



Patients and families benefit from new Freeport mental health expansion



A \$13.5 million expansion to Grand River Hospital's Freeport Site is providing new specialized services for mental health patients in Waterloo and Wellington. Care providers, elected officials, donors, patients and their families were on hand to officially open the 50 bed expansion on October 29th.

"Thanks to the hard work of staff at Grand River Hospital and our regional partners, funding from government and support from the community, patients will benefit from care in a beautiful new facility closer to their loved ones and friends," said Bryce Walker, chair of the GRH Board.

The Government of Ontario provided \$13.5 million in construction funding. Community donors through the Grand River Hospital Foundation also supported the project, helping to equip the new unit through its Architects of Care program. GRH worked with Regional Mental Health Care in London to transfer patients to Freeport to continue their care.



Patients, families, community stakeholders and GRH staff celebrated the official opening of Freeport's new specialized mental health expansion in early November. The new unit offers 50 new beds and services for longer-term mental health needs. It will work alongside acute psychiatric services at the hospital's KW Site.



The program has provided 50 beds and services for individuals living with mental illness. It allows patients who have previously had to travel to London to remain closer to home for specialized care. It serves patients 19 years of age and older who may need stays of up to three months as they receive treatment for a mental illness. It includes a range of beds and services serving seniors, those with a severe and persistent mental illness, and patients transitioning back to the community.

"Our government is pleased to fund vital mental health projects such as this expansion, as well as the new adult, child and adolescent acute facilities at GRH's K-W Site," said John Milloy, MPP for Kitchener Centre. "We want to have a system of care to support patients in whatever setting they may need assistance. But most importantly, we need to end the stigma linked to mental illness so people can receive the support they need."

"Our foundation has seen growing support from the community for mental health projects at both of Grand River's sites," said Theresa Fischer, chair of the Grand River Hospital Foundation's

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board. “This growing awareness supports not only the hospital and its services, but also reflects a stronger understanding of the need to address mental illness.”

The expansion features photographs from community members with lived experience with mental health issues. Grand River Hospital and the GRH Foundation worked with the artistic group Spark of Brilliance to provide 23 amateur photographers the opportunity to take pictures that show the hopes, dreams and challenges of living with a mental illness. The pictures will be on display throughout the Freeport expansion and new mental health facilities at the KW Site.



Cancer providers urge Waterloo Wellington residents to have life-saving colon cancer test

Colon cancer is Ontario’s deadliest form of cancer for non-smokers. Individuals with colorectal cancer have an estimated 90 per cent chance of being cured if the cancer is detected early.

Cancer care providers are asking people between the ages of 50 and 74 to talk to their doctor or call Telehealth Ontario for a fecal occult blood test (FOBT). This test screens for colon cancer before symptoms appear, and should be done every two years.

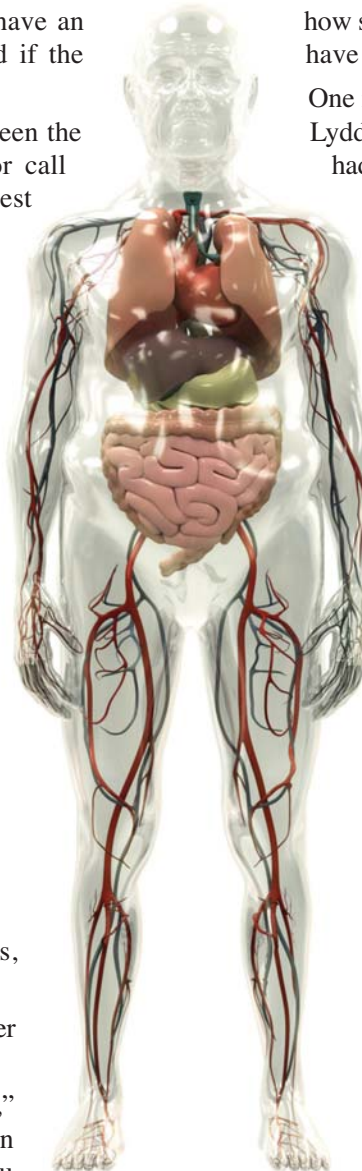
“Barely a third of Waterloo-Wellington residents have had their FOBT screening. If we detect colon cancer early, we can effectively treat it with minimal complications. Catching it later means poorer outcomes, and a much worse quality of life due to a range of complications,” said Dr. Craig McFadyen, regional vice president for Cancer Care Ontario and a cancer surgeon at Grand River Hospital.

