



Mackenzie
Health

Mackenzie Health Update

Altaf Stationwala

President and CEO

Mackenzie Health

June 7, 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+**



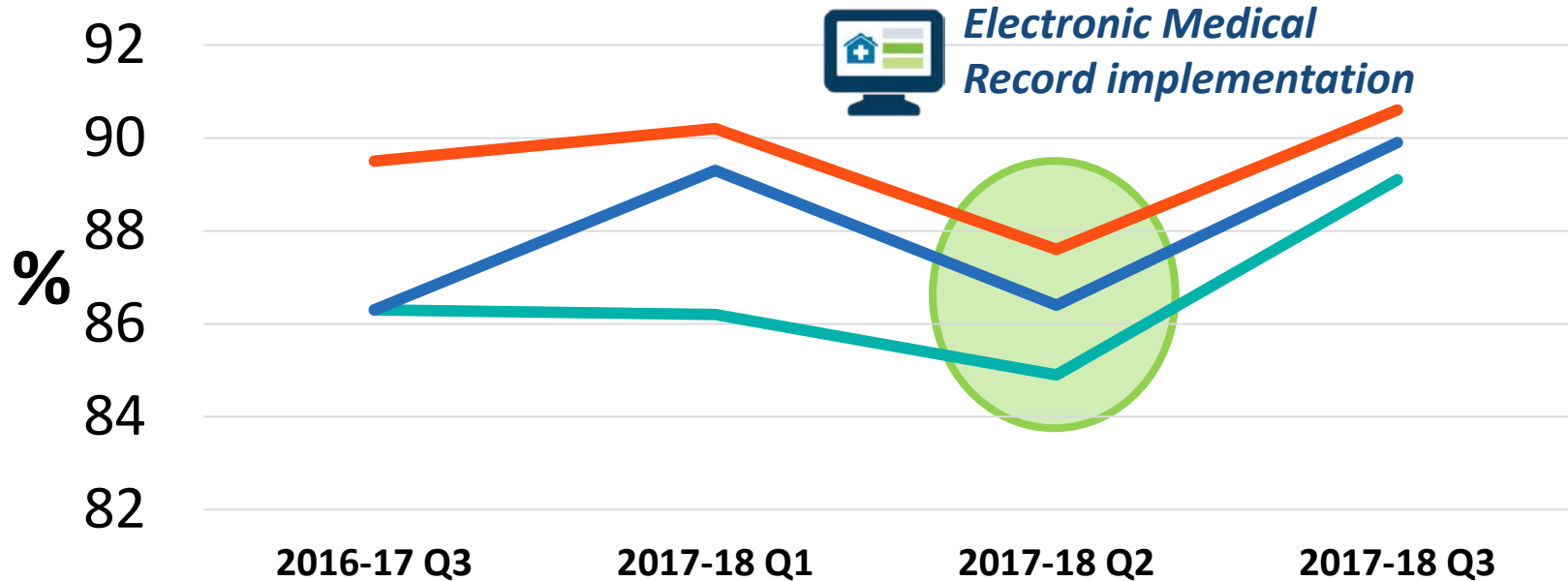
120,000+
Emergency and
UCC Visits



243,441
