

Your
Trillium Health Centre
Resource Guide



QUALITY

CARE



SUPPORT

GIVING



Trillium Health Centre
Trillium Health Centre Foundation
Volunteers of Trillium Health Centre
Report to the Community

2007/08

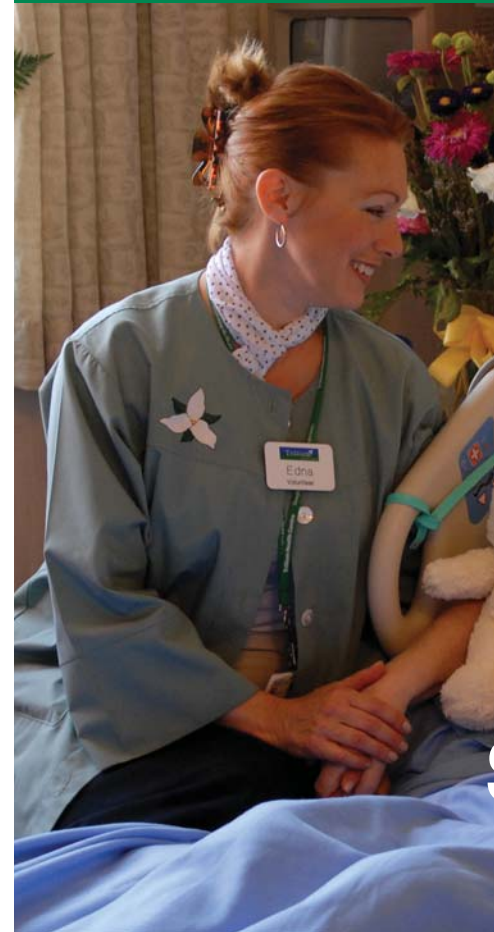
QUALITY

HEALTH CENTRE



CARE

VOLUNTEERS



LIFE

Trillium – helping
you live your best
quality of life



SUPPORT



GIVING

Quality Care + Quality Support
+ Quality Giving = Quality Life

HEALTH CENTRE



D. Scott Campbell,
Chair, Board of Directors



Janet M. Davidson, O.C.,
President and CEO



Gopal Bhatnagar, MD,
Chief of Staff

A message from our executive team

Quality means different things to different people. Some value quick and easy access to safe care. Others value the time a doctor or nurse spends with them. Personal satisfaction with one's care is high on everyone's list.

At Trillium Health Centre, we provide the best health care so you can live your best quality of life. Providing patient-centred care is about more than treating your illness or condition. We want to understand

your individual needs so we can deliver care from your perspective.

Besides delivering quality care, we also provide information so you can make informed decisions; help you take preventive steps against disease; and connect you with community resources to receive the support you need at home.

An emotionally comforting environment is important, but the physical facility in which you receive care cannot be underestimated. Our redevelopment construction project,

the largest in our history, will give you warm, bright and comfortable spaces to heal.

The best health care would not be possible if we did not care for our physicians, employees and volunteers. As we continue to transform the health care experience, we must provide a healthy workplace to enable us to provide you with quality care.

The year 2007/08 was great for quality at Trillium. With the support of our community partners, corporations and donors, we:

- Helped provide 32,000 residents with a family doctor with the opening of two family health teams
- Reduced wait times for cataract surgery, and hip and knee replacements
- Increased awareness and access to seniors care
- Helped patients better manage chronic conditions such as asthma and diabetes
- Received a three-year accreditation from the Canadian Council of Health Services Accreditation
- Received the 2007 Canada Silver Award for Excellence from the National Quality Institute

A decade of innovation

April 2008 marked the tenth anniversary of Trillium Health Centre. As Trillium emerged from the union of two great hospitals, we are also celebrating the 50th anniversary of The Mississauga Hospital and the 52nd anniversary of the Queensway General Hospital. Trillium is the excellent health centre it is today because it draws on our long history and strong tradition of service to our community. With your continued support, we will

remain leaders in helping you live your best quality of life.

Quality and safe care performance indicators

You place your trust in us every day. You told us quality and timely, safe, appropriate and fair access to care is important. We want to inform you of our performance.

