

## HEALTH: Innovating for its patients: Trillium Health Centre celebrates completion of \$150-million expansion



Courtesy Trillium Health Centre

The Lockwood Centre for cancer diagnosis, education and treatment is part of the expansion at Trillium Health Centre's West Toronto ambulatory care (outpatient) hospital.

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October 31, 2008 3:10 PM

<http://www.insidetoronto.com/news/local/article/64847--health-innovating-for-its-patients>

Construction is complete on the largest-ever nearly \$150-million capital expansion and redevelopment at Trillium Health Centre's West Toronto ambulatory care (outpatient) hospital in Etobicoke.

Open, bright and airy spaces complement healing gardens in a 'patient-centred' redevelopment of three hospital areas designed to expand services and facilities.

"This place doesn't look like a hospital. That was intentional," Scott Campbell, chairman of Trillium's board of directors, said at a ribbon-cutting ceremony Wednesday afternoon. "Environment is a major influence on how patients feel about their hospital visits."

Trillium hosts a community open house tomorrow (Nov. 1) from 10 a.m. to 2 p.m. at the hospital, across the street from Sherway Gardens mall.

Prime among the developments is the newly opened Betty and Buster Lockwood Cancer Detection and Treatment Centre, which replaced the oncology clinic at Trillium's Mississauga hospital.

A new sunlight-bathed east entrance, a redeveloped and expanded Urgent Care Centre, and a new surgical registration area round out the capital investment.

The Lockwood Foundation donated \$1 million to the cancer centre in memory of the late couple, who had strong, longstanding connections to Trillium.

It is estimated more than 25,000 cancer outpatients a year will receive diagnosis, education and treatment, including chemotherapy, in the bright spaces of the second-floor cancer centre.

Treatment 'bays' complete with televisions look out windows onto future hanging gardens, and offer patients access to a private rooftop deck and 'healing garden.'

"A spa-like environment can lend a big part to healing. It helps people feel less like a chemo patient," the capital project's architect, Susan Black, principal of Perkins Eastman Black Architects said in an interview.

Black applied the same principle of non-clinical, 'spa-like' setting design to Trillium's Betty Wallace Women's Health Centre, opened in 2004.

There, windows and skylights flood exam rooms and waiting areas with natural light, while soft music plays in spaces marked by warm wood and beige and lavender tones.

Women can access integrated services such as mammography, bone densitometry and surgical consultations for breast cancer. Biopsies are done onsite.

A newly expanded day surgery registration and pre-op area is designed "to be a little more like signing up for Club Med than for surgery," Black said.

Next year, Trillium officials plan a public awareness campaign to promote its Urgent Care Centre, open daily from 8 a.m. to 10 p.m. The centre complements Trillium's emergency department at its Mississauga Hospital.

Patients in need of urgent - but not emergency - care can usually be seen by a doctor within two hours, a fraction of the wait in many hospital emergency departments.

The centre has 42,000 patient visits each year.

"The public is learning (about the Urgent Care Centre)," its clinical leader Janet McCabe said in an interview. "We've seen our less-sick patient numbers go down in Mississauga (in the emergency department), and go up here. That's what we want - the sickest patients to go to Mississauga, and the less-sick patients to be seen here (Trillium's Etobicoke hospital)."

The last phase of construction is the second phase of the Urgent Care Centre, to include two beds for suspected infectious-disease patients, a cast room and a private interview room.

It is expected to be complete in December.

Completion of Trillium's capital project is also something of a cause celebre for the community. Some 22,000 donors gave \$36 million during the three-year capital campaign. The entire project is forecast to cost \$146 million.

Mississauga developer Harold Shipp gave a \$6-million matching grant.

Other notable donors include the Optimist Club of Etobicoke, the Rotary Club of Etobicoke, and Pasta Festa, an annual hospital event that raised \$500,000 to the project.

Trillium volunteers, who give more than 105,000 hours to the hospital each year, pledged \$5 million - the largest gift ever in Canada by a volunteer organization of a hospital, said Kim Warburton, chair of Trillium's foundation.

Currently, Trillium is nearing the end of its \$15-million cardiac challenge to fund the Hazel McCallion Centre for Heart Health, named after Mississauga's outspoken mayor.

Trillium's ambulatory care centre also includes a spine centre, community mental health services, cardiac rehab and heart function clinic, and a diabetes management centre.

Trillium Health Centre formed in 1998, a merger of the former Queensway Hospital in Etobicoke and the Mississauga Hospital.

The ambulatory care centre in Etobicoke has seen its patient volumes increase 160 per cent since it opened.