



Mackenzie
Health

Mackenzie Health Update

Altaf Stationwala

President and CEO
Mackenzie Health

May 8, 2018

Mackenzie Health serves over half a million residents across Western York Region, including Richmond Hill, Vaughan and King



PEOPLE



450+
Physicians

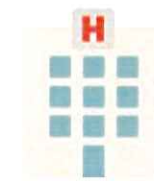


2,600+
Staff



1,000+
Volunteers

SITES



2 Sites in 2020:
Richmond Hill and Vaughan

SERVICES



Hospital Beds
MRHH: **515**
MVH: **350+**



120,000+
Emergency and
UCC Visits



243,441
Outpatient Visits



Proud Member of Vaughan & its Business Community



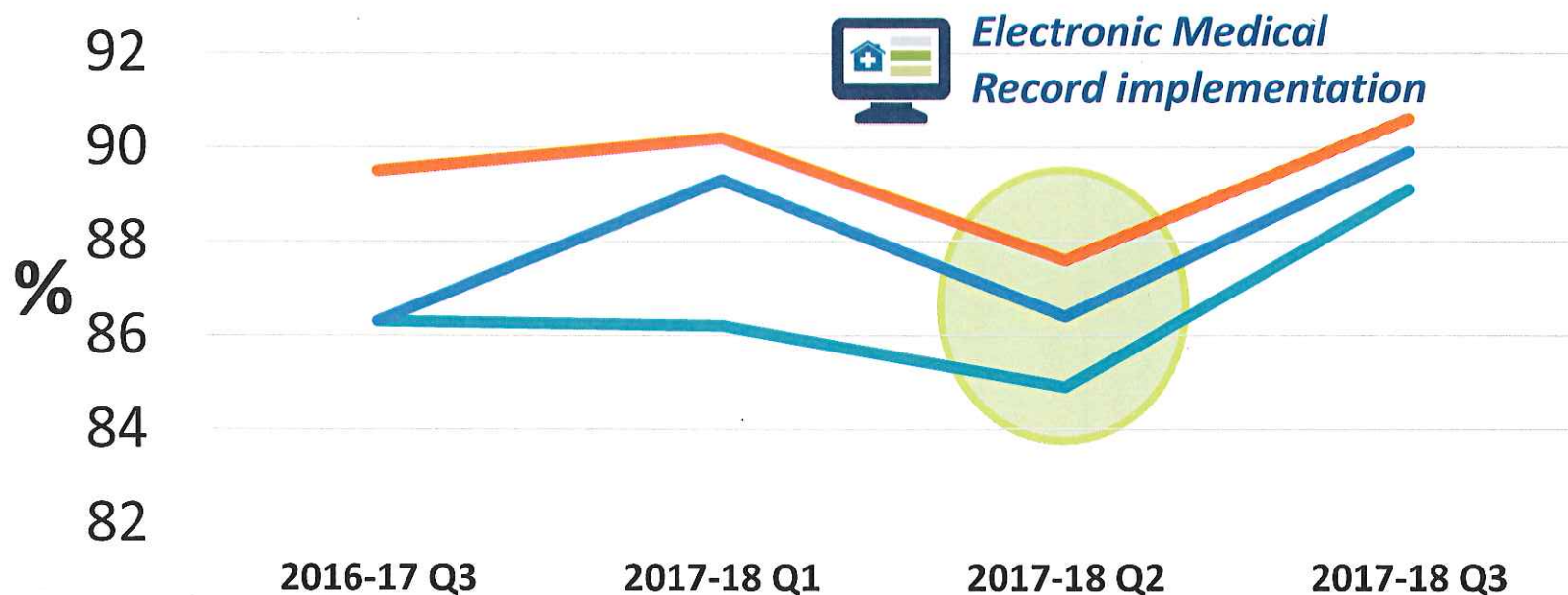
Mackenzie Health is **one of the largest employers in York Region**



Strong partnership
with the City and
community of Vaughan



Strong Patient Satisfaction



During your hospital stay, did nurses and doctors...

- Try to understand what was important to you by listening and asking questions?
- Show genuine appreciation for your situation?
- Include you and/or your family in making decisions by respecting your choices?

Parking Challenges

- Have been working with Town of Richmond Hill and Alexander Mackenzie High School to identify an interim solution to parking challenges
- In December 2017, we started moving staff offsite
 - Interim solution until 2020



Accreditation with Exemplary Standing – Again!

