



A Credit to your Health

A publication of THE CREDIT VALLEY HOSPITAL SUMMER 2005 / VOLUME 7 ISSUE 3

Beauty on a Budget!

by WENDY JOHNSON

It was a spectacular opening for a spectacular building!

That was the sentiment of just about everyone who attended the official opening of The Carlo Fidani Peel Regional Cancer Centre and The Ambulatory Care Centre, Thursday, June 9th at The Credit Valley Hospital.

Led by The Peel Regional Police Honour Guard, dignitaries were escorted to their seats for a two-hour opening of speeches, videos and musical performances. Lieutenant Governor, the Honorable James K. Bartleman was the first to address the audience acknowledging the significance of the building particularly to cancer patients. "Cancer is a life altering experience...a time to re-examine their lives and reassess their priorities. Most of all it's a time when they need to be close to their families and community.

"Until now, cancer patients in Halton and Peel had to go beyond their own community which was just one more burden for those who are ill. The Carlo Fidani Peel Regional Cancer Centre will lift that burden for cancer patients who will be able to access that care right here."

The theme of the event was Healing and Hope to denote the significant attention to the nurturing environment created through the use of natural elements, such as light, wood, water and fauna in the 330,000 square foot new regional cancer and ambulatory care centres.

"It's beauty on a budget" chirped CVH Board chair Norm Loberg as he proudly acknowledged the vision of architect Tye Farrow and the business acumen of the project managers led by hospital vice president, Ron Noble. "The design is simple in terms of

function but dramatic in terms of attractiveness," he said.

Mississauga West MPP Bob Delaney, who introduced Health Minister George Smitherman to the 400 plus invited guests, agreed with Loberg: "This is living proof that an excellent building doesn't have to have Soviet-style architecture."

Delaney praised the Minister for "following Credit Valley's lead" in spearheading Bill 164 for a "smoke-free Ontario", noting that Credit Valley went smoke-free on its hospital grounds to coincide with the opening of the regional cancer centre.

Minister Smitherman said "the intent of Bill 164 is to lessen the demand on services provided here," referring to the high cost in lives and the hospital system due to smoking-related cancers.

Cancer Care Ontario president and CEO Dr. Terry Sullivan said: "Despite delivery on-time, under budget, fifteen years is too late to deliver cancer care. This year in Ontario 58,000 people will develop cancer. By 2014 90,000 will have cancer. 6,000 individuals in Peel alone will get cancer this year. So we have to move a lot faster."

Many of the speakers at the official opening reminded Minister Smitherman that the opening of the regional cancer centre and expanded ambulatory care centre is just the first phase of a multi-phase construction project. The next phase is to provide an additional 150 inpatient beds and provide more space for the hospital's overcrowded regional maternal/child program. He said "we know there is more to be done...we'll work very hard with powerful assets like this hospital to strengthen the capacity of all the health care programs to work better together with our patients in mind."

Mayor Hazel McCallion reminded the



Instead of the traditional ribbon cutting ceremony, dignitaries each placed a signed 3D gold leaf in a 4x3 foot hand carved replica of the hospital's logo that will be hung in the new main lobby as a visual reminder of the significance of the event. From left to right: Regional Chairman Emil Kolb; the hospital foundation's lead donor Carlo Fidani, for whom the new regional cancer centre is named; CVH Chairman Norm Loberg; Lieutenant Governor for Ontario, the Honorable James K. Bartleman; Hospital President and CEO Wayne Fyffe; Mississauga Mayor Hazel McCallion; CVH Foundation Chairman Mike Murphy; Cancer Care Ontario President and CEO Dr. Terry Sullivan and Mississauga West MPP Bob Delaney.

Minister that if the province reinstated development levies, it would make a huge difference in moving projects like CVH's phase two ahead. She said, "We collect levies for soccer fields and baseball diamonds...why not hospitals?" The Mayor didn't miss the opportunity to inject some levity into her plea emphasizing that "you must do what Hazel asks you to do!"

