



UNIQUE CARE FACILITY
helps patients build strength
and independence

Improving Access to Mental Health Services

Osler has transformed the way its mental health and addictions outpatient services are delivered, to give patients better access to the care they need.

Osler's new Stepped Care Program, which was introduced earlier this year, uses a four-step approach to ensure patients are matched with the service that best meets their needs.

For some patients, this may mean being able to join group therapy sessions, while others with more complex needs are able to access more intensive services such as one-on-one therapy. As a result, Osler has almost doubled access to its mental health programs and intervention services, and has greatly reduced wait times for patients to see a psychiatrist or psychotherapist – all without changes to staffing, space or resources.

In May, Osler opened a new 30-bed unit for hospital patients who can benefit from specialized care while they wait to transition home or to another care facility.

Osler's unit is on one floor in a building called the *Reactivation Care Centre – Church Site*, which is shared by five other hospitals.

Care provided on the unit is focused on helping patients improve their quality of life and achieve their highest level of ability through therapy, rehabilitation and activation activities.

Each hospital operates its own newly

renovated space and care is delivered by their own staff. This initiative makes use of an already existing building to provide patients with safe, high quality care in a location that best suits their needs. At the same time, it is improving access to specialized health care services and helping to reduce wait times for other beds at Osler's hospitals.

Stay informed about the latest news at Osler

Sign up for *Inside Osler*, the hospital's electronic newsletter.



Sign up by email today:

publicrelations@williamoslerhs.ca

Going Beyond

The Numbers

The Stories Behind the Stats

Osler's 2018-19 Annual Report takes you beyond the numbers to celebrate how we're helping people live healthier lives, reduce chronic disease and improve access to care.



Experience the inspiring stories behind the stats.

www.oslerreport2018.com



Event celebrated completion of Etobicoke General's new patient tower

On June 12, Premier and Member of Provincial Parliament (MPP) for Etobicoke North, Doug Ford, joined Osler's community partners, donors, and staff, physicians and volunteers to celebrate the completion of Etobicoke General's new patient tower.

Premier Ford provided remarks during the event and helped with the official ribbon-cutting. The new patient tower will add approximately 250,000 square feet of space to the hospital and house services most urgently needed by the community.

Double your gift today for Etobicoke!

Osler's volunteers are stepping up in a big way to lift our community to new heights. With a gift of \$1.5 million in support of Etobicoke General, the Osler Volunteer Association is pleased to launch the **'Etobicoke Matters' Challenge** to encourage everyone to donate.

The community must fund 100% of hospital equipment and a portion of construction costs. This is known as 'community share'. Thanks to our donors, Osler Foundation has raised \$21.5 million toward the \$25 million needed to build and equip the new tower.

Help us finish the job. For a limited time, every donation made to Etobicoke General will be matched through the Challenge.

OSLER'S VOLUNTEER ASSOCIATION



Donate today.
OslerFoundation.org

New patient tower to open Sunday, June 23!



AT LAST!

On Sunday, June 23, Etobicoke General's new patient tower will open its doors to the community. The spacious new building will house the hospital's Emergency Department, Critical Care, Birthing, and Neonatal Intensive Care units, as well as several outpatient services.

PLANNING FOR THE MOVE

Staff, physicians and volunteers have planned every detail of the upcoming moves.

"As we close the old Emergency Department, we'll simultaneously open the new one," explains Merle Francis, Clinical Services Manager, Emergency Department. "During the transition, we'll have staff in both areas to ensure uninterrupted patient care."

"We're making sure our patients are well informed about the move and we're giving family members advance tours of the new Critical Care space," says Camesha Peru, Clinical Services Manager of the current Intensive Care and Coronary Care units, which will join to form Critical Care.

WHAT YOU NEED TO KNOW

On Sunday, June 23:

- The new Emergency Department (ED) will open at 5 a.m. The 'old' ED will continue seeing patients until the new ED opens, so there will be no interruption to patient care.
- The new ED entrance is on the west side of the new patient tower and is clearly marked.
- The new main hospital entrance will open at 5 a.m. and the 'old' main entrance will close to allow for renovations.
- If you are visiting someone in the older building on move day, please use the new Main Entrance and follow the signs, or ask one of our volunteers for help.

For more information, visit
www.williamoslerhs.ca