Right Place. Best Care.
It has been a time of immense change for hospital care in Hamilton.

We're evolving – for today, and for the future.

From the dramatic rise of a shining new Juravinski Hospital on the Mountain, to the rebuilding of emergency care in the Lower City’s Hamilton General, this community has realized an evolution in its hospital services that will benefit generations to come. The following pages highlight many of these achievements.

We begin this story of change at a milestone moment for Hamilton Health Sciences, when we consolidated many adult programs, a new Urgent Care Centre opened in the city’s West end, and children's emergency care took a step on its own. While it is where this story starts, these changes were part of a long-term strategy that began years before and will stretch years into the future. This is about building the strongest healthcare system possible, where specialists work beside each other and our community has confidence that when they enter a Hamilton Health Sciences hospital, they have truly arrived at the right place to get the best care.

But let’s not forget what holds this all together: the people who work at Hamilton Health Sciences and the patients they serve. No story is complete without their voices. The very nature of health care is to give the patient top priority, and our doctors, nurses and staff do that every day. We want you to know that this dedication to the human side of health care will become increasingly emphasized as future goals hone in on enhancing the patient experience and encouraging employee engagement. The future for Hamilton Health Sciences continues to be one of change. The future for all of us is about providing the best care for all.

Mark Rizzo  Murray Martin
Chair, Hamilton Health Sciences Board of Directors  President & CEO, Hamilton Health Sciences

It has been a time of immense change for hospital care in Hamilton.

We're evolving – for today, and for the future.
The emergency department at McMaster Children’s Hospital converted to treating only children 17 and under in April 2011.

The numbers tell a story.

- 32,000 visits to the children’s emergency department in the first year
- A more than 60 per cent increase in children’s visits
- Children come from Hamilton and throughout our region which contains a population of 600,000 children
- Patients waited on average less than 1.5 hours from the time they met the triage nurse to the time first seen by a doctor

This is Jackson’s story.

“Owee! My head!” Three-year-old Jackson Harris screamed this to his mom, between bouts of vomiting. Sara Boyce was sure it was just a severe headache, but she knew her son needed help.

By the time Jackson reached McMaster Children’s Hospital emergency department, he was smiling and seemed pain free. The doctor ordered a brain scan.

Diagnosis: brain tumour. Assemble a surgery team, operate immediately.

Months followed: chemotherapy, more surgery, radiation. What began with an emergency team grew to involve hospital-wide specialists and care. Within the year Jackson’s cancer was in remission.

It’s not over. Jackson suffered hearing loss, nerve damage in his eye. He will be monitored all of his life. But he is happy, smiling, full of life.

“If it weren’t for the doctors at this hospital, my son Jackson wouldn’t be here,” Sara says. “If your child is sick, this is the place to be.”
Fast, friendly service perfect remedy for Urgent Care patients.
![](image1)

Another health care option for our community.

After having a tooth extracted, Patricia Goodspeed was in such excruciating pain that she knew she needed medical attention. It was a Saturday evening, her doctor's office was closed, and she didn't relish the idea of waiting hours in an emergency department. Instead, the West Hamilton resident decided to visit the **Main Street West Urgent Care Centre**.

“My visit to the new Urgent Care Centre offered the shortest wait and most effective treatment I have ever received. I was very impressed with the caring staff,” says Patricia. “It's a very practical service and I'm so pleased that it's here.”

The Urgent Care Centre (UCC) provides another level of care to residents in West Hamilton, serving as an alternative between the doctor's office and an emergency department. As many as 40 per cent of patients who wait in an emergency department could be cared for more appropriately and quickly at an urgent care centre. Since it opened in April of 2011, the average total wait time from arrival to departure at the Urgent Care Centre is less than two hours.

**Features of the Main Street West Urgent Care Centre include:**

- Care for people of all ages who have non-life-threatening illnesses or injuries. For example: cuts or wounds that may require stitches; sprains, strains or deep bruises; ear infections; urinary tract infections; coughs, congestions, sore throats, fevers; insect bites, rashes, scrapes; simple broken bones.
- Equipped to perform X-rays, ultrasounds and blood tests for quicker results.
- No appointment is needed.
- Service is timely – most patients are treated and on their way in less than two hours.
- Easy access from Main Street West, King Street West and Highway 403.
- Parking is available at a flat rate of $5.