Patients Joanne Daquano and Carol MacEachern thanked the many donors who contributed \$40 million to date in support of the \$134 million construction project. CVH foundation chair, Mike Murphy, noted that despite the success of the \$50 million fund raising campaign, "there is still a lot of work to do" (to raise the remaining \$10 million).

Daquano, a cancer survivor who will continue to be treated at Credit Valley, referred to the words inscribed on her bracelet when

describing what the new building means to her: "Strength as seen in the wood beams, concrete and support from the community; Hope as seen in the wide open spaces and natural light...there's little room for doubt that a cure will be found; Faith, a cancer patient depends on this with their oncology team; and Courage, to go from an idea to fruition that we see within the walls of this building. Cancer patients won't feel that they are in a hospital. This new facility will lessen the stress with its beautiful, calming and soothing atmosphere."

Carol MacEachern added her "thanks and appreciation to the funders, donors, fundraisers, everyone and anyone who had a part in making this building a reality. The beauty, grace and peacefulness of this facility will truly allow it to be *A Place of Healing and Hope.*"

See event photos on pages 2 & 3.

Wayne's World

by WAYNE FYFFE
President & CEO

Wow! The day has finally arrived – our new addition is finished. It is on schedule and under budget – another significant accomplishment for Credit Valley.

What does this mean? Care closer to home for patients requiring radiation treatment for cancer – no more trips to Toronto, Hamilton or Kitchener; shorter wait times for cancer care; a much improved environment for outpatient care of all kinds (see The Ambulatory Care Centre page 3) with vastly improved working conditions for staff, physicians and volunteers. It takes a lot of careful planning and hard work to move into a 330,000 square foot addition (imagine a 3,300 square foot house times 100!) so we ask for your patience.

Our first move took place June 16th and we expect our last move to be completed by the

end of August. We expect to fully utilize the new 400 space parkade this summer. Landscaping is the least important, so don't be surprised if it's not finished until fall or next spring. Finally, the new front entrance requires demolition of part of the existing hospital. We can't start that until we move the clinic into the new building so it will be several weeks before the new front entrance, lobby and retail outlets are fully operational. In the meantime, the old front entrance is still available for use under the new red "emergency" sign.

Don't hesitate to access our website www.cvh.on.ca for regular updates and photos of the new facility.

Congratulations everyone and thank you for your continued support as we inch closer (we are at \$40 million) to our \$50 million capital campaign goal.

It is an honour and privilege to be president and CEO of The Credit Valley Hospital.

Cancer Centre and Ambulatory Care Centre Twenty Years in the Making!

The development of a regional cancer centre at The Credit Valley Hospital was discussed in the late 1980s with Ministry of Health and Long-Term Care officials. But it wasn't until cancer survivor and board member, Jane Watson began a campaign to locate the cancer centre at Credit Valley that things really started to happen. She collected thousands of signatures to support her campaign and in 1994, then-Premier Bob Rae gave the nod to locate the centre at Credit Valley.

In May of 2000, the Credit Valley expansion project to build a regional cancer centre and expanded ambulatory care centre received a \$48.5 million injection through the province's SuperBuild infrastructure program.

Early in 2001, a local philanthropist, Carlo Fidani, stepped forward to make a significant personal donation of \$6 million. It would serve as the basis for a \$50 million fundraising goal that would be set by the Hospital's Foundation – the largest undertaken by any community hospital in Canada. The

Peel Regional Cancer Centre was subsequently named in his honour.

Changes to Credit Valley's campus included a parking garage extension, moving the heliport, the building of Valley House to temporarily move administration out of the hospital to allow for more patient care, and a new signalized intersection off of Erin Mills to support the increased traffic flow through the hospital grounds.

In September of 2002, tender documents were signed to build The Carlo Fidani Peel Regional Cancer Centre and The Ambulatory Care Centre with Farrow Partnership Architects and PCL Constructors, followed by an official project launch by then-Premier Ernie Eves in January, 2003. Construction began in March and was underway during the SARS crisis.

The project increases the 440,000 square feet of the existing hospital by an additional 330,000 square feet that exudes a nurturing feeling of healing and hope.