We participate in many internal and external reviews and government- and Local Health Integrated Network (LHIN)- directed strategies and programs. Those include: the Ontario Wait Time Strategy, the Hospital Standardized Mortality Ratios, patient satisfaction surveys, and the monitoring of infection rates at the local, provincial and national levels. We are proud of the standards of excellence we have achieved. **For details, visit www.trilliumhealthcentre.org/qualityandsafecare.**

Community contribution

An important measure and reflection of our performance is our community's support. Thank you to everyone who gave to Trillium last year. Your generosity raised nearly \$10-million and contributed 115,000 volunteer hours for our patients and families. Our deepest appreciation is extended to our donors and 1,100 volunteers.

This resource guide gives you a snapshot of the breadth of services Trillium offers. Details on each service as well as a list of our quality initiatives can be found on www.trilliumhealthcentre.org.

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A heart-felt partnership



Judy McFarlane exercises at UTM's fitness facility following her heart surgery. The Trillium-UTM partnership has greatly improved her quality of life.

Doctors advised Judy McFarlane to take up walking after her heart surgery. Starting an exercise program alone seemed daunting so she joined Trillium's Cardiac Wellness and Rehabilitation Centre (CWRC).

CWRC staff develop exercise routines for each patient and provide education on keeping heart healthy. "With the CWRC team watching over me, I felt safe and reassured I was exercising correctly," says Judy.

Now patients can exercise at the University of Toronto Mississauga

(UTM) state-of-the-art fitness facility. This Trillium-UTM partnership has changed Judy's quality of life. "I never would have begun exercising on my own," says Judy. "Both my husband and I purchased gym memberships to UTM."

For more information on the CWRC, call 905.848.7580, ext. 4068 or visit www.trilliumhealthcentre.org/CWRC.

For a UTM gym membership, call 905.828.3714.



Great-West Life gives back

Each year, hundreds of graduates of Trillium's CWRC participate in a Walk of Life at Centennial Park. This year staff from Great-West Life Assurance Company joined in. Great-West is the new three-year local sponsor of the Walk of Life. Together, former patients and Great-West Life staff raised \$50,000 for new cardiac rehabilitation equipment.

Trillium and TTC partner to save lives

The Toronto Transit Commission (TTC) wanted to teach their staff what to do when faced with a situation involving a potential suicide attempt. It turned to Trillium's mental health team, widely recognized for their innovative suicide risk assessment training program, for help. The outcome was life-saving.

Matt Palotta, TTC route supervisor, explains how he put the training to good use. "Before the training, I was petrified when faced with a suicide attempt. After the training I was better prepared to offer help."

Trillium's suicide risk assessment course helps people understand the factors that lead someone to contemplate taking their own life and how to effectively move the person to a safe place.

If you, or someone you know, are contemplating suicide, there is help. Call 905.848.7100 or visit www.trilliumhealthcentre.org/mentalhealth.



Karen Grant, case manager, left, and Mary Hague, mental health nurse, trained Matt Palotta and other TTC staff on how to assess if someone is considering suicide. The course was life-saving.

When every second counts...

Just one second, hardly enough to notice. How can the space of a heartbeat make such a difference to your life? Roberta Thomas knows.

Roberta's husband Rod suffered a heart attack and in a second everything changed. Dr. Cathy LeFeuvre, cardiologist at Trillium, implanted a defibrillator to correct Rod's heart rhythm problem. Cynthia Young, advanced practice nurse, explains, "Think of TV shows where the emergency team zaps a patient with paddles to restore the heart. Dr. LeFeuvre implants an internal defibrillator under the skin so no second is lost in restoring the heart rhythm in the future."

For more information, visit www.trilliumhealthcentre.org/foundation. Speak to your physician for a referral to Trillium.



... your donation counts twice

Each year, 75,000 Canadians suffer a heart attack. To see how our Foundation is supporting our cardiac patients, go to Page 7 for information on our Cardiac Challenge.



"If it wasn't for the quick, great care I received at Trillium, I probably wouldn't be here today," says Rod Thomas, cardiac patient.