- Mackenzie Health achieved what few organizations have – **Accreditation with Exemplary Standing** for the second consecutive time!
- Met 99.8% of more than 1,800 standards reviewed
- Testament to the hard work our team does every day to provide safe, quality health care services for every patient and family



Accreditation is an important part of **continuous quality improvement** and is not limited to the on-site survey

Our Two Large Municipalities are Growing Ever Quicker as They Become **Urban Areas**



Thornhill City Centre



Yonge & 16th

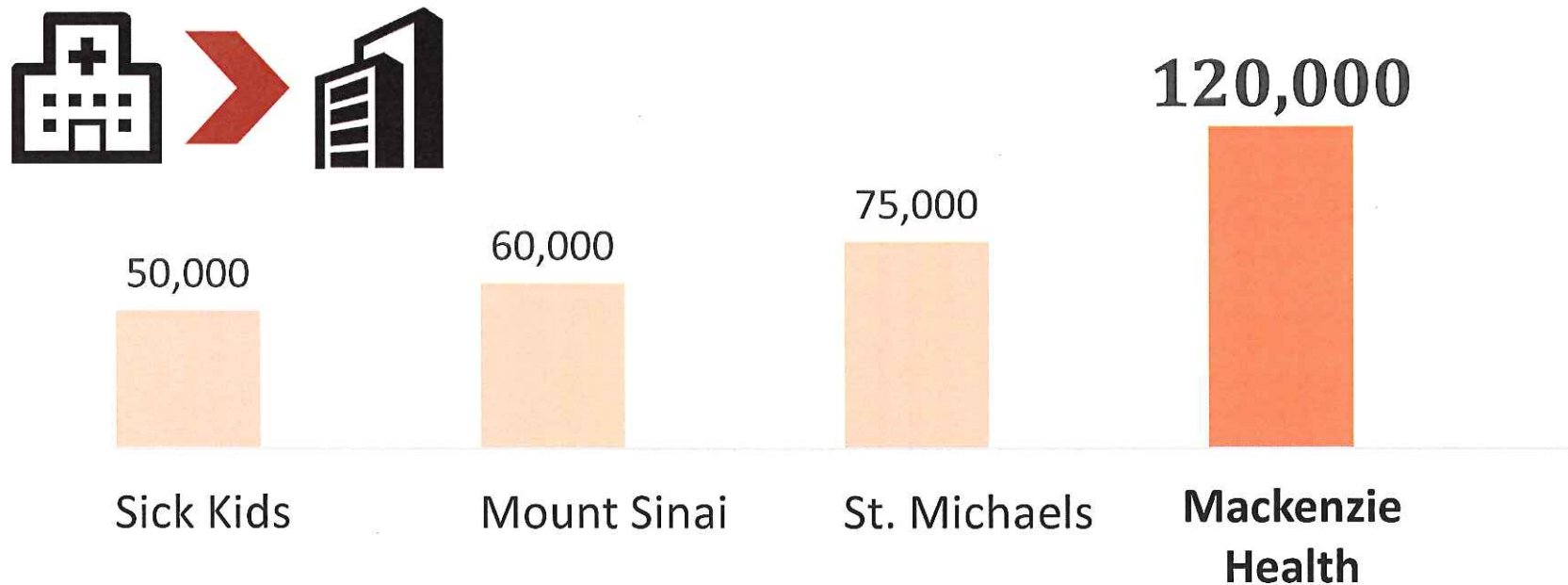


Jane & Highway 7

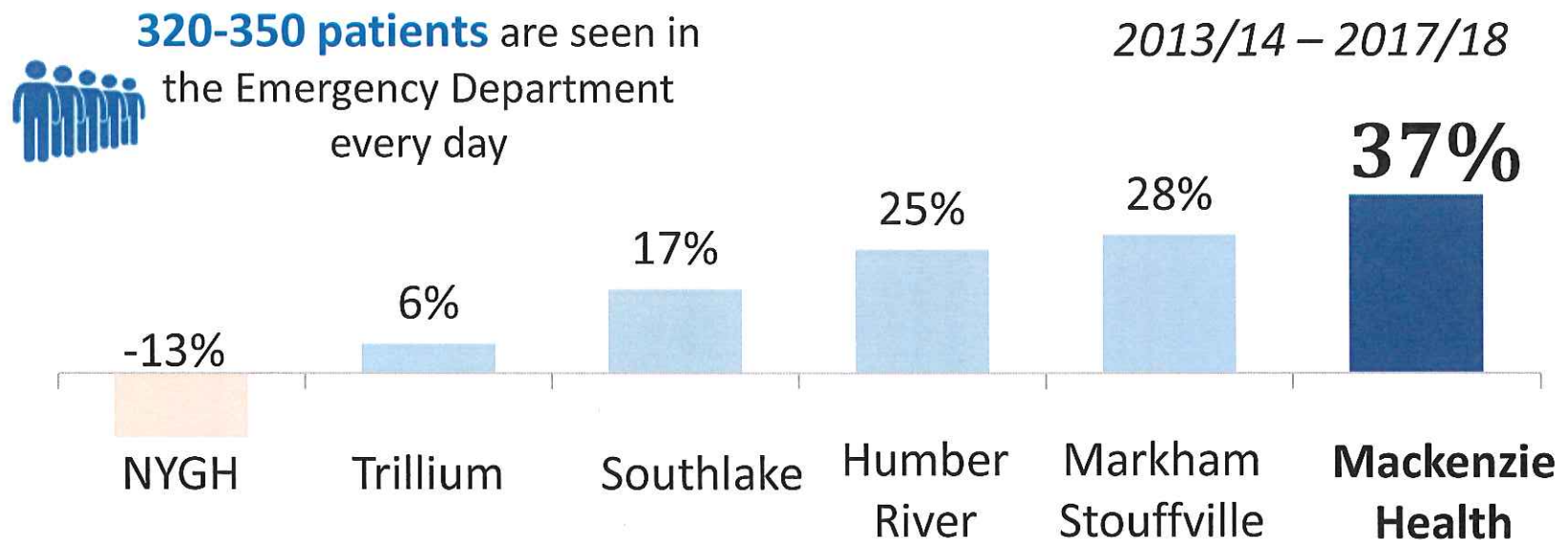


Vaughan Metropolitan Centre

Higher Yearly Volumes of Patients in the Emergency Department than Many of the Large Downtown Hospitals