FOBT screening involves a test that patients can do at home. Stool samples are studied for trace amounts of blood, which not only is a sign of cancer, but also pre-cancerous colon or rectal polyps.

A delayed diagnosis of colon cancer can:

- Increase the chance of the cancer spreading;
- Lead to more intensive surgical procedures, radiation therapy and chemotherapy; and/or
- Require patients to use a colostomy bag or other restrictions that can affect quality of life.

“Colon cancer is silent for the first few years,” explained Dr. Sophie Wilson, a family doctor in Guelph. “So when you feel fine, that’s when you



need to do the test. We’re asking people to understand how serious colon cancer can be, and to make sure they have the test every two years.”

One man who is pleased to have been screened is Bert Lyddiatt, a 76 year old resident of Waterloo. His doctor had provided him a home FOBT screening kit for the past few years. This February, the result came back positive. A follow up colonoscopy in June revealed colon cancer. Mr. Lyddiatt had surgery in August, and has been told his prospects are very good.

“I never had any symptoms,” said Mr. Lyddiatt. “Now I’ve had the surgery, and I feel right back to where I was before. At the time I wasn’t happy to do the test, but later I was. It’s good insurance.”

Waterloo Wellington has seen improved access to colonoscopies, the second step in colon cancer screening for at-risk people.

“A year ago, just over half of our patients received colonoscopies within eight weeks, after a concerning home test result,” said Dr. McFadyen, “Now, nearly three-quarters of patients receive a colonoscopy within eight weeks.”

More information about colon cancer and FOBT screening is available from:

**Telehealth Ontario: 1-866-797-0000
or on-line at www.coloncancercheck.ca
and www.health.gov.on.ca**

If you were clear, it would be easy to spot colon cancer. But you aren’t, so care providers strongly recommend a fecal occult blood test to detect the early signs of the disease.

Continuous quality improvement is the key goal of health systems worldwide

Malcolm Maxwell
President and CEO of Grand River Hospital



At Grand River Hospital, quality improvement is critical to us. We are focusing those efforts on a quality framework that includes access to, appropriateness of, safety of and a patient's experience with their care.

A number of provincially-mandated indicators show how hospitals are doing. These cover infection rates, hand hygiene, joint replacement rates, and wait times for various procedures to name a few. I'm happy to report that Grand River Hospital is doing very well in several areas.

For example, a strong cooperative effort between GRH and St. Mary's General Hospital led to the surgical safety checklist becoming a reality at our facilities this year. This checklist is similar to pre-flight checklists in the airline industry. It helps to ensure that the patient and care providers all know each other, that there's clarity about the procedure being performed and that needed instruments are readily available. Communication helps prevent errors, and the checklist helps improve communication.

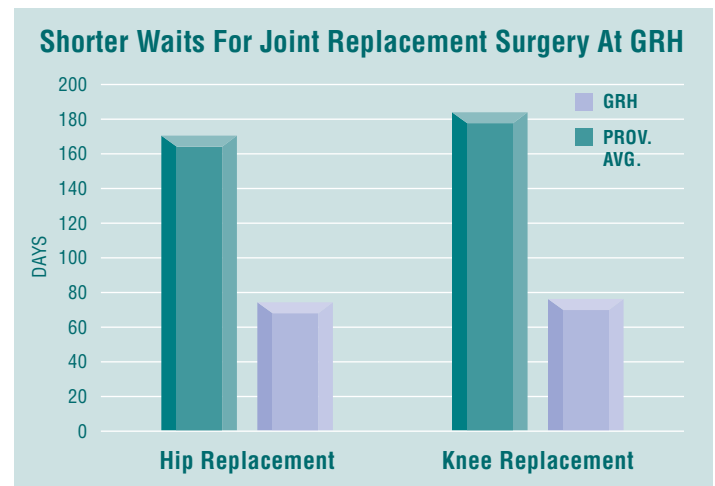
For the first quarter of the fiscal year, Grand River Hospital posted results that were better than the provincial average for many hospital-acquired infections. Our infection control team

On average, the majority of our patients wait for less than half the provincial average for hip and knee replacement surgery.

led by Ruth Schertzberg and medical director Dr. William Ciccotelli (who shares this role with St. Mary's Hospital) are working to prevent such infections, and minimize their spread when they appear.