Trillium Health Centre Foundation
is committed to the highest standard
of accountability

FOUNDATION



Dennis Cartwright

Dennis Cartwright,
Chair, Board of Directors



Steve Hoscheit

Steve Hoscheit, CFRE,
President & CEO

A message from our Foundation Chair and President & CEO

Thanks to you, Trillium Health Centre is a centre for quality health care from prevention and diagnosis to treatment and disease management.

Since the conclusion of our successful Capital Campaign, Trillium has kept its promise to the community and has opened several state-of-the-art facilities that offer improved level of care. Over the last year we were able to open several facilities funded by donations and began

epic expansions at both of Trillium's locations. Those improvements, combined with the excellence of our physicians, staff and volunteers, mean that the health centre is prepared to deliver the best quality care to patients today and into the future.

These advances would not have been possible without the generosity of our more than 19,000 donors who contributed nearly \$10-million to help sustain Trillium's position as a leading health centre in the province.



With our capital expansion projects nearing completion, we have embarked on a new campaign that will provide our doctors with the best facilities, equipment and programs to tackle cardiovascular disease – the leading cause of death in Canada. As your regional cardiac centre, Trillium is poised to create a Canadian centre of excellence for cardiovascular care. Our \$15-million Cardiac Challenge campaign will help us accomplish

this vital goal. We are also delighted to recognize the outstanding commitment of Mississauga's mayor to Trillium by renaming Trillium's advanced cardiac care centre the Hazel McCallion Centre for Heart Health.

Like all of our champions, you are the key to our success. You have helped set the stage for an exciting new era in your health. For your continued commitment, compassion and support, please accept our heartfelt thanks!

When every second counts... your donation counts twice

Cardiac challenge

Fred Ketchen has the heart of a champion.

Last fall, Fred, the Foundation's past chair and director of equity trading at ScotiaMcLeod Inc., pledged to donate \$1-million to Trillium's Cardiac Challenge. He also called on the community to match his contribution. A former Trillium cardiac patient, Fred was the first to donate to this important campaign.

The 15-month, \$15-million campaign supports Trillium's

Hazel McCallion Centre for Heart Health, honouring the mayor of Mississauga, a long-time Trillium supporter.

Cardiac Champions Ralph Chiodo and Ethel Taylor, Pasta Festa organizers, have pledged \$500,000 in proceeds from the event; Jacqueline and Nameh Jabbour have pledged an additional \$400,000. These generous pledges will be used to match every gift from the community, dollar for dollar.

To donate, call 905.848.7575 or visit www.trilliumhealthcentre.org/foundation.

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Steve Hoscheit, *President and CEO, Trillium Health Centre Foundation*
Anne Sado, *Vice Chair, Trillium Health Centre*

**Cardiac Champions
Mayor McCallion
and Fred Ketchen
support excellence
in cardiac care
at Trillium.**



A warm, friendly environment for health and healing



“The new rooms in the West Wing gives patients in wheelchairs more independence,” says Bill Alexander, pictured with his wife Ruth.

We are transforming our facilities to put your needs first. Our renovations combine innovative architecture and the latest in technology. This is the largest construction project in our history and the improvements will transform our health centre to improve your quality of care.

Mississauga – 100 Queensway West

West Wing

Trillium’s new seven-storey patient wing, to open at our Mississauga location in spring 2009, will house 135 beds in a warm, bright, barrier-free and easy-to-navigate environment.

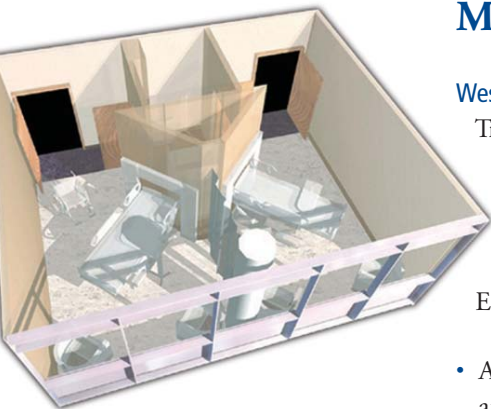
Each room will feature:

- A wheelchair-accessible bathroom and ensuite shower
- Individual room access and privacy
- A window for every patient
- A welcoming environment for visitors

The West Wing will be a home for our cancer, cardiac, medicine, rehabilitation

and palliative care patients. Facilities will be ergonomically friendly and wireless access will enable staff to update patient records right at the bedside.

