

## Strategy Corp Transcription - 12/11/2012

Speaker: Good evening everyone and thank you for joining us at the telephone town hall. My name is Scott McLeod and I'm the CEO at the Central West Local Health Integration Network. Central West LHIN is one of 14 LHINs in Ontario responsible for planning, integrating, funding, local health care services to meet the needs of our growing and diverse community. So, Brampton, Caledon, Dufferin County, Malton, Rexdale, Van Woodbridge. I'm going to be the moderator this evening and I'm here with four of our local health care leaders who I have the pleasure to know and work with. Matt Anderson, President and CEO of William Osler Health System, Liz Ruegg President CEO of Headwaters Health Care Center, Cathy Hecimovich CEO of the Central West Community Care Access Center and Janet Smith Commissioner of Health Services for the Region of Peel. Together with many other providers, we work together to improve access to the health care services that you and your family need and rely on. This interactive telephone town hall meeting is just another example of how we are working together to help residents in this community better understand the health care services that are available and how and when to access them. Well, each of our health care leaders will speak for a few minutes explaining how they work together to provide health services to the community. Our objective this evening is to hear from you and to take your questions and comments. There will be a number of opportunities throughout the call to ask questions on the telephone town hall to be placed in queue and ask a question, simply dial star three on your phone at any time. Star three. You can start doing that now and we'll be taking the questions throughout the call and we'll wrap up the event by 8 PM. The first segment of our discussion this evening will focus on how you and your family can use local health care services to engage in health living and disease prevention. To discuss this topic, I'd like to welcome Janet Smith, Commissioner of Health Services for the Peel Region to the microphone. Janet?

Speaker: Thank you Scott. I'm thrilled to be here tonight on behalf of Region of Peel Health Services Department. The Region of Peel includes the Cities of Mississauga and Brampton and the town of Caledon and our health services department operates 5 long term care homes, community support services for seniors, paramedic services and public health for all Peel residents. Our long-term care homes provide care to older adults who can no longer live independently in the community. Community support services such as our adult day services help seniors living in the community maintain their independence while giving their caregivers some relief. Access to our homes and the community support services is coordinated by our partner, the Community Care Access Center who you'll hear from shortly tonight. Paramedics services or land ambulance respond to 911 calls and should be called when you have an emergency or urgent health complaint that cannot wait to be treated in another setting or at another time. Peel public health offers a wide range of services to protect and promote the health of all Peel residents and prevent disease. A

snapshot of those services include prenatal, postnatal and parenting support, healthy sexuality clinics, dental services for low income children and families, immunization services and so many more. In addition to these services, the region of Peel is very involved in initiatives to prevent childhood obesity and diabetes. For example, we're currently working with the nearly 400 schools in the region to ensure lunch offerings that are both healthy and tasty and try to increase the number of children walking to school. That's just a snapshot. So for more information on any of our programs, residents can call Peel Health at 905-791-7800 or visit our website by going to [www.peelregion.ca](http://www.peelregion.ca). Thanks so much.

Speaker: Thanks Janet and welcome to anyone who just joined us on the telephone town hall. I'm here with Matt Anderson, President and CEO of William Osler Health System, Liz Ruegg President and CEO of Headwaters Health Care Center, Cathy Hecimovich CEO of Central West Community Care Access Center and Janet Smith the Commissioner of Health Services for the Region of Peel who you've just heard from. I want to remind anyone that has a question, you simply need to dial star three on your phone and this will get you into the queue to speak to the leaders participating in... of our participating health care organizations. We'd really appreciate if you keep your questions tight so that we can get to as many as possible. So, let's just see, so I think we are going to go on to the next speaker at this point which is Matt Anderson.

Speaker: Great. Thank you Scott. Excited to be here today representing the William Osler Health System. We are at William Osler Health System is comprised of the Etobicoke General Hospital, Brampton Civic Hospital, and Peel Memorial Centre currently under redevelopment. Etobicoke General is undergoing significantly development as well to improve services delivered to our community. Osler is one of the largest community hospital systems in Canada serving the communities of LHIN which are growing at an unparalleled rate and the demand for health care services is increasing quickly. In a typical 24 hour period, Osler will deliver 21 babies, conduct 150 surgeries and have over 600 emergency room visits. We have among the busiest emergency departments in the province and our labor and delivery programs is one of the largest in the GTA. In emergency situation, the 3 emergency departments in our LHIN are here to support you. In less urgent situations, your family doctor's office, specialty clinics, urgent care clinics and walk in clinics may be more suitable alternatives for your health care needs. We're working hard to make sure you have timely access to services. In the emergency department, we have created specialized zones such as the cardiac and mental health areas and individuals can get the specialized care that they need. In addition, we regularly assess and modify our staffing and physician coverage in the emergency department to meet unexpected surges and volume. Last year, Osler became the first hospital in Ontario to have 2 dedicated physicians in emergency room thru overnight hours. Ahead of the holiday season, family physicians in our LHIN have been asked to ensure there's a holiday coverage plan for their

patients and the patient prescriptions are filled so the patients do not need to wait in the emergency room or walk in clinics unnecessarily. We're working hard with all of our partners to try to improve access to care for you when you need it.

