs \$ 18,314,744



2014/2015 Expenses By Program

Total \$355,152,129

23%	Medical Program \$ 82,512,447	7%	Dialysis Program \$ 25,155,840
14%	Surgical Program \$ 51,013,868	5%	Women's/Children's Health Program \$ 16,999,469
14%	Clinical Support Services \$ 49,572,932	4%	Mental Health Program \$ 14,725,490
7%	Emergency and Ambulatory Program \$ 23,208,376	26%	Other Services \$ 91,963,707

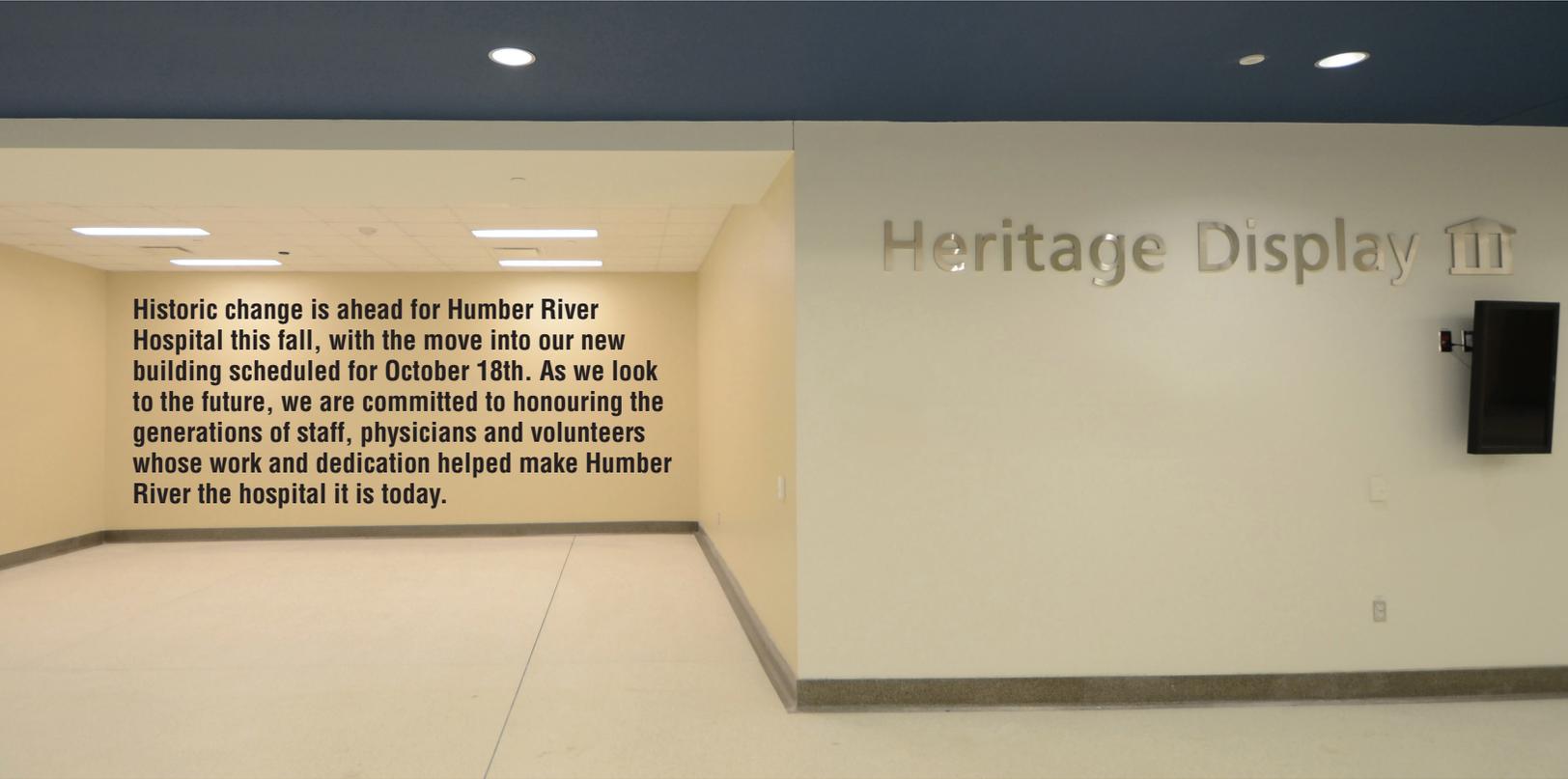


Patient Activity

	2014/2015	2013/2014
Inpatient Admissions	24,550	23,932
Inpatient Days	172,595	162,651
Emergency Visits	117,451	111,003
Ambulatory Outpatient Visits	364,843	364,255
Births	2,866	3,038
Dialysis Patient Years	479	487

Surgical Cases

	2014/2015	2013/2014
Inpatient	7,790	7,705
Day Surgery	17,885	18,615
TOTAL	25,675	26,320



Historic change is ahead for Humber River Hospital this fall, with the move into our new building scheduled for October 18th. As we look to the future, we are committed to honouring the generations of staff, physicians and volunteers whose work and dedication helped make Humber River the hospital it is today.

Heritage Display III



**Main Administration Office
200 Church Street
Toronto ON M9N 1N8**

