



CEO REPORT

VOLUME 3, ISSUE 5 • NOVEMBER 2017

WWW.MSH.ON.CA

CONNECT WITH US!



MESSAGE FROM THE CEO

Fall is always a very busy time of year at MSH. We have had a number of successful community events for people of all ages ranging from teenagers to seniors. These events provide opportunities for robust discussions and to raise awareness of important health issues.

We're working hard to build new partnerships to provide more education opportunities for our people as part of our efforts to continually improve patient care. These partnerships also help improve collaboration between different teams at MSH.

We kicked off our strategic planning process with the first meeting of our steering committee and we are in the final stages of selecting a vendor to work with us on this project. I'm excited to talk to as many of you as possible as we develop the new strategic plan for the organization.

As the holiday season quickly approaches, we are gearing up for a busy time at both sites with increased volumes. The wait time clock on our website gives real-time info about how busy it is and options for walk in clinics for non-emergency illnesses. Please take the time to protect you and your family from the flu.

I'm always available if you have any questions, please come to an information session, attend a 'Coffee with the CEO' discussion, or email me at jmarr@msh.on.ca. You can also follow me on Twitter at @JmarrMSH.



Jo-anne Marr, President & CEO



HEALTH SECTOR NEWS

First Patient Ombudsman report released

On November 9th, the Office of the Patient Ombudsman (OPO) launched its inaugural annual report. The OPO is an impartial office of last resort, providing assistance to patients and caregivers that have not been able to resolve their complaint directly through the internal complaints process with their health organization.

The report focuses on the efforts of the OPO over the past year, its processes for receiving and resolving complaints, high-level observations about the complaints received, as well as key themes and top concerns by sector. Individual facilities were not identified; however, anonymized examples of resolved complaints from all sectors were featured throughout the report.





HIGHLIGHTS & ACHIEVEMENTS

Mental health education and support day

The MSH Mental Health Education Collaborative Committee had over 170 people attend their 12th Annual Education and Support Day which focused on bipolar disorder.

We heard from patients who have suffered from bipolar disorder, and how they thrived, and from physicians and clinicians on treatments and wellness. We also heard from Lloyd Robertson, who spoke about his experience with mental health and shared information from his book.

This event was organized in collaboration with our community partners LOFT Community Services, York Support Services Network and the Canadian Mental Health Association.



Men's health education night

In October we held a Men's Health Education Night, where a few of our physicians had a chance to speak to our community about general men's health topics.

It was successful night. Close to 150 community members, volunteers, and patients, took in the following presentations:

- Dr. Alan Monavvari – general men's health
- Dr. Adeel Sheikh – prostate cancer and screening
- Dr. Avidis Boudakian – erectile dysfunction
- Dr. Rus Sethna – men's mental health

And this was all supported by Dr. John Di Constanzo as the emcee for the evening.



P.A.R.T.Y. mock collision event

MSH launched the 5th annual Markham P.A.R.T.Y. (Preventing Alcohol and Risk Related Trauma in Youth) program by hosting a mock collision for a group of local teens. Over the last five years, approximately 800 high school students have participated in this program.

During this event, the Markham P.A.R.T.Y. program, in partnership with York Region Paramedic Services, The Ontario Provincial Police, Markham Fire and Emergency Services and Dixon Garland Funeral home, staged the scene of a fatal collision involving an ambulance to demonstrate to teens that distracted driving and other risky behaviours come at a high cost.



Special thanks to our amazing P.A.R.T.Y. and MSH Emergency Department teams for bringing this educational mock scenario to students in the region.



FINANCIAL UPDATES

Financial results

As of the end of September, our year to date surplus was \$6.5 million. This is as a result of \$3M in new ministry funding, staffing vacancies and a one-time rebate from our benefits provider.

The cost to deliver services remains high and has increased year-to-date. All inpatient volumes and weighted activity are lower than prior year-to-date.



STRATEGIC UPDATES

Strategic planning process

MSH is embarking on a new strategic planning process and has started to collect input and feedback that will be useful to the overall process.

Several strategic discussions with key groups kicked off the preliminary thinking to support our strategic planning exercise. This work involved a refreshed environmental scan; financial driver models, our core mission and purpose and key strategic differentiators.

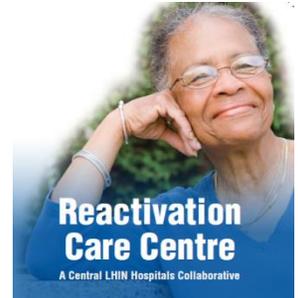
A strategic planning steering committee will provide guidance and oversight for this important process. The senior leadership determined, in consultation with our board, that external expertise would be helpful to guide our planning exercise.

Reactivation Care Centre (RCC)

MSH is joining four other hospitals - Southlake Regional Health Centre, Humber River Hospital, Mackenzie Health and North York General Hospital to transform Humber's Finch site into a facility for restorative care and support for patients who no longer require acute care.

This new site will be named the Reactivation Care Centre (RCC) - A Central LHIN Hospital Collaborative. Within this new site, the Markham Stouffville Restorative Care Unit (RCC unit) will have 24 beds and will function as an extension of MSH.

This unit will open in April 2018, while the other partner hospitals will open in December 2017.



SHINE

We held our first Shared Health Information Network Exchange (SHINE) showcase this month that featured many of the new Meditech modules for our staff to explore and a behind the scenes look of what's to come in the new year. This gave our team the opportunity to use the new system and ask questions to our project team.

An important milestone for this project is our move to a new data centre which will provide a more robust, stable environment for MEDITECH to reduce the number of future planned outages. This move is scheduled to take place on November 26, 2017. The scheduled go-live dates for the new version of MEDITECH (6.16) have been moved to February 1, 2018 for MSH and April 1, 2018 for Southlake Regional Health Centre and Stevenson Memorial Hospital.



PARTNERSHIPS & ENGAGEMENT

MORE^{OB}

MSH expanded its partnership with Salus Global on their MORE^{OB} program to include front line staff from the Emergency Department, and more staff from our Childbirth and Children's Services Department. The program helps teams to focus more on safety principles, maximizing communication, standardizing work, reducing risk and continuous quality improvement.

Ultimately, this program provides value to our patients and to the care providers who look after them.





Lloyd Robertson
addressed Mental
Health at MSH



Improving the patient experience
means going back to the basics at Markham Stouffville Hospital

MARKHAM REVIEW

HELPING PATIENTS GET A GOOD NIGHT'S SLEEP

Social media highlights

This fall we pushed out a number of posts to engage our community around hospital/foundation initiatives. These posts came out on top!

**Halloween babies –
NICU super heroes**

 7,625 reached
222 shares/ likes
comments

 760 reached
38 shares/likes



5th Annual P.A.R.T.Y.

 6,686 reached
806 shares/likes
comments

 19,674 reached
25 shares/likes



Breast health month

 18,528 reached
1,617 shares/ likes
comments

 7,415 reached
330 shares/ likes



381 Church Street. P.O. Box 1800
Markham, Ontario L3P 7P3
905-472-7000

www.msh.on.ca