



Community Report - Fall 2011

Growing With Our Communities

The summer of 2011 brought a lot of excitement to Halton Healthcare Services (HHS) and the communities it serves. Throughout the summer months, HHS was pleased to welcome the Honourable Deb Matthews, Minister of Health and Long-Term Care to each of its community hospitals for three amazing visits.

With each visit, there was more good news. In July, Minister Matthews was joined by Kevin Flynn, MPP Oakville, to announce the addition of a second MRI at Oakville-Trafalgar Memorial Hospital (OTMH), and in August announcements of the long-awaited expansion of Milton District Hospital (MDH), and funding for the expansion of the Emergency and Diagnostic Imaging Departments to accommodate a new CT Scanner at Georgetown Hospital (GH) were received with much fanfare. Closing out the summer, HHS celebrated the official groundbreaking for the New Oakville Hospital with special guest, Premier Dalton McGuinty.

“It’s been a very busy and extremely rewarding summer. These announcements and celebrations will be recorded as key milestones in the histories of our hospitals,” said John Oliver, HHS President and CEO. “They represent years of preparation and planning. While there is a lot of work ahead of us we look forward to partnering with the provincial government and our communities as we build for the future.”

Halton is the fastest growing region in Ontario and planning for this growth has been one of HHS’ top priorities over the past decade.

“Our Board of Directors developed a very challenging strategic plan to build capacity through capital development at each hospital site – in order to accommodate the needs of our expanding communities, now and in the future,” continued Mr. Oliver. “The HHS Board must be commended for the unwavering commitment and determination with which they guided not one, but all three hospital projects to the approval phase.”

“None of this would have been possible without the steadfast support of our staff, physicians, volunteers and foundations, and the cooperative efforts and support of the Mayors and town

councils in each of our municipalities,” noted John Fleming, HHS Board Chair. “We also thank the provincial government for making these investments in the health of our communities.”

“Now that we have the green light for all three projects, we are prepared to grow with our communities. The expansions at MDH and GH and the construction of the New Oakville Hospital are key components of our mission to provide quality, compassionate care and services to meet the needs of our communities in a timely and effective manner,” concluded Mr. Oliver. “As always, our focus is caring today, growing for tomorrow.”

Pictures Above:

1. The *Friends of Milton Hospital* citizen group, which led a campaign seeking approval for the MDH expansion, celebrate the announcement by Honourable Deb Matthews, Minister of Health and Long-Term Care (front centre). (left to right) Carol McDonald, Colin Best, Sandy Martin, Lesley Mansfield, Pete Pomeroy, Cindy Lunau, Cari Kovachik-MacNeil, Martha Gleeson and Samantha Attew. See story on Page 5.
2. New Oakville Hospital Official Groundbreaking: (left to right) Dr. Lorne Martin, HHS Chief of Staff; Bill Cooper, New Oakville Hospital Campaign Co-Chair; Rob Burton, Mayor of the Town of Oakville; Dalton McGuinty, Premier of Ontario; Judy Wilson, HHS Board Vice-Chair; and John Oliver, HHS President and CEO. See story on Page 4.
3. Minister Matthews toured the Obstetrics Department of Milton District Hospital before her announcement and visited with baby Lucus Restivo-Petroff and his proud parents, Cecily and Nicholas.
4. Approval for Georgetown Hospital Expansion: (left to right) John Fleming, HHS Board Chair; John Oliver, HHS President and CEO; Graeme Goebelle, Chair, Mississauga Halton Local Health Integration Network; Dr. Jeff Sutherland, GH Associate Chief of Staff; Dr. Donald Trant, GH Medical Director, GH Family Practice Program; the Honourable Deb Matthews, Minister of Health and Long-Term Care; Cindy McDonnell, GH Chief Operating Officer; Ted Arnott, MPP Wellington-Halton Hills; Rick Bonnette, Mayor of the Town of Halton Hills. See story on Page 4.



Dr. Robert Yu, Chief, HHS Diagnostic Imaging Department (left) and Rosemary Prikosovich, HHS Director, Imaging & Laboratory, flank the new upgraded CT Scanner as Tyana Parris, Medical Radiation Technologist, OTMH peeks through the opening.

Upgrading Safer CT Scanner Technology

In 2011, Halton Healthcare Services (HHS) successfully upgraded its Computed Tomography (CT) Scanners at both Milton District Hospital (MDH) and Oakville-Trafalgar Memorial Hospital (OTMH) from 64 slice to 128 slice capability.

