

@HUMBER

## A Day in the Life: Idil Hassan, Registered Nurse, Apotex Emergency Department



**Idil Hassan (centre)**

with her colleagues from the Apotex Emergency Department.

If you look around the Apotex Emergency Department (ED) at Humber River Hospital on any given day you might see a senior citizen with a broken bone from a fall. A mom holding her baby spiking a high fever. You might hear an ambulance wailing as it brings in multiple victims from a car crash. And if you listen closely you'll hear both patients and staff speaking a variety of languages including Italian, Vietnamese, Portuguese, Arabic, Tamil, Russian, Cantonese, Somali, in addition to English.

I've worked at Humber's Emergency Department as a Registered Nurse since 2014 and together with my colleagues I experience exciting highs and heartbreaking lows. Lives can change in an

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instant, and we're here every day ready for whoever might come through our doors. I love my job because every day is different and it takes the whole team to solve the healthcare problems that affect our patients. With the holiday season upon us, I know it will get even more challenging because patients are so eager to get home to their families—to build happy memories with their loved ones over the holiday season. No one wants to be in an ED, but many people, like the patients I will be seeing, have to be.

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## The Humber Difference

### Apotex Emergency Department



Humber River Hospital has been designed to make patients and their families feel comfortable, safe and cared for thanks to these special touches in our Emergency Department:

- Design reflects the growing need for emergency services to cater to all conditions that present to the Emergency Department. After initial assessment by the Triage Nurse, patients are immediately directed to one of five specialized care zones for further assessment and treatment:

Acute | Sub Acute | O-Zone  
Fast Track | Emergency Psychiatric Unit

- Over 65 exam rooms are single-patient, optimizing patients' comfort, privacy and infection control needs
- 24/7 medical imaging services allows for timely tests and round the clock diagnosis
- Our Emergency Psychiatric Unit is staffed by psychiatric nurses and doctors 24/7, and assisted by a mental health nurse who expedites the assessment process for our mental health patients
- Specialized Geriatric Emergency Management (GEM) nurses support our senior population (65 years and older) who are at risk of falls, recurring visits, etc. and tailor care according to seniors' needs both in the Hospital and after discharge

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That's when we feel the impact of your support the most. Our ED is able to stay on the leading edge of technology and innovation to give our patients the best care possible. Our vital signs scanners and crash carts are updated with the best equipment. Our single patient treatment rooms give people privacy and space for family to be by their bedside. We see every day how much having loved ones close by helps with recovery.

With your support we can continue to respond to the needs of our community and be ready for whatever challenges tomorrow may bring. Thank you for all that you've done – and I can tell you from the front lines, we will always need your support, so please continue to give as much and as often as you can.



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### Calvin Akefi and Family

Grateful Patient,  
Humber River Hospital

Dear Friends,

Your support helped save my life not once, but twice in the span of a month this past June.

As someone who has suffered from Crohn's and Colitis for the past 15 years, I've been in and out of hospitals and had many experiences, both good and bad. There's a natural anxiety that comes when a person realizes they need to go to the Emergency Department. The first interaction you have with front line staff sets the tone for the rest of your journey at a hospital.

Having been to many other hospitals, I can say that the way staff at Humber River Hospital greet, treat and interact with their patients is markedly different. As I went through the Apotex Emergency Department, I was amazed at the incredible job everyone was doing.

Their overall demeanor was so comforting and their attention to the needs of their patients was unlike anything I had ever seen before.

I had to be admitted and I was transferred to a room on the 8th floor to recover. But I never forgot those first nurses and doctors who saved my life and made me and my family feel comforted and supported.

This Holiday Season, I'll be home for the holidays thanks to the care I received at Humber. But I know many people won't – they will have to spend this joyous time of the year in the Emergency Department or inpatient units. Please remember them and all of Humber's unsung heroes – the doctors, nurses and staff who keep the hospital running 24/7 – as you make your holiday charitable contributions this year.

Happy Holidays!

Calvin Akefi and Family

## Thank You for Investing in Patient Care Reinvented

The following individuals and corporations have answered the call for better healthcare by recently pledging more than \$100,000 in support of Humber River Hospital.