Speaker: Thanks Matt and thanks for anyone else who has joined us and welcome. Remember, if you want to ask a question, you simply need to press star three and you will go to get your questions heard and we will hopefully get to them online and soon. Let us know turn to the first question that we have received and that's from Mrs. Luciano. Would you like to ask your question online now please?

Speaker: Yes. I was just recently in the hospital with my mom who is 89 years old. I took her to the emergency and I had to be there 7 hours before she finally saw a doctor to finalize her situation. I think it's a long time to be there for 7 hours. Would someone at... as old as my mom 89 and in her condition sitting in the wheelchair for 7 hours, I thought that maybe things could be a little bit faster but I am...

Speaker: Thank you very much for the question and I think we'll pass it over to Matt who would give that one a shot.

Speaker: Sure. Thanks Mrs. Luciano. For sure, I can't speak specifically about... for your mom. I can say that in our emergency room as I've mentioned, we are pretty busy and have the busiest emergency room. I'm assuming the hospital you're referring is Brampton Civic, you didn't say which one but I'm going to go with Brampton Civic. The... although it may have been emergency... Etobicoke General as well. So, Etobicoke is also a very emergency room. We try to see folks as fast as we can and of course with the system that we have, our goal within our emergency rooms is to get people treated and out within about 8 hours, 90% of the time. So, I don't know why in this particular instance, you would have waited... why your mother would have waited that long for initial consult with a physician. Our average time is usually around 2 to 4 hours to see somebody within our emergency room. So, our goal is to try to get you seen and out within 48 hours if you are experiencing 7 hours of wait to see a physician, not sure if that was a particularly busy time in the ER or where we're... what was happening there but for sure, our ER's are extraordinarily busy and we are looking for alternatives so that people who maybe don't need to be in our ER don't have to wait through that and we can focus on the really ill patients who come in to our center. Thanks for the question.

Speaker: Thanks Matt. Just a reminder to those who may have joined, press star three if you'd like to be put into the question queue and we're here today with Matt Anderson, Liz Ruegg, Cathy Hecimovich and Janet Smith. So we have a second question from John. John, would you like to ask your question?

Speaker: Yeah, I can. I'm 82 years old. I had to have pacemaker (put in?) and to get it put in, I had to go all the way down to Toronto General. Today, I had to go back down to have it checked for a routine check. Why should I have to go all the way down there when I got a Brampton Civic Hospital that is sitting here?

Speaker: That's a great question. Thanks John.

Speaker: I'll answer that one as well John. It's Matt Anderson speaking from Osler. Although, we have a brand new hospital here in Brampton, not all services can be offered locally for procedures such as opening you up for a cardiac procedures. Some cardiac procedures, we're able to do here at... in Brampton. Other procedures, we're not able to do in the Brampton area. Certain procedures like the pacemaker require a certain amount of (all the medications?). So, they're denote of cardiac centers that are set up across the province. In this case, the closest cardiac center for that procedure would be Toronto which is why you would be sent down there. It's not particularly safe to have all services available in all settings. So we have to be careful about where it's safe to provide certain types of services and for a pacemaker where you've just described in that setting, we have to go to a cardiac center and the closest one for us is Toronto.

Speaker: Great. Thanks Matt. Welcome to anyone who has just joined. We're here this evening with Matt Anderson who you were just hearing speak President CEO of William Osler, Liz Ruegg President and CEO of Headwaters Health Center, Cathy Hecimovich CEO of the Central West Community Care Access Center and Janet Smith the Commissioner of Health Services for the Region of Peel and I'm Scott McLeod the CEO of Central West LHIN. At this point, we are going to go to a polling question. The first question, we'd like to ask you and all you need to do is answer the question by pushing the number on the phone that corresponds with the options given to you. So, the question we'd like to ask you is have you received a flu shot this year? Press one for yes or two for no. Again, have you ever... have you received a flu shot this year? Press one for yes or two for no. And we're going to watch the results start coming and right now we're sitting at 52% have received a flu shot this year which is great. Just waiting to see if anymore come in. Okay. So, that's about 50%, a little over 50% of people have received a flu shot. I don't know Janet whether that... do you have any observations or thoughts of that.

