

@HUMBER

# The HEART of Seniors Care Inside



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In fact, 34% of these patients went home with better functional skills!

It's a serious fact that many seniors who are admitted to hospitals will suffer from a life-altering functional decline while in hospital that will have ripple effects once they are discharged. For these affected seniors, this decline can mean a loss of independence, a reduction in quality of life and even readmission to hospital. With seniors making up 73% of Humber River Hospital's patient population, this statistic is a significant concern for the Hospital and our community alike, especially considering that our aging population is set to increase exponentially in the coming years.

In September 2018, the Hospital launched **Humber's Elderly Assess and Restore Team (HEART)** to help frail, at risk seniors transition successfully from hospital care

back to their daily lives. Our goal is to help ensure that these seniors leave Humber with the same—or improved—functional skills.

HEART is comprised of a physiotherapist, an occupational therapist, two rehabilitation assistants and a registered practical nurse. Together, these professionals work to minimize functional decline so that upon discharge, seniors are as close to their own "baselines" as possible. In essence, this means that they are able to complete the vital daily tasks—like showering and preparing meals—that they were able to manage at the time they were admitted to Humber.

Through HEART, all patients over the age of 65 are screened within 24 hours of admission to the Hospital by one of the HEART

program's physiotherapists or occupational therapists who ask the patients a series of questions about what their lifestyles were like before they came to the hospital. Those at-risk patients who are identified as candidates receive ongoing reassessments and therapies. HEART professionals work in collaboration with inpatient teams in the delivery of additional treatment over the course of a seven-day continuum. Further, patients and their families receive teaching, information and referrals to ensure a successful discharge, and are followed up with after they return to their daily activities.

**We are proud to report that the HEART program is working!** Currently, 100% of HEART patients are released with at least the same level of function as they had

## CONTINUED FROM FRONT PAGE

when they were admitted. In fact, 34% of these patients went home with **better** functional skills!

But there is always room to grow. Currently the demand for the program exceeds the resources available so not all patients who qualify for the HEART program are able to reap its benefit. That's why plans are underway to expand the program so all patients who need it are able to access services and benefit from HEART.



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### Tony Malfara

Board Member, HRH Foundation  
Partner, Risk Management, KPMG

### Beatrise Edelstein

Program Director, Seniors Care

Dear Friends,

We are honoured to take you into the world of seniors care at Humber in this issue of @Humber.

Every day at Humber we are privileged to care for older adults and their families. In fact, 73% of the patients we serve are over the age of 65. Each senior and family member(s) that come through our doors present a unique set of health and lifestyle needs and oftentimes care can become quite complex. With an aging population, this percentage is sure to increase, creating with it immense strain on the entire healthcare system as well as opportunities for innovative approaches to care. With a great deal of innovative thinking and a compassionate approach, our team at Humber has taken early action to address the needs of this patient group. From HEART to the Command Centre to the Reactivation Care Centres, Humber is taking the lead on caring for seniors and their families in

Toronto and the GTA and will become the model that other hospitals in the province look to in the future.

Now more than ever, teamwork is required to make amazing things happen at our Hospital. We need clinical teams to plan for the future since they know what patients need, but it is donors and volunteers like you who power our teams with your philanthropic gifts. Both sides are stronger together. Your investment helps fund the equipment, programming and infrastructure we need to keep innovating and serving our aging patient population.

Thank you for your support this far. Many of us are caring for aging relatives or will one day be seniors ourselves and require care. We hope you will come with us on this journey as we build the GTA's best geriatric care services for you and your families.

Sincerely,  
Tony and Beatrise

## Thank You for Investing in Patient Care Reinvented

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

**\$1,000,000**

Anonymous

**\$250,000**

The Sam Sorbara  
Charitable Foundation

**\$250,000**

Thelma & Carl Anderson





## Meet Alan

### *What makes you passionate about Humber River Hospital?*

I'm particularly drawn to how Humber River Hospital is a leader among Canadian hospitals for how we practice medicine, especially by using leading-edge technology.

### *What are the most interesting ways technology is being used at the Hospital?*

My first pick has to be the Command Centre. Every day, hundreds of patients move through our Hospital, and the Command Centre is a highly advanced, data-driven "mission control" that allows us to best manage the flow of our patients at every stage of their care journey.

