

meet us again for the first time:
the new bridgepoint hospital and program overview





bridgepoint active healthcare

Bridgepoint Active Healthcare manages, delivers, researches and teaches leading healthcare practices so that people with complex health conditions can live better. Bridgepoint Active Healthcare is made up of the Bridgepoint Hospital, Bridgepoint Family Health Team, Bridgepoint Collaboratory for Research and Innovation, and Bridgepoint Foundation.

our active healthcare model

Bridgepoint is transforming the way patients living with complex health conditions receive their health care. Our active healthcare approach shifts away from isolated treatments by multiple care providers, and toward a collaborative plan that encompasses the individual's overall medical and psychosocial well-being.

Active healthcare puts the patient at the centre of their care. Through groundbreaking research, academics, specialty care, primary care, restorative care and ongoing support, our goal is to help every person living with multiple health conditions see what's possible and live better.

Message from **Marian Walsh, President and CEO**

I'm delighted to introduce you to the new Bridgepoint Hospital.

We want to take this opportunity to get reacquainted because we're not the hospital we were five years ago. We're not even the hospital we were five weeks ago.

With the opening of our new, state-of-the-art hospital, Bridgepoint is fundamentally changing the way people living with complex health conditions and those in need of rehabilitation receive care. Our new hospital is the most visible symbol of the change we are bringing about in healthcare delivery for these populations.

Our unique approach to delivering patient centred care is called active healthcare. At Bridgepoint, we manage, deliver, research and teach leading health care practices so that people living with complex health conditions

and those in need of rehabilitation can live better. By actively engaging interprofessional care teams, patients, families and the community, our goal is to accelerate recovery and provide seamless transitions back to the community. This is the vision and the goal of Bridgepoint Active Healthcare.

This Referral Guide outlines the programs and services available to inpatients and outpatients at Bridgepoint. It also highlights some of the unique features of our new hospital that inspire health and wellness; facilitate rehabilitation and recovery; and, engage patients in active living as soon as they enter our doors.

I encourage you to use this guide to explore what's happening here. Our teams truly are transforming care for this unique and growing patient population.

Message from **Jane Merkley, Vice President of Programs, Services and Professional Affairs & CNE**

A new era for care delivery at Bridgepoint has begun with the move to our new hospital. The programs and services outlined in this guide are the culmination of more than two years of work to redesign care to manage, treat and support patients with complex health conditions. Our new, purpose-built facility presented us with the opportunity to strategically evaluate and implement a best evidence model of care to meet the increasing demands on our healthcare system and the future needs of our patients.

Our fully integrated rehabilitation and complex medical programs have allowed us to create centres of clinical excellence where patients are aligned by population and care trajectory. This enables patients to move through the healthcare system more efficiently and to move at a pace that is aligned with their needs. By creating critical mass in these core

program areas, we are in a position to align our research and develop best practices to meet the needs of people with complex health conditions.

The expanded breadth and depth of our ambulatory care services enables integration with the corresponding inpatient rehabilitation program and supports smooth transitions between hospital and community. This will serve as a solid platform for the future where we will serve patients over the course of many months, and continue to provide support to patients once they have left the inpatient population.

I hope that you find this guide helpful in understanding the programs that the new Bridgepoint Hospital offers. We welcome you to come and visit us to learn more about our programs and the facilities and amenities we can now provide your patients.



our care philosophy



Bridgepoint Hospital features four inpatient program streams that address the needs of our patients. Our approach is focused on creating centres of clinical excellence that allow each of our patients to optimize their potential.

Our three, fully integrated Rehabilitative Care Programs are aligned by population and care trajectory, with a focus on neurological, musculoskeletal and medical rehabilitation. All program streams have a combination of both high intensity and reconditioning beds, allowing patients to progress along the care continuum at their own pace. Patients accepted for the high intensity rehab program are able to tolerate daily therapy sessions, and will generally have a shorter length of stay than patients accepted for the reconditioning program – who are able to tolerate a less intensive therapy schedule. Patients in both streams can be offered access to ambulatory care services after discharge to support their continued recovery once back in the community.

Bridgepoint's Specialized Complex Care Program is designed to provide restorative care for patients who require medical, psychosocial and environmental care planning for optimal health when they return home. As part of this program, Bridgepoint offers specialty care services focusing on inpatient palliative care, as

well as inpatient hemodialysis and peritoneal dialysis programs.

Every Bridgepoint patient is cared for by an interprofessional team, including specialist and primary care physicians, psychologists, nurses, physiotherapists, occupational therapists, speech language pathologists, dietitians, social workers, recreation therapists and spiritual care professionals.

