

SPRING EDITION 2017

# Heart & Soul

YOUR GENEROSITY IN ACTION



**Cover:**  
**Kay's story:**  
**Care and gratitude**

*L-R Grateful patient Kay Miki with WCH family physician Dr. Helen Batty*

**WCH**  
WOMEN'S COLLEGE  
HOSPITAL FOUNDATION  
Health care for women | REVOLUTIONIZED

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**Putting WCH  
experts in  
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# Kay's story: Care and gratitude

Ten years ago, Kay Miki was desperate for answers.

She'd been experiencing terrible stomach pains for two years but hadn't been able to find a doctor who could tell her why. "No one could figure out what was wrong," she reflects in frustration. "They weren't truly understanding what I was going through and couldn't make a diagnosis."

Kay's oldest daughter, Kelly, suggested that her mother try Women's College Hospital. Kelly had recently seen a specialist there and was impressed by the care she'd received.

Kay was quickly given an appointment at WCH's Family Practice Health Centre, where a nurse practitioner listened closely to her concerns before referring Kay to the hospital's gynecology clinic. There, she was advised that the pain she was experiencing wasn't in her stomach – it was being caused by an issue with her ovaries. She underwent a procedure to have her ovaries removed, and her pain immediately disappeared.

**"I'm so grateful that they saw me and really listened to me," Kay says now. "Because they took the time to listen and get to the root of the problem, I no longer have to live with pain."**

Unfortunately, Kay's struggle to find a doctor who would listen to her concerns and take her symptoms seriously is not uncommon. Studies have shown that women who report pain are often perceived as exaggerating and treated less aggressively, resulting in inadequate care that can prolong symptoms.

With an approach to healthcare that addresses the unique needs and challenges faced by women, including the "communication gap" that Kay encountered, WCH's world-renowned healthcare providers are leading the way in improving care for women and their families.

Kay was so happy with WCH that, despite living in Mississauga, she decided to become a regular patient at the Family Practice Health Centre. For nearly a decade, Kay's primary family physician has been Dr. Helen Batty, who is also a University of Toronto professor and founding director of the World Health Organization Collaborating Centre in Women's Health. In fact, both of Kay's daughters – and her grandchildren – are also now patients at the Family Practice Health Centre.



*Grateful WCH patient Kay Miki*

Kay says that Dr. Batty is the best physician she's ever had. "She communicates to us in way that we can understand, she's kind, caring and patient – and always a great listener."

Several years ago, Kay decided to honour Dr. Batty by donating in her honour. "I've never had a doctor like her before, and that's why I wanted to donate," Kay says with gratitude.

She hopes her regular donations will help Women's College Hospital continue to change the lives of women like her and support the hospital's commitment to providing the very best care.

**"You can't find that kind of warmth anywhere else."**

**Has a Women's College Hospital care provider made a difference in your life? Join Kay by saying thanks with a special donation in their honour!**

**Visit [givewiththanks.ca](http://givewiththanks.ca) or contact Fiona Bedlington at [fiona.bedlington@wchospital.ca](mailto:fiona.bedlington@wchospital.ca) or 416-323-6323 ext. 2319.**



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# Q&A:

## *Up close and personal with...* **Dr. Ruth Heisey**

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*Dr. Ruth Heisey, chief of family and community medicine, Women's College Hospital*

Dr. Ruth Heisey is chief of the department of family and community medicine at Women's College Hospital and a family physician at WCH's Family Practice Health Centre. We recently sat down with Dr. Heisey to talk about WCH's unique approach to family medicine.

### **We'd love for our readers to get to know a bit about you. Can you share why you decided to go into family medicine?**

It sounds cliché, but ever since I was young I knew that I wanted to help people. In university, I was actually discouraged from becoming a doctor – it was considered very difficult for women to both have a family and practice medicine. But ultimately, I knew I had to pursue a career in family medicine because I found it so interesting. In this field, you get to develop meaningful, trusting relationships with your patients while helping them manage their health. It's an incredibly rich and rewarding experience.

### **Why did you choose to build your career at Women's College Hospital?**

I had the opportunity to do a rotation at WCH during my training in the late 1980s and I loved the beautiful and positive culture here. It's a very engaging, supportive and uplifting environment to work in. As someone who faced barriers to practicing medicine because of being a woman, I was also really drawn to the hospital's focus on women's issues and empowering women. I've been here for 30 years now!

### **What is unique about the model of care at WCH's Family Practice Health Centre?**

WCH's Family Practice offers a unique team-based approach to providing care. The team includes physicians, nurses, secretaries, social workers, dietitians, an occupational therapist, a pharmacist and consultants in areas such as psychiatry, endocrinology and pediatrics. Having an integrated team means that we can meet the majority of our patients' health needs under one roof within the family medicine setting, making their care more convenient and more effective.

