

FALL EDITION 2018

Heart & Soul

YOUR GENEROSITY IN ACTION



Grateful knee replacement patient Greg Nemez, with Drs. Dan Cornejo Palma (L) and David Urbach (R).

Greg's story: home in a day and connected to care

Your generosity makes it possible for WCH to revolutionize the way patients experience care. Read Greg's story to learn how surgical innovations and state-of-the-art mobile technology helped him return to health faster.

Greg Nemez had suffered years of debilitating arthritis in his knees. A lifelong athlete, Greg's pain not only limited his mobility, but was also negatively affecting his quality of life. "The pain was affecting me on a daily basis – physically and mentally," he reflected in frustration. "I knew I needed a new knee."

When he was told he was eligible for the outpatient joint replacement program at Women's College Hospital, he was shocked. "The fact that I could be home from the hospital in less than one day was fabulous," marveled Greg.

In Canada, the average length of stay for a knee replacement surgery is 3 to 4 days. But, with a combination of state-of-the-art surgical and anesthetic techniques and an innovative new virtual care app, the outpatient program at WCH is transforming joint replacement – and allowing patients to recover from the comfort of home.

Spearheaded by Dr. David Urbach, surgeon-in-chief and medical director of perioperative services at the hospital, the program was driven by a mandate to develop system solutions to improve health services country-wide. By reducing the length of stay in hospital, the program is freeing up much needed hospital beds and has the potential to save the healthcare system over \$31 million each year.

With the right supports, patients can avoid hospitalization after joint replacement. The program at WCH has revolutionized the way anesthesia and pain management is delivered, therefore reducing the nausea and dizziness that often keeps patients in hospital post-surgery.

To monitor their recovery from home, patients are equipped with a tablet that replicates the care they would receive while in hospital – reminders to take their medication, monitoring of pain levels and, most importantly, a direct connection to their healthcare team.

Before undergoing surgery, Greg was introduced to his post-operative care team and he saw them again on the day



Revolutionizing the connection between doctors and patients: Dr. Dan Cornejo Palma shows patient Greg Nemez how he'll remain connected to his care team via a new virtual care app.

of his procedure. They became familiar faces and once he returned home with his new knee, he felt comfortable and fully connected to them.

"We're not using technology to replace human contact. In fact, we're using technology to enhance human contact," says Dr. Dan Cornejo Palma, the surgical resident who was involved in developing the mobile technology. "We've learned the new skill of how to delivery care virtually; how to reassure patients that they're ok and how to provide a level of high-touch care that hadn't existed before."

Greg agrees that he always knew his care team was available, "They were so attentive both while I was in the hospital and once I'd returned home. I could tell they really cared and that was important."

He also has advice to share with other patients who are suffering from similar immobility and joint pain: "Don't wait. There are programs out there that can get you back to your life faster. Talk to your healthcare provider to see what your options are and whether you qualify for something like this. I feel like I got my life back!"

To learn more about how Women's College Hospital is transforming the way patients receive care and to donate today, visit www.wchf.ca.

A special message from Jennifer Bernard, WCH Foundation President & CEO



Jennifer Bernard, President & CEO, WCH Foundation

Women's College Hospital Foundation is proud to welcome Jennifer Bernard, CFRE, as its new President & CEO. A passionate advocate for the advancement of healthcare and health equity, Jennifer is a leader with a bold vision for the future of health for women and for all. Welcome, Jennifer!

One of my favourite quotes is by Maya Angelou: "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

When we asked our community how they want to feel when they visit our hospital, they make their voices heard: they want to feel understood, respected and represented. So how can we continue to do better? We know that many people who attempt to navigate the healthcare system are still met with significant barriers and healthcare needs to change. It's the patients who are the most vulnerable who are falling through the gaps in the healthcare system.

Our culture is shaped by leaders, healthcare providers and our generous donors who continue to support our vision of closing health gaps for women and for everyone. Anyone who didn't believe Emily Stowe would become Canada's first female physician was on the wrong side of history. We can continue to build on our legacy of trailblazing women who refused to accept the status quo, who broke down barriers and who pushed the boundaries in pursuit of equity and excellence.

Together, we can transform the way patients experience care and build an equitable healthcare system – a system that makes all who access care here feel accepted, heard and healed.

I could not be more proud to work alongside our donors in this incredible mission and be part of the healthcare revolution of Women's College Hospital.

A handwritten signature in black ink that reads 'Jennifer Bernard'. The signature is fluid and cursive, with the first name 'Jennifer' and the last name 'Bernard' clearly legible.