Outpatient Visits



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

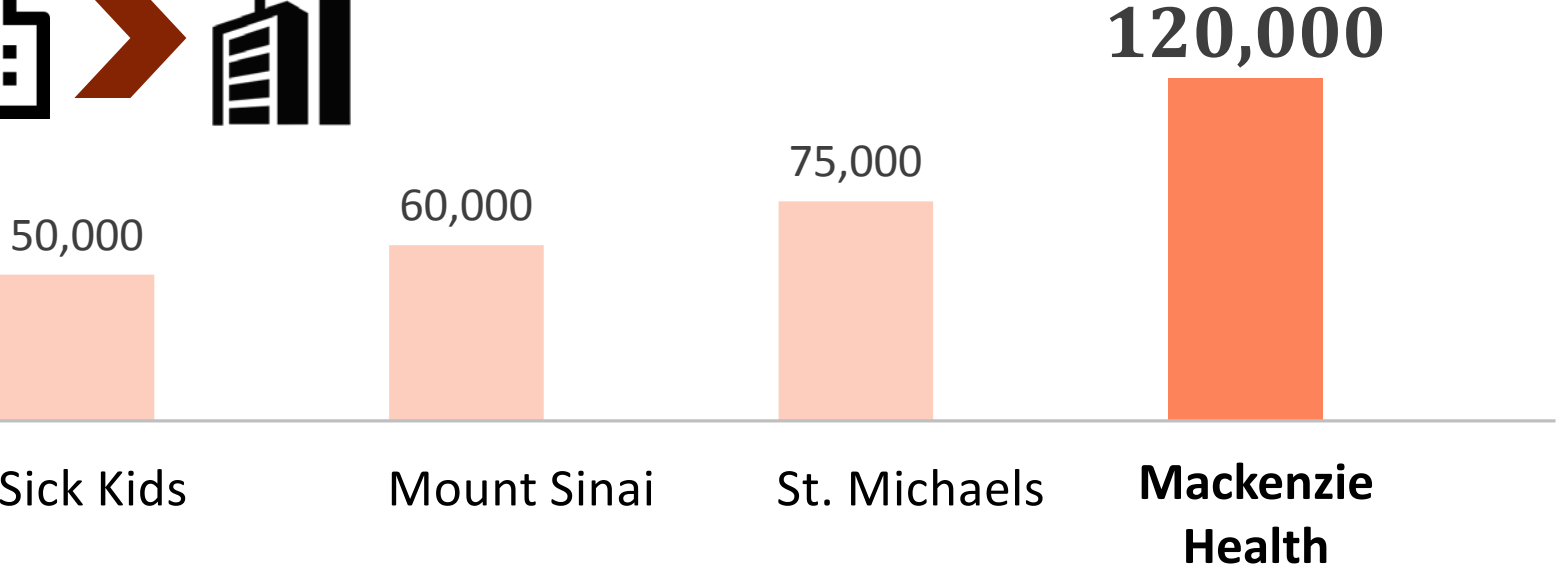
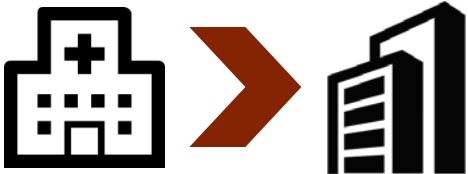


Accreditation is an important part of **continuous quality improvement** and is not limited to the on-site survey

