

## **STATEMENT FROM TRILLIUM HEALTH PARTNERS**

Trillium Health Partners' (THP) top priority is providing high-quality care to our patients and community. Engaging with patients and families who have questions or concerns during or after their stay with THP is of the utmost importance to us.

For privacy reasons, as outlined by the Personal Health Information Protection Act, THP does not share a patient's health information with anyone outside of a patient and their family. Our commitment to patients and their families and loved ones is to be available at any time with the relevant members of the care team and leaders at our hospital to answer any questions, provide further information and discuss any concerns. We can confirm that in our regular communication with the family you have asked us about, we have reiterated this commitment.

We can provide you with the following information about our approach to quality care when it comes to pressure injuries:

- As part of its Quality Improvement Plan, THP has a comprehensive strategy that addresses prevention, assessment, management and treatment of pressure injuries. A dedicated Skin and Wound Team provides specialized hospital-wide care and education for all clinical staff, and a working group made up of clinical leaders oversees prevention strategies across all hospital sites. In THP's most recent survey by Accreditation Canada, the hospital received exemplary status and met all standards in regards to pressure ulcer prevention.
- At THP, we take a number of steps to prevent pressure injuries, including but not limited to: documenting and assessing existing wounds on admission; conducting daily head-to-toe skin assessments and updating individualized care plans; ensuring linens are dry and wrinkle free and constantly repositioning patients to prevent injuries; and using equipment and pressure-redistribution surfaces to ease any stress on a patient's skin. Families and their relationships with our care teams play an incredibly important role in supporting the care of our patients. To help manage and avoid pressure injuries at home, patients and their families are provided education materials and guides for at-home care.
- Pressure injuries are more common in patients who have limited mobility and who sit or lie in one position for long periods of time. It is important to note that patients who have additional comorbidities have lower tissue tolerance to pressure. This puts them at a higher risk of developing pressure injuries, and delays healing of wounds once they develop.

At THP, we are committed to providing the highest-quality care and an excellent patient experience. Our communication and feedback with patients, families and their loved ones is an important part of how we continuously improve and uphold this commitment to the community we serve.