

# New inpatient wing delivers a better experience for patients and staff

By Larry Roberts

Patients, hospital staff, donors and dignitaries came together at Trillium Health Centre to thank the Hon. David Caplan, Minister of Health and Long-Term Care, for the remarkable patient and staff-friendly spaces in the hospital's innovative new inpatient wing - a space that is transforming the way health care is delivered.

Minister Caplan took part in the official opening ceremonies for the new \$100 million, 190-bed inpatient wing at Trillium's Mississauga location. He was then joined by Mississauga Mayor Hazel McCallion, Trillium Board Chair Scott Campbell, Trillium President and CEO Janet Davidson, and several local MPPs for a tour of the rehab unit in the new wing.

During his tour, the Minister heard directly from patients and staff about how much they appreciate the effort and attention to detail that went into creating this bright, quiet, innovative healing environment.

"This is an exciting day for everyone at Trillium Health Centre," said David Caplan, Minister of Health and Long-Term Care. "The McGuinty government is committed to supporting new health-care projects because we know they improve the quality of care. This expanded centre is helping



(L-R) Trillium Health Centre Board Chair Scott Campbell, Minister of Health and Long-Term Care, the Hon. David Caplan, Trillium Health Centre Foundation Board Chair Kim Warburton, Trillium Health Centre President and CEO Janet Davidson, and Mississauga Mayor Hazel McCallion officially open the new inpatient wing.

ensure people in this community have increased access to high-quality care in an innovative, patient-friendly environment."

"We've set a new standard for patient room design. The proof of the design is the overwhelmingly positive reaction of

patients and staff to their experience in the new wing," says Trillium President and CEO Janet Davidson. "The natural light is invigorating and the privacy and quiet are relaxing. Patients report feeling like they are at a spa, not a hospital. And they are getting more bedside

attention from their nurses, because of the decentralized care model and wireless nurse call devices."

Numerous studies have proven that facility design makes a positive difference in the quality of care, and now Trillium is implementing those findings. The new wing combines evidence-based design standards to deliver optimum patient care. "Evidence-based hospital design is a growing movement in new hospital construction," says Davidson. "There is plenty of published data supporting the notion that physical environments impact the delivery of health care, especially where it comes to patient outcomes, but also where it comes to health-care workers' emotional exhaustion and stress."

Trillium's redevelopment team also worked with the architects to conduct extensive consultations with patients, families, staff, physicians and volunteers on how to make this environment as patient and staff-friendly as possible.

"Ten years ago a group of people came together at the newly-formed Trillium Health Centre and asked the question 'What If?'. What if we could create a health-care environment that is truly patient-friendly? Where clinical practice and technology, barrier-free design, natural light, and privacy come together in a setting that heals

and comforts the body and lifts the spirits?" says Davidson. "What if we could create uncluttered, efficient work spaces that help staff to deliver the very best patient care safely?"

These questions were quickly followed by another. Why not?

"It's that spirit of enquiry, an unwavering commitment and strength of vision - along with the extraordinary support of our partners in care - that have brought Trillium Health Centre to where it is today," adds Davidson.

The design team combined this invaluable stakeholder input with leading research to build a unique new hospital wing with one simple, inspired goal in mind - produce better patient outcomes.

"This new wing is a reflection of Trillium's ability to anticipate and respond to the health-care needs of our growing and diverse community... thereby ensuring better access," says Scott Campbell, Chair, Trillium Health Centre Board of Directors. "Our community is growing rapidly. Our population is aging and changing, and so is our staff. We have a responsibility to ensure that we are ready to meet their needs - today, tomorrow and in the years to come. We must thank our community, our donors, and the provincial, regional and municipal governments for supporting our vision. The future of health care really is here."

Occupancy of the new wing has been phased. As existing units move into the new wing, the vacated spaces are being refreshed and units reorganized to better serve patients and improve work processes for staff. At present, four floors are occupied, with units scheduled to move into the remaining two patient unit floors later this month.

"This is a very proud day for the Foundation's many donors," says Kim Warburton, Chair, Trillium Health Centre Foundation Board of Directors. "The Capital Campaign raised \$36 million - six million over its goal. Today is a celebration of hard work, tenacity, and an incredible dedication to our community and the many patients who will experience quality healthcare in this exceptional new wing."

For more information, go to [www.trilliumhealthcentre.org](http://www.trilliumhealthcentre.org).

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