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



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

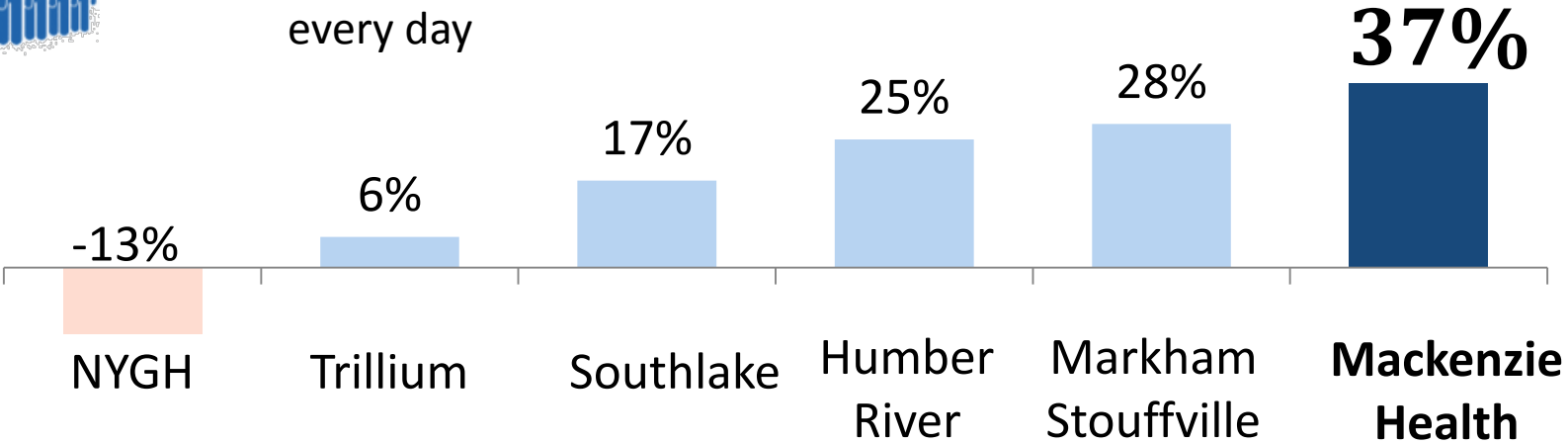


Highest Growth in Emergency Volumes in Our Region



320-350 patients are seen in the Emergency Department every day

2013/14 – 2017/18



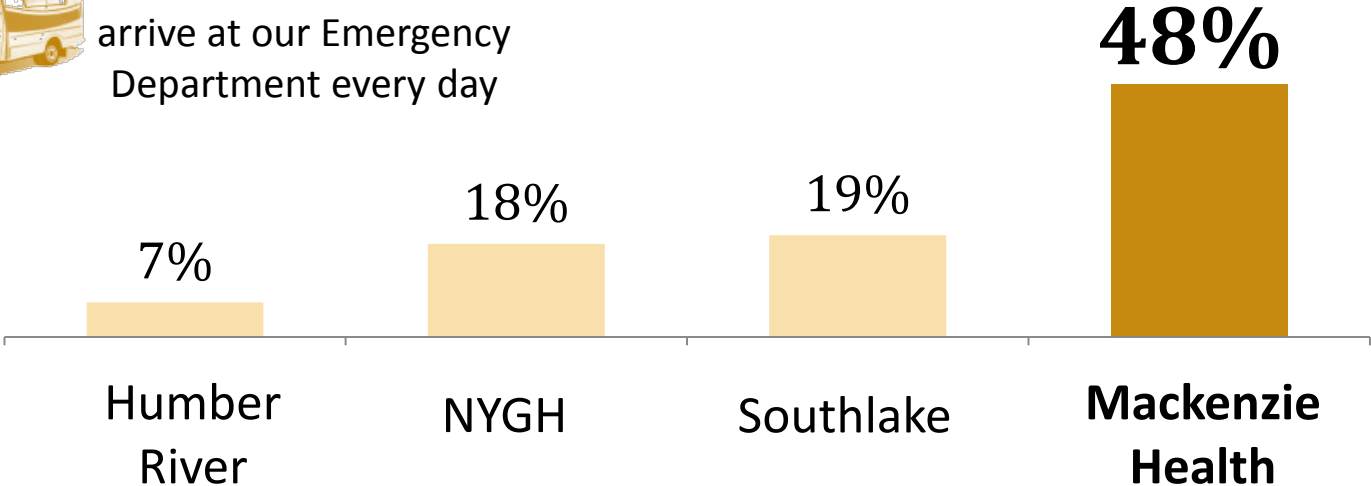
Highest Growth in Overall EMS Volumes in Our Region