CT Scanners allow radiologists and other physicians to see inside the human body and detect disease which may not be clinically apparent.

“The upgrade to the 128 slice scanner technology includes software enhancement and more advanced capabilities – which provide superior image quality, faster imaging speed, advanced image reconstruction as

“Most importantly, the new technology includes special software which significantly decreases a patient’s exposure to radiation dose while still optimizing image quality.”

- Dr. Robert Yu

well as the ability to perform additional types of studies such as cardiac and advanced colon imaging,” explained Dr. Robert Yu, Chief, HHS Diagnostic Imaging Department. “Most importantly, the new technology includes special software which significantly decreases a patient’s exposure to radiation dose while still optimizing

image quality. This feature, along with its improved design and faster imaging speed, allows us to create a safer and more comfortable patient experience.”

Optimal image quality at faster speeds

The new upgraded scanner provides optimal image quality at faster speeds. Imaging times are reduced by up to 50%.

Patient safety and comfort

“As always patient safety is our number one priority with any procedure or exam. Exposure to radiation can be concerning – especially with pediatric patients,” explained Dr. Yu. “The newly upgraded scanners are equipped with IRIS software which enables us to reduce and minimize exposure, while still capturing the most intricate images. The scanner recognizes the target area and adjusts the dose to protect patients from unnecessary radiation.”

The 128-slice scanner also has additional comfort features, including a larger opening, and a table that can accommodate patients up to 484 pounds (220 kg).

Future applications

“These upgraded scanners are capable of non-invasive evaluation of the heart and arteries. They can provide three dimensional images of the heart and allow physicians to look at the coronary arteries to see if there is any blockage – without inserting a catheter,” explained Dr. Yu. “We hope to implement this exciting new technology at HHS sometime in the near future.”

“Our new CT upgrades will enhance our ability to provide more types of procedures and exams, faster and with a lower radiation dose. We expect that they will increase the number of patients we can scan annually, so we can provide our communities with better access to this vital diagnostic service,” concluded Dr. Yu.

HHS Joins Regional Ethics Program

A daughter struggles to decide whether or not to continue aggressive, painful, but life-sustaining treatment for her unconscious mother; a physician tries to determine if his patient, with signs of dementia, is capable of consenting to treatment; a patient is diagnosed with a terminal illness, but her family does not want her informed of the prognosis. These are just some of the common ethical situations frequently encountered by healthcare providers, patients and families at Halton Healthcare Services (HHS).

“We know ethical issues occur in healthcare on a regular – if not a daily – basis. They can cause a lot of angst, frustration and stress for both patients and their caregivers. It is essential that we help our physicians and staff expand their knowledge and expertise, as well as provide support for patients and families in sorting through these complex ethical dilemmas,” explains Sylvia Rodgers, HHS Chief Nursing Officer and Professional Practice Leader. “Additionally, there is evidence to suggest that a strong ethical climate in a healthcare organization contributes to better patient care and more satisfying work environments for healthcare teams.”

“This fall, HHS became a member of the Regional Ethics Program administered by Trillium Health Centre. The regional delivery model is comprised of a team of ethicists and facilitates sharing of ethics resources



Eoin Connolly, HHS Ethicist and Sylvia Rodgers, HHS Chief Nursing Officer and Professional Practice Leader.

such as policies, educational modules and tool kits. As well, our staff and physicians have access to a monthly ethics grand rounds education series coordinated by the Regional Ethics Program and available through the Ontario Telemedicine Network,” continues Ms. Rodgers. “Most importantly, by joining this regional program, we now have a dedicated ethicist, Eoin Connolly, who

will provide us with both the expertise and leadership to further evolve HHS’ Ethics Program.”

Eoin Connolly brings extensive experience to HHS in the area of Bioethics. He comes to HHS from the Centre for Clinical Ethics (a joint venture of St. Joseph’s Hospital, St. Michael’s Hospital and Providence Healthcare in Toronto) where he has worked as an Ethicist since 2005. He completed a Masters in Bioethics at the University of Leuven (Belgium) in 2004, as well as a Clinical Ethics Fellowship at the University of Toronto in 2005 and is currently a PhD candidate at the Institute of Medical Sciences, University of Toronto.

