

WOMEN'S NOW

GENEROSITY AT WORK. REVOLUTION IN ACTION.



INSIDE

Women's Virtual: the future of healthcare is here



PATRICIA'S STORY: HOW TECHNOLOGY IS REVOLUTIONIZING MENTAL HEALTHCARE FOR NEW MOMS

These days, when Patricia sits down at her kitchen table and connects with her Women's College Hospital psychiatrist on her laptop, she thinks back to the days when seeing a doctor would have been next to impossible.

"After giving birth to my daughter, I couldn't do anything except stay upstairs crying," she says. "I didn't even want to hold my baby. I finally said to my husband, 'I'm not good. Something's wrong.'"

Patricia's husband took her to see her physician at Women's College Hospital's Family Practice Health Centre, who quickly referred her to a psychiatrist in the hospital's Reproductive Life Stages (RLS) Program – a unique clinical and research program focused on women's mental health during the time of pregnancy and the postpartum period. Patricia was diagnosed with severe postpartum depression and her care team quickly went to work to help her stabilize her condition.

Patricia continues to be an active patient of the RLS Program to maintain her mental health and, over the past few months, it has become even easier for her to access care. Now, the majority of her appointments have taken the form of video chats with her psychiatrist, Dr. Alicja Fishell, from the comfort of home.

Patricia, who lives in Vaughan, says her virtual visits with Dr. Fishell have significantly reduced her stress levels by eliminating the need to drive into the city every time she has an appointment. And because she's able to see Dr. Fishell more frequently – each video visit is 20 minutes long and the two meet about once a week – she says the quality of care she's receiving has improved too.

"If you're trying to get an in-person appointment, it's rare for any hospital to be able to schedule more than one visit a month. But this way, we can see each other regularly to check in," says Patricia. "I'm also more present for each appointment because I'm not worrying about whether my parking is about to expire or if I have somewhere else to be."

With virtual care, you don't even have to get out of your pajamas," she says. "It's easy, it's flexible, it's simple to use and it's private. You're able to get the therapy you need, get your prescriptions filled and get back to your day. It's been amazing."

Your generosity is making it possible for Women's College Hospital to lead the way in providing virtual care for all Canadians. Thank you!



WOMEN'S VIRTUAL: LEVERAGING THE POWER OF TECHNOLOGY TO HEAL HEALTHCARE AND CHANGE LIVES

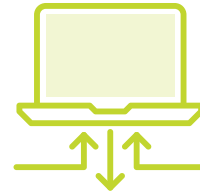
For over 135 years Women's College Hospital, with its community of donors and supporters, has been at the very forefront of the healthcare revolution. This year has been no different.

Women's College Hospital is launching Canada's first virtual hospital. By using integrated, secure, digital tools to connect people and systems, Women's Virtual will break down barriers to care to improve access and improve the patient experience.

Through Women's Virtual, we are using technology to create a hospital where traditional face-to-face care is used when that is the best way to meet a person's needs – and when other kinds of care can be as good or better, we have those options available.

This spring, in the face of a global pandemic, the entire health system has been forced to re-think care. At Women's College Hospital, because of our foresight and investment in building the foundation for Women's Virtual, we were ahead of the curve. As other hospitals and organizations struggled to deliver virtual care, Women's College Hospital was able to quickly adapt to respond to the needs of the community during this public health emergency – and beyond.

We are ready to make virtual care a part of our day-to-day patient care in a sustainable and scalable way. By harnessing the power of technology to deliver care to patients where, when and how they need it most, we will focus on three priority areas:



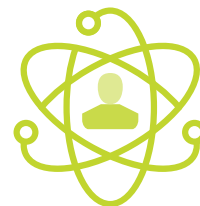
1 Realizing the Virtual Transformation

The Women's Virtual model of care integrates in-person visits with a wide range of other approaches across departments of the hospital, in the community and beyond to make it easier for patients to access the specialty care they need.



2 Building a Virtual Care Toolbox

Incorporating new virtual tools, like video visits and e-consultations, text messaging and online groups into patient care across the hospital's clinical areas ensures patients and providers can connect easily and from a distance.



3 Helping Seniors Age in Place

Partnering with long-term care (LTC) homes and Toronto hospital partners, Women's College Hospital is reducing emergency department transfers and avoidable in-patient visits for seniors across the Greater Toronto Area.