Convenient care for urgent cases.
Open daily
9 a.m. - 9 p.m.
Located at 690 Main Street West.
Hamilton has a higher population of older adults than the national average.

We’re finding new ways to provide care.

It only makes sense that our community is prepared to meet the needs of its aging population. This includes quality health care and senior friendly hospitals that are focused on meeting the specialized needs of older adults.

For 120 years, St. Peter's Hospital has made caring for seniors a priority. Today, St. Peter's is committed to enhancing and restoring the physical, social and mental health of aging adults in our area. A regional leader in complex continuing, geriatric and rehabilitative care, St. Peter's is well known and valued for its high touch, hands-on, compassionate approach to care.

In addition to the care provided at St. Peter's, Hamilton Health Sciences is privileged to address the special needs of seniors across each of our hospitals through the Senior Friendly Initiative. Our goal is to ensure that older adults are served in a manner that acknowledges individuality, respects dignity, and celebrates the richness of each life.

“Now, I can do everything.”

Cardiac Arrhythmia Unit enhances outcomes for cardiac patients.

Joe Petruzzella was diagnosed with chronic atrial fibrillation, a type of cardiac arrhythmia (irregular heartbeat), in 1998 at the age of 42. He received various treatments over the years, which were effective but only temporary. Joe was told there was a chance his atrial fibrillation could come back.

Eighteen months later, it did.

Joe visited the new Cardiac Arrhythmia Unit (CAU) and Electrophysiology Lab (EP) at the Hamilton General Hospital in September 2011 for a cardiac catheter ablation procedure, where a thin, flexible tube was inserted into his heart to disconnect the pathway in tiny areas of the heart muscle that cause abnormal heart rhythm.

“I noticed a difference right away,” said Joe. “I used to have to watch what I did because I would get too tired. Now, I can do everything.”

The new unit contains the most advanced electrophysiology technology available in Canada. Previously, when a cardiac arrhythmia patient arrived in the emergency department and needed a pacemaker, they had to wait in hospital for up to five days until operating room time became available. Now, depending on availability, a patient could receive a new pacemaker and return home the same day.

“The advanced technology we now have in the new CAU and EP labs will have a huge impact on complex patients who need highly accurate procedures,” says Dr. Carlos Morillo, Director of the Arrhythmia and Pacing Service at Hamilton Health Sciences.

“It will have tremendous benefit for patients like Joe.”
Right Place. URGENT CARE CENTRE
Offers: physician attention, lab tests, X-ray, ultrasound and an outpatient pharmacy.
Treats: lacerations, sprains, fractures, asthma attacks, ear infections, diarrhea, rashes, coughs.

CHEDOKE
- Administration
- Prosthetics & Orthotics* 
- Developmental Pediatrics & Rehabilitation*
- Child & Youth Mental Health*
- Autism Spectrum Disorders*
* Moving to new location at Hamilton General Hospital in 2016

CHESTNUT HILL HOSPITAL
- Cancer
- Orthopedics
- Acute Medicine
- Rehabilitation
- Expanded Emergency Department
- Department of Surgery
- Joint Assessment Centre

DUNDAS, ANCASTER, FLAMBOROUGH
- patient beds
- surgery beds

Dundas urgent care centre
- patient visits
- visits to the new children’s ER
- surgical cases
- Less than 2 hours on average per patient visit at Main Street West Urgent Care Centre

For more information, contact Public Relations at (905) 521-2100 ext. 75387 or visit www.hhsc.ca
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“Hamilton Health Sciences is commended for its overwhelming achievements. The capacity for change has been incredible.”

– Accreditation Canada, June 2011 report

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Rapid Access Clinic – an innovation in emergency services.

This is about the future of care.

Unbearable pain in her legs forced Jane Foster to seek help at the Hamilton General emergency department. A woman who had experienced cancer, a lung removal, suffered diabetes and other health complications, Jane knew she needed help. But maybe the emergency department wasn’t the best place for her treatment.

The emergency department physician referred Jane to an innovative clinic at McMaster University Medical Centre intended to provide rapid assessment through testing and consultations with multiple health care professionals, including an internist – all within two to three days of the emergency visit.

Jane was thrilled with the result – a review of her medications, and discussions with experts who took time to listen to her concerns. “It puts you on the right course to get the right kind of treatment,” says Jane.

The General Internal Medicine Rapid Access Clinic is intended to provide fast assessment for patients who don’t need to be admitted to hospital, but should have follow-up to an emergency visit.