“Our goal is always excellence in patient care,” explains Mr. Connolly. “My role is to support patients, families, staff and physicians as they work through tough ethical decisions. I help them identify and examine these challenging questions from different perspectives and tease out the different values and principles that apply – in hope of making a decision that is in the best interest of all.”

“Eoin is a great addition to HHS. Having him here as a dedicated resource to lead the process as we grow our Ethics Program is invaluable,” concludes Ms. Rodgers. “With his assistance we will be able to enhance our capacity to recognize, respond and manage the ethical dilemmas that we encounter across HHS.”



HHS Mental Health Urgent Care Clinic

The Mental Health Urgent Care Clinic (UCC) at Oakville-Trafalgar Memorial Hospital (OTMH) has been very successful in providing rapid access to mental health services for people in the community who need immediate help. Since its inception in 2009, the UCC has reached out to more than 900 mental health patients with psychiatric care and support.

“We were seeing an increasing number of repeat patients with mental health and addiction issues in the hospital emergency department (ED). Some were in crisis while others were frequenting the emergency department because they could not access a community program,” explained Cheryl Gustafson, Halton Healthcare Services (HHS) Mental Health Patient Care Manager. “Without any supports available to them in the community, many had to be admitted.”

Operated out of OTMH, the UCC was established to provide short-term care to patients in crisis being discharged from the hospital’s emergency department by the Mental Health Crisis Team. The clinic also provides bridging services to patients being discharged from the hospital’s mental health inpatient units. The

psychiatrist monitors their progress and medication and, if appropriate, treats them while they wait to access an appropriate outpatient service. The UCC provides these patients access to psychiatric services within seven days.

“The average wait time for psychiatric services in Ontario is six months to a year. While our wait times are significantly better, the UCC serves as a safety net to make sure no one falls through the cracks waiting for treatment,” noted Dr. Alan Brown, Medical Director of the HHS Mental Health Program. “It has been pivotal in reducing both the need for repeat ED visits and mental health hospital admissions.”

“People in crisis can’t wait months to see a psychiatrist. The quicker we can intervene, the better the outcome,” explained Dianne Burns, OTMH Crisis Nurse. “The majority of cases are best served by discharging the patients with a referral to the UCC where active treatment can be initiated as soon as possible.”

“Our goal is to provide patients with whatever help and care they need to work through their situation and link them to community resources,”

explained Dr. Jeremy Butler, HHS UCC psychiatrist. “I determine the patient’s needs, initiate treatment, make the appropriate referrals, and help them set-up support systems. Then I guide them along until they are ready to move on to another caregiver, or mental health service. The clinic gives patients a safe, supportive place. It essentially becomes their “go-to” place for information and somewhere to turn for help if they hit a wall so they don’t end up in ED again.”

“The UCC at OTMH has been extremely effective in reaching out with rapid access to early intervention and short term follow-up, more effective patient-centred case management and continuity of care,” concluded Dr. Brown.

Based on the success of this initiative at OTMH, HHS has recently opened a UCC at Milton District Hospital. Services are available to referred patients of all ages who reside in Georgetown, Milton or Oakville.

The UCC at OTMH and MDH only accepts patients referred by the OTMH Emergency Department Crisis Team or the HHS Mental Health Inpatient Unit. HHS also operates a central intake line for access to other outpatient mental health support services – to inquire about services in the community please call 905-338-4630 extension 4821.

From Gold to Platinum

On November 7, 2011, Halton Healthcare Services (HHS) was presented with a Platinum Quality Healthcare Workplace Award by the Ontario Hospital Association (OHA) and the Ministry of Health and Long-Term Care. This prestigious award recognized HHS’ efforts to improve the workplace in ways that contribute to employee and physician quality of work-life and the quality of the care and services they deliver.

Providing an engaging work environment where people are encouraged to find a healthy work-life balance, and get involved and pursue their interests is key in cultivating a culture of care and excellence.

“Our staff, physicians and volunteers take pride in the exceptional care and support they provide to our patients

and their families. We are honoured and thrilled to be recognized by the OHA,” said Karen Adams, HHS Vice President, People and Organizational Development. “This award compliments the innovation, the tremendous leadership and the incredible teamwork at HHS over the past year to ensure our hospitals provide a great supportive workplace – one which promotes education, safety, and continuous quality improvement.”

This is the second year of the OHA Quality Healthcare Workplace Award. Awards are available at four levels - Bronze, Silver, Gold and Platinum. In 2010, HHS achieved a Gold Level Award.