Bridgepoint patients have access to services and clinics such as:

- Augmentative Communication and Writing Clinic
- Chiropody & advanced wound healing techniques
- Dental Clinic
- Ophthalmology
- Neuropsychology
- Physiatry
- Psychiatry
- Seating Clinic
- Spasticity Clinic
- Vocational therapy

amenities

Our new hospital was designed to encourage health and wellness. It was purpose-built to meet the needs of people living with complex health conditions

Rooms in the new Bridgepoint Hospital are private and semi-private, with state-of-the-art washrooms and shower facilities. They are designed to ensure that every patient has a unique view of the city and park from their room, whether they are sitting, standing or lying down. There is also a patient lounge, with large floor-to-ceiling windows located on every unit.



Dining Room



Patient Room

Therapy gyms, dining and activity rooms are conveniently located on each patient floor for easy accessibility – inspiring mobility and recovery and contributing to community reintegration.

In addition to the unit-based spaces, the hospital features a number of terraces and common spaces for patients and visitors that encourage connectivity to the community.

The Internet Café, located on the 5th floor, allows further opportunities for patients to have access to virtual communities. They also have access to unlimited online resources including our innovative website, Healthgateway.ca, providing information on topics that can potentially impact anyone living with complex or episodic health conditions.

A unique feature of the new Bridgepoint Hospital is the large number of easily accessible, beautiful outdoor spaces available to patients. Large outdoor terraces on our main and 5th -floors provide café-style seating for patients and their visitors to enjoy a view of Riverdale Park and the Don Valley. From the **Harold E. Ballard Foundation Garden** on our 10th floor roof, patients and visitors experience panoramic views of Toronto's lakeshore and skyline.

inpatient program overview



Medical Rehabilitative Care Program

This 93-bed program is designed for functional restoration in a varied patient population with multiple health conditions. Patients typically will have had a longer, more complicated acute care hospital stay, a history of repeated hospital admissions or are at higher risk for ongoing health problems. The focus of the program is on the frail elderly, patients with cardiopulmonary conditions, and those with complex medical needs requiring technological support. Patients in this program have a moderate to high potential for functional improvement.

Anticipated length of stay

While length of stay will vary by patient needs, population and the type of rehabilitation program, the following is a general guide:

High intensity: 5 weeks or less

Reconditioning: 7 weeks or less

Musculoskeletal Rehabilitative Care Program

This 69-bed program is designed for patients recovering from complex orthopaedic surgery (e.g. hip fracture, complex joint replacement), orthopaedic trauma, or with progressive bone and joint disorders (e.g., rheumatologic conditions). Patients in this program have a moderate to high potential for functional improvement.

Anticipated length of stay

While length of stay will vary by patient needs, population and the type of rehabilitation program, the following is a general guide:

High intensity: 4 weeks or less

Reconditioning: 8 weeks or less

Neurological Rehabilitative Care Program

This 75-bed program is designed for patients who have experienced moderate to severe impairment resulting from a stroke (ischemic/hemorrhagic infarction), brain injury (acquired or traumatic), or neuromuscular condition, and who have moderate to high potential for functional improvement.

Anticipated length of stay

While length of stay will vary by specific needs, population and the type of rehabilitation program, the following is a general guide:

High intensity: 6 weeks or less

Reconditioning: 12 weeks or less

Specialized Medical and Complex Care Program

This 167-bed program is designed for patients with significant health impairment, disability or advanced stage disease. Supportive programming for these populations is designed with a focus on quality of life, coping and adaptation to illness/disability. There is an emphasis on medical stabilization, health optimization, functional maintenance and risk reduction. Clinical areas of focus include patients with: severe neurological conditions, advanced renal disease, palliative care and advanced medical conditions.

These patients require specialized complex supportive care as their needs cannot be met in the community, residential living environments such as supportive housing, retirement homes or long-term care on an ongoing basis due to illness complexity, technological needs or volume/ intensity of care.

There is also a transitional program to facilitate successful transitions from other inpatient programs to residential living environments such as supportive housing or long-term care.

Anticipated length of stay

While length of stay will vary based on population and individual patient specific needs, the following is a general guide:

Up to 20 weeks

Want to learn more?

For more information on our inpatient programs or to make a referral: 416.461.8251 x2064 or referrals@bridgepointhealth.ca

In focus: Dialysis and Renal Care, and Palliative Care programs

Our **Dialysis and Renal Care program** is designed for patients with advanced stage renal disease, with complex clinical conditions. These patients are in need of inpatient hospital care, with access to skilled nursing care and a range of interdisciplinary diagnostic and therapeutic services. Our partnership with The Scarborough Hospital allows our patients to receive dialysis treatment on-site.

