

# THE OSLER CONNECTION

WINTER 2006

*Here for you... caring for you*

## There's a healthy new vibe at William Osler Health Centre

Many significant events have occurred over the past several months – Georgetown Hospital transferred to Halton Healthcare Services, the Ministry of Health and Long-Term Care approved of the next phase of planning for the redevelopment of Peel Memorial Hospital, and the Etobicoke General Hospital was front page news in August, providing excellent care

to the majority of the Air France plane crash victims requiring hospital care.

Yet in the midst of all this activity, one thing remains the same – our desire to continually develop and change to meet the needs of our community. We've captured this sentiment in a new value statement – Here for you...caring for you. It is also portrayed in the faces and smiles of Osler staff, physician and volunteer ambassadors, some of whom are pictured in this issue of Osler Connection and whose caring personas embellish the corridors of our hospitals. Their compelling stories and connections will be shared in the coming months.

Most importantly we've begun the process of reviewing our programs and services through a "Here for you... caring for you" lens, ensure that our emphasis is placed squarely on delivering greater patient and family-centred care

For example, we have established a patient safety council, held community and internal consultations on cultural and patient care issues, and introduced elevated customer service programs in our main reception areas. Individual programs have also taken their services 'on the road' with community events and clinics.

Over time you will see more improvements and a renewed focus on ...well, **you!**

Like our value statement declares we will be "Here for you... caring for you".



WILLIAM  
OSLER  
HEALTH  
CENTRE

ETOBICOKE GENERAL HOSPITAL  
PEEL MEMORIAL HOSPITAL  
BRAMPTON CIVIC HOSPITAL

*Here for you... caring for you*

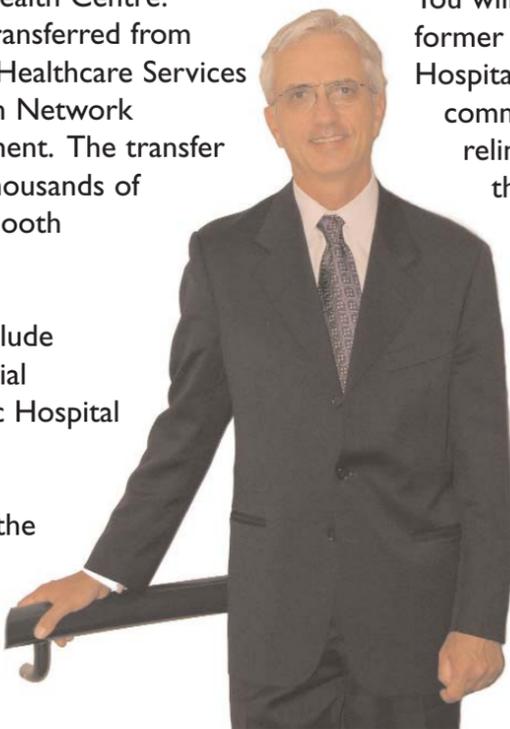
# Message from the President & CEO

A new era has begun at William Osler Health Centre. On January 2nd, Georgetown Hospital transferred from William Osler Health Centre to Halton Healthcare Services to align with the Local Health Integration Network boundaries set by the provincial government. The transfer was a complex project that consumed thousands of hours over many months to ensure a smooth transition for patients and for staff.

Osler's group of public hospitals now include Etobicoke General Hospital, Peel Memorial Hospital (Brampton) and Brampton Civic Hospital (currently under construction).

Brampton Civic Hospital was chosen as the official name of the new public hospital. The addition of the word 'civic' – related to a city and/or its citizens – was chosen in recognition of the community's long struggle to make this project a reality.

A new hospital was first proposed in the 1960s and many citizens have worked tirelessly since then to get us this far. Prominent among those community champions are members of the Chinguacousy Health Services Board (CHSB), the legal custodian of hospital land for 28 years. The CHSB transferred the land to William Osler Health Centre in an official ceremony in October 2001. Construction began in October 2004 and in December 2005 we celebrated the final concrete pour on the hospital structure. Remaining construction is on schedule to be completed by July 2007, with the facility slated to open to the public in the fall.