The Halton Healthcare Services team accepts the Platinum Quality Healthcare Workplace Award at the Ontario Hospital Association’s 2011 Health Achieve Conference.



GH Expansion Gets Approval to Move Forward

It was all smiles at Georgetown Hospital (GH) on Wednesday, August 31, 2011 when the Honourable Deb Matthews, Minister of Health and Long-Term Care (MOHLTC) announced that the MOHLTC would be providing funding to support the expansion and renovation of the Emergency and Diagnostic Imaging Departments to accommodate a new CT Scanner at the hospital.

“Today’s announcement means we can move forward to the next phase of planning for this project,” said John Oliver, Halton Healthcare Services (HHS) President and CEO. “The addition of a CT scanner and the expansion and revitalization of the Emergency and Diagnostic Imaging Departments will greatly enhance the care provided at GH, ensuring that residents of Halton Hills have access to high quality hospital services in their

community. We thank the provincial government and the Town of Halton Hills for investing in the health of our community and look forward to the start of construction next spring.”

Prior to making the announcement, Minister Matthews toured the Emergency Department with Dr. Don Trant, Medical Director of the Georgetown Hospital Family Practice Program – seeing first-hand how the changes will enhance care at the hospital.

“The Emergency Department we work in today is the same size it was when I first came to the hospital in 1977,” said Dr. Trant. “This expansion will allow for the creation of new, contemporary space and will include space specifically for the new CT Scanner. I can’t tell you how pleased I am to see this project moving forward.”

Construction, which is anticipated to begin in Spring 2012, will include an expansion of approximately 14,000 square feet and renovations to the existing building of approximately 4,000 square feet. The expansion will create new, contemporary space for the Emergency Department, and will include space specifically for the CT scanner.

Pictures Above:

1. Dr. Jeff Sutherland, GH Associate Chief of Staff at GH Expansion Announcement.
2. Dr. Donald Trant, Medical Director of the GH Family Practice Program tours the Minister of Health and Long-Term Care around GH.
3. Deb Matthews, Minister of Health and Long-Term Care and Mr. Fred Helson, a major donor to the Georgetown Hospital Foundation's *Investing in Care - Close to Home Campaign*.

New Oakville Hospital A Groundbreaking Moment

What a great way to cap off an amazing summer! On Thursday, September 22, 2011, hospital staff, physicians, volunteers, local officials, and Oakville residents gathered at the site of the New Oakville Hospital for a ceremonial groundbreaking event to mark the official start of construction.

“Today we are gathered to mark the beginning of construction that will, in four short years, bring over a decade of hoping, dreaming and planning to reality.”

- John Oliver

John Oliver, President and CEO of Halton Healthcare Services (HHS) kicked off the festivities saying, “Today we are gathered to mark the beginning of construction that will, in four short years, bring over a decade of hoping, dreaming and planning to reality. We have already, as a community, built a strong foundation for this hospital. Today, we turn that foundation of collective will and community effort into a new foundation of stone, concrete and steel.”

Special guest, the Honourable Dalton McGuinty, Premier of Ontario, thanked everyone for their efforts in making the new hospital a reality, “The New Oakville Hospital will be one of the most advanced hospitals in Canada – that is an incredible achievement that would not have happened without all of you. Congratulations.”

The new hospital is being built to replace Oakville-

Trafalgar Memorial Hospital (OTMH), which has served the community well for over 60 years, but can no longer accommodate expansion.

“The New Oakville Hospital, conceived well over a decade ago, has completed the journey from mere concept, to detailed description, to conceptual sketches, to the concrete plan that now exists to guide the construction of this building – which begins today,” said Dr. Lorne Martin, HHS Chief of Staff. “It will



New Oakville Hospital Rendering

Watch event on video: www.newoakvillehospital.com

have the latest and greatest technologies, but it also will serve the softer side of healthcare delivery, providing a comfortable caring environment for patients and their families.”

Continued on next page.



'The Green Light' for MDH Expansion

August 25, 2011 will go down in the history of the Town of Milton as the day the community received 'the green light' for a long awaited expansion of their hospital.

It was truly an emotional moment as the Honourable Deb Matthews, Minister of Health and Long-Term Care delivered the great news to an audience of special guests, staff, physicians and volunteers at Milton District Hospital (MDH). Several members of the Friends of Milton Hospital were in attendance to hear the great news and were applauded for their role in encouraging community support for the hospital expansion.