Speaker: Well, we... that's great 'cause we're still in the early part of the flu season. It's still lots of time to go get your flu shot either through one of the public health clinics, your doctor's office or now, there's several pharmacies that are now doing the flu shot. So, I'd encourage those that haven't got it to get out and get the shots.

Speaker: Okay. That's great. So, we have another question online at this point from Heather. Heather, I wondered if you could ask your question.

Speaker: Hi. I'd like to know why in the city of 1/2 million people, we have only one hospital?

Speaker: That's great. Over to you Matt.

Speaker: Over to you Scott. I would (??). Thank you Heather. It's Matt Anderson speaking from LHIN Osler. We need 2 hospitals in the city. No question about it. We're underway of getting Peel Memorial reopened. It's... it takes time to get a new hospital open. We do have all the approvals that are required from the province to do so. We went out to tend there in October. So, I guess 6 weeks to go to bring in the contractors to start building the hospital. So, we do have to get that 2nd hospital opened in the city of Brampton for sure.

Speaker: And certainly from the Central West LHIN perspective, we fully supported the plans for William Osler's addition in Brampton site at the Peel Memorial site and it's an important initiative and hopefully, we'll see some progress within the next few years I would think. Is that a reasonable time line?

Speaker: That's right we are scheduled to open in 15-16.

Speaker: Very good. Okay. Let's move on to the next discussion component and that is going to be Cathy Hecimovich from the CCAC.

Speaker: Thanks Scott. The Central West Community Care Access Centre is one of 14 CCACs in the province and we're all funded through Ontario's Local Health Integration Network or LHIN for short. The Central West CCAC serves Brampton, Caledon, Malton as well as the areas of West Woodbridge, Rexdale and Dufferin County. Many people know we provide home care and we know that most people want to receive care at home. So we focus much of our energy on keeping people safe and healthy in their home community. We provide people with services such as nursing and personal support in their own home. We help them find their way through key transition points in the health care journey such as coming home from hospital. We also connect them with health care providers in the community. We help people find family physicians that don't have a family physician. We do all of this by connecting patients through out care coordinators. Our care coordinators have special training in home, community based and long term care and it's through the services of the CCAC that so many people are able to remain healthy and independent in their own home. When you work with the CCAC, we will work with you to understand what your specific needs are and the needs of your family and help you to develop a personalized care plan.

Your care plan may include personal support such as assistance with bathing, dressing, eating. You may need in home nursing care or care in our free community nursing clinics. We also provide therapy such as physical therapy and occupational therapy and we connect you with other services such as adult aid program, community services such as meals on wheels and many other health care services that are available in our community. The people that we help, use our services for many different reasons. Some are coming home, recovering from surgery or stay in the hospital. Some people need ongoing assistance to help them remain safely at home and other require more intensive support to avoid a hospitalization or delay an admission to long term care. Your CCAC care coordinator will work with you to help you meet your goals. We also work closely with family members, family physicians and other community services to ensure that people are most effectively supported in their own home. To get access to CCAC services is easy, anyone can refer, you can even refer yourself. Just call us at 1-888-733-1177 to talk to one of our staff who can help you. Our services are covered your Ontario Health card. Another great resource for families is our new website. It's called the health line. The address is [www.centralwesthealthline.ca](http://www.centralwesthealthline.ca) and this site contains reliable up to date information about over a thousand health support and services in our community. Thanks Scott. Back to you.

Speaker: Thanks Cathy and welcome to anyone who may have recently joined us. We're joined this evening with four of our local health care leaders, Matt Anderson, President and CEO of William Osler Health System, Liz Ruegg President and CEO of Headwaters Health Care Center, Cathy Hecimovich, who you've just heard from, the CEO of Central West Community Care Access Center and Janet Smith the Commissioner of Health Services for the Region of Peel and I'm Scott McLeod CEO of the Central West LHIN. Just a reminder if you'd like to ask a question, please press star three to be put into the question queue. So, I'd like to ask a couple of questions... or have you ask a couple of questions now. We have one from Candice. Candice. I wonder if you could ask your question.

Speaker: Okay. Hi. First I just want to say that we've used the Urgent Care Clinic at the Hospital for our children's staples and stitches and it's been a great addition to the hospital. I know it's been in placed for awhile but it's just been really helpful. Second, what my question was, how do we look up where... is there a centralized way of finding urgent care clinics or those walk ins for those you know accidents that need... that may not need to go to the hospital but if you needed to find out when or where a walk in clinic was open, is there a centralized place?