Bill Alexander, former patient and community co-chair of Trillium’s Accessibility Committee, says, “Using a wheelchair to get around, I lost my independence when I was in hospital because my chair couldn’t fit through the bathroom door. In the new rooms, patients will be able to get into bed, go to the bathroom and even shower by themselves.”



Artist’s rendering of new patient room



New Fracture Clinic

Trillium's new Fracture Clinic, featuring state-of-the-art facilities and equipment, opened in early 2008 and has already improved access and the quality of care our patients receive.

"The new clinic helps to decrease wait times, provides child-friendly spaces and improves patients' access to specialized procedures such as testing for osteoporosis," says Dr. Vir Sennik, orthopaedic surgeon and founder/champion of the Diwali fundraising gala.



Donor and community generosity made clinic possible

The Fracture Clinic was made possible thanks to the incredible generosity and support of our South Asian community and many Capital Campaign donors. In 2007, \$555,000 was raised for the much-needed clinic at the annual Diwali gala.

Betty and Buster Lockwood Cancer Detection and Treatment Centre

In summer 2008, the new Betty and Buster Lockwood Cancer Detection and Treatment Centre will open at our West Toronto location providing a healing space to nurture the mind, spirit and body of our cancer patients. The centre will offer services for more than 20,000 patient visits each year in a calming, bright and airy environment.



Gifts enrich cancer care at Trillium

Ortho Biotech has made a \$100,000 donation to support Trillium's oncology program. This gift helps to reduce cancer patients' emergency room visits and admissions to hospital through a proactive approach to symptom and treatment management.



What a difference 22,000 donors and \$36-million make

Our Capital Campaign began in 2003 with a \$5-million pledge from the Volunteers of Trillium Health Centre. Three years later, Honorary Foundation Chair Harold Shipp challenged our community to match his \$6-million pledge. In all, 22,000 donors raised \$36-million for Trillium.

We thank our partners in the Ministries of Health and Long-Term Care and Public Infrastructure Renewal for their support of our redevelopment projects.

Questions about our redevelopment?

Call 905.848.7294 or email redemption@thc.on.ca. Visit www.trilliumhealthcentre.org to view virtual tours.

West Toronto – 150 Sherway Drive

Renovations at our West Toronto location will be completed this year. Once finished, you will enjoy a sun-filled environment, featuring open and inviting spaces, comfortable furnishings and healing gardens.

West Toronto is also home to our Urgent Care Centre, which is being enhanced to provide more room for you.



Artist's rendering of
The Trillium Way at West Toronto

Helping seniors live their best quality of life



“There is no other comprehensive and extensive geriatric service like Trillium’s,” says Robert, a lifelong car collector.

At age 81, Robert Mushet lives alone in a home he has owned for 55 years. A widower who has Parkinson’s disease, he lives independently with the support of Trillium’s Seniors Health Program.

Worried about his health, Robert’s daughter, Shirley, contacted his family doctor who referred him to our program. A Trillium geriatrician, advanced practice nurse and occupational therapist assessed what Robert needs to stay active and remain at home.

With strong family support, assistance from community resources and Trillium’s Seniors Health Program, Robert lives comfortably and safely at home.

For a referral, speak with your family doctor.

For a list of our seniors health services, call 905.848.7507 or visit www.trilliumhealthcentre.org/seniorshealth.

Trillium by the numbers

Patient visits – **708,065**
 Inpatient admissions – **31,875**
 Outpatient visits – **283,226**
 Outpatient diagnostic services – **206,192**

Emergency visits – **81,225**
 Urgent Care Centre visits – **43,262**
 Surgical procedures – **22,288**
 Physicians – **700**
 Staff – **4,290**

Volunteers – **1,100**
 Beds – **761**
 Budget – **\$400-million**

Help for diabetes leads to Sweet Success

Soo Jones knew what she had to do. She just didn't know how to begin. Diagnosed with diabetes seven years ago, her doctor advised her to lose weight and to better control her blood sugar, high blood pressure and cholesterol. Soo accepted her doctor's referral to Trillium's Diabetes Management Centre.