In particular for infection control, GRH's critical care program has reported great progress in reducing central line infections.

These infections result from critical care environments, when a patient needs a central line inserted to administer medications. Our critical care program reported no central line infections for the first quarter of the year, thanks to a range of efforts.



For joint replacements, our hospital continues to do well. On average, the majority of our patients wait for less than half the provincial average for hip and knee replacement surgery. Better access to services improves both the quality of care, and of equal importance, a patient's quality of life.

We have areas in which we need to improve. Our emergency waits remain high both for admitted patients and those who treatment for less serious cases. We have put processes in place to move admitted patients to their inpatient hospital units faster. We have recently seen a very high number of acutely ill patients in the hospital, which has put pressure on the entire facility. For low-acuity patients, we are increasing the number of nurse practitioners in the hospital to help.

While we have improvements to make, I'm pleased to see the progress that our care providers have made in improving quality at GRH. This is an on-going journey, but I'm confident we'll be able to report on-going success in the years ahead.

Walter Gretzky urges Waterloo/Wellington to make the right call, 9-1-1 when stroke symptoms appear

When one out of every six people will suffer a stroke, it's important to recognize the warning signs and know what to do during a health crisis. Unfortunately, current research shows that only 60 per cent of people who have a stroke call 9-1-1 for immediate care.

"Timing is of the essence," said John Prno, director of the Region of Waterloo's emergency medical services. "Calling 9-1-1 will ensure you get to stroke resources, fast. Our ambulance staff are trained to take you to the right facility for the right care."

That's why Grand River Hospital, EMS officials and local stroke survivors spent World Stroke Day promoting important health information to residents of Waterloo Region and Wellington Country. Joining them was Walter Gretzky, Canada's best-known hockey father and recipient of the Order of Canada. Gretzky – who suffered a stroke 18 years ago

- knows the importance of receiving medical care fast. He credits prompt medical attention as a key factor in saving his life.

"The immediate care I received made it possible for me to be treated by experts that saved my life," Gretzky said. "Anyone who has the symptoms of a stroke should call 9-1-1 immediately. The ambulance will get you to the closest stroke centre where experts are trained to help you. It can mean the difference between life and death."

Among participating local survivors was 30 year-old Laura Bretz who suffered her stroke at the age of 23. "I just want people to

know what I now know," said Laura. "Anyone at any age can be affected by a stroke. So really, the best advice I can give would be to know the signs and symptoms of stroke and to call 9-1-1 as soon as possible."

Grand River Hospital's director of neurology, Dr. Scott Sloka said there are several warning signs of a stroke. "Stroke symptoms usually appear suddenly and include loss of strength or numbness in the face, arm or leg, difficulty speaking, vision problems, severe and unusual headache and loss of balance," he explained. "If you or someone you are with has any of these symptoms please call 9-1-1 right away. It's critical to get medical help as soon as possible to reduce the impact of a stroke."

Grand River Hospital is the district stroke centre for Waterloo Wellington communities. In 2008, GRH admitted 400 patients for care after a stroke and treated more than 1,000 patients in its emergency department.

GRH's stroke services include providing 24/7 life-saving care for patients, education and treatment plans for stroke prevention, inpatient and outpatient care, and rehabilitation for patients who have suffered a stroke.

What about people who are afraid to call 9-1-1? "Some patients have said that they didn't call for help because they didn't want to waste our time," added Sloka. "It has never been a waste of my time to tell patients who think they're having a stroke that they are fine. What is sad for me is when I see cases where immediate intervention could have made a positive difference in someone's health but no one called 9-1-1."