Speaker: There is. It's a great question Candice. Finding services in your home community can be a challenge, so one of the things, we've done is we set up the Central West Health Line. The website address is [www.centralwesthealthline.ca](http://www.centralwesthealthline.ca) and this website has reliable up to date information about over a thousand health support and services in the community

including walk in services, clinics, pharmacies that are open 24 hours, where you can go for all kinds of services and support 365 days a year and the great thing about a website is it's at your fingertips and it's never closed. So, I would encourage you or anyone on the line who has questions about health services and support that are available on the Central West Community to go to [www.centralwesthealthline.ca](http://www.centralwesthealthline.ca).

Speaker: Great. Thank you Cathy. I think what we're going to do now is go to another polling question and ask you to answer another question for us and this one is somewhat tied to that discussion so when you have that discussion. So when you have a health care issue, where do you go first to get care? So in order to answer, follow... press one for family physicians or specialists, two for walk in clinics, three for urgent care centers, four for emergency department. Again, the question is when you have a health issue where do you go first to get care. Press the number that corresponds to your answer. One for family physicians or specialist, two for walk in clinics, three for urgent care center and four for emergency department. And we're starting to see the results come in now and preliminary is starting to show the answer. It's 80% of people on the line at this point go to family physicians first, 20% walk in clinic, 4% urgent care center and 9% emergency department and that's from an access to services going to the primary care physician first is certainly something that's great to see. So, let's go back to questions. We have a question from (Kuljit?) on the line. Would you like to answer the question or ask the question? Sorry. (Kuljit?).

Speaker: Yeah, yeah.

Speaker: Would you like to ask your question?

Speaker: Yeah. I already talked too about this. My name is (Kuljit?) and I belong to (Punjavit Military?) living in the (??) near hospital and I went twice a couple of times to emergency and there's a span of time 20 year (??) and now, what's the difference? If I talk to the system now, it's the same... once you got admitted in the emergency, once you did take care of it, then it's excellent (??). The only thing is the delay and the delay... because of people, there's a whole different base, (cost?) of family doctor and the walk in and the none (??), none... not life threatening problems. If even the system (??) these things but the people didn't know about this, we should work on that and let the people know, let the people awaken on this issue that they shouldn't rush to that emergency hospital for every single reason.

Speaker: That's a great reason (Kuljit?)

Speaker: Hospital and we should (??) some different languages or pamphlets and let the people know what the system (??).

Speaker: Thank you very much for the question and I think I'm going to have Matt answer first and then perhaps Cathy may have some comment as well.

Speaker: Great. My thanks as well (Kuljit?). You're actually right. Part of the challenge that we have and really one of our (??) here with our town hall is to talk about all the various resources we do have in our community, Etobicoke in particular and you know one of our challenges of course with all the folks here on the phone is that the access of services varies a little bit, community by community certainly in Etobicoke, we do have some other outstanding resources that people can take advantage of like our community health centers and like many of our community services that you've mentioned. I do think we need to get more information out about these. This is something that I know the LHIN works on and all of us work on as well to try to get people to the right level of care that they need instead of falling back on the other with just family physicians or their emergency room and other services that they can access when they need to get access to services. So, I think we do need to do a little bit better job at that. We certainly need to do a better job in areas like Etobicoke where there are other options for folks and you Cathy, anything you want to add?

Speaker: No, I think just to add to that point. The important thing is to make sure that people who need services have those services available when they need them and much to what (Kuljit?) was mentioning, if people don't know where to go then they may go to the emergency department when they don't know that there's a better place for them to be. So making sure that people have access to information about what services are available to them and know where the best place to go is, is an important part of doing that and (Kuljit?), you are absolutely right. We need to do a better job of working with our various cultural and faith communities to make sure we get the information to them in a language that they can understand because we have many people that are new to the health care system here in our area and sometimes they don't know what services are available in Canada and we need to make sure that we get people that information so they know the right place to go and they can get services in a timely way.

Speaker: Thanks Cathy. Thanks Matt. We have another question from Helen. Helen, would you like to ask your question?

Speaker: Yes, I do have a health home care for my husband and he came from the hospital and it did help... you know especially for giving him a bath. So, I got help like everyday for the morning for 1 hour and evening for 1 hour. Well, a person doesn't need to bath twice a

day not even everyday so I had to cancel one for the evening. Now, I understand the person that comes here, she is very good but she has other people and if she cannot come in the morning for everybody then it's hard 'cause if my husband goes to bed, he doesn't want to get up and have a bath let's say at 11:00. How can you assure that everybody will get help in the morning, let's say from 9 to 10:00?

Speaker: Thanks very much Helen. Cathy, would you like to address that?