To read more about Jennifer's bold vision for the future of WCHF, visit www.wchf.ca/Jennifer_Bernard

From the archives: trailblazers & disruptors



Mabel Jones

The early 20th century represented an exciting time for nursing in Canada – the profession was increasingly viewed as a respectable career choice for women and its popularity surged. However, for Indigenous women, the doors of most nursing schools still remained shut.

WCH's School of Nursing changed that. In the 1920's, the program began accepting Indigenous women, including Mabel Jones, a young woman from the Cape Croker Aboriginal reserve.

Upon completion of her program, Mabel became one of the first Indigenous women in Canada to earn a diploma from a hospital based nursing program. That October, she also received a gold medal in recognition for her accomplishments in nursing from the Ontario council of the Women's Christian Temperance Union.

After graduation, she joined the Victorian Order of Nurses and served for over 30 years at Public Health Nurse, community midwife and nutritionist on Georgina Island. She is fondly remembered for the wonderful way she incorporated traditional medicine with modern techniques in nursing.

The Archives would like to thank Mabel's granddaughter, Shelley Charles and Dr. John Steckley for proudly sharing the story of Mabel's nursing career on Georgina Island.

To learn more about WCH's pioneers and The Miss Margaret Robins Archives of Women's College Hospital, visit www.wchf.ca/Our-History.

Q&A: *Up close and personal with...* **Jennifer Dockery**

Jennifer Dockery is the director of primary care, health equity and community engagement at Women's College Hospital. With more than 20 years' experience of progressive leadership and program development, Jennifer has built a career with a focus on advocating for health equity.

We recently sat down with her to talk about why WCH's unique commitment to health equity is so important to the patient experience and the entire healthcare system.



Jennifer Dockery

What is equity?

I think the easiest way to explain the concept of equity is by comparing it to equality. Often, when we are addressing issues of accessibility and inclusion, we default to the idea that everyone needs to be provided with the same opportunities in order to achieve the same level of success – this is equality. Equity aims to acknowledge that people are different and therefore need different support in order to have equal access to opportunity. A health equity approach recognizes that health is not distributed equally and some people may need more or different services than others in order to be healthy.

Why is it important for Women's College Hospital to have a director of health equity?

Our patients come from different backgrounds, immigration statuses, genders or gender expressions, levels of income, the list goes on. We know that healthcare doesn't work the same for everyone, so having a role that champions equity ensures that the work we do is framed with an equity lens, and engages in equitable practices. Health equity allows people to reach their full health potential and receive high-quality care that is fair and appropriate to them and their needs, no matter where they live, what they have, or who they are.

What impact do equitable practices have on the healthcare system as a whole?

The poorest people in Ontario are nearly twice as likely to report having multiple chronic conditions as the richest people – 23.5% compared with 12.4%, and 16.2% for Ontario overall (Health Quality Ontario, 2016). By incorporating more equitable practices, we can provide individuals and communities access to the care they need, when they need it. The more preventative care we can provide, the better the health outcomes overall. This, in turn, improves population health, reduces the strain and cost on the healthcare system and creates a healthier and more equitable world.

Your gifts help fuel WCH's bold vision to revolutionize health for women and pursue equity for all. To support the equity initiatives of Women's College Hospital, visit www.wchf.ca.

Climbing for dignity & care

When her husband and son first decided to fulfill their bucket list goal of climbing Mount Kilimanjaro, Anne McGuire, president of WCH's Association of Volunteers, was less than convinced the trek was a good idea. But, when they told her they would use the journey to raise much needed funds in support of Women's College Hospital, she couldn't refuse.

After a year of planning, five days of treacherous weather and precarious hiking conditions and a mind-over-matter final push to the summit, Robert and Marc McGuire successfully accomplished two goals: conquer Kilimanjaro, and raise over \$6,000 for WCH's Sexual Assault and Domestic Violence Care Centre (SA/DVCC).

Since the SA/DVCC was established in 1984 – the first regional program of its kind in Ontario – its focus has been on providing judgment free, patient-centered care. Specially trained nurses and counselors are available 24/7 to offer immediate, trauma-informed and comprehensive support for the approximately 700 patients who access the services of the Centre each year.

The over \$6,000 raised by Robert and Marc was directed towards the purchase of supplies for comfort care packages that are offered to the victims and survivors who access the Centre. Care packages are an essential part of the compassionate care experience of patients, providing personal toiletry items and a change of clothes to comfort them after a potentially traumatic and violent experience. The care items go a long way towards helping survivors reclaim a small sense of normalcy as they begin their journey to healing and recovery.

“The Association of Volunteers tries to find niche places where we can make a real impact on the quality of care patients receive,” says Anne. “We need to do as much as we can to support survivors of domestic violence and sexual assault, and the care packages for the SA/DVCC are a great example of this. The difference they make in the experience of the survivor really resonates with us.”