Grand River Hospital and EMS staff join Walter Gretzky and local stroke survivors on World Stroke Day. Pictured from left to right are Sandra Goodyear, Ken Goad, Shawn Disano, Laura Bretz, Walter Gretzky, Bev Reuter, Ian Ardill, Dr Scott Sloka, Paula Povey, Bev Richardson, Tammy Tebbutt and Roger Mayo.

Know the warning signs of a stroke

Weakness: sudden loss of strength or sudden numbness in the face, arm or leg – even if only temporary

Trouble speaking: sudden difficulty speaking or understanding – even if only temporary

Vision problems: sudden trouble with vision – even if only temporary

Headache: sudden severe and/or unusual headache

Dizziness: sudden loss of balance, especially with any of the above signs

How can you reduce your risk?

- ✓ Recognize the five warning signs of a stroke
- ✓ Call 911
- ✓ Know your numbers: blood pressure, waist circumference, lipids
- ✓ Blood pressure within normal limits: 140/80 or 130/80 for diabetics
- ✓ Be active
- ✓ Quit smoking

2010 holiday appeal follows a patient's journey through GRH

The Foundation's 2010 holiday appeal focuses on a typical stroke patient's journey through Grand River Hospital. While most stroke patients are first seen in our emergency department, their journey may take them to many different areas of the hospital including the intensive care unit, medical imaging, and rehabilitation services.

While each patient's journey through the hospital is different, all benefit greatly from the specialized medical equipment that community support provides.

Did you know?

- ❄ Grand River Hospital is the designated stroke centre for the Waterloo and Wellington regions.
- ❄ Over 1,000 people each year come to Grand River Hospital with stroke symptoms.
- ❄ Grand River Hospital has an around-the-clock stroke team equipped with the best local diagnostic equipment, much of it provided by donor support.

To make a gift, look for the appeal in your mailbox, or use the coupon and envelope included in this publication. Donations are also gratefully accepted online on our secure site at www.grhf.org.



**The May Court Club
of Kitchener-Waterloo**

21st Annual
**Christmas
Dreams**

December 1st - December 11th, 2010
Tree Lighting Ceremony December 1st (at noon)
Draw at 4:00 pm, Saturday, December 11

Come visit us at Conestoga Mall
(in the former food court near Winners)

Proceeds to:

- May Court Club Projects
- Hospice of Waterloo Region
- Children's Wish Foundation
- Grand River Hospital's
Mental Health Program for Adolescents

TICKETS: 2 for \$5.00, 6 for \$10.00, 20 for \$20.00
Bring your address labels

Signature Event brings The Big Apple to K-W

Grand River Hospital Foundation hosted its third annual Signature Event on Saturday, November 6th, 2010. This year's theme was "The Grand Experience... a New York State of Mind". The newly-refurbished Federation Hall on the University of Waterloo campus was magically transformed into New York City for the evening featuring the Statue of Liberty, the Brooklyn Bridge, and the city skyline. Over 300 people enjoyed an evening filled with excitement, glamour, wonderful food and incredible memories, all in support of a digital breast biopsy system at Grand River Hospital's Waterloo Wellington Breast Centre.

Thank you to event chair Rod Foster and his committee for a job well done. Thank you also to the following major sponsors: Victoria Star Motors Inc., Amgen, Fresenius Medical Care Canada Inc., Rogers Kitchener Radio Group, Waterloo Region Record and Grand Magazine, as well as Intrigue Media.



Foundation's 2010 fall appeal nears 90% of its goal

Thank you to all community donors who contributed to the Foundation's 2010 fall appeal for a digital breast biopsy system at the hospital's Waterloo Wellington Breast Centre.

The new equipment and accompanying software attaches to one of the existing digital mammogram units. If a digital mammogram detects an abnormality, the digital biopsy system will be used to accurately pinpoint or target the location of the suspicious area for a needle biopsy.