You will note that the existing Osler sites have reverted to their former names of Etobicoke General Hospital and Peel Memorial Hospital. We decided to officially reclaim the historical names as many community members had a strong connection to them and never relinquished their use. Yet, although the names may be of the past, the hospitals themselves have changed and continue to do so.

This year there is a new "face" of Osler. Most obvious is a fresh look for our logo, publications and other communication materials. But the desired difference is more fundamental. We are committing to be "Here for you... caring for you". Our objective is to enhance the quality clinical services we currently provide with a renewed focus on the compassionate, personal side of care. Plans are underway to see this friendlier aspect of care permeate William Osler Health Centre's culture and, most importantly translate into enhanced patient and staff satisfaction. We really care about our patients and our community; and we want it to show in everything we do.

Clearly, we will continue to be challenged by aging buildings and lack of space until the new hospital is operational and renovations are completed on the existing hospitals. However, modern equipment, spacious facilities, and even medical expertise are only part of the equation in quality patient care. The human aspect...caring... is as crucial as any tangible element in ensuring a good hospital experience.

This then is our goal: to be "Here for you... caring for you", whether "you" are a patient, family member, colleague, donor or any other person coming into contact with William Osler Health Centre. That, after all, is the very essence of our work.

Robert A. Richards

## Osler Doctors in the Earthquake Zone

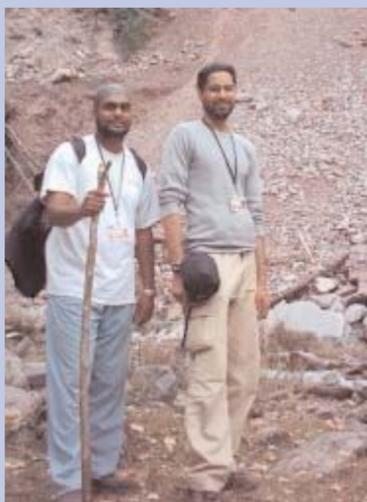
On October 8th, 2005, a 7.6 magnitude earthquake split apart the mountainous area of northwestern Pakistan, shattering the lives of millions of people. Between 79,000 and 87,000 Pakistanis died, and roughly another 3.3 million were left injured or homeless.

Like the rest of us, Dr. Aarif Pathan watched in shock as the images of grief and suffering flashed across the world on television screens and newspaper front pages. From all around the country, Canadians were responding with donations of money, clothing and supplies. But Aarif wanted to do more. He called Dr. Faiz Malam, one of his colleagues in Osler's Hospitalist Program, who contacted the Canadian Muslim Relief Council, one of several organizations coordinating foreign aid.

Neither of them had any prior knowledge of Pakistan. (Both are of Indian heritage, born and raised in Canada.) However, they spoke Urdu – a predominant language in the affected region – and they were prepared to leave their homes and families for a time and accept the discomforts and risks involved in a relief mission.

Within a week, Aarif and Faiz were on the ground in Islamabad headed for Balakot, a town just a few kilometres from the epicentre of the earthquake. The scene in Balakot was one of utter devastation. About half the population had been wiped out, many of the remaining residents were badly hurt, and most were homeless.

Medical teams from various countries were setting up field hospitals, and dozens of groups and individuals came to help set up tents for shelter and distribute food and clothing. The Osler physicians immediately began putting their medical skills to work caring for the sick and injured, but they were aware that the need went far beyond the town. Roads leading up to the high mountain villages were impassable but Faiz and Aarif, along with a couple of other doctors and some local porters, decided to try and get to these remote communities one at a time.



