



## Delivering Care in the Moments that Matter Most

The COVID-19 global pandemic has tested our strength and resilience in ways we could never have anticipated. The pandemic is unlike anything most of us have seen in our lifetime. It has and will continue to shape our daily lives. At Joseph Brant Hospital, we are committed to advancing and reimagining care in an innovative way to meet our community's needs.



# Ensuring the bright future of healthcare in Burlington, together

The COVID-19 pandemic has provided Joseph Brant Hospital (JBH) with incredible challenges, but also with opportunities to rethink how we deliver healthcare. Our teams have risen to the challenge while seizing the opportunity to be nimble and develop creative solutions.

Innovation is often driven by crisis, and the pandemic has served as a catalyst for the transformation of care. Joseph Brant Hospital has taken a leadership role in our community and province, developing and executing innovative and responsive models of care. Changes that might take some organizations years to roll-out, we accomplished in weeks including:

- Joseph Brant Hospital is working with hospitals in the Hamilton, Niagara, Haldimand, Norfolk, Brant and Burlington region to develop and execute a coordinated, evidence-based, and equitable approach to caring for COVID-19-positive patients requiring hospital care. The goal of the regional model of care strategy is to accommodate

fluctuations and the second wave, resulting in increased demand for COVID-19 care while minimizing any potential disruption of scheduled, regional, and community care across the region.

- Joseph Brant Hospital was the first in the province to build a Pandemic Response Unit (PRU), providing additional beds for COVID-19 patients requiring oxygen support, care and monitoring. This field hospital can also be transformed to Level-2 Intensive Care Unit if demand exists. The Pandemic Response Unit (PRU) will be a regional resource to provide care for stable COVID-19 positive patients who have mild to moderate symptoms and require care and support that cannot be provided at home. For example, they

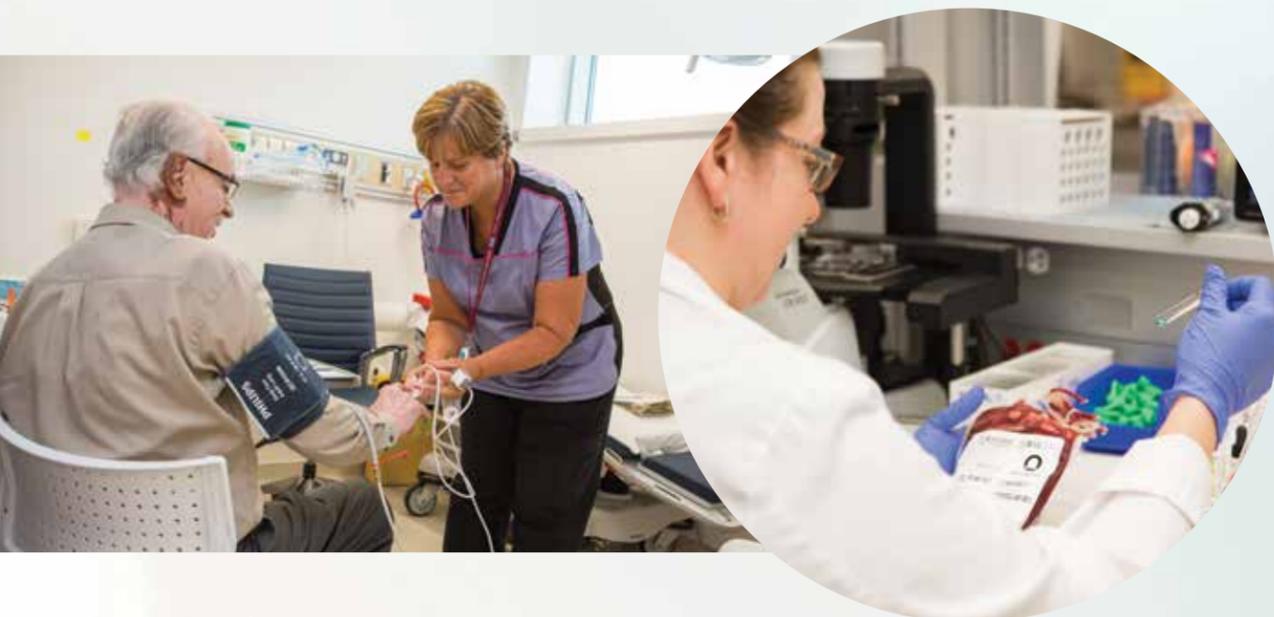
may require oxygen therapy and medication, as well as ongoing monitoring of their symptoms and some personal support.