Second, the PillPick robot in our Pharmacy Department is an excellent example how

automation can eliminate errors, improve patient safety, and drive efficiency. The robot picks and packages pills and the packages are tagged to ensure the right patient gets the right medication with barcode verification.

Third, the Hana Table allows Orthopaedic Surgeons to perform hip replacement surgery through the front of a patient's hip – the Direct Anterior Approach. This approach requires less surgical dissection, which means less trauma for the patient and a typically faster recovery time. My brother had this surgery and his quick recovery time was amazing.



### *What inspires you?*

When asked how much someone should give to charity, my father would say, "You should give until it hurts".

### *Tell us a little about yourself!*

My name is Alan Spergel and I am the new Board Chair for Humber River Hospital Foundation. I have been involved with the Foundation since our firm first made a donation in 2006!



 This group pledged to raise \$1 million to support their Hospital and name the west wing of the 12th floor in honour of the Bon Furlans of the past, present and future. 

## Honouring Our Shared Legacy

The Bon Furlans & Friends of Humber came together to fundraise for the new Humber River Hospital. This extraordinary group of people from the Friuli community in Toronto and Vaughan have deep roots in Humber's community. Many families from Friuli settled in our backyard and numerous businesses flourished here in Toronto's northwest corridor.

But beyond that shared history, the Bon Furlans also share Humber's vision of reinventing patient care to stay ahead of whatever challenges the future brings. This group pledged to raise \$1M to support their Hospital and name the west wing of the 12<sup>th</sup> floor in honour of the Bon Furlans of the past, present and future. With three-quarters of the goal raised to date, the Bon Furlans are in the final push to reach this ambitious goal.

"In retrospect, the 12th floor is so meaningful to us since it's where many seniors are cared for at Humber. Many of us chose to get involved with the Bon Furlans as a way to honour our mothers, fathers and nonni who helped build our community and who still to this day receive care in the hands of Humber's phenomenal staff," explains Ron Sedran and Karen Manarin, active members of the Bon Furlans & Friends of Humber.

*For more information, please connect with Kylie Mondorf at 416-242-1000 ext. 81514, [kmondorf@hrh.ca](mailto:kmondorf@hrh.ca)*

# The Humber Difference: Seniors Care

Our donors have helped enable Humber staff to provide the very best in patient care, serving thousands of people in our community. Here's how Seniors Care at Humber is excelling with your generosity:

444 

Beds at the two Reactivation Care Centres (Finch and Church) that opened to help patients transitioning out of Hospital back to their homes or long-term care

73%



of all the patients we serve at Humber are over the age of 65



The month with the most admissions of patients over the age of 65 (excluding ICU)



89.5%

of patients enrolled in HEART return to their original living situations with no functional decline



7.99



Length of stay in the Hospital for HEART patients which is 5 days shorter than the the length of stay for non-HEART 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.

## The Future is Here: Command Centre

### Generation 2

Humber River Hospital launched our Generation 2 Command Centre this September. We recognize that patient safety is a key health priority and this launch, which focuses on patient safety, is a significant step in our pursuit of high reliability healthcare.

Over the past year and a half, we've been working with GE Healthcare to develop four new applications or analytic 'tiles' that will bring a new standard of patient-centred care to Ontario and the world. These 'tiles' integrate standardized early warning systems, predictive analytics, real-time information from multiple digital systems, and professional expertise to provide an 'added layer of protection' for patients with conditions that make them more vulnerable to risks of adverse events, or adverse outcomes.

#### Mother and Baby Tile

monitors expectant mothers and newborns in the hospital and flags in the Command Centre when there is elevated risk. The goal is to support patients in the Labour and Delivery Unit and Neonatal Intensive Care Unit (NICU) and to reduce unpredicted rates of illness.



#### Risk of Harm Tile

designed to reduce the likelihood of adverse events for patients at an elevated risk of harmful events, such as an infection or sepsis.



More tiles are coming soon, including one centered on Senior's Care! Stay tuned.