THANK YOU

to our Fundraising Friends

Grand River Hospital Gifts:

- Asparagus Festivus
- Beth Jacob Congregation
- BMO Employee Charitable Foundation
- Cameron Chinese Restaurant
- Conestoga Lodge
- Drago Motorcycle Ride
- Fairview Park Mall
- Fleischauer Brothers Landscaping Ltd.
- Gary H. Attack Financial Planning Inc.
- Jack Astor's Bartending Competition
- Kitchener Senior Games
- Kitchener and Waterloo Community Foundation
- Kitchener-Waterloo Civitan Club
- Knights of Columbus, Father Funcken Council No.1504
- KW Region Elks Lodge 578
- M&M Meat Shops Ltd. Barbeque Fundraiser (Erb Street location)
- Maple Leaf Consumer Foods Distribution Charity Golf Classic (30th anniversary)
- Medix School casual day
- Moser Landscaping Group Inc.
- Optimist Club of Conestogo Winterbourne
- Ottawa Heritage Dental Community BBQ
- PIB RWAM Invitational Golf Tournament
- RBC Foundation
- Royal Canadian Legion, Branch 469, Poppy Fund
- Rundle Chapter No. 108, OES
- Sun Life Financial, Matching Gifts Program
- School Sisters of Notre Dame
- Swing2Cure Charity Golf Tourney
- Trillium Metal Stampings' Company Picnic
- Victim Services of Waterloo Region
- Woolwich Community Lions Club
- Your Neighbourhood Credit Union

Thank you to the Foundation's Young Philanthropists:

- Abbey Coutts fundraiser
- Jordyn Davis' lemonade stand
- Braden Lambert's "Taking the Lead" Silent Auction
- Murphy and Stork families' bake sale
- Our Lady of Fatima School
- St. Clement School "Carnival for Cancer"



YOUR CONTRIBUTIONS AT WORK



Thanks to the generosity of the Grand River Hospital Volunteer Association, the Freeport courtyard has had a face lift with new tables, chairs and umbrellas. Staff, patients and families will all enjoy the improved outdoor space. Pictured (from left) are volunteers **Sandy Wilcox** and **Betty South**.


Medical residents and locums will benefit from improvements to a house on Park Street owned by GRH which provides temporary stays for those professionals. This house is available to medical students and residents in Kitchener-Waterloo who complete rotations in the community.

In the past two years, **Leon's Furniture** has made generous donations to the Grand River Hospital Foundation totalling \$11,000. This funding has allowed for the purchase of new mattresses and refurbishing of the main floor of the residence.

Residents are happy to have such a warm and inviting home-away-from-home while on rotation in Kitchener.



Kris Cates-Bristol, GRHF Development Officer accepts a generous \$7,500 gift for medical equipment from members of the **Royal Canadian Legion, Ontario Command** and the **Royal Canadian Legion, Polish Veterans' Branch 412**.



A Benefit To All In Our Community

The Kitchener-Waterloo and Elmira Poppy Funds have made possible the purchase of vital equipment at Grand River Hospital and St. Mary's General Hospital.

When you donate to the Royal Canadian Legion Poppy Campaign fund, you not only remember our fallen heroes, but also make a difference right here in our community.

Grand River Hospital and St. Mary's General Hospital are grateful for the ongoing support of the Kitchener-Waterloo and Elmira Poppy Funds.



Kate Lilja entered the world in 1997 like a warrior on a mission. Born with a heart condition that kept her in Grand River Hospital's neonatal intensive care unit, she continues to make regular visits to a children's cardiac center for routine checks.

Now a bright healthy teen, Kate's mission is to give back to the hospital where she was born by raising funds for the neonatal intensive care unit through her book "I Love to Be Me" which she wrote at age 7. "I Love to Be Me" is available for purchase at Wordsworth Books in Uptown Waterloo.

2010 Ride With Lance raises funds for GRH's Regional Cancer Programs



Ride with Lance participants rode 117 kms through Waterloo Region and surrounding areas in what was, for most, the fulfillment of a dream come true – the chance to not only ride but interact with Armstrong and other legends of the cycling world.

Cancer survivor and seven-time Tour de France champion Lance Armstrong, was joined by cycling professionals, Steve Bauer and George Hincapie,

as well as the "Voice of Cycling" Phil Liggett and 52 riders to raise funds for the Grand River Regional Cancer Centre.