Today, she has lost weight, eats well and exercises regularly. "Trillium's Diabetes Passport gives me the information and tools I need to monitor my diabetes. The Sweet Success program helped me start exercising. Now I don't want to stop," she says.

Do you suffer from a chronic disease such as diabetes, asthma or chronic obstructive pulmonary disease? We can help. Speak with your doctor.

For more on Soo's story and for a copy of our Sweet Success exercise video, call 416.259.7580, ext. 5581 or visit www.trilliumhealthcentre.org/DiabetesManagementCentre.



Thanks to the Diabetes Management Centre's Diabetes Passport and Sweet Success program, Soo has lost weight and has her diabetes under control.

High tech meets patient care



Trillium's 64-slice Multi Detector CT saved Sathiyadevi hours on the operating table and potentially her life.

Sathiyadevi Selliah arrived at our Emergency Centre with severe abdominal pain last year. A scan using Trillium's 64-slice Multi Detector CT showed a three-centimetre chicken bone was lodged across her small bowel, causing perforations.

The scanner provided such a clear image of the bone, Sathiyadevi did not need exploratory surgery. Her time on the operating table for the bone's removal was also reduced, greatly improving her recovery.

State-of-the-art technology enables us to provide you with timely, accurate and minimally invasive care and can often mean the difference between life and death.

Need a diagnostic test? Ask your doctor for a referral to Trillium Health Centre. Call 905.848.7384 for an appointment.

For a complete list of our diagnostic services, visit www.trilliumhealthcentre.org/diagnosticservices.

Volunteers of Trillium Health Centre
are committed to the highest standard
of quality support

VOLUNTEERS



QUALITY SUPPORT



Percy Elliott, President,
*Volunteers of Trillium
Health Centre*

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A message from our President of the Volunteers of Trillium Health Centre

This has been an exceptional year for the Volunteers of Trillium Health Centre. Our Tim Hortons franchises have been financially successful as have our other holdings, allowing us to direct \$898,815 to Trillium Health Centre. Of that total, \$600,000 went to the health centre's Capital Campaign. We have now contributed \$3.95-million toward our \$5-million pledge.

In the interest of diversification, the Volunteers of Trillium Health Centre Board of Directors ventured into new endeavours in 2008. The Volunteers of Trillium will soon become involved in new areas of Trillium retail operations. David Voyce joined our team as our new business manager 18 months ago. He is working closely

with health centre management to improve profitability and expand our business holdings.

We have an amazing group of volunteers. Some have been with us for more than 50 years! We appreciate the 1,100 volunteers who give Trillium 115,000 hours of much-needed support each year. Your contribution enriches our community and our patients' experiences.

Our mandate is to support Trillium's mission to transform your health care experience. We are excited about Trillium's future and our role in it.



Giving special attention when it's needed

“Please stay with me. God sent you to me. I need you.”

Those words, from a cancer patient at Trillium, form Edna Strong's most memorable moment as a volunteer in our oncology unit. She knows she's there for a reason.

Edna meets many of our cancer patients, including some who are terminal.

She provides special attention when it's needed. At the end of each shift, Edna gives a stuffed bear to someone in need of a bear hug. “It's a nice purpose in life to know you are here to make people feel special.”

Compassionate and caring volunteers like Edna make a world of difference for our patients.

At the end of each shift, Edna Strong gives a stuffed bear to someone in need. “I like to make people feel special,” she says.

Easing the way for patients, visitors

When Bob Brown is not greeting and helping patients find their way, he drives a seven-seat golf cart at our Mississauga location.

Bob volunteers for our convenient Park 'n' Ride service for visitors and patients. He has travelled to just about every corner of the health centre escorting people to and from their destinations.

“Hospitals can be confusing places, especially for older visitors. I tell them the shortest route to take to get to where they are going,” says Bob.

Volunteers like Bob help us to provide a quality experience for you from the moment you arrive at Trillium.

For more on Edna and Bob's stories and to see how you can help our patients, call 905.848.7276 or visit www.trilliumhealthcentre.org/volunteers.



“I like knowing that I'm helping people – even if it's only for five hours a week,” says Bob.