- Joseph Brant Hospital was the first in the province to develop a Psychiatry/MHA Outpatient Response Team (PORT) which features a team of clinicians and psychiatrists that are available to respond in real time, increasing our capacity and reducing wait times for individuals experiencing a mental health crisis.

Our hospital is embracing the opportunity to drive innovation in the redesign of our programs and services. Guided by our principles of patient-centred care, infection prevention and control, digital health, innovation and next practices, agile decision making, collaboration and integration of programs and services, and optimizing our resources, including our staff and facilities, we will continue to work together and find ways to do what's best for our patients and for our community.

Healthcare has never been more important and the need for care will continue to grow. With your support, we will emerge from this pandemic even stronger – with even more efficient processes, better access to technology, safer physical spaces and programming that our community will need most including:

- Expanded mental health and addictions services to continue to meet the rising impacts that the pandemic is having on our families, friends and neighbours.
- Upgraded technology to continue to offer our community state-of-the-art diagnostic results and virtual care follow-up appointment options which are safer and more convenient.
- A transformation of our Labour & Delivery Unit including renovating shared patient rooms and creating a modern and welcoming space for mothers and families during one of life's most important moments.



**Together, we can ensure Joseph Brant Hospital is here for you in the moments that matter most.**



## Ensuring timely access to the best mental health and addictions treatment

Joseph Brant Hospital is leading the development and execution of new models of care for the treatment of mental health and addictions.

The COVID-19 pandemic has tested people's resilience and ability to cope with stress, and the impacts on the mental health of our family, friends and neighbours will continue to be felt in the months and years ahead. Social distancing, online learning and remote work, and a complete overhaul to our lifestyle and routines have increased levels of isolation, anxiety and depression.

Joseph Brant Hospital is innovating the way mental health and addictions (MHA) services are being offered in our community and province – all while reducing wait times, in a time when the number of referrals and patients are increasing.

Joseph Brant Hospital urgently needs your support to ensure we can continue our work as a hub of innovation, supporting MHA services in our community.

### PROGRAMING & OPERATIONS

During the COVID-19 pandemic, Joseph Brant Hospital anticipated a need for increased mental health and addictions services and immediately redeployed therapists to frontline response. Joseph Brant Hospital was the first in the province to develop a Psychiatry/ MHA Outpatient Response Team (PORT) which deployed an immediately responsive team of clinicians and psychiatrists.

PORT is truly life-saving, as it is the first point of contact for anyone experiencing a crisis. Psychiatrists are on call to ensure high quality, timely care for patients in distress. Treatments which might have taken years to access in the past, now take place the same day, often within hours. Joseph Brant Hospital has actualized early, quick, and accurate interventions that divert people from unnecessary visits to the Emergency Department.

# Ensuring timely access to the best mental health and addictions treatment



patient perspectives throughout our programming, formalizing opportunities for people who've dealt with these challenges to help guide those undergoing treatment.

Joseph Brant Hospital has also designed an innovative ground-breaking program Prioritizing Health through Acute Stabilization and Transition (PHAST). PHAST is the first program of its kind in Ontario and ensures

Joseph Brant Hospital has the most responsive program in the province but the PORT program needs funding to continue to maintain capacity and eliminate wait times.

Children and adolescents have often been overlooked and underserved when it comes to the treatment of mental illness. Our Children and Adolescent Psychiatric Clinic addresses the increasingly urgent need for early intervention and continuity of care. Our goal is to target these populations now so we can stop issues from compounding and becoming more complex in the future.

Over the past few years, we have also piloted a Peer Support Navigator program, which recognizes the importance of lived experience in addressing issues of mental illness and substance abuse. This program has proven success in incorporating more

immediate help is available to individuals suffering a mental health or addictions crisis, and provides options for ongoing care outside a hospital setting. The program is there to meet people where they are in a moment of crisis, removing wait lists, which is one of the biggest hurdles to accessing care. After stabilizing the patient, PHAST's interdisciplinary team provides a warm, personal transfer to appropriate follow-up services through a network of community partners including the Reach Out Centre for Kids (ROCK), Canadian Mental Health Association, and Halton Alcohol Drug and Gambling Assessment Prevention and Treatment (ADAPT).