Bridgepoint's **Palliative Care** service provides symptom support and care to individuals in the end stages of terminal illness such as oncology, end stage renal, advanced stage neuromuscular conditions, and HIV/AIDS. Services are extended not only to our patients, but also to their families and friends.

ambulatory care

community integration



Prominently located on the ground floor of Bridgepoint Hospital, the Christine Sinclair Ambulatory Care Centre will serve the growing number Ontarians with complex needs that may be met in an outpatient setting. Features of the ambulatory care center include state-of-the-art facilities and gyms with large windows, dental and ophthalmology suites, and a therapeutic pool overlooking Riverdale Park.

Our ambulatory care programs support integration with corresponding inpatient programs to ensure a smooth and safe transition between hospital and community, and to assist with coping and adaptation needs of patients and families. In addition, our outpatient programs will be integrated with community services through the Don Valley/Greenwood Health Link initiative with the Toronto Central LHIN.

A pool with a view

Promoting wellness and independence with easily accessible services, one of the features of ambulatory care is the Price Family Pool. This therapeutic pool overlooking Riverdale Park has an entry ramp and hydraulic lift for patients with mobility challenges or who use wheelchairs.



amenities and services

Our interprofessional team of physiotherapists, occupational therapists, nurses, physicians, social workers and speech language pathologists apply the best evidence-based practice in tailoring care plans for each individual patient.

Bridgepoint ambulatory care patients have access to services and clinics such as:

- Augmentative Communication and Writing Clinic
- Chiropody & advanced wound healing techniques
- Dental Clinic
- Ophthalmology
- Neuropsychology
- Physiatry
- Psychiatry
- Seating Clinic
- Spasticity Clinic
- Vocational therapy

In focus: Augmentative Communication and Writing, and Seating Clinics

The **Augmentative Communication and Writing Clinic** addresses the communication needs of individuals with complex speech and/or physical impairments through the provision of augmentative and alternative communication. Comprehensive interprofessional assessment of each individual's physical, speech and language needs and abilities allows the team to prescribe and customize the system that will best meet the individual's needs.

The **Seating Clinic** provides a full consultative service. Links are made with community health professionals, client caregivers and the vendor of the client's choice to determine the most ideal seating and mobility prescription.

outpatient programs overview



Outpatient Musculoskeletal Rehabilitation Program

Bridgepoint's ambulatory care centre offers outpatient services for patients with complex musculoskeletal rehabilitation needs with a short-term intensive program. Appropriate patients include those who have had orthopaedic surgery for complex fracture, multiple trauma, rheumatic disease, or complex soft tissue injuries.

Program duration: Up to 12 weeks

Outpatient Neurological Rehabilitation Program

Bridgepoint's ambulatory care centre offers outpatient services for patients with complex neurological rehabilitation needs with a short-term intensive program. Appropriate patients include those with acquired brain injury, stroke or neurovascular impairment, or a neuromuscular disorder. Patients in this program have access to vocational rehabilitation, neuropsychology services and a neurological peer support group for younger adults. This program is associated with the GTA Rehab Network and Toronto Central LHIN best-practice directives, and incorporates the evidence-

informed practice recommended for stroke patients referred directly to outpatient rehabilitation after acute care admission.

Program duration: Up to 12 weeks

Total Joint Replacement Outpatient Rehabilitation Program

Bridgepoint's ambulatory care centre offers a six-week outpatient rehabilitation program for patients who have undergone elective knee and hip replacement surgery. The program has been developed based on the best practices outlined by the GTA Rehab Network and Toronto Central LHIN best-practice directives. Physicians and team members should speak with their patients about referrals to the program prior to surgery.

The program includes: individualized and detailed home exercise programs with access to the aquatic program as needed; participation in a group rehab program, offering therapy twice a week; ongoing

monitoring and evaluation of post-operative pain; and evaluation and recommendations for mobility aids and home equipment.

Program duration: 6 weeks

Want to learn more?

For more details on ambulatory care programs or to refer a patient to one of our programs call the Case Management Office at 416.461.8251 x2371.



In focus: Mindfulness Based Stress Reduction and Pain Management programs

Bridgepoint's **Mindfulness Based Stress Reduction program** combines eastern practices of meditation and exercise, with western understanding of stress and its effect on physical and mental health. Research has demonstrated its effectiveness in many chronic health conditions, including chronic pain.

Patients meet weekly over the course of nine weeks (a total of 10 sessions). They learn a variety of meditation practices focused on developing skills in moment-to-moment, non-judgmental awareness of their experiences in life. Patients who engage fully in the program are very likely to experience reduced levels of pain and emotional distress, increased activity levels and enhanced self-esteem by the end of the program.

Bridgepoint's 10-week **Pain Management program** uses a cognitive-behavioural approach and physical activity to provide coping strategies. This program is available to people with a medically stable chronic pain condition, which has been present for longer than six months, and has not been responsive to traditional medical intervention.

For both programs, participants must be cognitively intact, fluent in English and motivated to participate in a group setting to learn new strategies to manage their pain more effectively.



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