A family doctor is the best medicine



David Bernard (second from left) and his family are grateful to Dr. Jess Goodman, for saving his life.

David Bernard visited walk-in clinics for his medical care after his doctor closed his practice. Then at 41 he started having chest pains. Many tests and months later, he was referred to a specialist. But the pain was intensifying and his appointment was weeks away.

David heard the Summerville Family Health Team, associated with Trillium, was accepting new patients. His new doctor immediately referred him to a cardiologist. Two days later, he had an angiogram at Trillium and three weeks later he underwent bypass surgery, narrowly averting a heart attack.

Today, 42-year-old David is a healthy and happy husband and father of two teenage boys.

A family doctor is the best person to care for your health

That's why we helped launch the Summerville Family Health Team, where doctors work with nurses, social workers, dietitians, psychologists and pharmacists to give you a full range of care. Today, 32,000 people have a family doctor thanks to Summerville.

In 2007, Trillium and Summerville created a secure link integrating their electronic records, to allow Summerville doctors to receive lab, diagnostic imaging and radiology test results directly from Trillium.

The Summerville Family Health Team is accepting new patients. Call 905.272.9700 for an appointment.



Emergency Centre

- For serious conditions that need immediate attention
- Trillium Health Centre – Mississauga
100 Queensway West
- Open 24 hours a day, every day of the year



Urgent Care Centre

- For non-life-threatening conditions when your family doctor is not available
- Trillium Health Centre – West Toronto
150 Sherway Drive
- Open 8 a.m. to 10 p.m., every day of the year



Kid's Klinik

- An after-hours child-friendly walk-in clinic. Because children can get sick at any time
- Trillium Health Centre – Mississauga
100 Queensway West
- Monday to Friday – 6 p.m. to 9 p.m.
Weekends & Holidays – 2 p.m. to 5 p.m.
- Open every day of the year

For directions to the Emergency Centre, Urgent Care Centre and Kid's Klinik, visit www.trilliumhealthcentre.org/about/how_to_find_us

Important contact information



B – Betty Wallace Women’s Health Centre –
905.848.7580 ext. 4031
**Betty and Buster Lockwood Cancer
Detection and Treatment Centre –**
416.521.4110

**C – Cardiac Wellness and Rehabilitation
Centre –** 905.848.7580 ext. 4068
Continance Clinic – 905.848.7580 ext. 3267

D – Diabetes Management Centre –
416.259.7580 ext. 5581
Diagnostic Services – 905.848.7384

F – Foundation – 905.848.7575, 416.521.4095,
foundation@thc.on.ca

G – Gift Shop – 905.848.7135
Offering in-hospital flower delivery

H – Health Information and Wellness Centre –
905.848.7511, hiwc@thc.on.ca
Health Information Helpline
Chinese: 905.848.7398
South Asian: 905.848.7377
Health Records – 905.848.7287
Human Resources – 905.848.7282,
hrinfo@thc.on.ca

I – Interpretation Services
Polish: 905.848.7580, ext. 3854
South Asian: 905.848.7580, ext. 3868
Mandarin: 905.848.7580, ext. 3692

K – Kid’z Klinik – 905.848.7174

M – Mental Health Crisis Line – 905.848.7495

P – Patient Inquiry – 905.848.7533
Patient Relations – 905.848.7164,
patientrelations@thc.on.ca
Peel Behavioural Services – 905.848.7279
Peel Committee Against Women Abuse –
905.282.9792
Peel Infant Development – 905.564.7485, ext. 242
Physician Referral Line – 905.848.7359
Public Relations – 905.848.7538,
publicrelations@thc.on.ca

R – Redevelopment – 905.848.7294,
redevelopment@thc.on.ca
Regional Paediatric Diabetes Clinic –
905.848.7580, ext. 3410
Regional Paediatric Sexual Assault Service –
905.848.7580, ext. 2548
**Regional Sexual Assault and Domestic Violence
Services –** 905.848.7580, ext. 2548

S – Seniors Health Services – 905.848.7507
Summerville Family Health Team – 905.272.9700

**U – University of Toronto Mississauga General
Information –** 905.828.3714

V – Volunteer Resources – 905.848.7276,
volunteers@thc.on.ca

Trillium Health Centre financial overview

In fiscal 2007/08, Trillium Health Centre ended the year with a \$5.3-million deficit, as defined by the Hospital Service Accountability Agreement, which includes one-time costs due to a concerted effort by the organization to restructure, reduce costs and increase efficiencies to bring the organization to a balanced position for 2008/09. Increasing costs related to inflation and growth continue to pose a challenge. However, the organization's leadership is committed to returning Trillium to a level of sustainability consistent with the Hospital Service Accountability Agreement.