Visit our website at www.cvh.on.ca

Healing and Hope Commemorative eCD

Purchase your copy of the commemorative enhanced CD (eCD) of the official opening of The Carlo Fidani Peel Regional Cancer Centre and The Ambulatory Care Centre.

The eCD includes "The Milestones" video; 14 musical selections from renowned artists such as Amy Sky, Barry Bekker, Lynn Harrison, Robert Michaels, Howard Lopez, Ohm Guru, Ric Emmett, Loreena McKennitt and Leahy; and a special link to the hospital website (www.cvh.on.ca) to view longer video presentations and patient and program information.

Send your cheque
or money order for
\$10 plus \$2 shipping/handling to

Commemorative eCD
The Credit Valley Hospital
2200 Eglinton Avenue West
Mississauga, ON
L5M 2N1

Attn: Community Relations and Communications.

Your Name _____
Mailing Address _____
Postal Code _____ Telephone _____
Number of Copies Requested _____

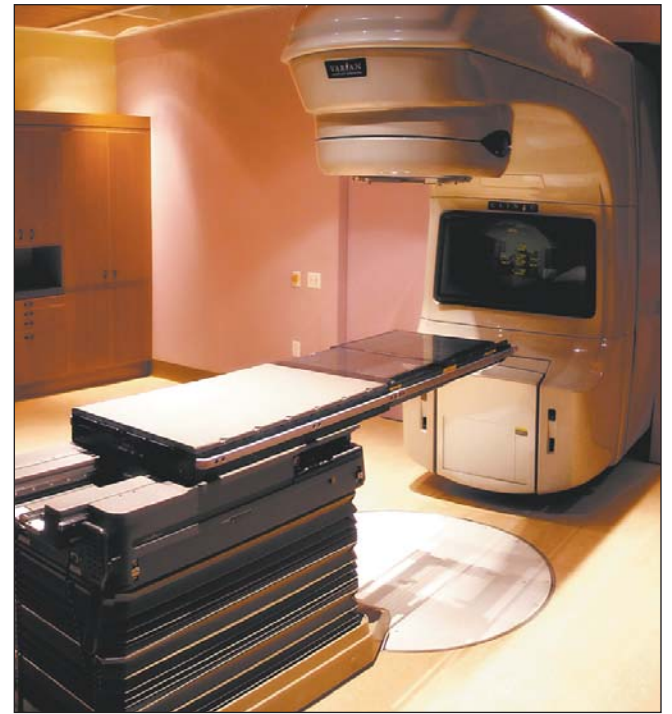


Cancer Centre Truly World-Class

Until now, patients from the communities of Peel, Halton, Dufferin, Wellington, Simcoe and beyond, had to travel considerable distances for radiation therapy and/or specialized cancer surgery which will now be provided closer to home at the regional cancer centre, located at The Credit Valley Hospital site.

The regional cancer centre includes systemic and radiation treatment for patients. It is anticipated that between 30,000 – 35,000 visits will take place as part of the radiation program at the centre on a yearly basis. In the chemotherapy area, the number of systemic oncology visits (chemotherapy, seeing doctor, follow-up, excluding radiation) during first full year of operation will be 50,000 visits compared to 20,000 visits for systemic therapy now.

The Carlo Fidani Peel Regional Cancer Centre occupies about one-third of the expansion. Credit Valley and Cancer Care Ontario have been partners in the conceptualization, development and building of The Carlo Fidani Peel Regional Cancer Centre, using the guiding principles of integration, patient centred care, high quality and value for money.



Radiation Cancer Treatment The Linear Accelerator

The Carlo Fidani Peel Regional Cancer Centre opens its operation with three functioning radiation treatment suites, each equipped with Varian linear accelerators (or linacs) which are used to perform radiation cancer treatments.

The centre has the capacity for an expansion to six machines in six suites in the future as demand increases.

