

On November 22, 2016, the first patients were admitted to the Myers Automotive Acute Care of the Elderly (ACE) Unit at Queensway Carleton Hospital. From that day forward, every room has been full and our patients have been receiving exceptional care.

This is all thanks to YOU! Because you believed and you generously supported the hospital, our ACE Unit became a reality. More than 1,500 community members like you made an impact on local healthcare and now West Ottawa has the newest and most beds where seniors can get specialized, geriatric care. Every detail in the Myers Automotive ACE Unit is designed from the point of view of our patients: from big windows, private bathrooms and furnishings, to the built-in patient monitors, new beds, and patient lifts in each room.

Our expert, inter-professional team provides specialized acute, geriatric care that not only treats each patient's medical illnesses, but helps maintain their independence by preventing the loss of physical and mental abilities.

Queensway Carleton Hospital is grateful to you for helping make this unique level of care available to our frail elderly population. With deep gratitude, it is our pleasure to show you the impact that your gift has made to patients and their families.



QCH ACE Unit staff celebrate the 1 year anniversary of the unit's opening.

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Your Gifts. Your Impact.

Your support has positively and directly impacted patient care. We are proud to tell you about a few of the incredible design features you made possible:

New technology

Electronic screens with important, real-time patient information (contact precautions, allergies, fall risks, physician orders, etc.) are located outside of every patient room.

Computers are located in every patient room for direct access to the patient's health records including the vital ability to immediately document changes in condition and improve patient outcomes.

Vital Signs Monitors are mounted on the wall beside every bed. This creates efficiency by eliminating the time it takes staff to locate one, and it provides improved accuracy as the patient's health record will soon be automatically updated.

Aesthetics

The colours of the walls and floors are important to our patient's sense of well-being. Rooms are painted different colours to help patients recognize their space and avoid confusion.

Floors are anti-slip and non-glossy to reduce the glare. The flooring is also a single colour to help avoid perception problems that may be experienced by some patients with cognitive issues.

Large windows in each patient room bring in natural light and a restorative environment, reducing that institutional feel and helping to provide a sense of calm and relaxation.



Private rooms help patients rest in quiet, comfortable surroundings, whenever they need to. A special "HUSH" (Help Us Support Healing) protocol has been developed and is used each evening to improve sleep and healing. Lighting in halls, common areas and patient rooms are dimmed during 'hush hours'.

A safe, secure space

The safety of our patients is always top of mind. Family and friends are given an access pass so that they can come and go any time, 24 hours a day. Allowing visitors on the patient's and family's schedule rather than the hospital's is a small but important way we are striving to cooperate with all caregivers to improve a patient's health. Patients with dementia, at risk of wandering, remain secure in the unit.

The risk of infection is controlled by having gloves, masks, gowns and sanitizers at the entrance of every room. There are negative pressure rooms, where patients with contagious illnesses can be isolated from other patients on the unit.

For patients at risk of falling, extra low beds are provided and a 'falls mat' can be placed on the floor, minimizing risk of injury. Under-bed lighting has also been installed to reduce the risk of tripping. Patient bathroom lights are activated by motion sensors.

Each patient has a locking bedside cabinet drawer to can keep personal items safe and secure.

Walking the walk

To aid in rehabilitation and prevent muscle loss, patients are assisted and encouraged to get out of bed and walk the halls as much as possible. The large, uncluttered hallways provide a perfect walking circuit for patients. Cushioned benches every few feet offer a resting spot, and handrails along the wall provide stability.

We recognize that we eat better with company than eating alone. Patients are encouraged to eat meals in the dining room.

Support for caregivers

Family and friends are important members of every patient's healthcare team! Your generosity helped us design a place where visitors feel welcome while staying with patients. Comfortable chairs with ottomans are included in every room. A locker is provided for valuables so that a guest can focus on their loved one. A family lounge provides a space for guests to take a break, grab a coffee, or gather together.

Generous community members like you provided sleeper chairs for the spacious patient rooms so caregivers can sleep in the same room, next to their loved one, when needed.

A positive atmosphere

On a daily basis you will hear laughter and cheerful voices around the unit. This positive environment helps in the healing process.

Staff will go out of their way to bring warmth and joy to patients in the ACE Unit. To date, there have been three weddings, countless birthday parties, holiday activities, and a Halloween celebration. These are in addition to regularly scheduled activities in the dining room. With the hockey season now in full swing, the dining room sports Ottawa Senators décor, and patients and their visitors gather there for the games to cheer on our team.



"A close family member was recently a patient in the ACE Unit. This was my first visit and what a super place! The unit is very warm and welcoming as is the staff that provides excellent care to the patients.

The calmness my relative felt while there tells me how comfortable the ACE unit is during a stressful time.

I would personally like to give my heartfelt thanks to the community for giving so generously and making this unit possible."

~ Councillor Allan Hubley, ACE Ambassador



John & Eileen Monaghan

"As donors to QCH for 40 years, we can now fully appreciate the power of giving. I was recently a patient in the ACE Unit, a unit my family and I chose to support. It is new, clean and modern. The individualized care I received was exceptional, and the efficiency was unparalleled.

The ACE Unit was there when I needed it. Thank you!" ~ John Monaghan

You inspired change throughout QCH!

Thanks in part to your donation, our specially designed ACE Unit is delivering acute care based on the latest research and best practices in elderly care. We are excited to report that the impact on patients has been incredibly positive! Patients are recovering faster and stronger from illness and injury, with most patients staying less than eight days. This model of care has been such a success that QCH has decided to apply some of the same practices to other units in the hospital.

You believed and you answered our call for support. Because of you we built the Myers Automotive Ace Unit and together we are creating change.

A look at Year 1 stats:

- 1,015 Patients
- Average Age of Patients – 83
- Average length of stay – 7.7 days

Thank you!

Thank you for being a part of this incredible and revolutionary shift in geriatric care.

On behalf of all those who are will benefiting, thank you for mobilizing change. With your support this has become a reality.