### **What about the impact on the healthcare system?**

With people living longer – particularly women – we're seeing more patients with long-term chronic conditions. The traditional model of healthcare, which requires patients to see multiple specialists at different hospitals, is not only inconvenient for patients but also very costly to the system. Through our integrated approach and flexible hours, we're reducing visits to emergency rooms, specialist appointments and costly overnight stays by ensuring patients can receive excellent care when they need it. This approach helps to strengthen the healthcare system for everyone.

**You can support the life-changing work of WCH's Family Practice Health Centre by donating today! To donate, please visit [wchf.ca](http://wchf.ca) or contact Fiona Bedlington at [fiona.bedlington@wchospital.ca](mailto:fiona.bedlington@wchospital.ca) or 416-323-6323 ext. 2319.**

# WCH's family physicians are leading the way

A message from Kathy Hay, president and CEO of WCH Foundation

*"All throughout its history, Women's College Hospital has been home to true pioneers of medicine - women and men who are among the most accomplished, gifted and compassionate healthcare leaders in the world. In honour of our Family Practice-focused issue of Heart & Soul, we are so proud to shine the spotlight on just a few of WCH's current family physicians, who go above and beyond to improve healthcare for women and for all."*

**Dr. Danielle Martin** is a family physician and vice president of health system solutions and virtual care at WCH. She recently published a groundbreaking new book called *Better Now: Six Big Ideas to Improve Health Care* for all Canadians. In it, Dr. Martin shows how bold solutions to address the greatest challenges facing healthcare are both achievable and affordable. Her ideas include ensuring every Canadian has access to a primary healthcare provider, reducing unnecessary tests and reorganizing healthcare delivery to reduce wait times and improve quality. For more information, visit [6bigideas.ca](http://6bigideas.ca).

**Dr. Cynthia Whitehead** is a family physician and vice-president of education at WCH and director of the Wilson Centre, a global centre for the advancement of evidence-based healthcare education practices. Dr. Whitehead is a true international leader in designing and delivering education systems for current and emerging medical professionals in the area of ambulatory care, the way of the future for healthcare. She has consulted and worked collaboratively with educators across North America and around the world.

**Dr. Payal Agarwal** is a family physician at WCH and the 2016/2017 Benita M. Warmbold Fellow in Health System Innovation at the WCH Institute for Health System Solutions and Virtual Care. As an Innovation Fellow, Dr. Agarwal looks at how emerging technologies can improve the delivery of healthcare and health science education. She creates new models of virtual healthcare by adapting successful approaches from the tech, design and start-up worlds.



Dr. Danielle Martin



Dr. Cynthia Whitehead



Dr. Payal Agarwal

## Fast facts about the Family Practice Health Centre

- In 1956, WCH became the **first hospital in Toronto** to begin offering family medicine services.
- When the Family Practice Health Centre was formally established in 1971, it was the **largest of its kind in the city**. It remains among the largest in Ontario today.
- There were **60,000 patient visits** to FPHC in 2016. The patient population is 70% women and 30% men.
- As an academic training site for the healthcare leaders of tomorrow, the Centre has **32 medical residents working with 32 staff physicians**, ensuring each resident has full access to the expertise of leading family physicians.
- Many of the Centre's staff physicians are **internationally recognized researchers** and experts in their fields.
- The Centre's growing **areas of expertise** include breast health, care for marginalized populations, mental health, contraception and reproductive healthcare, sexual assault/domestic violence care, elder care, complex chronic conditions and more.

# Bill's story: A future gift for the hospital that really cares

"I'll be the guy with the walker!" Bill Hughey told us cheerfully over the phone as we confirmed plans to meet him at WCH for an interview.

When the time came, he wasn't hard to spot – the walker aside, Bill has a youthful glint in his eye that's hard to miss.

We wanted to chat with Bill, a retired English teacher, to find out what motivates him to donate to Women's College Hospital. He's been a regular donor since the early 1990s, but several years ago he decided to take his support even further by naming the hospital as a beneficiary in his will.

**"Well, I've been a patient here for almost 30 years and I have yet to meet someone who isn't just incredibly nice," he says with pride. "There's no other place like it – everyone goes out of their way to provide the best care and service. That's what makes it so special."**

Bill says he first came to WCH in the late 1980s to receive treatment for psoriasis. Since then, he's also received excellent care at the foot clinic and for diabetes management. More recently, he became a patient at WCH's Family Practice Health Centre and is thrilled with his new physician, Dr. Rob Dmytryshyn. Looking back on his



*Grateful WCH patient and donor Bill Hughey*

experiences at WCH over the years, Bill credits the hospital's personalized approach to healthcare with helping him feel better than ever.