A linear accelerator is a device that generates high-energy X-rays and electrons for cancer treatment. The high-energy X-ray beams penetrate directly to the source of the cancer sparing healthy superficial tissues, whereas electrons penetrate only superficially and can destroy healthy tissue. X-rays and electrons of different energies allow the radiation oncologist to customize the treatment according to a patient's specific needs.

The linear accelerator is capable of rotating around a patient lying on a treatment couch, treating the tumor from several angles. This allows the delivery of high doses of radiation to the tumor while reducing the dose to the normal surrounding tissues.



A colourful choral blessing from eight different cultural groups singing, "May this be a place of healing and hope" preceded an emotional performance by Toronto singer/composer, Amy Sky singing "I Will Take Care of You" (one of two songs included on the commemorative eCD).

Shall We Dance?



Health Minister George Smitherman and Mayor Hazel McCallion did a dance of sorts at the official opening ceremonies. Mayor McCallion urged the Health Minister to reinstate development levies for hospitals telling him that "you must do what Hazel asks you to do!"



Lieutenant Governor, the Honorable James K. Bartleman congratulated Credit Valley on their significant achievement in opening the new regional cancer centre and ambulatory care centre. Recognizing the significant fundraising support he commended "Mr. Fidani and other community members for their support."



Cancer survivor Joanne Daquano referred to the words on her bracelet to describe the new building; "Strength as seen in the wood beams, concrete and support; Hope as seen in the wide open spaces and natural light; Faith, a cancer patient depends on their oncology team; and Courage, to go from an idea to fruition."

World Class Experts on Cancer Team

The Credit Valley Hospital is pleased to formally introduce its *world class* team of experts who are bringing cancer care closer to home. Patients will receive cancer services at their local hospital, and specialized services such as radiation treatment at the regional centre at CVH.

Dr. Sheldon Fine, regional vice president, Cancer Care Ontario and chief of oncology at Credit Valley has recruited Dr. Leonard Kaizer as medical director systemic therapy, Dr. Tom McGowan as medical director of radiation oncology, and Dr. Donald Jones as medical director of surgical oncology. Our oncology program leadership team includes Mrs. Shelley DeHay-Turner, director of nursing, Mr. Pat Mercuri, administrative program director, and Dr. Fine as physician director.

The state of the art centre is providing cancer treatment in an environment like no other. An efficient and cost-effective healing environment has been created through large, vaulted ceilings crafted from wood, reaching to the sky bathing the treatment centre in natural light. The radiation treatment rooms, often referred to as "bunkers", have been skillfully designed to minimize fear and maximize comfort to create a soothing, more home-like atmosphere. The radiation equipment, initially in three rooms and later in six, is the most up-to-date technology providing safe and effective treatment.

The Carlo Fidani Peel Regional Cancer Centre will serve as many patients as the largest cancer centres in the United States.

A Boost For Renal Patients

The new facility combines the two existing renal units at the hospital under one roof while adding an additional 15 stations. The total program capacity will increase to 80 haemodialysis stations – combining the 56 treatment stations in two areas that were previously located in very cramped, dark spaces within the existing hospital. (An additional 24 stations are located off site at the Watline Renal Care Centre).

Each renal care centre in the new building is equipped with a central nursing station providing full visibility of all patient stations. The unit is also equipped with a procedure room for access line insertions and other related procedures.

Each dialysis station is nine feet wide – representing a significant increase from the previous renal space. The patient's overall experience has been improved with the addition of a storage unit for personal belongings, a television and a telephone. Renal patients come for treatment several times a week, often for up to four hours at a time.

The additional space provides greater privacy for patients as well as appropriate space should emergency equipment be required.

Ceiling lifts have been added to each care centre to assist transfer to treatment areas – enhancing patient comfort during transfer and decreasing the overall risk of injury for patients and staff.

All support staff (social workers, dietitians, and pharmacists) are now located within the unit for easy access

for patients and their families.

The unit incorporates natural light where possible and a soothing colour palette.

The renal care centre is located near the new main entrance off Erin Mills Parkway providing easy access for patients, especially those in wheelchairs, and their families.