“This is about the future of care,” says Dr. Martha Fulford, medical director of the clinic. Today, McMaster University Medical Centre focuses on adult outpatient clinics – endoscopy, digestive health, diabetes and day surgery, among others. The future includes a pain management clinic and the new McMaster Academic Ambulatory Centre, which will be based in part on the model developed by the rapid assessment clinic.
Nancy Lemieux’s life changed when doctors found a large tumour attached to her pancreas.

**It was cancer.**

Although Nancy was scared, even more frightening was the news that surgery might not be an option for her. The size and location of the tumour made Nancy’s case especially complex.

After six months of chemotherapy and careful consultation between the oncology and surgical teams at the Juravinski Hospital and Cancer Centre, Nancy’s care team gave the all-clear to proceed with surgery.

“March 1, 2012 was the date that changed my life,” says Nancy. “I underwent eight hours of surgery, and they got the tumour.”

The programs for hepatobiliary surgery at Hamilton Health Sciences and St. Joseph’s Healthcare Hamilton recently came together at the Juravinski Hospital to combine their strengths, resources and abilities. Hepatobiliary refers to the liver, biliary “tree” or tract, and pancreas. Having surgery on these organs can be complicated and often requires the use of advanced techniques. By bringing together an entire team of experts, including specialists in oncology, radiology and surgery, patients receive optimal care and treatment.

Today, Nancy is cancer-free.

“I know not everyone can say that,” she says. “I’m truly appreciative of my care team. They were behind me every step of the way and I can’t thank them enough.”

**Cancer specialists, radiologists and surgical teams collaborate to provide optimal care for patients with complex needs.**
More than 35,000 Canadians suffer a hip fracture annually.

The consequences can be devastating.

What if hip fractures are similar to heart attacks and strokes – in that the biggest benefit comes from very quick treatment? Most patients do not have surgery for their hip fractures until 1-2 days after the fracture. Hamilton Health Sciences’ doctors are undertaking a study called “HIP ATTACK” to determine if doing surgery urgently within six hours of a hip fracture can help improve outcomes for patients.

Joan was alone in her basement apartment when she fell and fractured her hip. Frightened, she managed to make her way to a phone and called 9-1-1. An ambulance whisked the 77-year-old to the Juravinski Hospital, where doctors quickly performed surgery as part of the study. Three days after surgery, Joan was already back home recovering.

“It’s going well,” she said. “I’m still using a walker to get around, but I’m being more careful now.”

The Juravinski Hospital is home to a highly regarded orthopedic program, providing care for patients across Hamilton and south central Ontario who have suffered a hip fracture or who require joint replacement. The Juravinski Hospital also has the Regional Joint Assessment Program, which provides help to adult outpatients who have hip and knee problems.

The HIP ATTACK study, led by Dr. Mohit Bhandari and Dr. P.J. Devereaux, involves patients from the Juravinski Hospital and St. Joseph’s Healthcare Hamilton.

It’s just one example of how research at Hamilton Health Sciences is changing patient lives, today.

Building a healthy future

Imagine a building designed specifically for children and youth needing rehabilitation, mental health counselling, prosthetics and autism programming. McMaster Children’s Hospital is doing that now as it prepares to build its new Wellington Site facility for programs currently located at Chedoke. The imagining turns into construction in 2014, and reality for Hamilton children and their families when it opens in 2016.
If it's a high-risk pregnancy in this region, McMaster University Medical Centre is the place for care.

New critical care area for maternity program designed to ensure highest safety for women.

Sandra is quadriplegic, rendered so by a pool accident when she was 17. The 38-year-old has wanted children since that time, and marrying Frank two years ago turned the dream into possibility. Still, twins were not only a surprise, but a risk. It is rare for someone who is quadriplegic to give birth to twins. Some of the concerns centre on an inability to feel contractions complicated by the chances of an early delivery.

Sandra was referred to specialists at McMaster University Medical Centre, the regional centre for high-risk births. In addition to specialists in obstetrics and gynecology, the Women’s Health Centre at McMaster University Medical Centre is home to a Critical Care Unit, with one critical care bed and two intensive monitoring beds.

“I think the biggest advancement that we’ve had recently is the development of our high care area. It’s super for moms and their care,” says Dr. Patricia Smith, a maternal fetal medicine specialist.

Sandra spent a great deal of time in that area, monitored closely before and after her caesarian section. It took a large team of specialists in both critical care and obstetrics to ensure a safe delivery.

