



# WHERE PATIENT CARE COMES FIRST YOUR HOSPITAL'S COMMUNITY REPORT

INFO@BCHSYS.ORG | 519-751-5544

## WELCOME MESSAGE FROM SUPERVISOR BONNIE ADAMSON



It has been six months since I arrived at the Brant Community Healthcare System as the provincially-appointed Supervisor.

I have been awed at the passion the people of Brantford, Brant County and surrounding communities have for local healthcare. I have also been impressed with the over 1,500 doctors, staff and volunteers who come to Brantford General and The Willett each day to care for patients at the time they need our care and service most.

My role as Supervisor is to address the issues outlined in the Ministry of Health and Long-Term Care's Investigator's report, and take action within the organization to achieve higher performance and ensure that the communities BCHS serves have access to a high-quality patient- and family-centred system of care. I will continue as Supervisor until decided by the provincial government; sometime after a permanent CEO and a new Board of Directors are in place, a process which will start later this year.

We are pleased to issue our first community report to highlight some of the important changes we are making at BCHS. We look forward to continuing to work in collaboration with the community to enhance our services and provide the best possible care.

We are always interested in hearing from the community and encourage those who would like to have a discussion to please reach out; our door is always open.

## IMPROVEMENTS AT EMERGENCY TO BETTER SERVE OUR COMMUNITY

The Emergency Department (ED) is often the most active area in a hospital, caring for patients who come in via ambulance as well as those who come in on their own. To ensure that members of the community are able to get the care they need as soon as possible, there have been a number of improvements to our ED in an effort to reduce wait times, improve patient flow and access to care.

### EMERGENCY DEPARTMENT EXPANSION

Dr. Helena Jaczek, Ontario Health Minister announced at the Brantford General that the Ontario government is improving emergency healthcare in Brantford by supporting the redevelopment and expansion of the Brantford General Emergency Department, which will allow the hospital to meet the growing needs of the communities we serve.

As part of the redevelopment, the ED will be enhanced to include new entrances, improve visibility for patients and staff, and ensure patient privacy and confidentiality.

### SEE AND TREAT AREA

A "See and Treat" area has been implemented as part of the ED. Utilizing this space allows for approximately 80 patients per day coming to emergency to be treated in this area, which allows for an additional five stretcher spaces and increased space in the waiting room. The See and Treat area has private rooms for initial assessments and dedicated staff to allow for shorter wait times to help improve the experience for our emergency patients.

### ADDITION OF MOBILE NURSE

A 24/7 mobile nurse has been added to the ED. This nurse is able to assess and determine a patient's status anywhere in the ED, meaning a patient can be assigned to a stretcher until an appropriate bed becomes available, instead of waiting to register with the nurse at reception when you are feeling ill.



## DID YOU KNOW?

SINCE OPENING IN DECEMBER 2017, THE SEE AND TREAT AREA OF THE ED HAS HAD **OVER 6,500 VISITS FROM PATIENTS.**

# IMPROVING ACCESS TO CARE AT THE WILLETT



The Willett Hospital in Paris plays a vital role for patients who live in the Paris community. It is why we are enhancing key services in areas such as urgent and ambulatory care, inpatient transition beds, and mental health services.

## OPENING OF PATIENT TRANSITION BEDS

In January, with support from the provincial government, 32 new beds were opened at The Willett to accommodate patients who had completed their hospital stay in Brantford. Improvements made at The Willett to accommodate these beds included renovations to the second floor to modernize the building and meet current care standards. The BCHS Foundation supported the patient equipment purchases required to put this unit into use by investing over \$970,000 of donor funds which were directed specifically for use at The Willett.

This is great news for patients as these transition beds enable patients to receive the right level of care while waiting for another bed in the community or for further assistance at home. It also enables more hospital beds to be available at the Brantford General Hospital for those who may be admitted through the Emergency Department. We are pleased that this initiative has been funded by the province until March 2019.

## NEW MENTAL HEALTH CLINICS

Mental health is an important health issue to many in our community and we all play a role in ending the stigma of mental health. To aid in helping patients and their families who need assistance, three new outpatient Mental Health Clinics were opened at The Willett. These clinics run every Monday, Wednesday and Friday afternoon from 1:00 to 4:00 p.m. and include the Early Intervention Clinic (Monday), Youth Mental Health Counselling (Wednesday) and Crisis Counselling (Monday, Wednesday, Friday).

Members of the public are able to schedule an appointment by calling 519-751-5544 ext. 5530. They will be seen within 72 hours from the time they make their appointment to ensure timely access. Some walk-in services are also now available at this site.

## URGENT CARE CLINIC

Patients in Paris and surrounding areas need access to treatment for non-life threatening injuries without having to travel to Brantford. The Clinic is open Monday to Friday from 10:00 a.m. to 9:30 p.m. and on weekends from 10:00 a.m. to 5:30 p.m.,

If you plan on visiting the urgent care clinic, please remember to bring a list of your medications and your OHIP card.



## DID YOU KNOW?

THE WILLETT URGENT CARE CLINIC HAS **OVER 18,000 VISITS FROM RESIDENTS** IN PARIS AND SURROUNDING COMMUNITIES EACH YEAR.