Growth in all EMS volumes by hospital, 2012-2016



45-70 ambulances

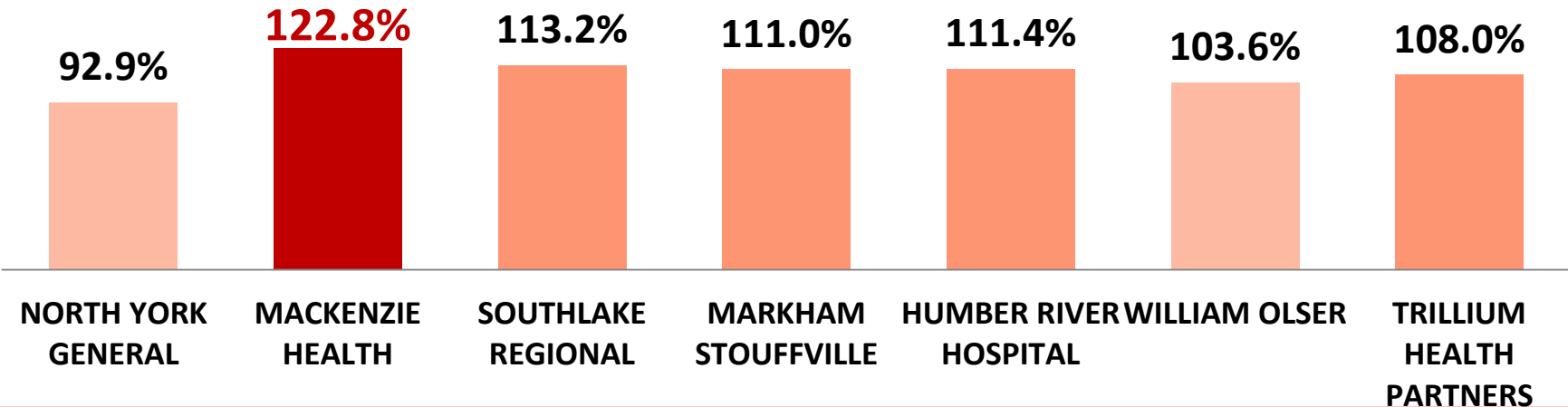
arrive at our Emergency Department every day



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.

Average Acute Utilization Rate, February 2018



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

Emergency Department Pressures



On any given day,
320-350 patients
are seen in the
Emergency Department

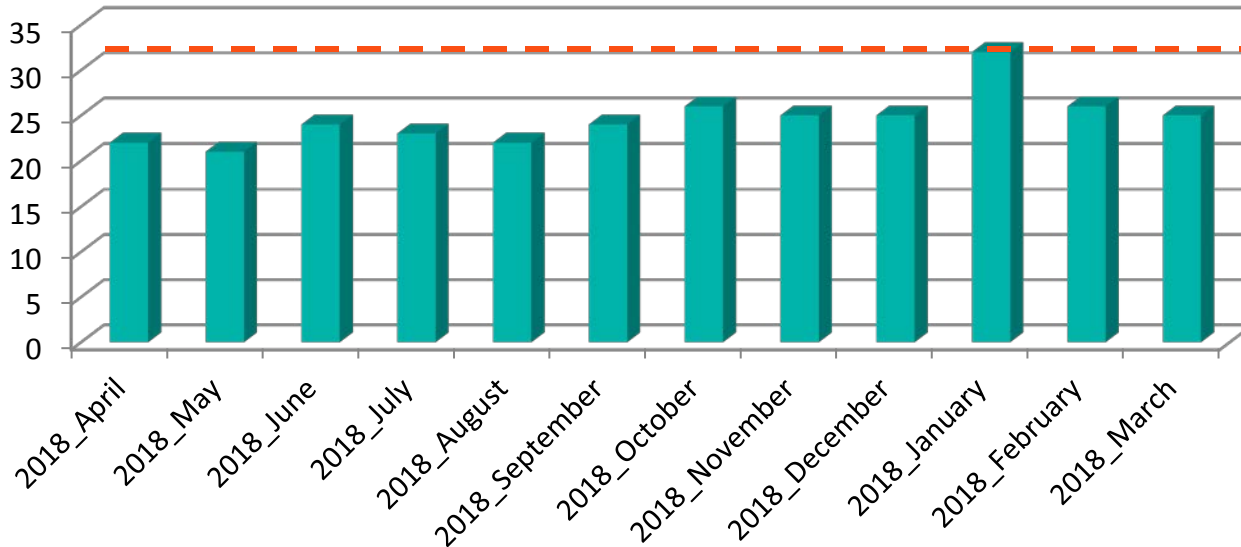


Each day,
45-70 ambulances
arrive at Mackenzie Health's
Emergency Department

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

Ongoing need

Appropriate Funding

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

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

NEWS Nov 07, 2017 by Tina Kelly Richmond Hill Liberal



The emergency area at Mackenzie Health hospital in Richmond Hill, Nov. 7, 2017. - Susie Kockerscheidt/Metro/land