L-r: Dr. Aarif Pathan and Dr. Faiz Malam helping with the relief effort in Pakistan's earthquake zone

Aarif recalls what the trip was like: "On the way, we saw streams of villagers coming down the mountain...carrying badly hurt friends and family members. There were huge cracks in the road – 3 or 4 feet wide and 6 feet deep. Every several yards, there were landslides and in places the road had just fallen away down the hillside, we could see cars at the bottom of the valley. Not a single house was standing!"

In what was left of the villages, there was no running water or electricity. People were sleeping under tarpaulins exposed to the onslaught of torrential rain, cold wind, and snow. Many had pneumonia as well as serious wounds and infections.

The doctors used their tents as a base camp and hiked out to the scattered communities every day. They treated injuries, taught the villagers how to change dressings, and provided antibiotics. Using a satellite phone, they were able to make contact with the Pakistani government and army to get the most severely injured airlifted.

During their four-week stay, the team experienced numerous aftershocks from the earthquake. Already tired, cold and jittery from the ongoing assault on their emotions, they felt real fear at these times. "You wake up and it's pitch black," Aarif recalled. "First, the mountain roars at you. Then the ground starts shaking. You think, 'Okay, this is it for us!'"

Despite the hardships they went through and the horrific suffering they saw, it is the successes that stand out for the doctors – the elderly people they cared for who would not have been able to travel to get medical care, the child who couldn't stand because of a gaping leg wound but a few weeks after treatment was able to hobble up to Aarif to give him a hug, the fortitude of the villagers.

It was a journey that affected the physicians as much as the people they helped. In the spring, both Aarif and Faiz hope to make a second trip to Pakistan to assist in the continuing efforts to rebuild the northwestern region and provide longer term medical care.

## Living with Diabetes

In 1953, Bob McIntyre was 14 years old. Much like any other teenager, he attended high school, participated in sports, particularly football, and enjoyed other activities. Then he began to feel ill and tired and eventually went to see his doctor. Bob recalls what happened next.

“Within four hours of seeing the doctor, I was in a hospital ward. I was there for two weeks. The staff would come in and draw blood about 3 or 4 times a day with the big old needles and syringes they used in those days. Needless to say, that was pretty upsetting...I wondered, ‘has life come to a stop for me?’”

Bob was diagnosed with Type I diabetes (formerly known as juvenile diabetes). He was given insulin to regulate his blood sugar and saw a noticeable improvement in his health. But having watched his own father cope with diabetes, he knew the ramifications of the disease and that it would be a part of life from then on.

*In the past couple of decades there have been tremendous changes in the way diabetes is diagnosed and managed.*

Despite the initial shock, Bob accepted the diagnosis and his innate willpower soon began to assert itself. On his second day in hospital, he asked the nurses to show him how to inject insulin into himself. This knowledge put him ahead of most diabetic patients who were taught how to use insulin by inserting a needle into an orange!

At that time, diabetics led very restricted lives because of the difficulties of managing their illness. Food portions had to be individually weighed, and all foods containing sugar were taboo. People who suffered from the illness were discouraged from participating in any type of contact sport and were considered incapable of doing certain jobs because of the possibility that they might faint. Travelling far from home was always considered risky.

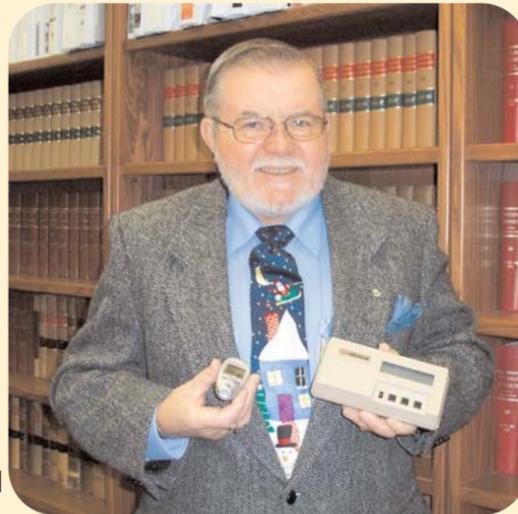
Testing blood sugar involved collecting urine, mixing it with chemical tablets and water in a test tube and matching the resulting colour to a chart showing sugar ranges. Alcohol and swabs had to be carried in separate bottles. Syringes and needles had to be boiled before use.