"I know how important this major expansion is to the hospital and to the people of Milton and surrounding communities. It will mean faster and better access to high quality healthcare services much closer to home," said

Minister Matthews. "It is extraordinarily heartening for me to see the level of community support for this hospital... thanks to everyone who has made today a reality."

"This expansion will enable us to effectively respond to the needs of our rapidly growing community – so we can take care of more people when they need us most," explained Judy Wilson, Vice-Chair, Halton Healthcare Services' (HHS) Board of Directors.

"With a population nearing 100,000 and growing, the staff and physicians at MDH are challenged everyday to meet the needs of Milton residents. This much needed expansion will increase the scope of services offered at the hospital and greatly enhance the quality of care we provide," concluded John Oliver, HHS President and CEO.

Pictures Above:

1. Friends of Milton rally support for MDH Expansion.
2. Presentation of MDH Commemorative Plaque: (left to right) Deb Matthews, Minister of Health and Long-Term Care with Judy Wilson, HHS Board Vice-Chair and John Oliver, HHS President and CEO
3. Deb Matthews, Minister of Health and Long-Term Care and Milton Mayor Gordon Krantz give a thumbs up to the MDH Redevelopment Project.

Friends of Milton Hospital

In May of 2009 a passionate group of Miltonians initiated a postcard campaign to "Help Milton Hospital Grow". With the goal of raising awareness of the need for an expansion at Milton District Hospital (MDH) the aptly named, Friends of Milton Hospital launched into action.

On Saturday, July 25, 2009, after an intensive postcard signing blitz, the Friends of Milton Hospital unfurled a two-and-a-half storey banner at the Milton Farmers' Market, revealing the final tally of the number of residents who demonstrated their support by signing postcards. A total of 34,564 people from nearly 10,000 local families and households united in asking the Ontario government for approval and funding for the expansion of MDH.

Thank you to the Friends of Milton Hospital for helping to make this project happen!



Presentation of New Oakville Hospital Commemorative Plaques : (l to r): John Oliver, HHS President and CEO, Mayor Rob Burton, Town of Oakville, Dalton McGuinty, Premier of Ontario and Judy Wilson, HHS Board Vice-Chair.



Dalton McGuinty, Premier of Ontario on construction equipment at New Oakville Hospital site.

The new state-of-the-art facility will be located on a 50-acre site at the Northwest corner of Dundas Street and Third Line in Oakville. At 1.5 million square feet, the new hospital will be more than three times the size of the current OTMH. It will offer a full-range of acute healthcare services to serve the needs of the rapidly growing Oakville community.

Construction of the New Oakville Hospital is expected to be completed in 2015. HHS is working with Infrastructure Ontario and the Ministry of Health and Long-Term Care to develop the new hospital which, once completed, will be one of the largest community hospitals in Ontario.

Additional MRI for OTMH

On Wednesday, July 20, 2011, Deb Matthews, Minister of Health and Long-Term Care and Kevin Flynn, MPP Oakville visited Oakville-Trafalgar Memorial Hospital (OTMH) to announce an additional Magnetic Resonance Imaging (MRI) machine for the Hospital.

Halton Healthcare Services currently operates one MRI at OTMH. The new MRI will provide patients with approximately 3,120 additional scans every year. It will help reduce wait times and ensure that residents of Oakville, Milton and Halton Hills have improved access to this advanced technology.



(Left to Right) Dr. Robert Yu, Chief, HHS Diagnostic Imaging Department, John Oliver, HHS President and CEO, Deb Matthews, Minister of Health and Long-Term Care, Kevin Flynn, MPP Oakville.



Building Healthy Partnerships

Have you been recently diagnosed with diabetes? Are you having trouble controlling your blood sugar? Confused or overwhelmed? The Halton Diabetes Program (HDP) can help.

“The good news is that people can learn how to live well with diabetes. If diabetes is properly managed, its complications can be delayed, and sometimes stopped,” notes Cathy Benbow Plewes, Manager of the HDP. “A diagnosis of diabetes can be overwhelming at first. Diabetes is like a puzzle – but our team can help you put the pieces together.”

In an effort to reach more people, the HDP has recently embarked on a number of exciting initiatives to take diabetes education beyond its walls, out into Halton communities.

Diabetes Outreach in New Communities

The HDP sends mobile teams of educators (nurses and dietitians) out to family physicians’ offices to increase access to diabetes education and care for individuals diagnosed with diabetes or pre-diabetes. Patients are seen by appointment right in their family physician’s office. This service is also available in some Loblaws pharmacy locations.