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 Altaf 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



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

Physical Capacity:

350 beds

Initial

550 beds

Future

Specialty Care

Clinics
Chronic Kidney Disease
Complex Continuing
Rehabilitation

Specialty Care

Mental Health
Integrated Stroke
Pediatrics
Obstetrics

Acute Hospital Care

Emergency
Critical Care
Surgical
Medical

Clinical Support

Laboratory
Medical Imaging
Pharmacy

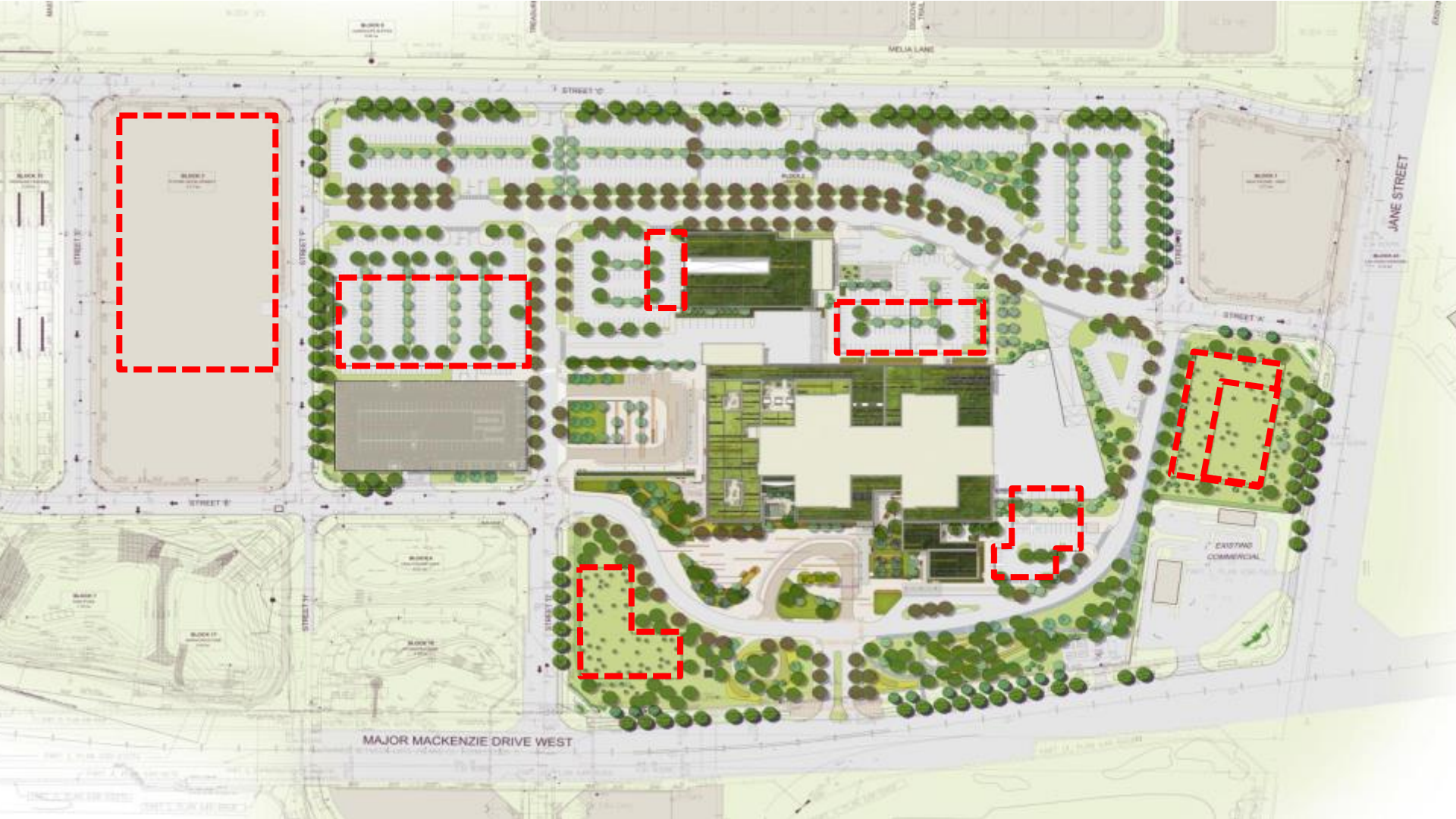
Mackenzie Vaughan Hospital



Construction Time-Lapse Video

April 2017 – April 2018