### Generation 3

Gen 3 of our Command Centre is just on the horizon and will employ wearable technology to help monitor patients at home without stepping foot in a Hospital unless it's absolutely necessary. From monitoring heart rates to watching for signs of stroke, our team will have limitless potential when caring for people in the comfort of their own homes.

*At Humber, reinventing patient care is as much about the next innovation as it is about the current one. With donor support, we can help hospital teams provide life-saving and life-changing care faster than ever before. Contact Caterina Magisano, Director of Development, Leadership Philanthropy at [cmagisano@hrh.ca](mailto:cmagisano@hrh.ca) to learn more.*

# 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 just some patient care champions who make our patients (specifically, our seniors) feel comforted and cared for:





**Denise Scott**  
Physiotherapist

 I have worked at Humber River Hospital for 15 years – it is my community Hospital and I have been proud to be part of something that is always growing and improving. Recently I've helped create and implement the HEART Program: the Humber's Elderly Assess and Restore Team. This team screens senior patients when they are admitted so that we can identify those at risk of losing function while they are here. These patients are eligible for daily therapy for restoring mobility. In the coming months, we will be able to monitor their progress on the Seniors Care tile in the Command Centre. 





**Alin Khodaverdian**  
Occupational Therapy Professional Practice Leader

 Our work as Occupational Therapists is to promote the independence of our patients so that they can transition back into their communities safely. As the Professional Practice Leader, I make sure that all of our Humber Occupational Therapists are up to date with best practices. OTs are really well positioned to work with seniors because we can help them address the physical, functional, or cognitive barriers that make it challenging to go home right away. Our ultimate outcome is that our patients can return to their lives, and if they aren't able to go home we make recommendations with an emphasis on maintaining as much independence as possible. 



**Kris Anne Simpson**  
Resource Person

 My mother worked in a nursing home, so I grew up around seniors. On 12 East at Humber we only see senior patients, and I really like working with this population. As the Resource Person, I am essentially a full-time Charge Nurse who helps to connect nurses, physicians, social workers, and other interdisciplinary staff to coordinate patient care. I like that I'm in a position to advocate for the patients on our floor and make a connection with them. If they have trouble navigating the healthcare system, I help to fill in the gaps. 





## Doc Talk: Dr. Calvin Cheng, Geriatrician

*In one sentence, how would you explain what a Geriatrician does?*

Geriatricians are doctors who specialize in diseases associated with aging.

### *What makes you proud of how seniors are cared for at Humber?*

I think that there are two important elements to providing quality seniors' care:

The first is that we are able to provide great care for seniors when they are in our Hospital. Before the new Humber River Hospital opened, I was invited to be part of the committees that ensured the Hospital was built with seniors care in mind. Our exam rooms have space for a family member to accompany our senior patients, and our Acute Care for the Elderly (ACE) unit is dedicated to treating seniors needing acute care in our Hospital. Our elderly patients are more likely to experience delirium in a hospital setting, which can extend their stays here, so we are developing programs like our Delirium Stewardship so that we can prevent or quickly respond to delirium when it's detected.

The second is having programs focused on helping seniors transition back into their communities and preventing seniors from ending up back in our ER. Our new Humber's Elderly Assess and Restore Team (HEART) is helping to ensure seniors maintain or even improve their levels of independence while they're here. We have a great falls prevention program. And we have nurses who can follow

seniors back into their community to make sure they have the resources they need.

### *What is the most interesting way technology is being used at Humber?*

The Command Centre, our hospital's "mission control", has so much potential when it comes to seniors care. In this next phase of the Command Centre, there will be a specific tile for monitoring senior patients who are at risk of losing functionality during their stay, as part of the HEART Program. We're also looking towards using wearable technologies so that we can monitor patients at home for things like falls and dehydration, and respond to issues before they become emergencies.

We are also starting to offer more internet consultations, so that patients can speak to a Geriatrician remotely. Right now we do about two or three a month, but it's an area we are growing into.