Speaker: Well, Helen it's a great question and obviously not everyone can receive all of their help all at the same time. So part of what we do is work with our families to understand their specific needs. There are people... that are early risers and like to get up early and there are those that like to sleep in late and so we need to understand where you fit within that spectrum and where your husband sits within that spectrum and work with you to make sure that we arrange for services at a time that works well with your schedule. You're absolutely right. Not everybody wants everything always at the same time and that would be impossible to accommodate just like we couldn't have everybody go to hospital emergency at the same time and expect them all to see the doctor right away. So we do have to spread things out. That's the way it works but we'll work with you and your family to make sure we understand your specific needs and try and get the worker to you at a time that works for you. So, thanks for the question Helen. It was a good one.

Speaker: Thanks Cathy. Just a reminder to folks who may have just joined us, we're on the phone this evening with Matt Anderson, President CEO of William Osler Health System, Liz Ruegg President and CEO of Headwaters Health Care Center, Cathy Hecimovich CEO of Central West Community Care Access Center and Janet Smith the Commissioner of Health for the Region of Peel and I'm Scott McLeod CEO of the Central West Local Health Integration Network. If you want to ask a question, just press star three to be put into the question queue. So we got another couple of questions here that we'd like to get... give you the opportunity to ask. Dan, you have a question, I wondered if you'd like to ask that one.

Speaker: Hello?

Speaker: Yes. Hi, Dan.

Speaker: My father just recently turned 80 and he is in (??) and he's fallen upwards of 70 times. A lot of this we did not know. They are suggesting that he wear a helmet. He is a retired policeman. Pretty much it's a no go. It's not going to happen but like I understand the falling part of it, 70 times but not a bruise. The question is should we try to convince him with the helmet?

Speaker: Going to pass that question over to Janet.

Speaker: Hi, Dan. It's Janet. I can't speak to your father's particular health condition. My advise is I don't know if you've had a chance for you and your family to sit down and talk to the director of care and your father's physician and sit down and have a care conference and look what's best. It's very hard as we see our parents or family member's age and have issues and certainly the home will have your father's best interest at heart and they'll want to look at what makes best for him. They certainly don't want to get into a situation where he's having to be restrained 'cause he wants to get up and move around but you wanted to do that in a (safe?). So, if you've got questions or concerns, you know go into the home, have that face to face meeting with the director of care and your father's physician and understand why they're recommending that, what's best, give your questions and concerns and there may be other options too and you want to talk that through with him. Thanks Dan.

Speaker: Thanks. We have another question and this one is from Carrie Ann.

Speaker: Hello?

Speaker: Would you like to ask your question please?

Speaker: Yeah. I just wanted to know if you have someone who had some surgery and they live alone, no family, no friend. Do you guys offer like convalescent care or somewhere they can go until they get a little bit stronger?

Speaker: Hi, Carrie Ann. That's a great question. You can call the Community Care Access Center in Brampton. The number is 905-796-0040 and ask to speak to one of the care coordinators and they can walk through the options available to you or your friend can call directly on her own behalf, anyone who's concerned can call and get information. You can not only get information on services that might be available to go in the home to help somebody but there are also various retirement home, long term care homes and other residential settings where somebody can go for a very short period of time just to get a little rest and help. Just to get a little stronger, a little bit of support and a little bit of help from some professionals until they're strong enough to get back on their own feet and go home. We all know that people ultimately want to stay in their own homes as long as possible. So sometimes going somewhere for a bit of a rest is a good idea because at the end of that rest you're able to stay home safely and so, I would encourage you, either yourself or have your friend call the Community Care Access Center 905-796-0040, ask to speak to a care coordinator, say you have questions about services and we'll make sure you get all the information.

Speaker: Great. Thank you Cathy. So, just before we go on to our next polling question, I just want to remind you that if you have a question you like to ask, simply press star three to be put into the question queue. So, now we'd like to ask you another question and to answer the question, please push the number on the phone that corresponds best to the options given to you. So, the question is, do you know where to go to find more information about the health care resources in your community? Press one for yes or two for no. The questions again, do you know where to go to find more information about the health care resources in your community? Press one for yes or two for no. And we'll just take a look at what's the results that are coming up. So, that suggest to, looking at the results right now early in the poll anyway, so 63% do not know where to go for information and 38 do. So, that suggests we have some work to do in getting information out to the public about what is available in the community and that's a good thing to know for us. So, at this point, I'd like to move on to our next speaker who is Liz Ruegg.

