

ENHANCING OUR EMERGENCY DEPARTMENTS

*Transforming the Patient
Experience Through
Innovation and Technology*



IMAGINE THIS...

A patient experiences a severe medical emergency requiring immediate attention. They travel to a nearby emergency department, only to experience significant delays due to patient volumes and critical lack of resources and equipment. This is the reality for many patients - *patients like Mary...*

One afternoon while riding through the trails in the GTA, Mary loses control of her bike and veers off the paved path, resulting in what could be a serious sprain or a minor ankle fracture. Panicked, Mary and her husband quickly make their way to the emergency department at the nearest hospital.

Once they arrive, they find dozens of other patients also waiting to be seen, with delays extending into the evening - many cases, including Mary's, are likely not even classified as emergencies. Unsure of how quickly her case will be seen, and unwilling to travel to other nearby emergency rooms in case they find a similar situation, Mary is left anxious and frustrated.

Now imagine this situation with a **No-Wait Emergency Room**. Mary could use an online portal or telephone to let her know in real time which emergency location to visit based on volume. The hospital then uses sophisticated predictive software to staff up for busy times and minimize wait times everywhere. Based on a review of Mary's specific symptoms and the severity of her situation by a professional, the system will triage her case electronically, recommending her to either an urgent care centre, her family doctor, a call to 911, or a visit to emergency.

If directed to emergency, Mary is given an estimated departure time, allowing her to arrive exactly when the care team is there waiting for her, ready to whisk her into an exam room so she can start assessment immediately. Mary is now able to make arrangements prior to leaving for the hospital, while follow-up appointments will be booked as she is discharged. Overall, the experience has left Mary reassured and safe because she has been kept informed and properly cared for.

This can be the reality with investment into expanding and modernizing SHN's existing Emergency Department at Centenary and Birchmount hospitals.



EXECUTIVE SUMMARY

Hospital emergency departments are at the front line of the patient experience. For many, this health care gateway is a defining element in their treatment success and overall satisfaction, making responsiveness and performance excellence vital. Modern, innovative and technology-enriched emergency care, with adequate resources and space to accommodate the community, ensures that patients begin their journey confident and end it healthy.

Despite outdated infrastructure and overloaded systems, Scarborough Health Network (SHN) boasts among the lowest wait times in Ontario with one of the most effective Emergency Departments in the province. Our specialized teams deliver exceptional emergency care that has been adapted to meet Scarborough’s unique cultural and health-related needs.

However, in the past 50 years, Scarborough has grown far beyond the capacity of our existing facilities, while our capabilities are being surpassed by *highly automated and interactive technologies and tools* that could drastically improve the patient experience. At the same time, our aging Emergency Departments at both the Centenary and Birchmount hospitals provide inadequate infrastructure for patients and physicians alike - waiting rooms are cramped and under-furnished, patient privacy is lacking and space is not optimal for doctors, nurses and staff to properly manage patient care.

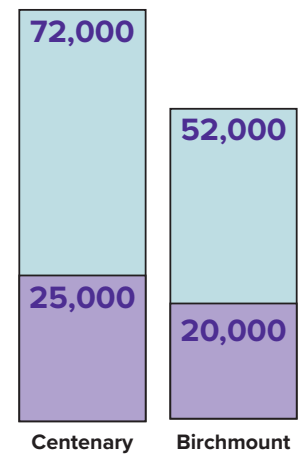
With a gift in support of redeveloping the Emergency Departments at SHN’s Birchmount and Centenary hospitals, you will help equip our staff and physicians with the additional infrastructure and cutting-edge technology necessary to address our ongoing issues and establish innovative and efficient models of care for our patients.

200,000

cases seen annually across SHN's
Emergency Departments

ED Intended Capacity vs. Current Volumes

Intended Capacity Current Volumes





THE VISION

Enhancing Our Emergency Departments

SHN's ultimate vision for our Emergency Departments is to create a fully integrated health network, working together to serve the people of our region. This includes **new Emergency Departments at our Centenary and Birchmount hospitals** - modernized facilities that match today's emergency needs for our diverse population.

The renovation and realignment of these units will enable them to become the central hub of a cohesive network, consolidating the efforts of primary care physicians and internal/external care providers to maximize the impact of our EDs for the most severe cases. At the same time, this vision will contribute to the Triple Aim - improving quality care, improving the patient experience, and reducing costs.

The new EDs will capitalize on advancements in technology and practice in Emergency Medicine to create the best outcomes and patient experience. It also represents our commitment to enable emergency care where no-one waits to be seen. Using advanced equipment, innovative workflows, deep community partnerships, and state-of-the-art facilities, SHN will achieve a **No-Wait Emergency Room** where a more seamless, efficient and responsive patient experience will become the norm.

The new EDs will be designed keeping the most up-to-date emergency care practices for quality and safety in mind. For example, separate rooms are necessary to enable the privacy and dignity. The new space will also include separate rooms for discharge, more adequate waiting rooms, and a functional centralized hub will help medical staff easily manage care and community with one another. The modernized space will be flexible, adaptable, and functional for optimum flow on the floor. Above all, the enhanced Emergency Departments will be equipped to handle the current and future volumes of patients with respect and dignity for all.

This expansion is more timely than ever. In the last 10 years alone, Scarborough has grown to become a vibrant and diverse community of more than 632,000 people - a nearly 4% population growth that has shown no sign of slowing. Along with a large population of seniors over the age of 60, our community's expansion has placed a significant constraint on our existing EDs - and with the population of seniors across Ontario expected to double over the next 20 years, the new EDs will allow us to meet this challenge head-on.

Project Cost At A Glance

	Centenary	Birchmount
Government Funding	\$45.5M	\$22.2M
Fundraising	\$10.6M	\$4.1M
Total Cost Per Hospital	\$56.1M	\$26.3M
Total Project Costs	\$82.4M	



RE-IMAGINING OUR CURRENT STATE

Emergency Services at SHN

Despite our expertise and comprehensive service offerings, the new **Emergency Departments** - with their additional capacity and innovative models of care - are essential if SHN hopes to deliver on our priority of transforming the patient experience.

Our full-service Emergency Departments at all three of our hospitals are open 24 hours-a-day, 365 days-a-year, and see a combined nearly 200,000 visits a year. The EDs are staffed by a comprehensive interprofessional health care team, including more than 50 physicians specializing in emergency medicine. As part of emergency and urgent care, SHN offers:

- Assessment and treatment;
- Stabilization and transfer to an appropriate area of care;
- Admittance or discharge with community follow up; and,
- A rapid assessment zone to expedite care for patients who are comfortable walking on their own who have a health issue that does not put them at imminent risk.

The team is well adapted to Scarborough's unique population needs and associated challenges. Some of these challenges include serving patients and their families with language barriers, or addressing acute mental health and cases of domestic violence or trauma. As a leader in emergency medicine, SHN also has an extensive teaching component in its Emergency Department with nursing and elective students, as well as physicians training to specialize in delivering emergency care.