With the generous support of donors like the Association of Volunteers, the SA/DVCC is the provincial leader in standardization and training for Ontario's network of 35 sexual assault centres and is committed to providing care for victims of sexual assault with dignity, respect and compassion. The SA/DVCC is also expanding training and support programs to better serve marginalized communities who access the Center, including culturally sensitive care for Indigenous women and members of the trans and gender diverse community.

Robert and Marc are proud to support the Sexual Assault and Domestic Violence Care Centre at Women's College Hospital – an initiative that is important to the Association of Volunteers and their wife and mother, Anne McGuire. Thank you, Robert and Marc, for your generosity and commitment to providing comfort and care to patients at WCH.



Robert and Marc McGuire summit Mount Kilimanjaro in support of Women's College Hospital.

Donate today! Giving is easy:

- Call the Foundation at 416-323-6323.
- Visit www.wchf.ca and click on Ways to Give or Donate.
- To leave a legacy gift to WCH in your will, please contact: Alex Cheesman at alex.cheesman@wchospital.ca or 416-323-6323 ext. 2319.
- Visit us on the 4th floor of Women's College Hospital (76 Grenville St., Toronto).

We love hearing from you!

If you have any feedback about this issue of Heart & Soul, questions about donating or simply want to connect with a member of your Foundation staff team, please contact Marian Johnson at marian.johnson@wchospital.ca or 416-813-4741.

Let's stay in touch!

- Follow us on Twitter @wchf, Instagram @wchf and Facebook at facebook.com/wchfdn.
- Sign up for regular e-news updates by emailing foundation@wchospital.ca.

Your generosity in action!

News and updates from Women's College Hospital

You are a valued member of a donor community with extraordinary impact! Here, we are pleased to share exciting news and updates from WCH that you have helped make possible.

Women's Xchange Health Researchers Toolkit:

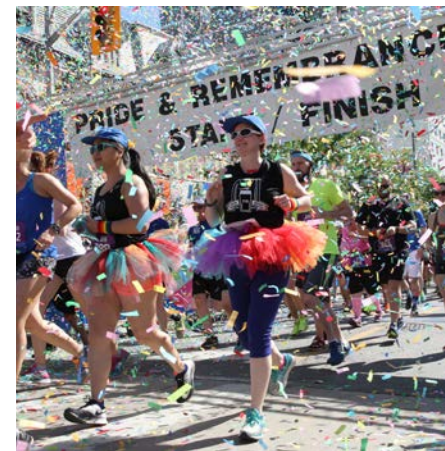
Why sex and gender matter

Women's Xchange has created an interactive and accessible toolkit comprised of seven e-learning modules focused on the incorporation of sex and gender in research. Recognizing that research takes many forms, the team has developed *The Health Researcher's Toolkit: Why Sex and Gender Matter* to promote more comprehensive, inclusive and accurate research outcomes. This toolkit aims to inform researchers about the importance of sex and gender in health research along with practical guidance on how to do so – whatever the study design.



Transition Related Surgeries Compassionate Fund aims to reduce financial barriers to care

Women's College Hospital has been selected as one of the important beneficiaries of the Pride and Remembrance Run, with proceeds being directed towards the Transition-Related Surgeries Compassionate Fund, a new resource for trans persons facing financial challenges related to their transition. Although access to care for trans patients has been improving in recent years, not all transition-related surgeries are covered by OHIP and costs can be considerable. As the first public hospital-based surgical program in Canada dedicated to providing safe and timely access to transition-related surgeries and care, the Transition Related Surgeries Program at WCH is making significant strides towards providing good, compassionate and successful care for trans and gender diverse patients.



Dr. Janice Du Mont, Women's College Research Institute, develops learning modules to address violence against older women

Even though evidence shows that older women are at a heightened risk of experiencing abuse, often from an intimate partner, family member or caretaker, violence against older women is often under-recognized and under-reported. In the past, the elder abuse and violence against women sectors have worked separately from each other resulting in a lack of resources needed to prevent and mitigate the occurrence of violence against older women. To address this issues, Dr. Janice Du Mont, WCRI, Elder Abuse Ontario and the Ontario Network of Sexual Assault and Domestic Violence have collaborated to develop a series of video learning modules to help mitigate this growing phenomenon.



Dr. Janice Du Mont

Thank you for your support!

WCHF is fully accredited under Imagine Canada's Standards Program. The Standards Program awards accreditation to charities and nonprofits that demonstrate excellence in five areas of operations: board governance, financial accountability, fundraising, staff management, and volunteer involvement.



76 Grenville Street
Toronto, ON M5S 1B2
T: 416.323.6323 F: 416.813.4744
foundation@wchospital.ca
www.wchf.ca
Charitable Registration
Number: 119302628 RR001