**THE BRANTFORD GENERAL**  
200 TERRACE HILL ST. BRANTFORD, ON N3R 1G9 519-751-5544  
**THE WILLETT**  
PARIS 238 GRAND RIVER ST. N PARIS, ON N3L 2N7 519-442-2251

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# BETTER ACCESS TO SAFE MENTAL HEALTH & ADDICTIONS SERVICES



Access to timely mental health and addictions services, and a safe and comfortable atmosphere on our Mental Health unit is important for the communities we serve to ensure all patients receive the important care they need.

## INPATIENT UNIT RENOVATIONS

The Ontario government will help to improve mental health care at the Brantford General Hospital by supporting the renovations to the Brantford General's Inpatient Mental Health unit. Our unit is a Schedule 1 facility, providing observation, care and treatment for patients experiencing mental health disorders as well as essential services including; inpatient, outpatient, emergency, day care and consultative services.

These enhancements will provide a safe and enhanced physical space for patients and their families, upgrade existing inpatient areas to make patients feel more comfortable, and will improve safety. This renovation will also include the addition a four-bed observational unit to Inpatient Mental Health.



## NEW CLINICS AT THE WILLETT

To provide better access to the residents of Brant County who are seeking mental health and support services, three new outpatient Mental Health Clinics were opened at The Willett.

These clinics run every Monday, Wednesday and Friday afternoon and include the Early Intervention Clinic, Youth Mental Health Counselling and Crisis Counselling.

Members of the public are able to schedule an appointment by calling 519-751-5544 ext. 5530 and will be seen within 72 hours from the time they make their appointment to ensure timely access to mental health and support services.

## ADDRESSING THE OPIOID CRISIS

BCHS is collaborating with a number of health service and community partners to address the opioid crisis in our communities. This work includes:

- Developing a care pathway to be implemented throughout the BCHS which will standardize the treatment and care for patients who present with substance use concerns
- Ensuring access to naloxone kits for patients who are seen in the Emergency or in patient units
- Development of a Rapid Access Addiction Medicine (RAAM) Clinic that will enable patients to walk in and meet with an Addictions Counsellor, Nurse and/or Social Worker and receive brief psychosocial assessment/interventions at their first visit and subsequent visits

The province has a program to allow certain individuals or groups to access free naloxone kits. To find out more, including where to get the free kits, visit [www.ontario.ca/page/get-naloxone-kits-free](http://www.ontario.ca/page/get-naloxone-kits-free)

## DID YOU KNOW?

IN ANY GIVEN YEAR, 1 IN 5 CANADIANS WILL EXPERIENCE A MENTAL HEALTH OR ADDICTION PROBLEM. OUR MENTAL HEALTH PROGRAM OFFERS 13 DIFFERENT PROGRAMS SO EVERY PATIENT RECEIVES APPROPRIATE CARE.

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# YOUR COMMUNITY HOSPITAL, YOUR COMMUNITY VOICE



The people of Brantford, Brant County and surrounding communities have an extraordinary commitment to healthcare and the Brant Community Healthcare System. Everywhere we go community members reach out to share how vital the hospital is to our community. It is why we are putting a renewed emphasis on engagement and including the public's voice in the design of services.

## COMMUNITY ENGAGEMENT COMMITTEE

In January 2018, we launched our new Community Engagement Committee (CEC) to assist Supervisor Bonnie Adamson and interim CEO Dr. Glenn Bartlett in understanding the communities we serve, help to advise on how to inform the community of what's happening at BCHS, and provide a community perspective on the delivery of healthcare services.

Meeting at least six times per year, the CEC has a total of 17 members: 12 public members and five appointed members, one each from the BCHS Foundation Board, the BCHS Volunteer Board, a Six Nations representative, one Council member from the County of Brant and one from the City of Brantford.

## OUTREACH TO INDIGENOUS COMMUNITIES

BCHS is honoured to serve all of the City of Brantford and County of Brant, especially our indigenous communities. As we build a new future, we recognize a stronger commitment on how to engage, involve and empower indigenous patients and the communities of Six Nations of the Grand River Territory and Mississaugas of the New Credit First Nation is required. We are working with leaders from these communities to establish an Indigenous Engagement Committee to assist in the co-design of services that respect the unique care needs and cultural traditions of Canada's original peoples. This council will be established later this year.

## PATIENT & FAMILY ADVISORS PROGRAM

We have a Patient and Family Advisory Program (PFA) to enable patients and families to assist us improving our services. Patient and Family Advisors help staff design processes that help make the patient experience better such as designing education materials for patients, improving our patient complaints process or helping set the goals within our quality improvement plan. To find out how to become a PFA, please visit our website.

## THE IMPORTANCE OF OUR VOLUNTEERS

In April, we will celebrate our almost 400 volunteers during National Volunteer Week (April 15-21). Our volunteers are integral to our mission to provide exemplary patient experiences. They provide a broad spectrum of services which support the well-being of patients, families, visitors and staff through compassionate support and patient safety. Volunteers contribute by assisting with wayfinding and transportation throughout the Brantford General Hospital and The Willett, engaging in social interaction and continuously seeking ways to enhance the experience of our patients and visitors each and every time they are here.

**WE ARE VERY GRATEFUL FOR OUR WONDERFUL VOLUNTEERS. THEY ARE IMPORTANT MEMBERS OF THE BCHS; WE COULDN'T DO IT WITHOUT THEM.**



## DID YOU KNOW?

THE BCHS HAS 400 VOLUNTEERS WHO AMAZINGLY CONTRIBUTED OVER 55,000 HOURS LAST YEAR!

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