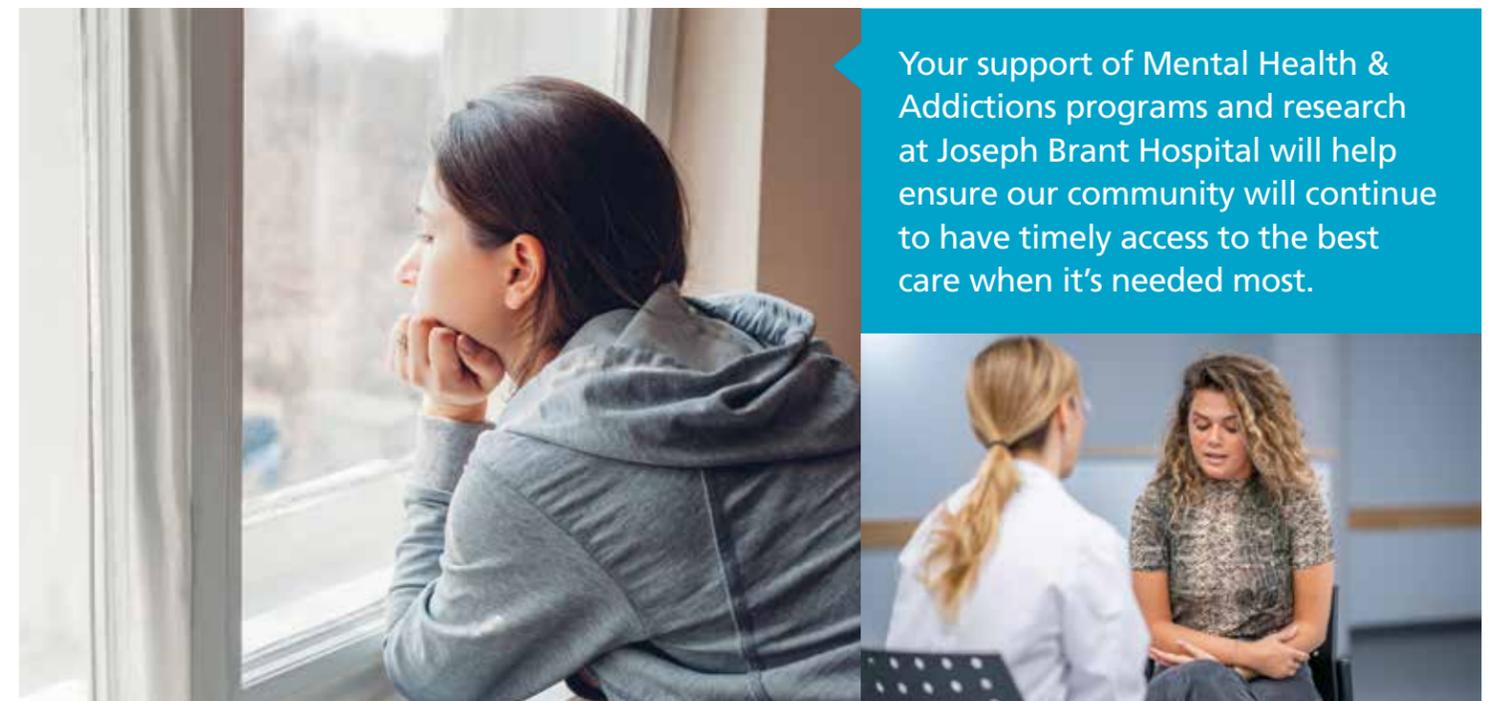
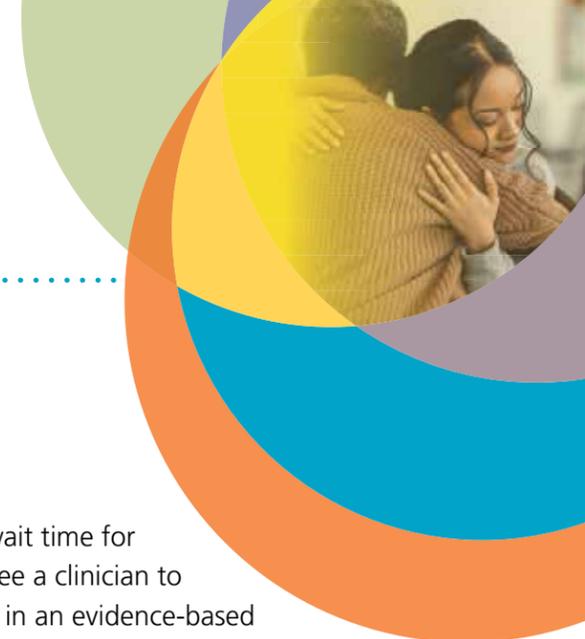
## PHAST RESEARCH