### *What inspires you?*

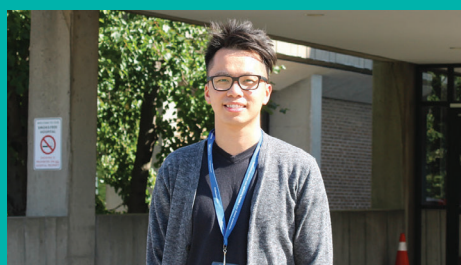
I have been thinking more about my legacy – *What did I do with my life?* – And I think there are so many ways that Humber is positioned to be a leader in developing better models for seniors care. There is so much that can be done at this Hospital and we have the opportunity to strike while the iron is hot.

# Inside Humber's Reactivation Care Centres

It is rewarding to see people improve and regain their independence

Humber is proud to manage and operate 444 beds at our Finch and Church legacy sites – now named the Reactivation Care Centres (RCC). These locations offer a different level of care than our Wilson site for patients transitioning out of hospital. Through special programs and therapies, the Centres support patients and their families from a variety of hospitals across the city as they prepare to move back to their home, retirement home or to long-term care. This model has reduced hospital backlogs and relieved pressure throughout the health care system, improving access for patients requiring acute care.

Here's a quick peek inside:



**Alvin Chio**  
Physiotherapist at RCC Finch

"At the Reactivation Care Centres we have physiotherapists present seven days a week, so our patients can work with a physiotherapist almost every other day. Our goal is to help them increase their mobility and help them regain as much independence as possible before they transition home, into long term care, rehab or convalescence. If they are bed-bound, our goal might be to get them to sit at the edge of their bed. If they can sit, we work towards helping them stand. It is rewarding to see people improve and regain their independence."



**An Nguyen**  
Nurse Practitioner at RCC Church

"The RCCs are a very good environment for patients who don't require acute care services and who are waiting to go to their long term care or alternate facilities. We provide more physical activity to help patients improve their independence and offer recreation therapy every day to maintain their cognition. The RCC works well because we have a great team that works together towards a common goal to promote quality of life for our elderly patients."



## AWESOME Invitational Golf Tournament

Our golfers brought their A-game to the 36th annual AWESOME Invitational Golf Tournament in support of Humber River Hospital in August. Together we raised \$197,500 in support of programs like our Orthopaedics Surgery. We hope everyone enjoyed a spectacular day on the course at King Valley Golf Club.

A big thank you to all of our sponsors and golfers for making the day un-FORE-gettable.

Really, Really Awesome Sponsor:



## Welcome to WINK

Women in Kindness (WINK) is a group of women working together to support Humber River Hospital. Members join WINK through an entry donation, and vote for the Humber project they feel is most deserving of WINK's collective funds.

"Humber River Hospital has been my local hospital for 53 years. All three of my kids were born at the Church legacy site," says Carmela Di Santo, who recently joined WINK. "I love the idea of women standing together to make an educated decision that makes a difference in our community."

The women of WINK decide together where their funds will be used, making meaningful change throughout our

Hospital. They get exclusive access to fabulous signature events, advance invitations to informative events like Doc Talks, and Hospital tours to help them decide how their donations are used, and to allow them to have a closer look at the impact their donations are making.

"I'm very passionate about Mental Health & Addictions, Cancer Care, the NICU, and anything to do with blood disorders; all from personal experience," says Carmela. "I'm excited to learn what the Hospital priorities are, learn more about those areas, and cast my vote."

*If you are interested in learning more about WINK, contact Lindsay Owen at (416) 242-1000 ext 81512 or lowen@hrh.ca.*

## The River Ball: Moonlight Midway by the River

On behalf of Mary Mauti, chair of The River Ball, and the entire organizing committee, thank you for stepping up, stepping out, and making the 2019 River Ball a spectacular success!

With more Coney Island fun and terrific treats than you could fit on a boardwalk, we're still over the moon at what a memorable time it was. Not only that, but we couldn't be happier to announce that we grossed over \$1 million to support programs at Humber River Hospital, including the expansion of the Orthopaedic Surgery Program.

We truly could not have done this without your outstanding support, effort, and generosity. We also had the chance to recognize one of Humber's astounding surgeons, Dr. Sebastian Rodriguez-Elizalde. We are excited about next year's celebration so save the date for **The River Ball: Superfan Soirée on Thursday, May 7, 2020.**



### Midway Madness Sponsors:



### Spectacular Sponsors:



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