Occasionally, the glass syringes

would break upon use leaving the user to guess how much insulin had actually been injected.

Still, Bob refused to allow diabetes to stop him from doing what he wanted to do. He earned a law degree, married, had two children, and travelled all over the world. He has also been active in the Canadian Diabetes Association and many other organizations, including serving on the board of Peel Memorial Hospital for several years in the 1990s. “I never wanted to find myself in a rocking chair wishing I’d tried this or that,” he said. “Within reason, I’ve tried them all.”

To accommodate the needs of his condition, he devised many ingenious tricks such as having sandwiches handy to ensure he ate at regular times, carrying camping tubes of honey or liquid glucose on trips in case his sugar level dropped, mixing his own punch at parties using sugarless powdered drinks, and keeping his insulin from freezing in winter by wearing it in a moneybelt against his chest.



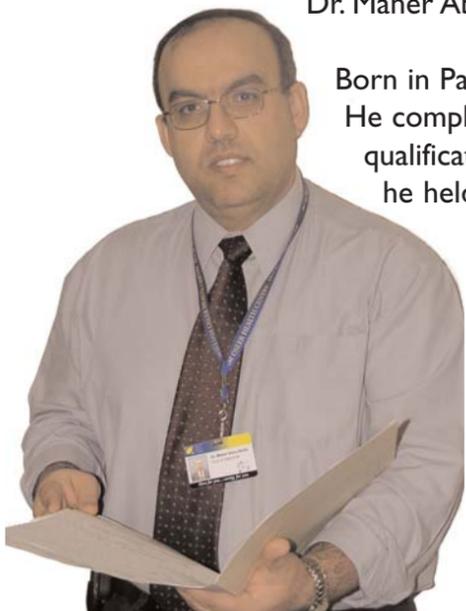
In the past couple of decades there have been tremendous changes in the way diabetes is diagnosed and managed. Testing equipment and needles are much smaller and easily portable, diets are based on balance and portion size rather than excluding whole categories of food, and clinics like Osler’s Diabetes Education Centre provide personal support and practical help to patients.

Bob is happy to see the improvements that continue to take place. Yet, he knows the key to successfully managing diabetes lies with patients themselves. He offers this advice: accept that you have diabetes and educate yourself about it; seek help from medical professionals; take care of your health by following your prescribed diet plan, exercising, and getting enough rest.

And most important – stay positive. With a cheerful mental attitude, Bob believes people with diabetes can live life to the fullest. He should know, he’s done just that for more than 50 years.

## Osler Welcomes a New Chief

Dr. Maher Abou-Seido recently joined Osler’s Management Team as Chief of Obstetrics and Gynaecology.



Born in Palestine, Dr. Abou-Seido grew up in Kuwait where he did his undergraduate and early post-graduate training. He completed his post-graduate training in the U.K. and holds both British (MRCOG) and Canadian (FRCSC) qualifications. Since coming to Canada, he worked at Cape Breton Regional Hospital, a multi-site organization where he held the position of Chief of Perinatal Medicine since 2003.

He joined Osler in 2005. “I was attracted to William Osler Health Centre because I can really buy into the health centre’s future” states Abou-Seido. “I can see great potential in the development of the new Brampton Civic Hospital and the benefits it will bring to our communities.”

William Osler Health Centre handles approximately 10 percent of all births in the Greater Toronto Area and offers both a Level II Special Care Nursery and Advanced Level II Neonatal Intensive Care Services.