The Ambulatory Care Centre

Ambulatory Care provides a scope of services from diagnostics and assessment to treatment, procedures and observation, and accounts for about two-thirds of the total physical space in the hospital's new addition. Ambulatory care is designed to provide quality patient care efficiently and cost-effectively with a walk-in, walk-out, same-day approach. The new centre is located on level three in the Deer Section (see wayfinding story on this page) of the hospital.

Clinics include: fracture – which alone accounts for 25,000 visits each year; ear nose and throat; breast; general surgery, gynecology, imaging recovery, ophthalmology, paediatric surgery, plastics, rheumatology, vasectomy, vascular surgery and urology.

The scope of services includes: diagnostic, assessment, treatment interventions, procedures, observation and recovery.

Members of the ambulatory medical care team are: anesthesiologists, family medicine physicians, gynecologists, internal medicine physicians, rheumatologists and surgeons.

The multidisciplinary team includes: nurses, occupational therapists and physiotherapists.

Approximately 60 per cent of the visits to ambulatory care are associated with two of the clinics – fracture and plastics – 90 per cent of these are generated through the emergency department.

Volumes through the ambulatory care department have changed dramatically over the past 19 years while the space has not changed to match the demand; visits have increased from under 20,000 in 1988 to almost 50,000 in 2004.

As a result, the clinics were very congested; there was little opportunity for privacy; waiting rooms were crowded which narrowed the corridors creating additional congestion. The capacity to expand volumes or clinics could not be achieved within regular business hours in the centre's previous location within the hospital.

The new space addresses patient needs through infection control, visual and acoustical confidentiality and privacy, barrier-free accessibility, efficient work flow, flexibility and multi-purpose use of space and standardized room configurations.

The new space accommodates additional clinics that were previously unavailable such as dental, epilepsy, infectious diseases/HIV, pain management, geriatric clinic, chronic obstructive pulmonary disease (COPD). In the future, we will be able to accommodate expanded family medicine clinics (teaching affiliations) and a general internal medicine clinic.

Satellite Imaging Department

Also included in the ambulatory care centre is a new satellite imaging department to provide supportive services such as x-ray for oncology patients as well as general x-ray, fluoroscopy, radiography services for ambulatory care patients i.e. fracture clinic etc.

The new service will have a direct impact on the ability to deal with increased volumes and the ability to react in a more timely manner to the increased demands of the expanded ambulatory care centre (x-rays for broken bones etc.).

The new imaging equipment will be digital, instead of analog, which provides the ability to store data online, providing access for physicians/healthcare providers from any terminal throughout the hospital and beyond.

Mental Health Outpatient

The mental health area of the new building will be home to the child and family clinic as well as the schizophrenia program. For the last two years these programs along with the START (Short Term Active Reintegration Treatment) day hospital and the eating disorders program have been located offsite at 25 Watline Road in Mississauga. These services are scheduled to return to the main hospital in August, 2005 and will bring together the entire mental health program on one site.

Increased Treatment Space for Rehabilitation Services

Rehabilitation consists of occupational therapy, physiotherapy, recreation therapy, rehabilitation day hospital, speech language pathology, audiology and music therapy.

The existing department shares a wall with the new building allowing the dept to flow seamlessly into the new building. The expansion of this department into the new building provides capacity to treat more patients as the community grows. Patient volumes will increase over time as funding for additional staff becomes available.

The new and additional space will mean a new, bright space that will allow for confidentiality that did not otherwise exist.



Former Board Chair Gord Stovel who "inked the deal" to begin the construction project, architect Tye Farrow of Farrow Partnership and the Board's chair of the Planning and Building Committee Bart Wassmansdorf, share a celebratory moment at the reception following the official opening ceremonies.



Hospital Wayfinding Promotes Natural Elements

It's going to take some time for patients and visitors to become used to the expanded Credit Valley. New wayfinding kiosks will be positioned in the new main lobby and the rehabilitation entrance off Credit Valley Road. As well, our volunteer partners will be located at the information desk with maps and information to direct patients and visitors to the new areas.