Highest Growth in Emergency Volumes in Our Region

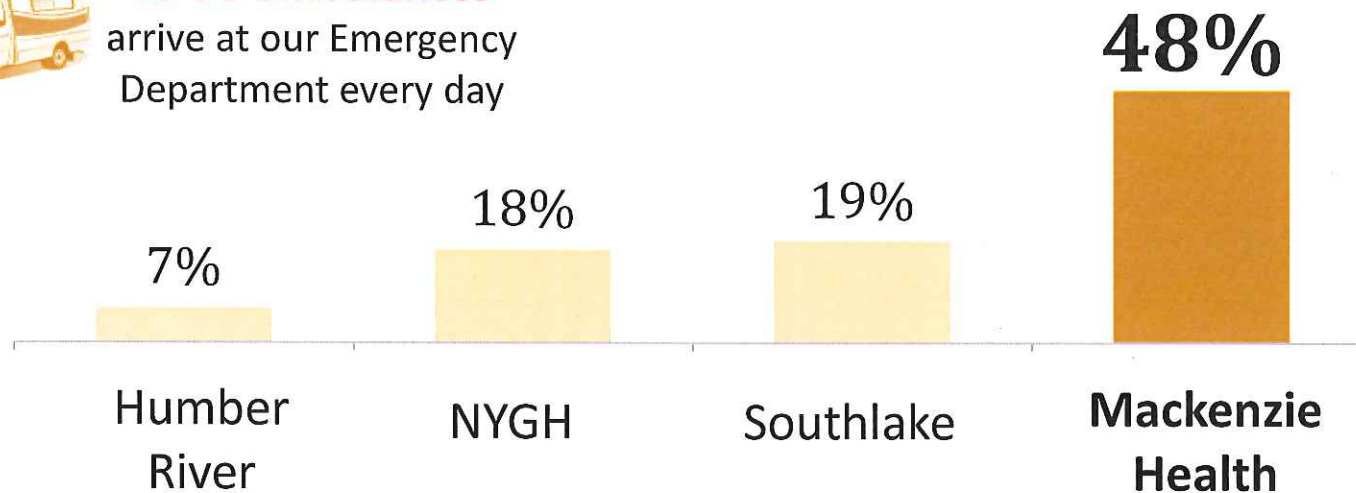


Highest Growth in Overall EMS Volumes in Our Region



45-70 ambulances
arrive at our Emergency
Department every day

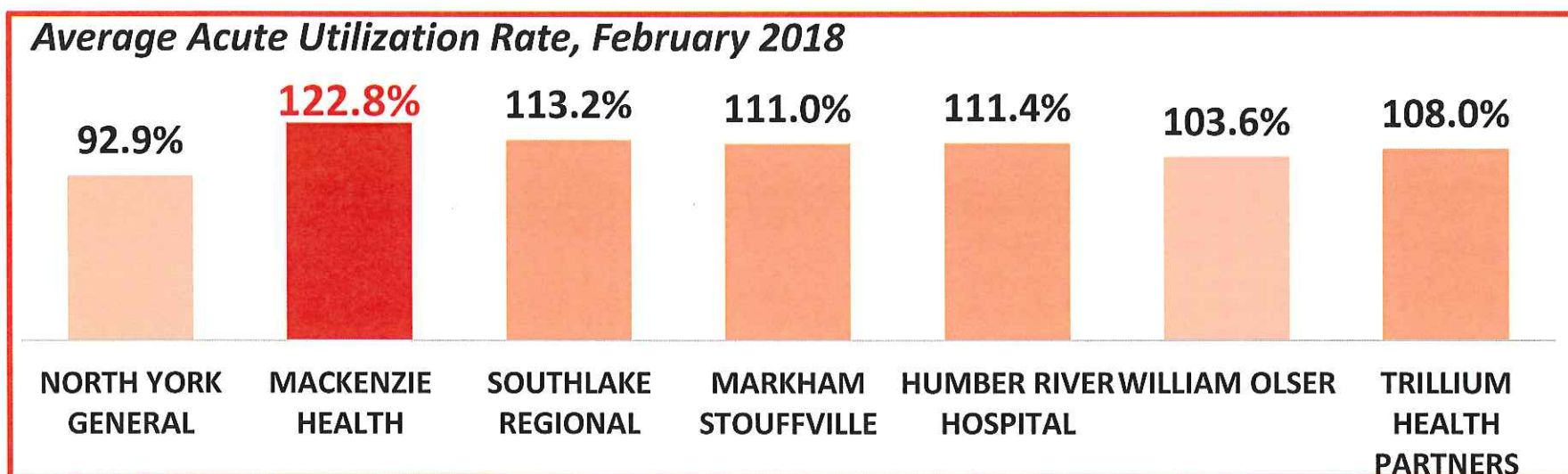
*Growth in all EMS volumes by
hospital, 2012-2016*