Speaker: Thank you Scott. I'm really excited to be here with our local health care providers tonight. This is a great opportunity to hear from our residents. Help them find out about the services we each provide and understand where we can improve. I always like to hear what we are doing well but more importantly what we can do to improve our services. Headwaters Health Care Centre is an 87 bed, acute care facility, 580 staff, 60 physicians and 2 family health teams. We have over 240 volunteers and served a population of 135,000 residents both in the Town of Caledon and Dufferin County. Our services include both inpatient and outpatient programs that range from emergency care to (??) care. For a full list of the services that we provide, please visit us at [www.headwatershealth.ca](http://www.headwatershealth.ca). As you've already heard this evening, we're all seeing more and sicker patients who require complex care and the age of our patients are increasing as well. With advances in medical care, technology and an improved quality of life, people are living longer. The largest growth we are seeing in our population has been residents that are 85 plus years of age followed by those 75 to 84 years of age. We all need to be focused and efficient at providing high quality, appropriate care within our settings and supporting patients as they navigate through other parts in health care system to access services locally. We want to keep our residents in their homes longer and provide care folks to the home. Headwaters will never be able to provide all the services that are needed to care for the people of our community. However, we can provide access to those services by partnering with organizations like William Osler, the Community Care Access Center and other health service providers in our whole community. The partnerships ensure that we're building a system of care focused on putting patients first and providing care in the right place at the right time delivered by the right provider. For example, we build partnership with William Osler to provide a Regional Cancer Program, a Regional Orthopedics Program and Mental Health Program so that you can receive that care closer to home. We've also partnered with Central West Community

Care Access Center to provide an (IV?) and Wound Clinic, to provide residents with an alternative to the emergency department. This has resulted in more timely access to care for patients and decrease pressure on our emergency department. We also just refreshed our strategic plan. It was created in alignment with William Osler Health System, The Central West Community Care Access Center, the Central West LHIN. So we're all working together towards a common goal of creating a system of care for the residents in Central West LHIN.

Speaker: Great Liz. Thanks very much. A reminder to folks, who would like to ask a question, simply press star three on your phone and that will bring you into the question queue and we'll get to your question as quickly as we can. So, we have a couple of other questions that I'd like to get to and the next one is from Ed. Ed, would you like to ask your question?

Speaker: I would. Actually, I have a comment and a question. I get treatment at Headwaters Health Care Centre every 3 weeks and I couldn't be happier. The nurse is there. Wonderful. They take good care of us and I'm really pleased with it. And my question is, I wish... I'm a senior and I need physiotherapy and they don't do physiotherapy without patients and I don't have insurance and I'm wondering where I can get it.

Speaker: So, that's a very good question. Thank you Ed for that. Certainly, we work with Community Care Access to be able to provide care to those people who require physiotherapy services. So, I don't know you know your particular needs but certainly, you could contact PCAC to see if you're eligible for those services. From an outpatient perspective, we do have an outpatient physiotherapy clinic and I'm really excited certainly in the Shelburne Health and Care Centre or the Shelburne Centre for Health it's called now, there is a physiotherapy clinic there. When you look actually, I mean the government spending 47 cents of every dollar now in health care and we can't provide all things to all people but we need to make sure that you have access to it. So, in the Shelburne area, you do have access to the outpatient physiotherapy. Yes, you have to pay for it but I'm sure if you speak with that particular provider, there may be some opportunities again to look at income and see if there is an opportunity but CCAC is definitely also another option.

Speaker: Great. Thanks Liz. We have another question from Maryann. Maryann would you like to ask a question?

Speaker: Hi. Good evening. Thank you. I think this telephone conference health... on health care is essential and crucial to the people of the community. I'm just a newly retired nurse and I have spend much time with the elderly but what I do notice and it has been mentioned how our population is getting older, many of the elderly do not have skills on

the internet or computer and with the misuse of telephone marketing a lot of them don't like to answer the phone. So, I'm wondering why there hasn't been any direction or to my knowledge of advertising on the TV say which many elderly who are shut in and can't get out very much that need help to give them direction of where to go in their community. Many of them spend hours in front of the TV and very little is given like the state has number of commercials regarding medications but for us here in Canada, what about regular instruction for the elderly to use this media. Do you know what I'm saying?

Speaker: Yeah. Thanks very much. I think we get the sense of the question. Kathy, would you like to respond?

Speaker: Yeah. It's an excellent question and certainly television advertising is pretty expensive option for many of us not for profit companies doing health care here in Canada but certainly one less expensive option that doesn't require access to the internet is the number called 310CCAC and anyone can dial 310CCAC and be connected with a live operator between 8:00 in the morning and 8:00 at night and someone will help you with your health care questions and find access to the services that you need. So, certainly I would encourage people, seniors who don't have access to the internet to use 310CCAC. We do advertise that number in community bulletins, in local newspapers, we have fliers in pharmacies and family doctors' offices, in libraries, in community health centers. So, there are lots of opportunities when seniors are out and about to get access to that information. Again, it's 310CCAC.

