



William Osler  
Health System

F O U N D A T I O N

# PARTNERS

MAKING A DIFFERENCE

FALL 2019 NEWSLETTER

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On the cover: (L-R) Emergency physician Dr. Getachew Mazengia and grateful patient Mala Sharma-Singh Story, Page 4

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For information or to make a donation, visit [oslerfoundation.org](http://oslerfoundation.org) or [YouHaveThePower.ca](http://YouHaveThePower.ca)

 William Osler Health System Foundation  
 @OslerFoundation

## Stay Connected:

Visit [oslerfoundation.org](http://oslerfoundation.org) and sign up to receive *Partners* via email. You'll receive inspiring stories and valuable news about the impact of your donation, right in your inbox.

Charitable Business Number: 12996 5133 RR0001



## MESSAGE FROM THE PRESIDENT & CEO

We hope the day never comes, but when an emergency arises, we take comfort in knowing our Emergency Department is ready to deliver the care we need, when we need it. In this issue, we take you inside some of the country's busiest emergency and urgent care departments to show you how, thanks to your generous support, our physicians, staff and volunteers are delivering exceptional patient care across William Osler Health System's three sites.

**Ken Mayhew**  
President & CEO, William Osler Health System Foundation

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## PARTNER SPOTLIGHT



### BRAMGATE

Family-owned Bramgate Automotive Inc. has been serving Brampton customers since 1967. “We’re a Brampton family,” says Vice President, Brad Johnston. For each vehicle purchased, Bramgate donates \$50 to Osler Foundation. “There’s really no better way we can support the entire city,” says Brad. “Every family I know has used the hospital. It’s the best way to give back to the community that we owe so much to.”



### HOCKEY NIGHT IN BRAMPTON

NHL stars, Brampton Mayor Patrick Brown and local councillors hit the ice at the CAA Centre in August for the first annual Hockey Night in Brampton charity game. Hosted by Mayor Brown, the event raised \$411,000 to fund equipment for the Cardiology Program at Brampton Civic Hospital. “It’s very exciting to welcome so many superstars of hockey to Brampton for a fun night raising money for a great cause,” says Mayor Brown.



### FAITH OF LIFE

For the members of the Faith of Life Network, there’s nothing more important than helping others and, as Founder & President, Imam Dr. Hamid Slimi says, “that’s the business of hospitals—saving lives every day”. Dr. Slimi hopes others—especially young people—are inspired to follow Faith of Life’s example of generosity and support local health care. “If you don’t give, who’s going to give?”

## NEWS & HIGHLIGHTS

### WITH \$1.5 MILLION GIFT, OSLER VOLUNTEER ASSOCIATION LAUNCHES ‘ETOBICOKE MATTERS’ CHALLENGE

Building on their incredible \$3 million commitment to Osler’s ‘You Have the Power’ Campaign, Osler’s Volunteer Association is donating an additional \$1.5 million in support of Etobicoke General Hospital.

The gift from Osler’s Volunteer Association was announced on Wednesday, June 12, at a grand opening celebration to mark the completion of the new patient tower. In conjunction with the \$1.5 million gift, the Volunteer Association is launching the ‘Etobicoke Matters’ Challenge

to encourage everyone in the community to donate.

“With the support of more than 9,000 generous donors, Osler Foundation has raised almost \$22 million of our \$25 million goal to build and equip Etobicoke General’s new state-of-the-art patient tower. We are thrilled with the generous gift from Osler’s Volunteer Association,” said Ken Mayhew, President & CEO, William Osler Health System Foundation. “We hope community members



are inspired to help in whatever way they can, knowing that the impact of their gift will be doubled.”

MAKING AN IMPACT



**“He’s an  
angel in  
my life.”**

**MALA SHARMA-SINGH  
CAME TO THE EMERGENCY  
DEPARTMENT (ED) AT  
ETOBICOKE GENERAL  
HOSPITAL WITH ABDOMINAL  
PAIN THAT FELT FAMILIAR  
AND FRIGHTENING.  
“I’D HAD A BOWEL  
OBSTRUCTION BEFORE  
AND KNEW THE FEELING. I  
COULD FEEL THE PAIN IN MY  
INTESTINES, LIKE SOMETHING  
WAS GOING TO ERUPT.”**



Emergency Physician Dr. Getachew Mazengia was on duty that day. “When he saw me, he rushed me in to Diagnostic Imaging. They saw my intestines were horribly twisted and I had immediate surgery,” said Mala. “If it wasn’t for Dr. Mazengia, I wouldn’t be talking to you today. I believe he’s an angel in my life.”

Patients like Mala have received first-class emergency care at Etobicoke General for more than 45 years. Over the decades, the community grew, patient volumes increased and pressure on the ED became extreme. The department, originally built to handle 33,000 patients per year, was treating more than 85,000. Despite the incredible demand, Etobicoke General became one of the top-performing EDs in Ontario. In fact, Etobicoke General patients saw a physician faster than at any peer hospital in the province. For this achievement, the ED was awarded the Central West LHIN Quality Award.