Hospitals are Facing Capacity Pressures Stemming from an Increased Need for Acute Services

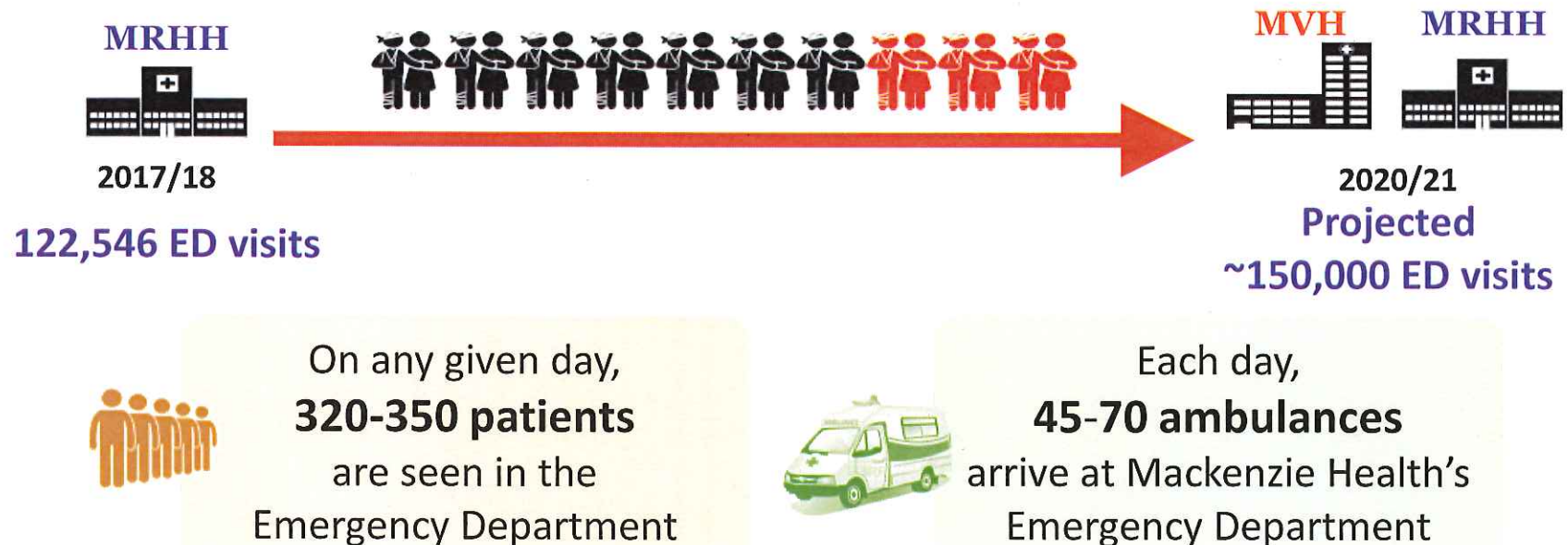


The MOHLTC dashboard provides an objective provincial assessment of occupancy challenges across the province.



These hospitals have been **active in the media**, conveying capacity issues and asking for additional funding.

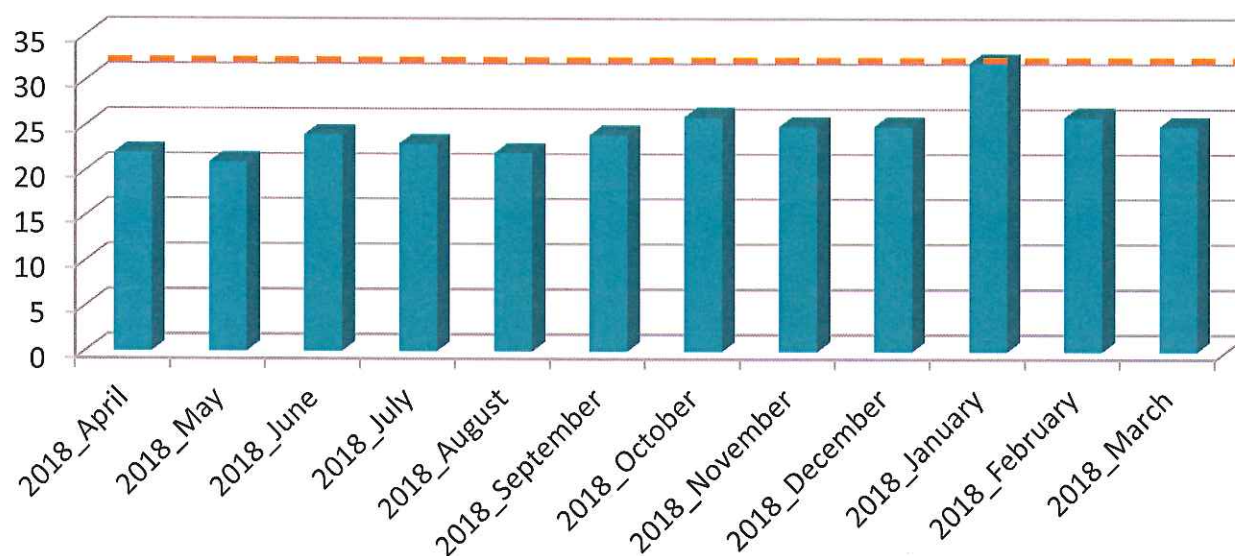
Emergency Department Pressures



Ambulance Off-load Times



Despite high volumes, Mackenzie Health continues to be a high performer on ambulance off-load times