Asked about his decision to include WCH in his will, Bill says that he wanted to make sure he could continue supporting an organization that's had such an impact on his health long into the future.

**"It's so important to support organizations that are making a real difference," Bill reflects. "Women's College Hospital is one of those, and this is just another way that I can contribute to its success."**

Before we said goodbye to Bill after our interview, we accompanied him to an appointment at the Lobby Lab off the Peter Gilgan Atrium. He had hardly sat down in the waiting room before he was making friends with the staff, other patients and their families.

The scene reminded us of something he had said during our conversation: "Women's College Hospital feels more like a community. People here really care about each other."

**For more information about how you can join Bill by leaving a gift to WCH in your will, please contact Fiona Bedlington at [fiona.bedlington@wchospital.ca](mailto:fiona.bedlington@wchospital.ca) or 416-323-6323 ext. 2319.**

## Donate today! Giving is easy:

- Call the Foundation at 416-323-6323.
- Visit [www.wchf.ca](http://www.wchf.ca) and click on Ways to Give or Donate.
- Visit us on the 4<sup>th</sup> floor of Women's College Hospital (76 Grenville St., Toronto).

### Get in touch! We love hearing from you!

If you have any feedback about this issue of Heart & Soul, questions about donating or simply want to connect with a member of your Foundation staff team, please contact Fiona Bedlington at [fiona.bedlington@wchospital.ca](mailto:fiona.bedlington@wchospital.ca) or 416-323-6323 ext. 2319.

### Stay engaged!

- Follow us on Twitter @wchf and Facebook at [facebook.com/wchfdn](https://facebook.com/wchfdn).
- Sign up for regular e-news updates by emailing [foundation@wchospital.ca](mailto:foundation@wchospital.ca).



# Your generosity in action!

## News and updates from Women's College Hospital

You are a valued member of a donor community with extraordinary impact! Here, we are pleased to share exciting news and updates from WCH that you have helped make possible.

### Donor helps launch new centre for women's cancers

In February, WCH Foundation was thrilled to announce an unprecedented new collaboration with the Canadian Cancer Society (CCS) made possible through the philanthropic leadership of Peter Gilgan, philanthropist and long-time donor to WCH. Together, WCH and CCS have launched a major national initiative with a goal to transform care for women's cancers. This work will be housed at a new centre to be established at Women's College Hospital: **The Peter Gilgan Centre for Women's Cancers, in partnership with the Canadian Cancer Society.**



*Peter Gilgan, philanthropist and long-time WCH donor*

### New pain management clinic opens at WCH

In January 2017, Women's College Hospital welcomed the first patients to a new pain management clinic launched in partnership with the Centre for Addiction and Mental Health, Sinai Health System, St. Michael's Hospital and University Health Network. Called the Toronto Academic Pain Management Institute (TAPMI), the clinic provides comprehensive care to people living with chronic pain, creating access to multi-disciplinary specialists working together under one roof.



Toronto Academic Pain Medicine Institute

### Maternity partnership brings new life to downtown Toronto

As a fully ambulatory hospital, Women's College Hospital no longer has a maternity ward – but that isn't stopping us from delivering babies! In 2016, Women's College Hospital and Sinai Health System entered into an exciting new partnership with the launch of a joint Department of Obstetrics and Gynecology. This year, the partnership will take a further step when Sinai Health System expands its maternity services to include WCH's obstetrics program, Family Way. Starting in summer 2017, the Family Way team will begin providing birthing services to patients at Mount Sinai Hospital while continuing to provide care at WCH's Family Practice Health Centre for women throughout pregnancy and the post-partum period.



### Crossroads Clinic expands to meet demand

To meet growing demand for its services, WCH's refugee healthcare clinic – the first of its kind in Toronto – will be expanding to accommodate an additional 1,000 patient visits annually. The Crossroads team will also offer more mental health services, including trauma-based counselling.



*(L-R) Dr. Meb Rashid, Crossroads Clinic medical director with grateful WCH patients Samson and Helen*

**Let's stay in touch! Sign up for regular e-news updates by emailing [foundation@wchospital.ca](mailto:foundation@wchospital.ca).**

## Thank you for your support!

WCHF is fully accredited under Imagine Canada's Standards Program. The Standards Program awards accreditation to charities and nonprofits that demonstrate excellence in five areas of operations: board governance, financial accountability, fundraising, staff management, and volunteer involvement.



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