Today, Etobicoke is served by a much larger ED that anchors the hospital’s new patient tower, which opened in June 2019. Among the many features of the new ED is a dedicated satellite diagnostic imaging area for immediate 24/7 access to scans and a dedicated mental health area, which is projected to see more than 1,000 patients a year.

“The Emergency Department is a beacon of light for everyone in the community,” says Dr. Sameer D’Souza, Etobicoke General Hospital Emergency Department Site Chief.

“Funds raised help equip this special place, so we can provide excellent treatment and continue to be a place of comfort for those who need it the most.”

With more than 136,000 visits last year, Brampton Civic Hospital—Osler’s other acute care hospital—is one of the busiest single-site emergency departments in Canada. But multi-disciplinary teamwork, compassion and an innovative new patient-centred scheduling system have substantially reduced the time for a patient to see a physician, bringing the ED from 58th to 10th in the province—the biggest improvement of any Emergency Department between 2014 and 2018.

Brampton Civic was the first hospital in Ontario to implement double overnight shift coverage seven days a week. Walk through the ED today and you’ll see more doctors and nurses providing emergency care, dedicated mental health zones and a Medical Assessment Unit to help prevent gridlock. Together, these services provide care to patients sooner while freeing beds in emergency.

“As the country’s busiest emergency department, it’s imperative that Brampton Civic has the resources to service a high number of patients,” says Dr. Oscar Karbi, Corporate Chief of Emergency Services.

Approximately 30% of Emergency Department visits to Brampton Civic and Etobicoke General are non-life threatening cases that could be more effectively and efficiently treated outside of an acute care hospital setting. For these types of illnesses and injuries, the Urgent Care Centre (UCC) at Peel Memorial Centre for Integrated Health and Wellness is open seven days a week.



**THE EMERGENCY DEPARTMENT IS OFTEN THE FIRST POINT OF ACCESS IN A COMMUNITY HOSPITAL. THERE IS ALWAYS A NEED TO REFRESH ESSENTIAL EQUIPMENT LIKE BEDSIDE ULTRASOUND MACHINES, WHEELCHAIRS AND STRETCHERS. VISIT [OSLERFOUNDATION.ORG](https://oslerfoundation.org) TO DONATE TODAY.**

## WAYS TO GIVE



**As an Osler clinician, Nicky Gaidhu knows**

**donations play a vital role in exceptional health care; her experience as an Osler patient inspired her to go beyond to give back to her community.**



She was walking through the Emergency Department at Brampton Civic, timing her contractions on her way to Labour and Delivery when she overheard someone looking for a wheelchair. “It made me realize just how important wheelchairs are to all of us who work at Osler,” says Nicky. “When I heard about the Wheelchair Campaign, I was inspired to raise money for something our community really needs.”

Nicky set a goal of raising \$500 for one wheelchair, and approached her colleagues with a promise to match their donations dollar for dollar. “We managed to raise \$210, and when he heard I was short of my goal, a physician wrote a cheque for a whole wheelchair,” says Nicky. “Then a patient heard what we were doing and donated \$250. In total we raised more than enough to purchase two wheelchairs!”

“Many people don’t realize that all our equipment is funded by the community. We can’t provide safe, optimal patient care without resources,” she says. “This was a neat way for us to give back.”

**100% of the equipment within our hospitals is funded by the community. Donate to the Wheelchair Campaign at [oslerfoundation.org](https://oslerfoundation.org).**



## PROGRAM PROFILE

### Sim Training Saves Lives: Patient safety is the focus of the Osler Simulation Program

“I’m worried about his blood pressure dropping, what should we do?” Two emergency room physicians, three nurses, a respiratory therapist and a paramedic surround the patient—a simulation manikin built to mimic the responses of an actual patient in distress.

This high-stakes situation is played out as part of the monthly Simulation Training Program held at Osler’s hospitals. The training puts Osler’s Emergency Department one step ahead and gives physicians and nurses the chance to practise rare and challenging scenarios with the goal of managing crisis effectively.

On average, there are more than 2,500 resuscitations conducted in Emergency Departments across Canada each year. Open communication and coordinated care—from wheeling an ultrasound machine into the room to delegating a team member to monitor the patient’s airway passage—makes practicing the rhythm of these events critical, while ensuring that patient safety remains top priority. Unique to each training session



is that participants are recorded on video. They then play back the video during a debrief session where participants reflect on their actions and feedback is provided on leadership, communication, situational awareness, and how to avoid common cognitive errors.

“Ultimately, when we think about why we should do simulation, it’s all about finding better ways to care for our patients, while reducing burnout in our health care staff,” says Dr. Hanzla Tariq, Emergency Room Physician, Brampton Civic Hospital, who co-leads the training sessions with Dr. Vaquas Shaikh, Emergency Room Physician, Brampton Civic Hospital.

Osler is especially unique as it is one of the few community hospitals in the GTA to have an accredited, multidisciplinary simulation program.

More than 25 training sessions have been conducted over the past three years, and Dr. Tariq and Dr. Shaikh plan to offer more sessions in the near future as demand continues to grow.