Speaker: Thanks Cathy and I think Janet may have something to add to that as well. Yeah, like another option because sometimes it's a health service you're looking for and sometimes it's maybe a social service that seniors are looking for, another option is 211. So, you dial 211. There is staff there. They're linked up with the CCAC as well and they'll put in a connection with any health and social service in the region of Peel.

Speaker: Thanks very much. So, we're going to go to our next polling question at this point. Sorry about that. You now know we're taking the call in a hospital. So, the next polling question we're going to ask you is the same process. You just need to press the number on your telephone that corresponds with the options given to you. This one has four. So, the question is what is the best way to communicate our new plans for the future to the public, press one for a telephone town hall like approach like this one, press two for newspaper, press three for website and social media, press four for in person town hall. So again, the question is what is the best way to communicate our new plans for the future to the public, press one for telephone town halls, two for newspaper, three for website and social media, four for in person town hall and let's take a look at the results as they start to come in. So, at this point, we have... it looks like the telephone town hall and newspapers are almost tied

at 37% as the preferred approach. So that's again, good information for us to know on how to connect with the community and engage them in the discussions we're having going forward. So, let's go back to some questions here. We have a question from Ken. Ken, would you like to ask your question?

Speaker: Yes. My question is I previously have taken my mom to the emergency at William Osler and I must say that the services were excellent. However, I noticed that a number of the workers in the emergency, they weren't wearing any type of nameplates or any type of identifications for their function except for the security. I knew who security was but I... for example, I needed help to take my mom to the washroom and I saw people moving around but I just didn't know what their functions were. So, I felt kind of reserved and didn't want to approach probably the wrong person. So, my question is, wouldn't it be easier if some... the people that are working in the emergency... wouldn't it be easier if they were somehow wearing name tags and identify the function of their job... identify to the public? So that if there are any questions, it will make it so much easier to be able to situate any situation that occurs.

Speaker: Thank you for the question.

Speaker: Sure.

Speaker: Thanks Ken. It's Matt Anderson speaking from Brampton Civic and William Osler. Thanks for your question. For sure all staff are required to wear badges. The badges have their names and positions on them. I think what happens sometimes in the emergency room is just in the bustle and hustle of the emergency room sometimes those badges get put aside. A lot of them wear them on lanyards, the little rope that goes around your neck and from time to time they have to move them to the side or take them off as they're doing something and they're not getting them back on there. I'm glad you brought it up. I'm going to... tomorrow I'll be down talking to our Chief of Emergency Medicine to do a reminder to staff, they must have those badges. It's hospital policy that everybody has a badge on. So you know their names and you know their functions. So they should definitely have that right there. Thanks for the call.

Speaker: Thanks very much Matt. We have another call from Audrey. Another question from Audrey. Audrey, are you able to ask a question?

Speaker: Hello?

Speaker: Yes.

Speaker: Okay. My question is about mental health. I am 23 and I lost my benefits for my parents. So, I'm stuck, not knowing where to go to get help with my anxiety for free services in Brampton.

Speaker: Thanks for the question.

Speaker: Hi, Audrey. It's Janet from the Region of Peel. We don't provide mental health specifically but I've got a great resource for you that they can tell you about all the different services in Brampton and where there's a cost and where there isn't and that's the Canadian Mental Health Association Peel Branch and their phone number is 905-451-2123 and they'll know all the services and be able to help you. Great question.

Speaker: Thank you very much for the question. Another question from Moira. Moira, would you like to ask your question?

Speaker: Yes. A number of years ago through this (??) Health Services Board, we learned about nurse practitioners and then had an opportunity on an informal basis to question some of the people who dealt with them and everyone we spoke to raves about them and particularly new mothers who felt that they could take more time learning about things to do with their children ill or not, then they felt they had... they could do with the doctors they normally feel time pressure with the doctor. I just heard from a neighbor that there is one in Brampton but I haven't heard of that previously. I don't know where they'd be located and I have no idea about what functions they perform here but I think it's wonderful that they're here somewhere. Are we going to be told more about them?

Speaker: Great. Thanks for the question. Liz, would you like to...