BLOCK 1
RESIDENTIAL

BLOCK 2
RESIDENTIAL

BLOCK 3
RESIDENTIAL

BLOCK 4
RESIDENTIAL

BLOCK 5
RESIDENTIAL

BLOCK 6
RESIDENTIAL

BLOCK 7
RESIDENTIAL

BLOCK 8
RESIDENTIAL

BLOCK 9
RESIDENTIAL

BLOCK 10
RESIDENTIAL

BLOCK 11
RESIDENTIAL

BLOCK 12
RESIDENTIAL

BLOCK 13
RESIDENTIAL

BLOCK 14
EXISTING COMMERCIAL

MAJOR MACKENZIE DRIVE WEST

MELIA LANE

JANE STREET

STREET A

STREET C

STREET E

STREET F

STREET G

STREET H

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



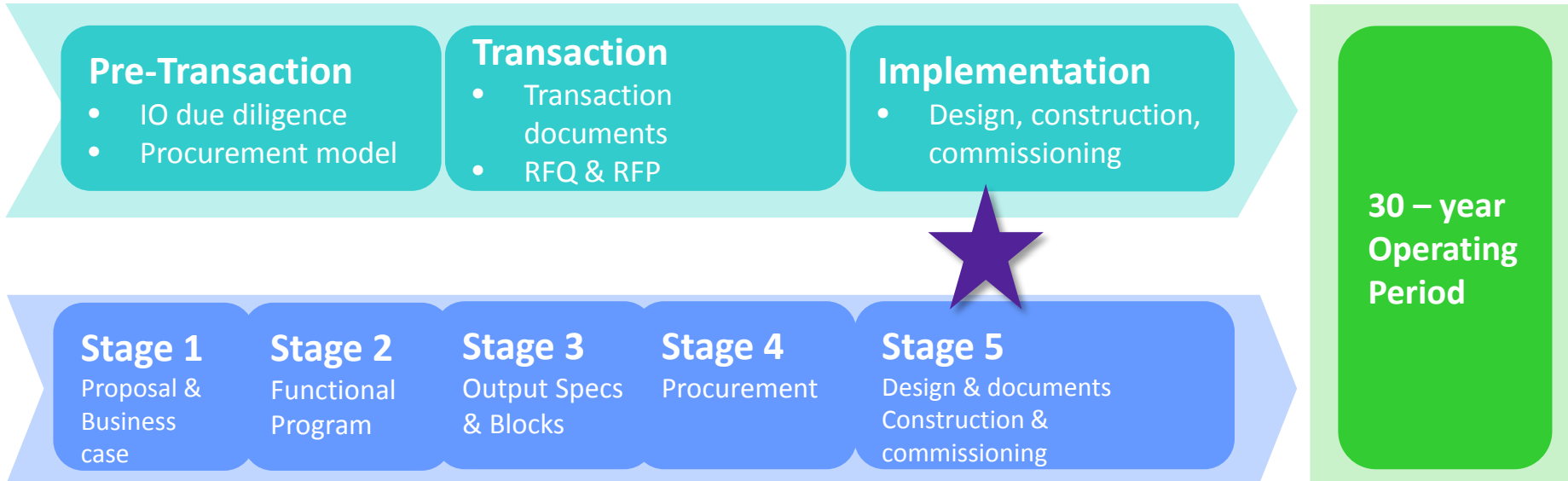
- **1,000+** construction jobs between 2016 and 2020
- **20+ York Region companies** involved in the construction phase