Prior to "Ride day", Lance Armstrong met young patients from Grand River Hospital's Paediatric Oncology Group of Ontario (POGO) satellite clinic at the August 27, 2010 appreciation event honouring childhood cancer care professionals. This event was sponsored by the Kavelman-Fonn Foundation.

Special thanks are extended to Jim Balsillie for his leadership in bringing the ride back to Waterloo Region again this year. Thanks also to Dave Fedy, chair of the 2010 Ride with Lance.



Grand River Hospital Foundation's third "Ride with Lance" event took place on August 28, 2010, raising over \$1.2 million.



East Side Mario's annual charity golf tournament enjoyed its 10th successful year, raising \$12,500 for regional cancer programs at GRH. Presenting the gift

to Nancy Hewat, executive director of GRH Foundation (far left) and Theresa Fischer, Foundation Board chair (far right) are Brian Gilbert, Robert Cuddy and Liz Gerics of East Side Mario's.

The Zonta Club of Kitchener Waterloo

made a significant contribution to the new digital breast biopsy system at the Waterloo Wellington Breast Centre through proceeds of the 2010 Betty Thompson Golf Classic. Presenting the \$35,000 gift to Jane Jamieson, GRHF associate director (centre) are Zonta members Joanne Raymond and Cathy Wordley.



Wayne Ernst presents a \$15,000 gift to the staff of the inpatient oncology unit. The funds were raised through Wayne's **Leukemia Awareness Golf Tournament** on June 24, 2010.

HOW TO REACH THE FOUNDATION OFFICE:

In Person: Ground level (4th floor) of the K-W Site's Kaufman Building - 40 Green Street
By Phone: 519-749-4205 **Online:** www.grhf.org
By Mail: Grand River Hospital Foundation, 835 King St. W. Kitchener, Ontario, N2G 1G3

I WANT TO HELP!

11/10

First Name _____ Last Name _____

Street Address _____

City _____ Postal Code _____

Telephone Number _____

Email Address _____

Please accept my one time gift of:

\$50 \$100 \$300 \$500 Other: \$ _____

Gift To: Seasonal Appeal for medical equipment

Architects of Care Program for redevelopment of intensive care unit, mental health services, surgical services and consolidated outpatient care

Method of Payment:

Cheque (payable to Grand River Hospital Foundation)

Visa MasterCard American Express

Card No: _____

Expiry Date: _____

Signature of cardholder: _____

I authorize GRHF to process my donation as indicated above.

Return to: Grand River Hospital Foundation
835 King Street West, Kitchener, ON N2G 1G3

Supporting GRH through **monthly giving** is another convenient and cost effective way to give. Please contact us at 519-749-4205 or visit www.grhf.org to learn more.



A receipt will be issued for income tax purposes. No. 88918 0394 RR0001

Waterloo Regional Police Service ride to support regional cancer programs



On Wednesday, September 22, 2010, members of the Waterloo Regional Police Service began a multi-day bicycle tour that took them from the Regional Cancer Centre at Grand River Hospital in Kitchener to Parliament Hill in Ottawa.

Riders celebrated the completion of their ride after 650 km and four days on the road at Parliament Hill in Ottawa. The officers raised over \$31,000 in support of regional cancer programs at Grand River Hospital.

The Ride of Your Life Tour also raises awareness of the Canadian Police and Peace Officers Memorial in Ottawa.

Thank you to the riders, their families, Ride of Your Life sponsors, donors and event organizers. Grand River Hospital Foundation was proud to partner with the Waterloo Regional Police Service on this fundraising event.

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Return Undeliverable Canadian address to:
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835 King St. W. Kitchener, ON N2G 1G3

We welcome your input. Please direct any ideas, suggestions, or correspondence to:

Grand River Hospital P.O. Box 9056
Kitchener, ON N2G 1G3

Tel: 519.749.4300 ext. 2788 / Fax: 519.749.4309

Kris Cates-Bristol
Jennifer Condick
Cheryl Evans
Jane Jamieson
Mark Karjaluo
Mark Womack

The Pulse is dedicated to providing staff, physicians, volunteers and the community we serve with news about Grand River Hospital, its people, services and programs.

www.grhosp.on.ca / www.grcc.on.ca / www.grhf.org