To assist in wayfinding, the new building has been divided in half; the Credit Valley Road section which houses rehabilitation, the cancer centre and ambulatory care is located in the Deer section; renal care and cardiopulmonary services are located in the Leaf section accessed through the

new main lobby off Erin Mills Parkway.

For the time being, the original hospital building will remain divided into lettered "pods", with B, C, D and E sections denoting various nursing units which remain the same as prior to the expansion. The plan is to eventually continue the use of natural wayfinding icons throughout the hospital as part of phases two and three of the construction project.

Please see hospital maps located on our hospital website (see The Carlo Fidani Peel Regional Cancer Centre and The Ambulatory Care Centre) for a directory of new and original hospital areas.

Visit our website at www.cvh.on.ca



Wally and Freda Oughtred, Carol and Norm Loberg (chairman, CVH board).



Dr. Barbara Clive (chief of medical staff), Marylyn and Gord Stovel.



Ron Noble, CVH V.P. corporate planning, George Farrow (original hospital architect) and Diane Farrow.



Dr. Tom Short, John Mosey and Theo Fitch.



Norma Bandler (foundation president), Dr. Sheldon Fine (reg. V.P. The Carlo Fidani Peel Regional Cancer Centre).



Bob Ferchat (original campaign chairman), Wayne Fyffe, Norma Bandler, Carlo Fidani (world class donor).



Shari & Nils Kravis (CVH Foundation Board and Kelsey's International COO).



Masood Khan and Gul Nuwaz standing at the Foundation Donor Wall.

Credit Valley's Donors Come of Age

Henry Thoreau once said "It's not what you look at that matters; it's what you see".

The Credit Valley Hospital Foundation hosted an elite preview of the new Carlo Fidani Peel Regional Cancer Centre for major donors on Tuesday June 7th to celebrate the vision that became a reality.

"We are celebrating not only successful firsts but the success achieved by our donors through the need they have seen" said foundation chairman Michael Murphy.

"The major first of course is all around us – the achievement of a full service Cancer Centre with radiation treatment, plus a complete out-patient centre."

Murphy congratulated the more than 200 guests present for milestones they made possible, such as:

- 10 gifts over \$1 million each
- Two of those gifts are from American foundations who recognize the uniqueness of Credit Valley
- \$1 million dollars came from the Canadian Cancer Society – their largest non-research gift ever
- \$1 million dollars was donated from Wayne and Isabel Fox and their family
- Members of the Sikh Community have pledged \$1.7 million
- Two major pharmaceutical corporations each gave \$1 million creating the GSK Asthma

Education Program and the Roche Clinical Oncology Program

- Our very own Volunteer Partners pledged a gift of \$1 million
- The Richard & Annette Bloch Foundation gave us \$1 million to create a Cancer Survivors' Garden in keeping with our mind, body, spirit approach to healing
- And finally The Kresge Foundation in the US promised us \$1 million if we could increase our number of new donors through their challenge to raise \$4 million in a 14 month period. We did it – we acquired more than 7,000 new donors, met the Kresge Challenge and are expecting to receive their grant shortly.

Foundation President Norma Bandler encouraged guests to absorb the healing environment created for Credit Valley's patients. Said Bandler "I am proud that the money we raise is based on the reputation and dedication to *world class* care evidenced by the quality performance of every member of this Hospital."

With \$10 million still to raise in order to reach the \$50 million campaign goal, Ms. Bandler encouraged those present to continue telling the Credit Valley story.

"The success so far of this campaign demonstrates that Mississauga and its surrounding neighbours have come of age, acknowledging their success and their willingness to step forward in a public way."



Robert Gillespie and Doug Kilner, former chairmen of the hospital board.



Deb Folkes (CVH director of volunteer resources), Jill McGill (president, CVH Volunteer Partners) in front of the radiation waiting area hearth named in their honour.



Bob, Marilyn & Heather Beamish.



Dr. Ramaseshan showing off one of the new radiation machines.



Barbara Sims, Dr. David Clarkson, Grant Clarkson (donor of Steinway piano in new lobby).



Kati Gleiser, pianist and Inaugural Musical Performer in the new Centre.