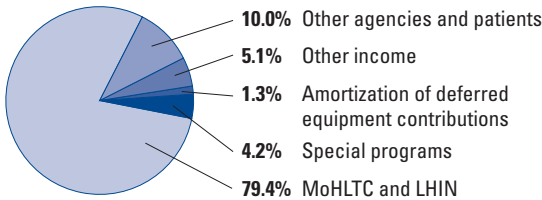
Revenues

Total revenues increased by \$20.6M or 5.4%. Government (Ministry of Health and Long-Term Care and Local Health Integration Network) revenues, which represent 79.4% of total revenue, increased by \$13.2M or 4.3%. Other income, such as revenues from Cancer Care Ontario and recoveries, grew by \$4.9M. Revenue from other agencies and patients increased by \$3.0M due largely to increased OHIP fees.

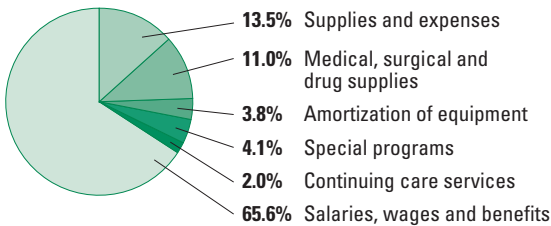
Expenses

Overall expenses increased by \$22.9M or 5.9%. Salaries, wages and benefits, including medical staff remuneration which is partially offset by increased OHIP fees in revenue, increased by \$17.9M or 7.1%. Medical, surgical and drug supplies increased by \$4.4M or 10.9%. Increases in expenses are mainly related to inflation and growth.

Operating revenues by source



Distribution of operating funds



Highlights of the Mississauga location project include: a new cardiac catheterization lab; an operating room for cardiac surgery; additional cardiovascular intensive care beds; additional coronary care beds; diagnostic and support services for an increase of up to 135 inpatient beds.

Cash flow and debt

Trillium has not increased its long-term debt since last year. The existing long-term loan of \$30M was acquired primarily to fund the construction of the new Clinical and Administrative Building.

Trillium ended the year with \$35.3M in cash and cash equivalents, the majority of which are earmarked for funding capital expansion projects. Similarly, \$27.9M in long-term investments represents \$13.3M in Ministry advances and \$14.6M in special purpose funds.

Capital expansion projects

Trillium has ministry-funded capital projects underway in excess of \$146M. All projects are on budget and proceeding according to plan. Construction at Trillium Health Centre–West Toronto is expected to be completed in late 2008 and Trillium Health Centre–Mississauga in late 2009. Additionally, a new Clinical and Administrative Building at Mississauga will be completed in June 2008.

Highlights of the West Toronto location project include: expansion of ambulatory surgical care facilities; redevelopment and expansion of the Urgent Care Centre; creation of a cancer detection and treatment facility; creation of healing gardens; expansion of a new south entrance.

Trillium Health Centre Foundation financial overview

Revenue and expenses

In fiscal 2007/08, Trillium Health Centre Foundation raised over \$9.7-million supporting Trillium Health Centre. Leadership giving and planned giving comprised nearly half the total revenue raised and represent the largest increase in revenue over previous years. A strong performance in direct marketing, events and annual giving also contributed to the total fundraising revenue. Total expenses were contained at less than 21% of revenue, well within industry standards.

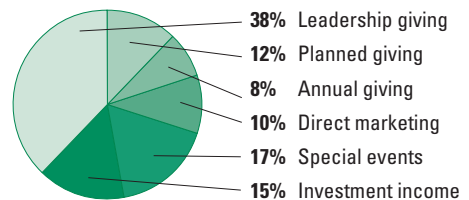
Investment and endowments

Total Foundation assets increased to \$19.1M with short-term investments representing \$9.7M. Donors contributed nearly \$700,000 toward the endowment fund which grew to a total value of \$7.58M. The recording of investments at fair market value at April 1, 2007 resulted in a one time increase in the endowments of \$582,833.