Interim Solutions Identified

Interim solution,
until Mackenzie Vaughan Hospital opens in
2020

Reactivation Care Centre

Application for Long-Term Beds

Mackenzie Richmond Hill Hospital boosts capacity with 120 beds in new centre

Acute-bed capacity, emergency department pressure eased with new beds

Nov 07, 2017 by The Daily Star Richmond Hill Liberal



The emergency area at Mackenzie Health hospital in Richmond Hill, Nov. 7, 2017. (Basil Karamanidis/Markham Daily Star)

Mackenzie Richmond Hill Hospital will have more acute-bed capacity thanks to recent approval for an additional 120 beds at the new Reactivation Care Centre, located at the former Humber River Hospital Finch Site in Toronto.

"The additional beds Mackenzie Health will open within the Reactivation Care Centre will help ensure our patients receive the highest level of quality care that best meets their clinical needs in the most appropriate care setting," said Mackenzie Health CEO Alif Stationwala in making the announcement last week.

The Reactivation Centre brings together patients from five hospitals including Newmarket's Southlake Regional Health Centre, Markham-Stouffville Hospital, Mackenzie Richmond Hill Hospital and Toronto's North York General and Humber River Hospital to provide patients who no longer need acute care with specialized, reactivation care.

Ongoing need

Appropriate Funding

Hospital bed money not enough: Nickel Belt MPP

By Sudbury Star Staff
Saturday, February 3, 2019 12:50:44 EST AM



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Report an error

'Hallway medicine' in Ontario and Sudbury will continue, the NDP's Health critic and Nickel Belt MPP says

France Gélinas said Health Minister Dr. Eric Hoskins' announcement Friday to extend provincial funding for 1,235 temporary hospital beds in the province for one year isn't enough.

She said the \$187 million in funding will do little to ease hospital overcrowding.

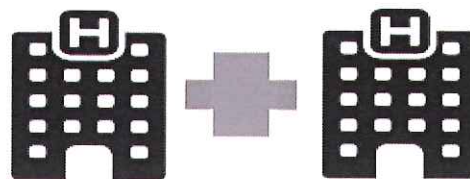
"The overcrowding and hallway medicine problem in Ontario has been getting worse and worse over the last decade, and it became a crisis before flu season hit," Gélinas said in a release. "Continuing the Liberal and Conservative program of cuts and underfunding and hoping it will get better is not the answer. To really fix this we need a systemic change in the way we fund hospitals."

Ontario NDP Leader Andrea Horwath and the NDP have been releasing internal

Mackenzie Health's Unique Evolution to a Two-Hospital Model



- The Ministry of Health approved the need to add a new hospital to address the dramatic need of our communities
- Of 17 hospital builds in Ontario since 1980, Mackenzie Vaughan Hospital is the largest ever increment to the system and the **first EVER** **net new hospital** that will not replace a decommissioned site



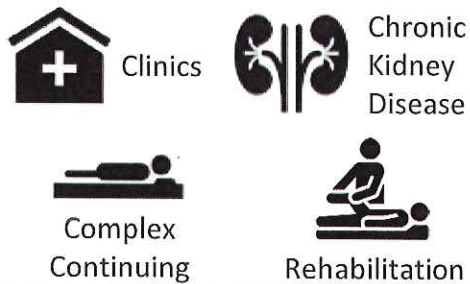
Our Service Model



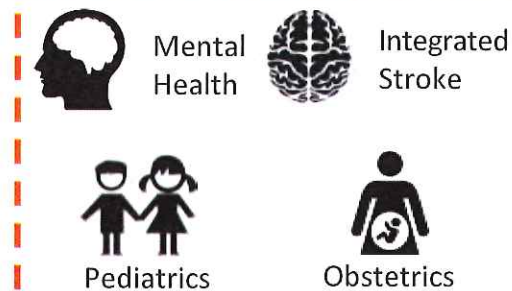
Physical Capacity:

515 beds

Specialty Care



Specialty Care



Physical Capacity:

350 beds

Initial

550 beds

Future

Acute Hospital Care



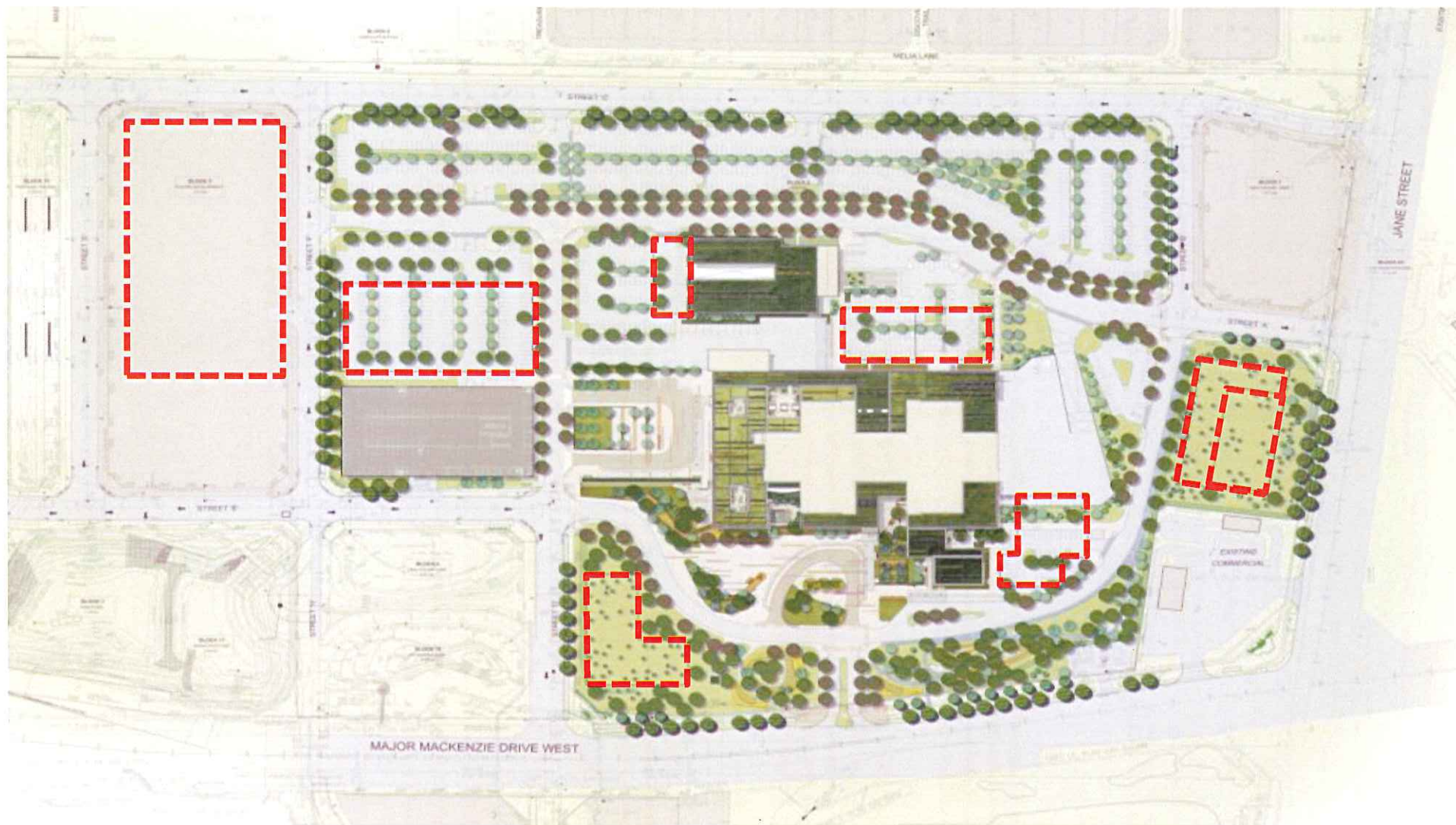
Clinical Support



Mackenzie Vaughan Hospital



Construction Time-Lapse Video



York University Health Sciences Pavilion

- On October 27, 2016, the Mackenzie Health Board of Directors passed a **resolution to support the proposal** of the York Health Sciences Pavilion Concept
- The collaboration will
 - Contribute to, enhance and extend **patient care, research** and **innovation** within Mackenzie Health and the City of Vaughan
 - Establish an **academic footprint** within Mackenzie Health, leveraging York's robust programming in the health sciences and related disciplines



Creating a world-class health experience



State-of-the-art
emergency department

Specialized clinics and
intensive care beds

Modern surgical services
and operating rooms

Approximately 90% single
occupancy acute care patient
rooms for infection prevention
and control

Mackenzie Vaughan Hospital is generating significant economic and employment activity in the region