As a community hospital, Joseph Brant Hospital is nimble with strong connections to local partners and agencies. As such, we are uniquely positioned to undertake an important research initiative aimed at demonstrating the effectiveness of our PHAST

program as a best-practise model of care that can be replicated across our region, province and the entire country.

Dr. Steven Selchen, Chief of Psychiatry and Deputy Chief of Staff at Joseph Brant Hospital, has the experience, credentials and visionary leadership to guide this research initiative. By measuring tangible metrics, we will be able to demonstrate the success of the PHAST program including better outcomes, enhanced population health and cost-effectiveness/sustainability through:

- Reduced wait time for access to see a clinician to participate in an evidence-based treatment;
- Reduced rate of re-admission for inpatients;
- Reduced number of repeat visits to the Emergency Department;
- Reduced number of hospital admissions for short-stay visits, because a more appropriate path of care has been implemented.



Your support of Mental Health & Addictions programs and research at Joseph Brant Hospital will help ensure our community will continue to have timely access to the best care when it's needed most.



## State-of-the-art technology for better diagnosis and improved health outcomes

During the pandemic, Joseph Brant Hospital utilized technology to allow physicians to continue to provide patients with urgent comprehensive care and timely follow-up appointments virtually, which provided a safe and positive patient experience.

As Joseph Brant Hospital reintegrates services and redesigns programs, your support will help purchase updated technology which will allow for continued virtual appointments with physicians and specialists, and will also facilitate communication with families to create virtual family presence during physician rounds in our intensive care unit for patients when they are unable to attend in person.

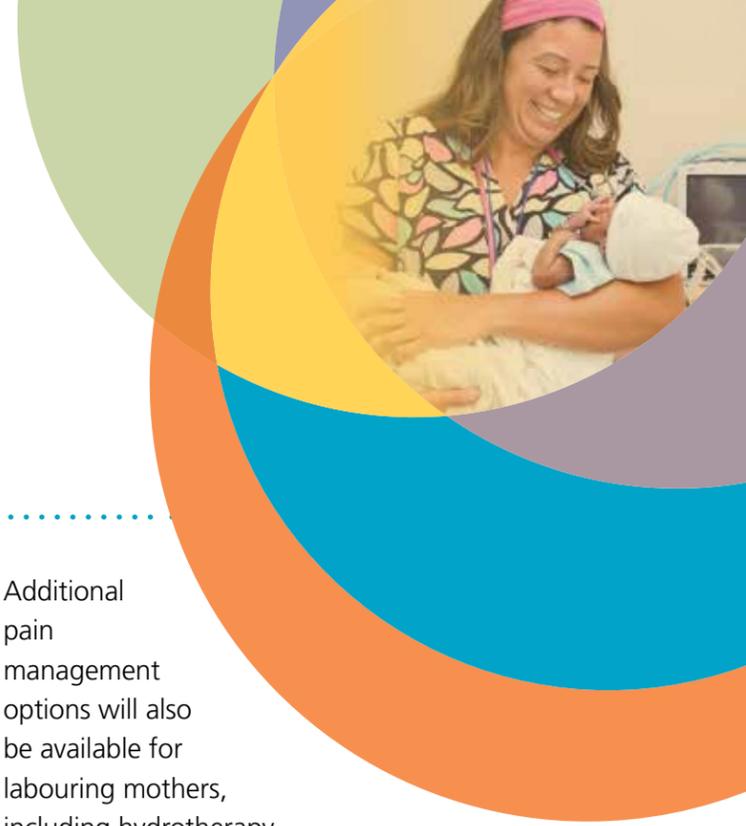
Medical technology and equipment must also continue to be upgraded to offer our community faster and more accurate diagnostic results, like access to new magnetic resonance imaging (MRI) units, which are reducing wait times for appointments and will provide the ability to perform scans not previously available in Burlington, including breast and prostate imaging.