Speaker: Sure. So, nurse practitioner is a very important part of the... in the professional team and definitely a nurse practitioner is a nurse with a nurse with an extended practice so she's able to order tests, she's able to do assessments, really focused on spending a lot of time helping patients to self manage conditions and they add a lot. You find a lot of nurse practitioners certainly within family health team, primary health care centers. We also as a part of the specialized geriatric team, we have nurse practitioners and I believe there are 7 nurse practitioners that actually go into long term care through the center of (??). So, the nurse practitioners like I said, they certainly are really important part of the health care team. They have an expanded scope. They can order tests. They can order medications and they work really, really well with primary care... in the primary care area but also in long term care.

Speaker: Matthew, anything about that?

Speaker: Just to add first great observation Moria. Thank you so much for that call and nurse practitioners are a really important member of our health care team. We have four now at Brampton Civic. We also have advance practice nurses who are similar but different from nurse practitioners but also as was said folks who can do... provide us with a fuller range of services and in the past and with our nurse practitioners and our advance practice nurses. We can start to take some of the pressure off, some of our other care providers that can do some of the services as it was described. Right they are all ho... the ones that I know of are all hospital based so that meaning they are inside out hospitals as part of our programs but it's definitely something... we're also looking at how to extend a nurse practitioners reach out to our long term care homes and into other places. As Moira points out, they're just a great resource for our community, we need a few more of them and we need to just keep looking at how we can expand their services.

Speaker: Yeah. That's great. Thanks Matt. So, we have one final polling question and we've got about 5 minutes left in the call at this point. So, I want to get this last question and then we'll go back to try and get as many additional questions answered as we can. So again, push the number on the phone that corresponds best with the options given to you, So, the polling question is, was this telephone town hall a good use of your time? Press one for yes or two for no. Again, was the telephone town hall a good use of your time? Press one for yes or two for no. And let's see the results as they start coming in. So far, it's an outstanding resounding 100% yes, a good use of our time. That's good to know. So, we're going to go back to the questions. Richard has a question about hospital remodeling plans. Richard would you like to ask your question?

Speaker: Yeah. I just like to know in regards to the hospital in Brampton is do they plan to make another one or to remodel the one that was in place before as to make the service much faster?

Speaker: Great question. Thank you.

Speaker: Maybe I'll start. It's Matt from William Osler. Thanks for the question. So, definitely, looking to rebuild the Peel Memorial site to get us our second hospital here in Brampton. So that project is underway. We went out to (tend her?) in October and are moving along. All the demolition is now complete and we are looking to get the hospital doors opening in 2015-16.

Speaker: (??) that about what's going on up in the (??).

Speaker: Great. So, from the Headwaters perspective one of the biggest focus is certainly for our consult in the future is an outpatient care. So, we are looking actually at redeveloping some of the existing space into outpatient clinic space. We're also looking at adding an additional OR so that we can provide that care close to home and work with our partners again, certainly William Osler.

Speaker: Great. Thank you. So, we have another question from Eunice. Eunice, are you there and can you ask...

Speaker: Yes, I am. I am... I just retired last month and my question is a little (differed?) from the subject but I guess it's still on the health care right. I just wanted to know like if you have any facility or on you... that people can go and learn about nutrition because like they're always saying prevention is better than cure. We want to like avoid some of the illnesses because you know when we were younger, we keep on eating and eating but now that we get, the body doesn't metabolize so fast like before. So, I know that I have time on my hands. I don't know if there is any way or facility where we can go and learn about nutrition which is a very big part of our life.

Speaker: That is a great question. Thank you very much. Janet, do you want to take a stab at that?

Speaker: Eunice, I love people talking about prevention. It's Janet here. A couple of different options, one is depending on your family physician, a lot of the family health practices now have a dietitian right on staff part of the team. So, you go through your doctor's office so you can see whether they have a dietitian there and if not, call the region 905-791-7800 and we do have dietitians and nutritionists as well and they'll... say you'd like to speak to the dietitian or a public health nurse and they'll have a chat with you and also put you in touch with other resources as well. Thanks for asking.

Speaker: Okay. That's excellent. So, we have basically reached the end of the telephone town hall at this point and would really like to thank everyone who has joined us tonight and I think it's safe to say we've all learned a great deal from this call. We've learned some things about how to communicate with you. We've learned some things about where you seek services and it's given us useful feedback in how to inform some of our own strategic planning and ongoing integration initiatives. So, thank you for that. We hope that we can continue to hold meetings like these in the future and your response with the last poll question suggests that this is a good thing for us to continue doing. So wanted to thank you for your questions and for your participation. So on behalf of Matt Anderson, Liz Ruegg, Cathy Hecimovich, Janet Smith and myself Scott McLeod, I want to thank you again for all

your time and want to wish each of you the very best for the holiday season. So, with that, I think we end our tele conference. Thank you very much."