**\$150K**

Vince and Antonietta Di Santo and Family  
John Di Santo and Family

**\$100K**

Jack & Pat Kay

**\$100K**

Anonymous

# Estate Gift: Beverley and Arne Clausen



## Beverley and Arne Clausen

with five of their eight beloved grandchildren at a milestone birthday celebration for Beverley

Travel, friends and family (8 grandchildren!) are just a few things that made Beverley and Arne happy. Their entrepreneurial spirit helped them found two successful businesses: Envirowall Partitions and Clausen Contracting. Their business pursuits are what enabled their generosity and this past year a gift of over \$3.25 million was left to Humber River Hospital Foundation in the Clausen's estate.

"Although our parents didn't live to see the new Hospital, our family is proud of the positive impact that their gift will have

for years to come," states Dan Shaw, Beverley's son.

Barbara, Beverley's sister, came to visit the new Hospital recently and she shared a beautiful thought: "Beverley loved to dance, she was always the life of the party. I'm sure that she is dancing in heaven today looking down at this amazing facility knowing that her donation helped make it possible."

Beverley faced a long battle with COPD, a respiratory illness, and she received years of care at Humber's Legacy Church site.

"All her care team members were very informative. The best part of the care at Humber was that there were no secrets, you were kept informed of every step,

All her care team members were very informative.

every change so you felt empowered and part of the process. You were never guessing or wanting for information," explains Dan.

Beverley was so grateful for the exceptional care she received which motivated her and Arne, who were married for 33 years, to leave a gift to Humber in their will.

"We had so much confidence in the Humber care team both from a medical and clinical perspective but also in their ability to treat humans as humans," states Stacy Symons-Shaw, who is Beverley's daughter in law.

Thank you Beverley and Arne – the Humber community will be forever grateful.

## Snapshot: Apotex Emergency Department

Our donors have helped to enable our staff to provide the very best in patient care, serving thousands of people in our community. You have saved lives. Humber has been open for just over two years now, here's how our Emergency Department is excelling with your help:



**80** Average number of ambulances that arrive at the **Apotex**

**Emergency Department** at Humber River Hospital every single day. This is almost double the number at neighboring hospitals. Thanks to our collective efforts, we have reduced the wait times for patients arriving by ambulance to receive care from **90** minutes to **22** minutes on average.

**= 75% reduction in wait times.**

**137,000** Total number of visits to the Apotex Emergency Department during fiscal year **2016-2017**, surpassing our projections by **37%**.



**400**

Average number of patients seen daily in our **Apotex Emergency Department (ED)**, making Humber the **busiest single-site ED in Ontario**. In July 2017, we hit our record number of patient visits in a **24-hour** period with **452** patients coming through our doors.

**75%**

of Humber's Emergency nurses have **advanced skills training and certification** including Advanced Cardiovascular Life Support (ACLS), Trauma Nursing Core Course (TNCC), Emergency Nursing Pediatric Course (ENPC) and Electronic Navigation Charts (ENC ®) – **so they are even more prepared for any health crisis.**



With the opening of **Canada's first Command Center**, Humber's ED is using integrated technology from triage to discharge and every step in between. This will result in more **accurate and real time communication** and **decision making**, especially when every second counts.



Overall, **Humber's ED** patient experience ratings are above the National Research Council (NRC) average and our ED is the **top performer in Ontario** for two important measures: **Time to Inpatient Bed and Length of Stay for Admitted Patients**

*Our achievements have been many, but our need is still great. We need your help to stay ahead of a changing world. This is your hospital and the Humber River Hospital Foundation relies on your generous donations to support our growing community. After all, reinventing patient care is as much about the next innovation as it is about the current one.*



# People care. It's in our DNA

Every day, in almost every way, our staff, physicians and volunteers at Humber go above and beyond to make our patients feel comfortable, hopeful and at ease. Here are some patient care champions who make our hospital a friendlier, happier place:



**Ronak Gandhi**

Registered Nurse, Intensive Care Unit

"I'm actually a Humber baby! I was born at the Finch legacy site. My first professional job was here in the ICU. Moment to moment, it's all about the patients and their families. The work we do is family-centered. Every morning, the family is invited to rounds so our goals of care stay completely transparent for everyone."