Satellite Services in Acton

Each month, the Georgetown Hospital (GH) site of the HDP provides diabetes services in Acton’s Mental Health Community Centre for those who have mobility or transportation challenges. Appointments for the satellite service are booked by calling GH at 905 873-0111, ext. 8502.

South Asian Population

Certain ethnic groups such as the South Asian population are at higher risk for developing diabetes. The HDP has recently partnered with the South Asian Diabetes Program to provide culturally appropriate diabetes

education and services for South Asian people living in the Milton area as well as educational events for health professionals who serve this population.



Partnering with Halton Healthcare Services’ (HHS) Programs

Mental Health Program

Many patients with mental health challenges also struggle with diabetes. The HDP works with the Halton Healthcare Services Outpatient Mental Health Program to reach out to these patients. A diabetes educator accompanies a mental healthcare professional on home visits to help patients manage their diabetes. Diabetes educators are also working with patients in the Early Psychosis Group Program.

Renal Dialysis Program

Diabetes is prevalent among patients with kidney disease. The HDP provides education and support to help renal patients enhance their diabetes management. Educators see patients while they are dialyzed at Halton Healthcare’s Burlington Dialysis site and in the Kidney Function Clinic at Oakville-Trafalgar Memorial Hospital.

Oakville Hospital Footcare & Orthotics Centre

Practicing proper foot care is an important step towards successful diabetes management. The HDP in Oakville is partnering with the Oakville Hospital Footcare & Orthotics Centre to enhance foot care services for their patients.

Mississauga Halton Diabetes Regional Coordination Centre (MH DRCC)

The HDP is one of several diabetes programs in the region. The MH DRCC was established to integrate and enhance all diabetes related services in the region. If you need to develop skills to better manage your diabetes or other chronic diseases, the MH DRCC offers FREE Self Management Programs throughout the region. If you have any questions about diabetes services, including the nearest Self Management course, please contact us at 905-338-4432, ext. 4873.

Oakville Hospital Footcare & Orthotic Centre



A highly trained team consisting of Registered Chiropodists, Registered Practical Nurses, and a Professional Shoe Fitter work together to provide the best care for your feet.

Services Offered:

- Foot assessments with customized treatment plans
- Diabetic and Arthritic foot care
- Treatment for corns, calluses and ingrown toenails
- Custom made Orthotics & Orthopaedic Footwear
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www.oakvillehospitalfootcare.ca
461 North Service Road, W. #27B
(West of Dorval & East of 4th Line)

No referral necessary. Direct billing for veterans.

For more information: 905-873-0111, ext. 8502 (Georgetown), 905-878-2383, ext. 7410 (Milton) or 905-338-4437 (Oakville).



The BoxPicker

The BoxPicker is an automated pharmacy warehouse for storage and high speed dispensing of medications and supplies. Interfaced to the ADUs, it works to maintain a current log of medication inventory and utilizes robotic technology to automate the restocking process at HHS for both the ADUs and the hospital inpatient pharmacies.

“The installation of the BoxPicker at OTMH will be the first use of this modern technology in Canada,” noted Mrs. Trabulsi. “It will improve the management of our drug inventory of over 2,500 products and, combined with the other elements of our plan, help to free up our clinical staff to better support patient care.”

“The introduction of this technology will provide our healthcare providers and our patients with a more accurate and safer drug distribution system,” said Sylvia Rodgers, HHS Chief Nursing Officer and Professional Practice Leader. “The use of barcode scanning has a number of built-in safeguards to ensure that the right patient gets the right dose of the right medication at the right time and that the process is properly documented.”

“These automation upgrades will start this fall. The ADUs and the BoxPicker will be transferred for use to the New Oakville Hospital, where we will be able to further expand the robotic technology to include a new pharmacy robot – which will be the future of dispensing at HHS,” concluded Mrs. Trabulsi.

Investing in State-of-the-Art Medication Management System

Halton Healthcare Services (HHS) has developed a comprehensive plan to upgrade and automate its medication management system. Focusing on patient care and safety, this plan involves the implementation of some of the latest medication dispensing, storage and retrieval technology available on the market at all three HHS hospitals.

HHS has purchased 55 new Automated Dispensing Units (ADUs) by Omincell Inc. as well as one state-of-the-art robotic storage and high speed retrieval carousel known as the BoxPicker by Swisslog.

