

A photograph of a female nurse in light blue scrubs and blue gloves attending to a male patient in a hospital bed. The nurse is leaning over the patient, who is wearing a white hospital gown. The background shows a window with blinds and a hospital room setting.

BRIDLETOWNE NEIGHBOURHOOD CENTRE

*Transforming the Patient
Experience Through
Innovation and Technology*



IMAGINE THIS...

You suffer from a severe chronic illness. Though you attempt to address your condition from home, there are several obstacles preventing you from adequately managing the disease, leading to additional complications. This is the reality for many patients - *patients like Hank...*

Like many in the Scarborough community, Hank is aging - and along with that comes several concerns. He has diabetes, hypertension, kidney, vascular, and respiratory issues.

His daughter Brenda is a nurse, and is therefore able to provide him with home dialysis through Scarborough Health Network's extensive program. However, even with her professional expertise, she finds it difficult to manage his multiple medications and on-going complications associated with his various conditions. Even when she attempts to seek help though, existing dialysis treatments at SHN are overcrowded and uncomfortable.

At the same time, Hank finds it difficult to relax and enjoy life when he is constantly traveling to appointments throughout the city, with limited transit making it next to impossible for him to navigate his way on his own to some of the harder-to-reach locations in Scarborough. Too often, Hank resorts to just skipping his appointments as his condition potentially worsens.

Imagine how different his experience would be at the **Bridletowne Neighbourhood Centre** - a one-of-a-kind community hub for chronic kidney disease (CKD) management and dialysis. Brenda's father will make one trip to Bridletowne, a modern, light-filled, welcoming building, for all his appointments. A navigator or case worker will be available to help him move through the system quickly and easily and ensure that his care is coordinated and integrated. While at Bridletowne, he can participate in his exercise class and his smoking cessation program through the integrated YMCA, or visit the Diabetes Education Centre for advice on his diet, or many other services that are necessary to manage a complex chronic disease. If his disease has progressed to renal failure, a designed built-in dialysis centre is available.

Now imagine that Hank's condition could have been managed at an earlier stage to prevent renal failure, or even CKD and diabetes altogether. The result? *A better experience, better health, and a better life.*

This can be the reality with the new Bridletowne Neighbourhood Centre.

EXECUTIVE SUMMARY

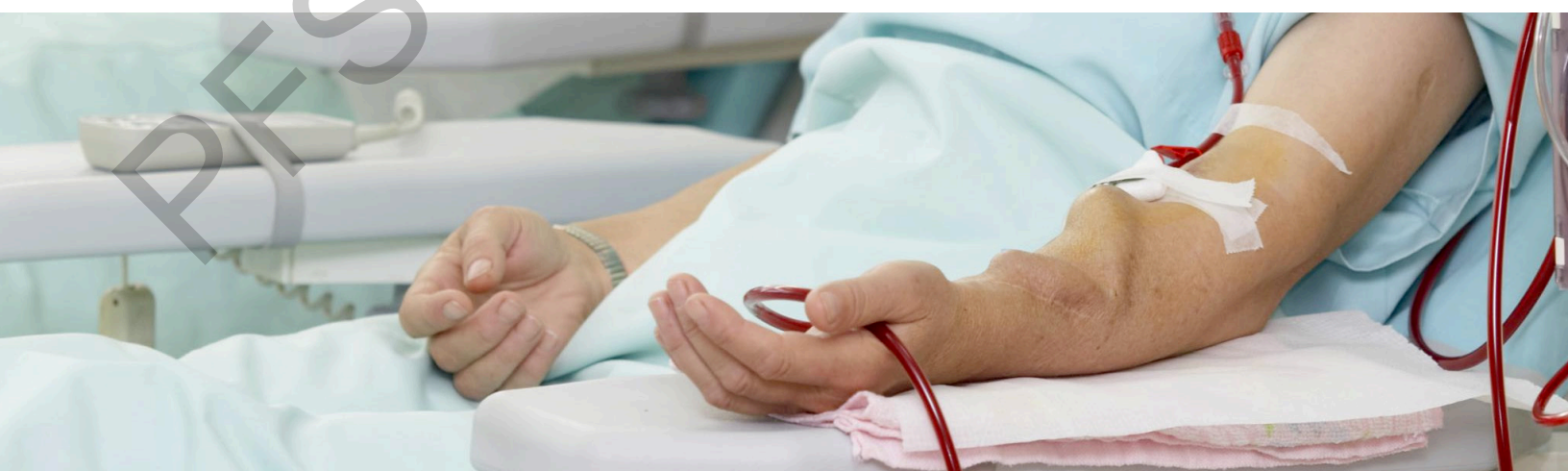
More than 1-in-10 Canadian adults have chronic kidney disease, and as the population ages over the coming decade, “living a new normal” - along with limited work, travel and leisure opportunities - will become the experience of a growing number of Canadians. With innovative disease management and infrastructure however - coupled with superior treatment and care - we can ensure that future generations of Scarborough patients are not hindered by these limitations, but are instead able to thrive.