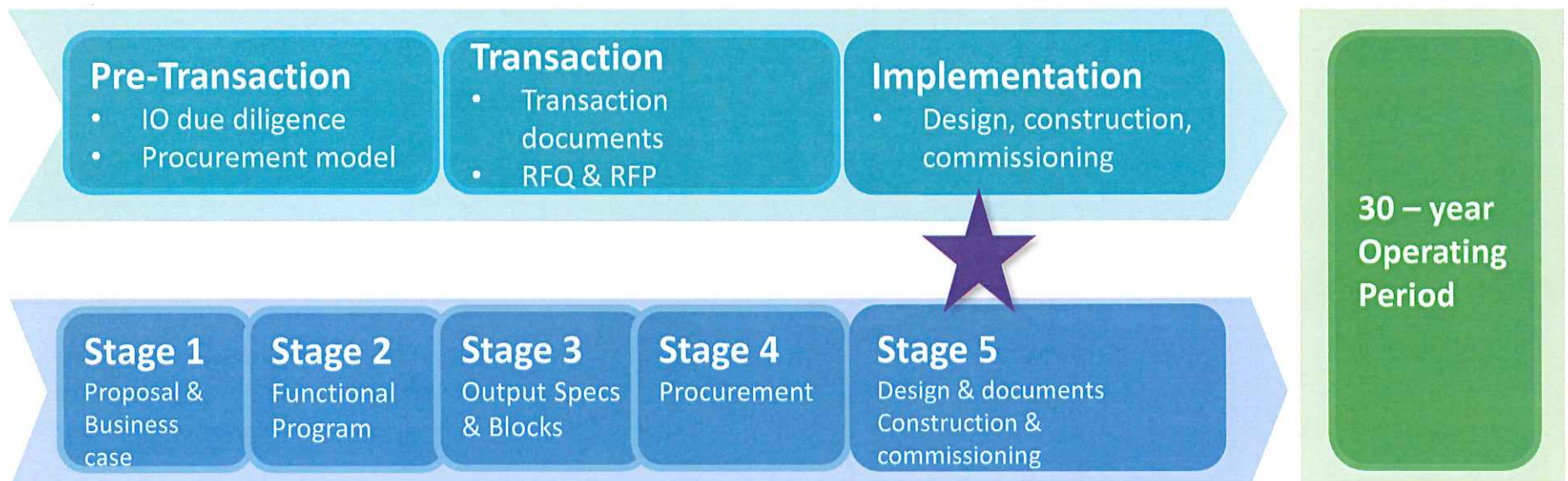
- **1,000+** construction jobs between 2016 and 2020
- **20+ York Region companies** involved in the construction phase

- **2,000 full-time** equivalent hospital staff positions
- **100 new physicians**
- **700 volunteers**