**Jasent Harris**

Nurse Clinician, Mental Health

"Our mental health patients are a community. They take care of each other. They are full of empathy and compassion, and it's my goal that our patients are seen as people. Every time I work with a new patient I ask them three questions: How are we treating you? Are you being treated with compassion and respect? And, do you feel that we're seeing you?"



**Jenny Starke**

Social Worker, Geriatric Outreach Team

"I feel really blessed to be working with this team at Humber as I have always wanted to work with the geriatric community. Being able to support geriatric clients and their families during the most vulnerable times in their lives really grounds me. Our clients are from a different generation, they were raised in a different time. Servicing them makes me feel close to humanity as a whole."

## New: Digital Donor Wall



**Every day your donations make a difference and now we have a permanent place in our Hospital to recognize your generosity. We are proud to finally unveil our Digital Donor Recognition Wall!**

This donor wall is the first of its kind in a GTA hospital, with a fully interactive screen alongside the digital recognition screen. This means our visitors can learn more about who our donors are and what impact they are having on healthcare in our community. We now have the flexibility to profile donors of various kinds, including major gifts, a searchable list of our family campaign donors and legacy site donors, as well as leadership volunteers. People give in all sorts of ways and this wall helps us to show our gratitude. Each donor listed on our recognition wall has played a distinct role in helping Humber River Hospital reinvent patient care. Thank you!

# Thank you to our Community Partners

Business owners, residents and organizations from far and wide across our community came together in a big way to fundraise for our Hospital and celebrate our patient-centered approach to healthcare.

From April 2017 to October 2017, the following fundraising events have been held in our community to help with the ongoing needs of our Hospital.



**McHappy Day**  
May 3, 2017



**Best of Italy  
Trebicchieri Wine Tasting**  
June 9, 2017



**J. Crew Garments for Good**  
June 21, 2017



**Shoppers Drug Mart  
Growing Women's Health**  
September 9 to October 6, 2017



**Stockyards (Keele & St. Clair)  
McDonalds Reopening**  
October 15, 2017



**Emery Venetian Ball Gala**  
October 27, 2017

## Join Humber Community Partners Today

**Help us reinvent patient care for a healthier community.**

Show your employees, customers, and the community that you care by holding a community event for Humber River Hospital! Donate a portion of sales, host a bake sale or have a "jeans day". By raising money for Humber, you will be supporting the future of healthcare in your community.

When a community is healthy, it thrives—meaning good business for you and a sustainable future for all.

**To get started, contact Saneh Singh at 416.242.1000 ext. 81517, [sansingh@hrh.ca](mailto:sansingh@hrh.ca)**





# The River Ball: Havana Nights by the River



Mary Mauti and Diana DeFulvi, Co-Chairs of The River Ball (far right) with members of the Romano Family, Presenting Sponsor of the 2017 River Ball. They are joined by Colleen Albiston, President and CEO, Humber River Hospital Foundation (centre), Dr. John Hagen, Chief of Surgery (second from right) and Christina Copplestone, Program Director, Surgery (third from left).

Viva Humber! Thank you to everyone who attended The River Ball on May 4, 2017. All of you have played a vital role in opening our 16<sup>th</sup> Operating Room at Humber River Hospital.



With your incredibly generous contributions, together we raised \$730,000 (net) which helped us open the sixteenth OR at Humber, changing the lives of 1,195 additional people in our community each year.

Your contributions support the programs, technologies and equipment that help make our Hospital's superior patient care a reality. Since the day we opened our new facility we've proudly stayed ahead of a changing world, continuously innovating to reinvent patient care now and well into the future. Thank you for helping us prepare for that future, today.