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



Project Stages

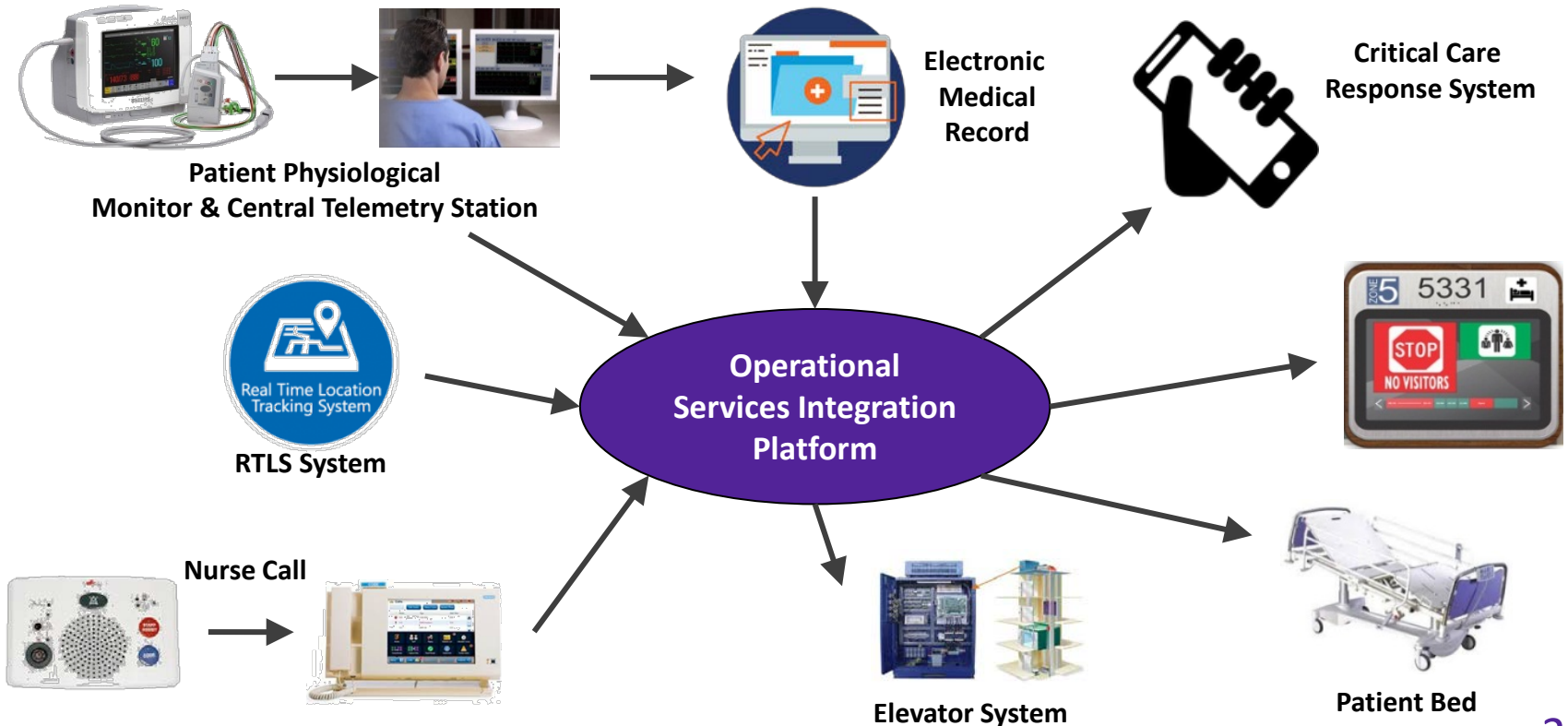
Infrastructure Ontario – Phases



MOHLTC – Capital Planning Stages



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.



Mackenzie
Health



EXCEPTIONAL CARE BELONGS HERE

The Campaign for Mackenzie Health



Mackenzie
Health
Foundation

Q&A