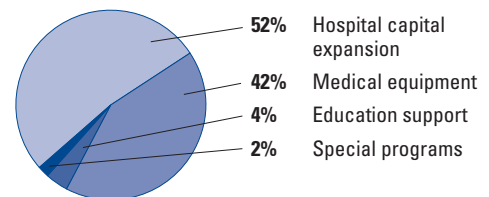
Transfers to Trillium Health Centre

A total of \$6.62M was transferred to Trillium Health Centre in fiscal 2007/08. A significant portion of that total supported the health centre's capital expansion projects at both locations. The balance went toward the purchase of medical equipment, education and special programs.

Fundraising revenue by source



Distribution of donations



Volunteers of Trillium Health Centre financial overview

Fundraising activities

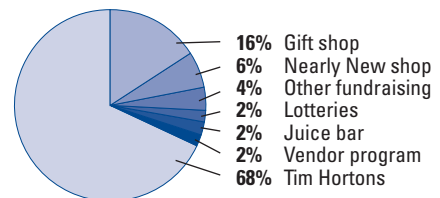
The Volunteers of Trillium Health Centre was formed on February 19, 1998 with the merger of the Queensway General Hospital auxiliary and The Mississauga Hospital volunteer associations. Since then a total of \$7,484,309 has been donated to Trillium Health Centre and Trillium Health Centre Foundation.

Main sources of income are three Tim Hortons franchises, two at the Mississauga location and one at West Toronto location. Income was generated from two hospital gift shops, the nearly new shop, two lotteries and various other events.

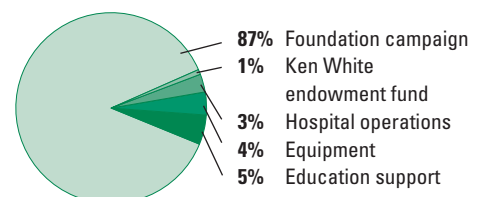
Transfers to Trillium Health Centre and Foundation

In 2007/08, total donations to the health centre and foundation were \$684,600, with \$600,000 disbursed to the Foundation Capital Campaign for a total of \$3.95M paid on the \$5M pledge made in 2003 (Year six of our eight-year commitment). Other disbursements included \$23,000 to health centre operations, \$31,000 to education support, \$24,000 to the equipment fund and \$5,000 to the Ken White Endowment Fund.

For fiscal 2007-08 net income from volunteer activities - \$898,815



Distributions of donations - \$684,600



**Trillium Health Centre –
Mississauga**
100 Queensway West
Mississauga, Ontario
L5B 1B8
905.848.7100

**Trillium Health Centre –
West Toronto**
150 Sherway Drive
Toronto, Ontario
M9C 1A5
416.259.6671

**Trillium Health Centre
Foundation**
100 Queensway West
Mississauga, Ontario
L5B 1B8
905.848.7575

**Volunteers of
Trillium Health Centre**
150 Sherway Drive
Toronto, Ontario
M9C 1A5
905.848.7276

We want to know what you think

Please take the time to complete the following survey. Your feedback is important to us.

1. Describe how you want to be treated when you come into a hospital.
2. If you or a loved one has used Trillium Health Centre's services in the past year, did you receive meaningful information about your care when you left?
3. Do you want to be part of our community engagement discussions?

You can give us your answers:

Online: www.trilliumhealthcentre.org/qualityandsafecare

Tel: 905.848.7580 ext. 3266

Fax: 905.848.7140

Your answers will be kept confidential and will be incorporated into our strategic planning work in our quest to improve your quality of care.

While in hospital, if you would prefer a vegetarian, Halal or Kosher diet, please speak with your nurse. If you need the help of an interpreter, your nurse can help connect you to someone who speaks your language.



Printed on recycled paper.

To learn more about Trillium's Green Program,
visit www.trilliumhealthcentre.org/environmentallyresponsible

This guide cost 29¢ a copy