

HEALTH CARE IS A PEOPLE INDUSTRY

WORKERS KEEP THINGS TOGETHER, WRITES NADIA ALAM



NADIA ALAM
Column

A patient thanked me today. She said, "I know you don't hear it very often. I'm sure you get more complaints than not. But I want to say thank you for the time you put in learning how to care for me and then doing it."

Her words stayed with me. She lifted my spirits. I felt understood and appre-

ciated.

She also made me think. How often did I thank my coworkers, my patients? And the flip side: How often did I complain about our health-care system?

I look around and I see hospitals struggling all across Ontario. Emergency departments swamped with waiting patients, waiting to

be seen, waiting to be admitted to a floor bed, crowding hallways, stretchers and chairs. I see patients confused and frustrated by the bureaucratic jumble our health-care system has become. So many of them even without a family doctor. I see managers struggling to juggle beds, make impossible decisions between who's the sickest. I see doctors, nurses, caregivers and patients stretching in extraordinary ways to fill the gaps in our health-care system. I see burnout etched on faces

and echoing in so many voices.

It's what pushes me to advocate for better.

And yet, we are lucky. We at least have a health-care system. It's far from perfect. And parts of it are just plain broken. But we have a starting place. A launching point.

So I took another look around today. I saw the same doctors, having worked several nights on call in a row, there again with a quiet wisdom and compassion. I saw the same

nurses, still working double shifts, but doing so with a kind word and smile. I saw the many small acts of kindness that smoothed over the rough edges of an overcrowded emergency department or a swamped medical-surgical ward. I saw the patients who, waiting for their own surgery, graciously made way for the emergency case that bumped them.

Change is coming to our health-care system. It is slow and unwieldy. But it is coming. And it is desperately needed.

The problems we see today were years in the making. The solutions will take just as long.

While we push for change, I'm also going to take a lesson from my patient, and I will thank the people who keep our health-care system together.

Nadia Alam is a Georgetown physician and past president of the Ontario Medical Association. Her columns also appear on <https://medium.com/@docschmadia>. She can be reached at nadia.alam@oma.org.

YOUR OPINIONS

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LETTERS & COMMENTARY

THANKS TO ALL WHO SUPPORTED CHARITY GOLF TOURNAMENT

On behalf of the 19th annual Classic Golf Tournament committee, we would like to take this opportunity to extend our sincerest appreciation for your support.

We are thrilled to announce that our golf tournament, which took place on Monday, Sept. 23, raised \$90,000 in net proceeds! All proceeds raised will go to-

ward the purchase of essential medical equipment for Milton District Hospital.

It is with the assistance and generosity of people like yourself that we can continue to raise funds for Milton District Hospital. With community support, our ability to provide improved facilities and services to those who come to

us for care can be greatly enhanced.

We could not have achieved this without your generous support! Please save the date for our 20th annual Classic Golf Tournament, taking place on Monday, Sept. 21, 2020 once again at RattleSnake Point Golf Club. We hope to see you again next year!

Once again, thank you

for your continued support and generosity to the Milton District Hospital Foundation.

2019 GOLF COMMITTEE

BRAD GRANT (CHAIR), PHIL COLLIER, TERESA FUJARCZUK, JOHN LOEPRIK, ALLEN LOURENCO, WILL MACKAY, JEREMY MEEHAN

TRAFFIC AROUND CONDO OF 'GREAT CONCERN'

I read with interest two articles in the Champion concerning traffic issues in Milton.

We purchased a condo to downsize to on the north-west corner of Louis Saint Laurent Avenue and Hwy. 25. When we made our pur-

chase we knew that there would be traffic. However, we did not think it would be like this.

It is very busy most of the time, even in the wee hours of 3 and 4 a.m. The only time that we can peacefully use our balcony is early on Sunday morning.

The volume is already a concern, and with Milton growing the way it is the traffic is going to get much worse. The condo units that are under construction will increase traffic all around, especially with the limited GO service we have.

Add in the possibility of the railroad 'hub' with all the added trucks onto our

roads, and it sets up a possibility for disaster.

Another great concern is the speed and noise of the existing traffic. There is racing going on and those vehicles are also loud. During the off hours you can hear them coming and I am sure that they are not stopping for the light and just race through our area.

There is also a fire/paramedic station being constructed beside our condo, and I am hoping that when required they can get out safely and quickly.

This is also an area that is used by a lot of bicycles.

GLORIA M. KIDSTON,
MILTON

WE WANT TO HEAR FROM YOU

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