The result: a family of four – Sandra, Frank, and their beautiful daughters Megan and Emma.

Nearly 3,000 babies are delivered at McMaster University Medical Centre each year, both low and high-risk births.

Scheduled to open in 2013, the CIBC Breast Assessment Centre will streamline breast cancer screening and diagnosis for women who have a breast abnormality or are at high risk of developing the disease. The Centre, funded through a $5-million fundraising campaign, will be one of the most comprehensive facilities of its type in the region. It will provide support to women of all ages from across south-central Ontario and will be one of the only facilities in Canada to offer genetic testing for those with a family history of breast cancer. Patients referred to the Centre will undergo a complete diagnostic assessment in a single visit, with a final diagnosis and a treatment plan available in just five days.

To make a donation, visit: jccfoundation.ca/BAC today!
Since 1994, the Cornerstone Awards have recognized the ongoing achievements and significant contributions of individuals and groups who have gone above and beyond to enhance health care at Hamilton Health Sciences.

By definition, the cornerstone is the foundation of a structure, guiding the position of each stone that follows. Through their leadership and commitment, Cornerstone Award honourees are helping to form the future of our organization, making them the Cornerstones of Hamilton Health Sciences.

19TH ANNUAL | HAMILTON HEALTH SCIENCES

Cornerstone Awards
CELEBRATING EXCELLENCE

2012 CORNERSTONE AWARD RECIPIENTS

Linda Carson
Linda began her career at Hamilton Health Sciences as a registered nurse. Now, as director of Customer Support Services (CSS), Linda draws on the insight gained during her nursing years to foster a department focused on providing high-quality service with the organization’s biggest stakeholder — the patient — in mind. Linda instituted “Service Culture Transformation”, an innovative approach to enhancing morale and quality of service within CSS. Since the beginning of that program, efficiency and accountability have increased. Linda also pioneered a partnership between Customer Support Services and the Hamilton-Wentworth District School Board, providing Grade 12 students a chance to learn practical skills while helping to serve others.

Members of the Gentle Persuasive Approaches team
Gentle Persuasive Approaches (GPA) is an educational curriculum that helps health care staff to use a person-centred, compassionate, and gentle approach when responding to patients who are demonstrating challenging behaviours related to dementia and/or delirium. The GPA curriculum is evidence-based and was originally developed, implemented and evaluated in long term and complex continuing care settings in 2004 by a group of clinicians, educators and researchers with funding from the Regional Geriatric Program. Since then, it has spread to more than 700 long-term and complex continuing care facilities across Ontario and Canada. To date, over 63,000 health care staff members have been trained in Gentle Persuasive Approaches, and 1,000 of them have completed training to become certified GPA coaches. Recent pilot studies examining the effectiveness of GPA in acute-care settings at the Hamilton General and Juravinski hospitals have shown a significant decrease in the use of patient restraints and in the occurrence of Code Whites (violent situations).

Dr. Barry Lumb
Dr. Lumb is the Chief of Medicine for Hamilton Health Sciences and a professor at McMaster University. A physician with Hamilton Health Sciences since 1984, Dr. Lumb assumed his role as Chief of Medicine in 2008. Dr. Lumb played a key role in maintaining a high level of quality, efficient service at McMaster University Medical Centre during its transition to a children’s-only emergency department. He also guided the opening of the new Medical Units and Clinical Teaching Unit at the Juravinski Hospital. Dr. Lumb was instrumental in the development and implementation of the Obstetrical Medicine Service at McMaster. He is a former examiner and Chair of the Royal College Examination Board, and remains committed to post-graduate education.

Susan Pettit
Susan is an occupational therapist in the Juravinski Hospital’s Complex Medicine Rehabilitation Unit. An active participant in her ward’s Quality Council, over the past few years, she has introduced the standardized Assessment of Motor and Process Skills (AMPS) into her practice. AMPS is gaining global recognition as an effective method for assessing and responding to the quality of a patient’s performance of activities of daily living. Since 2009, when she became the first person at Hamilton Health Sciences trained in AMPS, Susan has worked tirelessly to promote the method amongst her colleagues, and was instrumental in bringing the training course to Hamilton. Now, more than 40 Hamilton-area occupational therapists are trained in AMPS. Susan holds a professional associate appointment in the occupational therapy program at the School of Rehabilitation Science at McMaster University.

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