## AWESOME Invitational Golf Tournament



**In August, we hosted the 34th annual AWESOME Invitational Golf Tournament in support of Humber River Hospital! Together, we raised \$225,000 (net) in support of Humber's Cancer Care Program.**

Thank you to our golfers and sponsors. We hope you and your guests enjoyed the day at the prestigious Lambton Golf and Country Club as well as our dinner festivities which featured an exciting and successful live auction, silent auction and raffle draw. Congratulations to Tiziana Trivisonno who won the brand new, 2017 FIAT Spider Convertible, and special thanks to our Really, Really Awesome Sponsors: Subaru, Johnson Controls, Plenary Health, and National Bank.

Save The Date! We will be holding the 2018 Awesome Golf Tournament on Monday, August 27<sup>th</sup> at St. George's Golf and Country Club! More details will be available soon.



# Evolution of Team Revolution



Since 2012, Team Revolution – an inspiring group of cyclists with a passion for climbing the hills of Italy (and Ontario) on their bikes – have raised an incredible \$1.8 million for Humber River Hospital. Since the Team's inception, Humber has proudly worked with volunteers and sponsors to build and manage this successful team. Next year, the Team has their sights set on Granfondo Verona in Sept. 2018 which includes the infamous Monte Grappa climb.

While all riders have a strong attachment to our Hospital and our community, the Team has evolved and expanded to include riders with ties to their own local hospitals too. Starting next year, some riders will be raising funds for Mackenzie Health Foundation and Sunnybrook Foundation. Humber River Hospital Foundation and Team Revolution have worked closely together to create a new event structure that will allow this inspiring group of riders to continue a “chain reaction” for healthcare.



We are proud to continue our close relationship with Team Revolution and are very grateful for their years of support. We are pleased to welcome Mackenzie Health and Sunnybrook to the Team!



## Humber Heels + Humber Hero

**Thank you to the 600 guests who joined us at the beginning of November for the 2017 Humber Heels Women's Event in support of Humber River Hospital's Neonatal Intensive Care Unit! You came, you shopped, you cried, you laughed and you raised \$100,000 (and counting!) for our NICU.**

Special thanks to our Premier Style Partner, Yorkdale Shopping Centre, and their wonderful retailers for joining us with their pop-up shops: Arc'teryx, Aveda, Mendocino, Links of London, Nadège, Swarovski, Village Juicery, Cahhsa (Anthony Ricciardi), and Dyson.

All proceeds from the event, including 15% of all sales from the pop-up shops, will go a long way in helping equip our NICU with some of the best medical technology available.

And finally, a heartfelt congratulations to our 2017 Humber Hero: Alexandra Christofides! We know many of you were touched by Alex's commitment to our paediatric patients – thank you for helping us honour this special friend and colleague.



**Alexandra Christofides**  
2017 Humber Hero



HUMBER RIVER HOSPITAL FOUNDATION PRESENTS

# FLAPPERS & FELLAS

BY THE RIVER

## SAVE THE DATE

THURSDAY, MAY 10, 2018  
UNIVERSAL EVENTSPACE  
VAUGHAN, ONTARIO

Dance the night away in beaded dresses, fringed frocks  
and dapper jackets at our 1920's-inspired party!

### RESERVE YOUR SPOT!

416-242-1000, EXT. 81510



## Donation Form

☐ YES I would like to make a monthly gift to Humber River Hospital Foundation in the amount of: \_\_\_\_\_ per month

☐ YES I would like to make a one-time donation to Humber River Hospital Foundation in the amount of: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_ Suite/Apt.: \_\_\_\_\_ City: \_\_\_\_\_ Prov.: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

☐ Cash ☐ Cheque (Payable to: Humber River Hospital Foundation or a  
VOID cheque for monthly giving)

☐ VISA ☐ MasterCard ☐ AMEX

Card #: \_\_\_\_\_

Name on Card: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Signature: \_\_\_\_\_

☐ I authorize HRH Foundation to send me e-mail updates on the fundraising activities of the Foundation and updates on Humber River Hospital. I understand that I can change my preferences at any time by contacting the Foundation at 416-242-1000 ext. 81500 or via e-mail foundation@hrh.ca.

*Receipts for income tax purposes are issued for donations of \$20 or more. Donations of less than \$20 are receipted upon written request. Unless otherwise requested, monthly donors receive a consolidated tax receipt every January for the previous year's giving.*



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