Dr. Abou-Seido’s clinical interests lie in the areas of high risk obstetrics, infertility and minimally invasive modalities, such as endometrial ablation. He shares the health centre’s vision of family-centred care, evidence based medicine and quality of care that is monitored and measured by audits and reviews. “We aim to make all care as family-centred as possible. For example, we give mothers close access to their babies and encourage physical touch, and we like children to be able to have their parents in the room all the time.”

A busy family man, Dr. Abou-Seido is also very much involved in the lives of his three children and his community. Dr. Abou-Seido currently oversees all obstetrical services at William Osler Health Centre.

## Foundation Gala Raises \$325,000 for Brampton Civic Hospital

With the support of our corporate sponsors and an unprecedented turnout of 832 guests, the nineteenth annual Crystal Ball, "An Evening of Celebration" gala raised \$325,000 for the new Brampton Civic Hospital.

"This year the gala had 20 corporate sponsorships from both national companies and local Brampton businesses," says Anne Randell, President and CEO of the Foundation. "We thank them for their invaluable and ongoing support. Their generosity and that of our individual donors truly will make an impact on the care provided to patients at the new hospital when it opens in the fall of 2007."



Held at the Pearson Convention Centre on Saturday, November 12, the Crystal Ball celebrated the first year of construction on the new Brampton Hospital and better health in the future for all of us. With new regional programs and services and the advent of new technology, this 608-bed hospital will change the way health care is delivered to area residents.

With special guest, the Honourable George Smitherman, Minister of Health and Long-Term Care on hand, Emil Kolb, Chair of the Region of Peel, presented a cheque for \$36.9 million to officials from William Osler Health Centre. This contribution moves the hospital closer to achieving the financial goal needed to complete construction of the Brampton Civic Hospital.

The Gala Committee along with presenting sponsor Triple M Metal Inc., provided guests with an evening with fine dining and a remarkable silent auction. Entertainment included a breathtaking routine by Dance Caribe Performing Company, music by Sky's Band and dancing late into the evening.



**Below are just some of Osler's staff, physician and volunteer ambassadors who demonstrate the health centre's new value statement.**



*Here for you.... caring for you*

## Join the Race for Improved Health Care

The Mississauga Marathon and William Osler Health Centre Foundation are joining forces to help provide local residents with improved hospital care. Participants entering one or more of the eight races scheduled for May 13 or 14 can now make a donation to the Health Centre and collect pledges from friends and family members.

Demonstrating your support for William Osler Health Centre Foundation has never been easier!

When you go on-line to register at [www.mississaugamarathon.com](http://www.mississaugamarathon.com) you can add the donation directly to your race entry fee.

Participants can also print off the official pledge form and solicit potential donors to sponsor their efforts.

William Osler Health Centre will open the new Brampton Civic Hospital in the fall of 2007. This is a great opportunity to show your community support for this modern, patient-centred and technologically advanced hospital.

In the last two years, the Mississauga Marathon has raised over \$50,000 for its charity partners.

With your help and participation, that number could dramatically increase this year.

Some 12,000 runners are expected to run in the Marathon and the event will be televised across the country on TSN. Whether you are a seasoned runner attempting to better your marathon personal best time or plan to participate in the 2K Family Fun Run/Walk, there is something for everyone. A 5K race has been added to the Remington 10K and 10K Student Relay run on Saturday evening. The Canon Marathon, Fila Half Marathon, Corporate Relay Challenge, and Family Run will take place on Sunday morning.

Good luck in your training and fundraising initiatives. Your participation in the Mississauga Marathon will help make a difference in the lives of many patients at William Osler Health Centre.

For more information about the Mississauga Marathon, call 905-949-2931.

**If you have any comments about this publication or William Osler Health Centre services, please call our Community Contact Line 905.494.2120, ext. 22505 or visit our web site [williamoslerhc.org](http://williamoslerhc.org) or e-mail to [communications@oslerhc.org](mailto:communications@oslerhc.org)**