Located at the epicenter of a “diabetes hotspot,” Scarborough Health Network (SHN) currently runs **the largest regional nephrology program in North America** with more than 6,000 patients and supports the largest home-dialysis program in Canada. However, growing incidence of diabetes and demand for dialysis treatments mean that our existing infrastructure and resources are just not enough.

With a growing and aging population of immigrants, particularly of South Asian descent, Scarborough’s diverse community is ethnically predisposed toward kidney disease, meaning that incidences of renal failure will only increase. SHN needs 29 additional dialysis stations to meet demand over the coming decade alone - a need that cannot be accommodated by the hospital’s existing facilities. Both the equipment used for dialysis, and the spaces in which dialysis is delivered, are getting old and need refurbishment or replacement to keep pace with current safety and infection control standards.

Despite its prevalence, proper prevention and management of these chronic diseases is also severely lacking, particularly among low-income patients. Access to education and resources related to diet, weight management and physical activity is limited, making disease prevention difficult while contributing to higher incidences of renal failure and more significant constraints on future resources.

With a gift to help create the Bridletowne Neighbourhood Centre, we will be better equipped to address these ongoing issues and transform quality care for our patients.





THE VISION

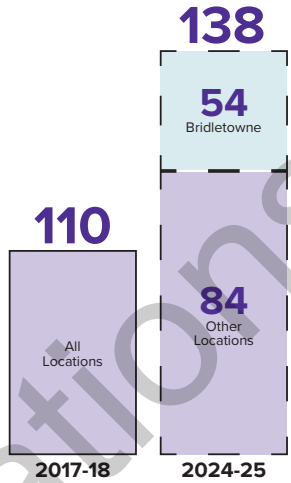
The Bridletowne Neighbourhood Centre

The new **Bridletowne Neighbourhood Centre** will be a first-of-its-kind community hub for dialysis and ongoing diabetes treatment and management. It will serve as the leading example of innovative, community-based models of care across the province and a means of supporting patients at every stage of disease management, right in their own community.

Building on our existing programs, the Centre will combine multiple health care and social services in a single, easily accessible location within the community – one that will be equipped to provide an integrated level of care unlike any other. It will include a new YMCA, an expanded Diabetes and Chronic Kidney Disease Management and Treatment Clinic with additional dialysis units, and various other community agencies, establishing a cohesive core for the prevention, treatment and management of complex chronic disease related to diabetes and kidney failure.

In partnership with the YMCA of Greater Toronto and United Way, the Centre will take shape in the Bridletowne neighbourhood of Scarborough – an under-served area of the community. It will be built on the site of the former Timothy Eaton School on Bridletowne Circle in the Warden and Finch area, a short distance from SHN's Birchmount hospital.