## STAFF Q&A

### DR. GURJIT BAJWA, EMERGENCY PHYSICIAN AND DONOR

#### Q: Why do you support Osler Foundation?

A: I believe it’s my civic duty to give back to my community. We are all going to need health care someday, so we should ensure the hospital that serves us most is as best equipped as it possibly can be. And as a physician, I feel I should give back to the same hospital that I derive my livelihood, my income—my whole welfare—from.

#### Q: What impact do donations have in the Emergency Department?

A: Donor-funded equipment has direct, immediate impact on patients. An ultrasound machine, for example—when pregnant mothers come in that are having issues with their pregnancy, that ultrasound machine can give them some reassurance. Donors have also helped purchase reclining, lounge-like chairs called geriatric chairs, or ‘geri chairs’ where patients can be comfortable and even have a nap while they’re having their intravenous treatments, which can take several hours. These are just two examples where you can see, tangibly, that donors make a difference.



## REDEVELOPMENT UPDATE

### ETOBICOKE GENERAL'S NEW PATIENT TOWER OPENS TO FIRST PATIENTS

In June, the physicians and staff at Etobicoke General Hospital welcomed the first patients to the new patient tower. The first major expansion of Etobicoke General since it opened in 1972, the tower adds approximately 250,000 square feet of space and houses services most urgently needed by the community, including: a larger state-of-the-art emergency department; new Critical Care space; cardiology, respiratory and neurodiagnostic services; and expanded women's and children's space.

Premier Doug Ford joined health partners, donors, staff, physicians and volunteers at a grand opening celebration and ribbon cutting on June 12. On June 20, services and clinics began moving into the new space and patients began receiving care in the new tower on June 23. Revitalization of the older hospital building will continue into fall 2019 and beyond, to upgrade various patient care areas and modernize the original patient tower to ensure the community has access to

the programs and services it needs now, and into the future.

"This community has relied on the innovative, high-quality care delivered by Etobicoke General for over four decades, and it will continue to do so for many more to come as this hospital transforms into a state-of-the-art facility for the 21st century," said Dr. Brendan Carr, President and CEO, William Osler Health System.

**Osler Foundation has raised a little under \$22 million toward the \$25 million goal to build and equip the new patient tower, but the job is not done. Visit [YouHaveThePower.ca](http://YouHaveThePower.ca) to make a donation. Your gift will help close the funding gap for Etobicoke General, and support unmet capital needs at Brampton Civic and Peel Memorial. All gifts to Etobicoke General will be included in the 'Etobicoke Matters' Challenge.**



## VOLUNTEER PROFILE

### MEET SIMRAT

One day we're likely to see Simrat Soni in the halls of Etobicoke General with a stethoscope around her neck. But for now, the aspiring med-school student is a dedicated volunteer in the hospital's Emergency Department. Simrat has been an Osler volunteer for six years, joining the team as soon as she was old enough, to gain valuable experience on her path to becoming a doctor.

"Everyone has told me to go to medical school with an open mind, but I'm very intrigued by emergency," says Simrat. "The fast pace, the interaction with the patients—that's what I really like." In addition to her volunteer work, she's also been part of the Summer Student Research Program at Brampton Civic for two years.

No matter where she ends up, Simrat's main goal is simple: "To give back to the community that I grew up in. I've used the Emergency Department myself, my family uses it—we're part of this community."



## OUR COMMUNITY CARES

### SIGNATURE EVENTS



#### A VIBRANT CELEBRATION OF COLOUR

In a dazzling display of colour, Osler Foundation celebrated the arrival of spring at the sixth annual Holi Gala. The sold-out event raised more than \$600,000 for Osler's three hospitals.



#### TEE TIME FOR BRAMPTON HOSPITALS

Golfers teed up for the 13th annual Osler Open: Brampton Invitational Golf Tournament, raising \$170,465 to fund equipment and development needs at Brampton Civic and Peel Memorial.



#### FILL YER BOOTS!

Fire fighters have big boots to fill but the Toronto Professional Fire Fighters' Association were up for the challenge. Their boot drive raised more than \$10,000 for the Maternal Newborn Unit in Etobicoke General's new patient tower.



#### PEDAL FOR A PURPOSE

Osler Future Leaders hosted a 45-minute cycling spinathon to help equip the new Emergency Department at Etobicoke General. The event, which marked International Self Care Day, raised \$2,325.



#### IT'S A MCHAPPY DAY

We'd like to thank McDonald's Canada for helping to improve care for our smallest patients in a big way. More than \$6,000 was raised for paediatric services through McHappy Day sales at several Brampton locations.



#### ALL IN THE FAMILY

MCI Productions is a family affair. This summer, siblings Mercedes, Calvin and Isabella were at Brampton Civic with an innovative fundraising initiative that raised \$1,000 in support of cancer care at Osler while highlighting the importance of sun safety.

#### UPCOMING EVENTS

Gala Benefit Concert  
November 23, 2019

Ski Day  
Feb 25, 2020

Holi Gala  
April 4, 2020