Project Stages

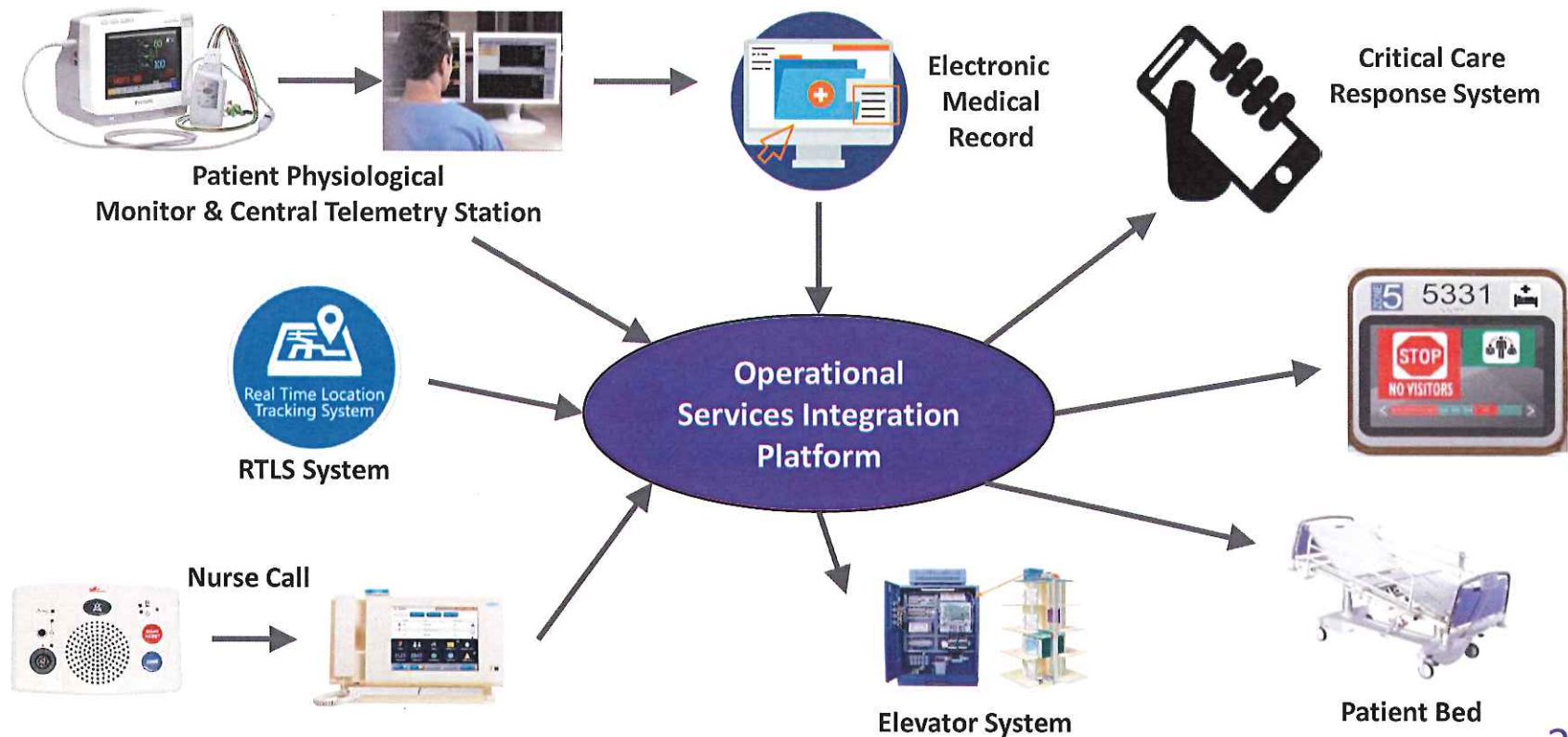
Infrastructure Ontario – Phases



MOHLTC – Capital Planning Stages

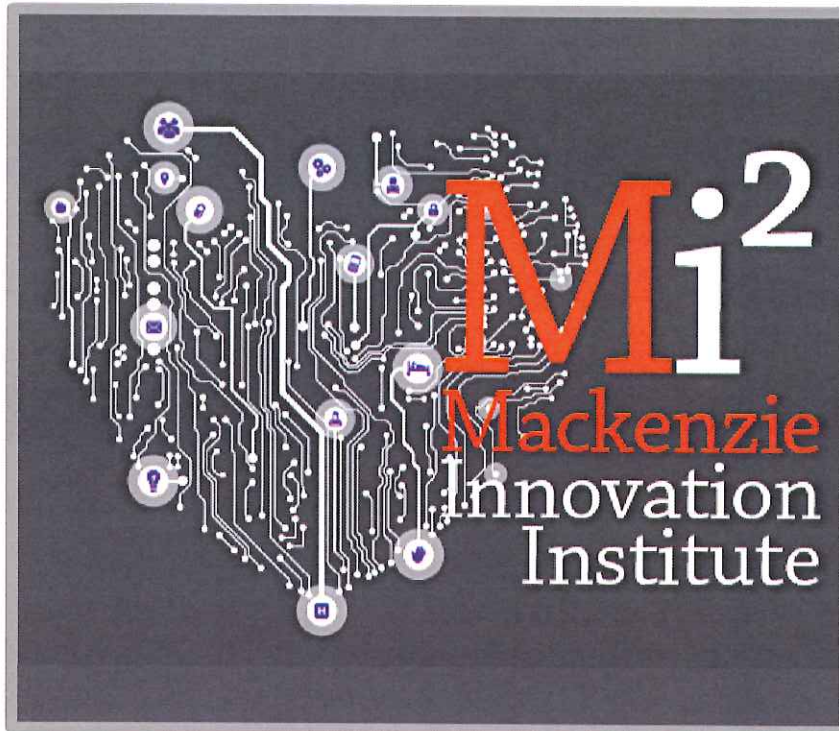
2010 → 2020

Realizing a smart hospital vision by building a smart multi-system environment





Mackenzie Innovation Institute (Mi²) is Mackenzie Health's innovation arm



Fostering Partnerships

- Developing strategic partnerships with health care innovators

Developing Solutions

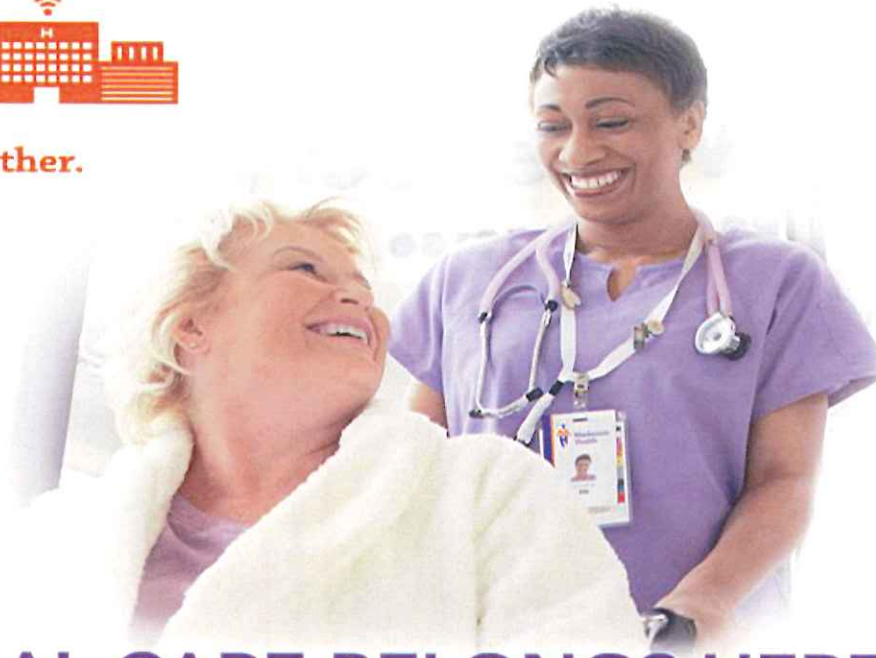
- Collaborating with clients to develop solutions that improve quality care

Providing expertise in disruptive innovation

- Source for implementation and evaluation of disruptive innovations



Exceptional. **Together.**



EXCEPTIONAL CARE BELONGS HERE

The Campaign for Mackenzie Health



Q&A