Imaging technology has made incredible leaps and bounds in the last few decades and increasingly sophisticated technology supports earlier, and more precise diagnoses of a variety of conditions including cancer, stroke, trauma and internal bleeding, muscle and joint injuries, heart disease, and brain disorders. All of which means more detailed information, more accurate diagnoses, and better health outcomes for our patients.



Together, we can ensure our patients have access to state-of-the-art virtual care options and our physicians and caregivers have the tools they need to ensure the best outcomes for our patients.





# Delivering our Future

It's rare that we are excited to check into a hospital... with one notable exception. When new mothers-to-be are selecting a hospital for their obstetric care, they're making a decision about who they trust – not only with their own health, but with the health of their family.

At Joseph Brant Hospital, we were honoured to be able to deliver more than 1,400 babies last year. While the care our staff provides is unparalleled – with mothers returning here to deliver their second, third, or even ninth babies – the current Labour & Delivery Unit doesn't meet the standards our community deserves.

The unit is currently housed in an aging space that hasn't seen renovations in well over two decades and is experiencing chronic infrastructure issues. Rooms are tight and cramped, allowing little space for women to stretch and walk during their labour. Each room has a shared bathroom between delivery rooms, which is not in line with best practice Infection Prevention and Control (IPAC) guidelines.

We need your support to invest in the urgent and complete renovation of the Labour & Delivery Unit to provide our Burlington families with a birth experience they deserve. Joseph Brant Hospital has been planning this redesign for some time, but the COVID-19 pandemic has made this redesign an urgent priority.

We have been listening to our families about what they want and need, and our experts have developed a plan which will set Joseph Brant Hospital apart from other centres in the region.

Delivery rooms will be brighter and provide more flexibility in layout, allowing women to move around freely as part of their pain management during labour – and with enough space to accommodate their family and members of their care team who are there to support them. Private bathrooms mean women in labour will have the safety and privacy they need during the intense and vulnerable experience of giving birth.

A renovated operating room and two new recovery rooms will be available within the unit rather than using one of the operating rooms located in the south tower. This update designs the care around the patient, ensuring a less stressful experience and saves valuable minutes when emergency C-sections are required.

The new Labour & Delivery Unit will sit adjacent to the already renovated Level-2 Neonatal Intensive Care Unit (NICU) to ensure babies who need urgent care are immediately transferred to receive care.

The department's technology also needs to be updated to better meet the needs of patients, including the purchase of new electronic fetal monitoring and telemetry systems which will allow women to move about freely while their care team keeps a close watch on baby's vital signs. Not being confined to a bed while delivering means women can labour in the positions most comfortable to them, reducing pain and stress.

Additional pain management options will also be available for labouring mothers, including hydrotherapy.

This renovation to the Labour & Delivery Unit has the potential to increase the capacity for deliveries to more than 2,000 each year. That's more babies born closer to home, in a more calming and safer environment, with the reassurance of current technology along with the comfort of our compassionate, expert staff.

Together, we are delivering the future and can ensure it is one that is healthy, happy, and supportive for our families.



## CONCLUSION:

**At JBH, we stand ready and strong to meet the evolving healthcare needs of our community today and in the future, but we can't do it alone.**

**In the moments that matter most, your generosity enables us to provide the most innovative, safe and compassionate care to our community, right here at home.**

**Together, we are exceptional. Please join us.**



**JOSEPH BRANT  
HOSPITAL  
FOUNDATION**

1245 Lakeshore Rd.  
Burlington, ON Canada L7S 0A2  
905-632-3737

[jbhfoundation.ca](http://jbhfoundation.ca)