**Total Number of
Dialysis Units at SHN**
Pre- and Post-Bridletowne



40%

increase in dialysis capacity as a result of Bridletowne's additional CKD management and dialysis facility

In addition to the YMCA Community Centre, Diabetes Education Centre and Dialysis Centre, there will be child-care services, shared community spaces and offices for community agencies. By coordinating and maximizing the use of existing health resources, Bridletowne will deliver better care for our patients. This transformational model of care delivery will result in *up to 50% reduction in costs*.

Bridletowne will be a new model of care for Ontario and other jurisdictions. Our affiliations with the University of Toronto and McMaster University will compile data and analyze systems to ensure that this integrated model of care continues to be enhanced. Our data will be shared to ensure that the short, medium, and long-term health and wellness needs of the community, as well as the provincial government's "quadruple aim" to improve patient and health professional experience, population health and cost reduction, are met.

This will change the way care is delivered, improve the health demographics in Scarborough, serving as a model for the way care should be provided across the province.

"Bridletowne represents a pioneering approach to disease treatment and management that ensures SHN's place at the forefront of more effective and efficient solutions to health care issues plaguing our community. With world-class nephrologists such as Dr. Robert Ting and Dr. Paul Tam helping to drive this effort forward, the Centre will serve as the catalyst for substantial social change, ensuring that poverty is no longer a barrier in accessing superior health care and treatment. This is a change that SHN will lead – first in Scarborough, and then in the broader community."

– Dr. Cathy Whiteside,
former Dean of Medicine at the University of Toronto



RE-IMAGINING OUR CURRENT STATE

Chronic Kidney Disease Program at SHN

The innovative, new **Bridletowne Neighbourhood Centre** will drastically enhance Scarborough Health Network's existing chronic kidney disease and dialysis programs, increasing patient access to potentially life-saving treatments and resources.

SHN's four dialysis facilities provide on-site dialysis for approximately 550 residents of Scarborough and neighbouring communities. More than 5,000 additional people who undergo dialysis at home or whose condition can be managed without dialysis by diet and medication alone also benefit from the medical treatment and health counselling provided by SHN's CKD management program.

The Scarborough Hospital's CKD program is directed by Dr. Paul Tam, a leading Canadian nephrologist. It is one of Ontario's 26 regional chronic kidney disease programs and operates out of four sites (whose dialysis services are provided by SHN staff), including:

- SHN General hospital;
- 78 Corporate Drive (just east of the Scarborough Town Centre);
- the Scarborough Finch Centre of the Yee Hong Centre for Geriatric Care; and,
- Bridgepoint Active Healthcare hospital.

Some of the stations at the General hospital are also used for home dialysis training. Not all patients are suitable candidates for home dialysis, but for those who are, it provides a way to minimize disruption of daily activities and enhance quality of life.



ADDRESSING A GROWING DEMAND

Our Community and Chronic Kidney Disease

For a community facing growing concerns related to CKD, the new **Bridletowne Neighbourhood Centre** will be essential in changing how the community reacts to the disease by fostering a sustainable change in lifestyle.

Scarborough's demography creates a heavy demand for dialysis and other chronic kidney disease services. As one of the world's most ethnically diverse communities, Scarborough is home to a large South Asian community, and research has shown that people of South Asian origin are significantly more susceptible to CKD than people of other ethnic groups. In fact, Scarborough has *the highest prevalence of diabetes in the catchment area of east GTA to Algonquin Park*. Scarborough also has a large (and growing) elderly population — another group who experience a disproportionately high rates of diabetes and kidney disease.

Bridletowne will include proper teaching space for culturally sensitive education about healthy foods and their preparation, while physical activity programs will complement effective weight counselling to prevent obesity, diabetes and other health conditions. Ultimately, low-income patients will have everything they need to manage and even prevent disease, reducing the incidence of complications and reversing what has long been considered to be unavoidable for many in Scarborough.

60%

of all Scarborough residents are first-generation immigrants

73%

of all Scarborough residents are visible minorities

40%

increase in the number of Scarborough residents over the age of 60