Automatic Dispensing Units

“The ADUs will modernize our entire drug distribution system, improving the safety, efficiency and timeliness of providing medication to our patients,” explained Helena Trabulsi, HHS Director of Pharmacy. “Located throughout HHS, the ADUs will also play a key role in reducing potential medication errors.”

“The installation of the BoxPicker at OTMH will be the first use of this modern technology in Canada.”

- Helena Trabulsi

All medications inside the ADUs will be individually prepackaged and will include a barcode on the label. Interfaced with the electronic Meditech patient drug information system already in place at HHS, the ADUs will only dispense those medications that are prescribed on the patient’s medication profile. This safeguard will ensure that healthcare providers only remove those medications that have been ordered for that specific patient. In a later phase, nurses will scan the barcode on the medication package and the patient’s wristband prior to administering a medication so the system can verify that the medication is, in fact, the correct one for that patient.

New Laboratory Technology

Halton Healthcare Services (HHS) has recently invested in new laboratory technology, known as Polymerase Chain Reaction or PCR based-testing for all three of its hospitals. This new technique helps confirm infections due to *C. difficile* by detecting the toxins that the bacterium produces.

“Time is of the essence when you are dealing with infections such as *C. difficile*. This sophisticated test allows us to confirm or exclude cases with more accuracy and confidence than we could with the old technology. If a patient tests positive for *C. difficile*, we can intervene as quickly as possible and take all the precautions necessary to help prevent its spread throughout our hospital,” noted Dr. Neil Rau, HHS Infectious Disease Specialist and Medical Director of Infection Prevention and Control and Microbiologist at HHS.

While PCR testing is readily available in teaching hospitals, not all community hospitals have access to this specialized testing.

“We made a considerable investment both from a capital and an operating cost perspective to acquire this technology,” concluded Dr. Rau. “We are planning to expand the use of PCR testing at HHS in the near future, so we can use it to detect more types of infections including meningitis, influenza and other respiratory viruses.”

Have a safe and healthy Holiday Season:

- ✓ Clean your hands often.
- ✓ Cover your cough.
- ✓ Get your flu shot.
- ✓ Plan ahead to have your prescriptions and medications filled so you don’t run out.
- ✓ Eat healthy and stay physically active to keep your immune system strong.
- ✓ If you are unwell, stay at home.
- ✓ Have extra batteries on hand for necessary medical equipment.
- ✓ Update all emergency telephone numbers and post them in a visible place.

If you do get sick: call your family doctor first or visit a Walk In Clinic.

If you need emergency care: call 911 or go to your closest Emergency Department.

Patient Declaration of Values

We are committed to putting our patients first by providing quality, patient and family focused care. Our goal is the best possible patient experience. We depend on patients and families to be our partners in achieving this. Together we value: Having a Voice, Partnership, Courtesy & Respect and Quality.

Having a Voice

Having a Voice means:

- Being personally involved in my care
- Having my questions answered in a way that I can understand
- Talking about my fears and concerns with the healthcare team
- Giving my family the chance to speak to the healthcare team
- Being listened to and knowing that what I have to say will be valued
- Being able to decide if I want to accept or refuse treatment based on my understanding of the risks and benefits involved
- Getting help with a language barrier if I need it
- Telling the healthcare team of any changes in my condition

Courtesy & Respect

Courtesy & Respect means:

- Caring for me with dignity and respect
- Treating me with courtesy and compassion
- Treating others with courtesy and kindness
- Considering my views and my beliefs
- Respecting my right to privacy

Partnership

Partnership means:

- Partnering with my healthcare team to work towards meeting my healthcare goals
- Being updated about what is happening with my plan of care
- Taking part in decisions about my care with the healthcare team
- Being encouraged and supported by the healthcare team
- Learning about my role in patient safety and becoming aware of safety issues and steps I can take to reduce risk
- Doing my part to keep my hospital setting safe, like washing my hands
- Being given information that I understand when I leave the hospital
- Being told the names and roles of all persons providing my care and service
- Being told of any extra costs that I will have to pay

Quality

Quality means:

- Receiving my care in a timely way based on need
- Receiving the best possible quality of care
- Receiving my care in a safe and clean hospital setting
- Responding to my pain with the right amount of pain control

The HHS Patient Declaration of Values represents the voices of patients and other stakeholders based on public consultation and on information from our patient satisfaction surveys.