LONG TERM CARE +: CARING FOR CANADA'S SENIORS AT HOME

Long Term Care (LTC) + is a revolutionary new virtual care program designed to help care for Canadian seniors at home, where they are known best and prefer to be.

A 24/7 hotline for long term care staff to virtually connect with medical specialists at partner hospitals across Toronto, LTC+ is helping to avoid unnecessary patient transfers to emergency departments by improving access to medical advice and consultation. With generous support from The Slaight Family Foundation, Women's College Hospital launched the program before the pandemic struck.

LTC+ IN ACTION

An elderly patient living in a long-term care home falls and develops pain in her hip. Her care team at the home calls the LTC+ hotline at Women's College Hospital for advice. Experts on the other end of the line recommend that she come in to be assessed at Women's College Hospital's Acute Ambulatory Care Unit; rather than being transported to an emergency department, she is taken to the AACU where she is assessed, treated and discharged within two hours. Thanks to LTC+, she was able to receive timely, compassionate care and avoid an unnecessary transfer to the emergency department.

"Finding new ways of assisting seniors and enabling them to avoid unnecessary visits to the ER through virtual care is essential to helping keep people healthier longer and living in their own communities," says Gary Slaight, President & CEO of The Slaight Family Foundation. "We hope these new models and programs will serve as change agents in moving seniors' healthcare forward for years to come."

In response to COVID-19, WCH partnered with other hospitals and institutions in the city to fast-track the expansion of LTC+ across the GTA. Now serving 35 long term care homes, the hotline has reduced avoidable transfer by over 40%, helping LTC home staff manage the health and wellness of their residents without transferring them to the emergency department – an improvement that has been of particular importance during the pandemic.

Beyond the immediate threat of COVID-19, Women's College Hospital will continue to offer this essential service to long term care homes across the GTA and has plans to continue expanding the program. By harnessing virtual tools and building strong connections to community partners, LTC+ is bringing the best possible care to residents and, in turn, helping to avoid unnecessary transfers to hospitals and reducing overall pressure on the health system during this difficult time.

Women's Virtual is helping to ensure that any patient coming into the hospital for an in-person visit is only doing so because they and their care provider have determined that face-to-face care is the best way to address their unique needs. Your generous support is helping to make this work possible. Thank you!

CHANGEMAKERS: CHAMPIONING THE FUTURE OF HEALTHCARE

Inspired by the boundless potential of virtual care to reduce the strain on the healthcare system and improve access to healthcare for everyone, a number of individual philanthropists and corporations such as the Baldassarra family, the Slight Family Foundation, Symcor and KPMG stepped forward with significant donations to help advance the groundwork for Women's Virtual. We extend our deepest gratitude for their visionary leadership and courage to believe in the healthcare revolution.

KPMG is further enabling WCH to create transformational change in health care and the health and well-being of all Canadians. By bringing virtual care to the mainstream, we are helping to improve access to care for all Canadians, including the most underserved across the country and beyond.

- Elio Luongo, CEO and senior partner of KPMG Canada

You can become a champion of virtual care in Canada by support Women's College Hospital today. To make a one-time gift or become a monthly donor, visit www.wchf.ca or call 416-323-6323.



Dr. Sacha Bhatia, Chief
Medical Innovation Officer
at Women's College Hospital

LOOKING AHEAD: VIRTUAL CARE IS HERE TO STAY

Before the pandemic, only four per cent of primary care visits in Canada were done virtually. The most recent statistics show that number has jumped to over 60 per cent.

According to Dr. Sacha Bhatia, Chief Medical Innovation Officer at Women's College Hospital, now is the time to be looking to the future of healthcare to make sure virtual care is here to stay, "We've seen the capabilities of virtual care to change how patients and physicians interact with each other and the healthcare system," he says. "With the right tools and systems in place, like the ones we have developed, implemented and are evaluating at Women's College Hospital, we have a real opportunity to scale this type of innovation across the country to create a more patient-centered and sustainable health system for everyone."

**Join the movement
to revolutionize
healthcare.
Donate today!**

Giving is easy

- Call the Foundation at **416-323-6323**
- Visit **www.wchf.ca** and click on **Ways to Give or Donate**
- Visit us on the fourth floor of Women's College Hospital (76 Grenville St., Toronto)

We love hearing from you!

If you have any feedback about this issue of Women's Now, questions about donating or simply want to connect with a member of your Foundation staff team, please contact **Alex Cheesman** at **alex.cheesman@wchospital.ca** or **416-323-6323 ext. 2319**.


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