



CEO REPORT

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MESSAGE FROM THE CEO

We are located in and are privileged to care for one of the most diverse communities in Canada. This is why diversity is an important part of our strategic refresh. I am excited about the enthusiasm and energy that we had during our Diversity Fair which was the launch of our Equity & Inclusion Collaborative. By valuing diversity and inclusiveness – we are building our capacity and enhancing our role in the community.

It is great to see so many initiatives come to life! Each initiative helps improve the patient experience, and enhance the care we deliver. It takes a lot of planning, training and teamwork to make sure changes are seamless and effective. You can read about our new Bed Team, Lab service, and Staxi wheelchair project in this issue.

We are celebrating our year end with a special video and Year in Review report that highlights many of our achievements from 2015-16. We have a lot of accomplishments to be proud of, please take the time to review them!

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.



Jo-anne Marr, President & CEO



HEALTH SECTOR NEWS

Community Paramedicine Funding

The province recently announced over \$220,000 in funding to continue the Expanding Paramedicine in the Community (EPIC) program, which links York Region Paramedic Services with Family Health Teams (FHT) to perform scheduled and unscheduled home visits for patients identified by FHT to be at risk.

Community Paramedicine programs help seniors and other patients live independently at home longer and reduce emergency room visits and hospital admissions.

"Being able to quickly address a minor issue before it becomes a major problem reduces the need for further intervention and hospitalization," says MSH Chief of Family Medicine, Dr. Alan Monavvari.



Ontario Legislation Update – HIPPA and Patients First Act

The Health Information Protection Act (HIPA) Legislation passed third reading in May. The Act will:

- Protect the personal health information of patients through mandatory reporting of privacy breaches.
- Remove the time restriction for prosecutions.
- Double the maximum fines to \$100,000 for individuals and to \$500,000 for organizations.
- Update the Quality of Care Information Protection Act (QCIPA) by affirming the rights of patients to access their health care information, and clarifying that facts about critical incidents cannot be withheld from affected patients and their families.

The Patients First Act was introduced on June 2 which if passed, would give Ontario's 14 Local Health Integration Networks (LHINs) an expanded role to including in primary care and home and community care. The Act would:

- Improve local connections and communication between primary health care, hospitals, and home and community care to ensure more equitable access and a smoother patient experience.
- Enable health care providers to share and update their health care plans.
- Make it easier for doctors, nurses, and other primary care providers to connect their patients to the health care they need, and provide smoother patient transitions between acute, primary, home and community, mental health and addictions, and long-term care.
- Facilitate local health care planning to ensure decisions are made by people who best understand the needs of their communities, and that LHIN boards reflect the communities they serve.

Medical Assisted Dying

The Minister of Health and Long-Term Care, and Attorney General recently issued a statement regarding Medical Assisted Dying in Ontario. In the absence of Federal legislation, they advise the following:

- Patients should talk with their healthcare providers should they wish to access medical assistance in dying
- Health care providers should consult their regulatory colleges about any rules, guidelines or practices regarding medical assistance in dying
- Patients and health care providers should seek further clarity about how the Supreme Court's decision applies to their particular circumstances by bringing an application to the Ontario Superior Court of Justice.

The Ontario government will pursue amendments to provincial legislation to further support the implementation of medical assistance in dying, and support this practice by:

- ensuring that drugs required for medical assistance in dying will be available at no cost
- establishing a referral service to support physicians in making an effective referral for consultation and assessment for possible medical assistance in dying cases. The service will help connect physicians who are unwilling or unable to provide medical assistance in dying with physicians who are willing to complete a patient consultation and assessment



HIGHLIGHTS & ACHIEVEMENTS

Dynacare Project

MSH is now using Dynacare for many of the low volume highly specialized lab tests from MSH and UXB. Dynacare's Microbiology lab in Hamilton is a new state of the art, automated lab that operates 24/7. This will improve the patient experience with faster reporting of positive culture reports which helps patient treatments start sooner and with better outcomes.

The switch to Dynacare has been ongoing for close to a year, and has involved many areas of the hospital, primarily IT and Lab. Thanks to all the staff who helped implement all the changes to make this implementation go smoothly.

Environmental Services Bed Team

MSH's new Environmental Services (ES) Bed Team is helping reduce the length of time patients wait in the Markham site Emergency Department (ED) for an inpatient bed. Our two new ES staff members work with the Bed Allocation team to ensure that priority beds are serviced first. Examining the flow of patients being discharged, cleaning priority rooms, and working together makes a more efficient flow of our patients and families to ensure their stay with us is as comfortable as possible.

In the month of May, we have seen a significant time reduction for patients waiting in the ED for an inpatient bed with room readiness timing decreasing from 63 minutes to 27.5 minutes.



Staxi Wheelchairs

In response to feedback from patients and staff and also as a way to enhance the patient experience, we have purchased Staxi wheelchairs. Staxi wheelchairs will be located outside of the front main entrance and emergency entrance for patients and visitors to use to get around the hospital. They have a coin return mechanism that encourages the safe return of chair after use.



FINANCIAL UPDATES

Our year-end audit is currently in progress.



STRATEGIC UPDATES

Wayfinding Strategy

As part of our focus on improving the Patient Experience, Markham Stouffville Hospital is excited to announce changes to our wayfinding and signage. Patients and visitors have indicated that poor signage and wayfinding continue to make it difficult to find their way around our campus and within our buildings. In response to this feedback, we have developed a new wayfinding strategy and will begin rolling out the first phase in the coming weeks. Our first action will be to name the buildings by letter and also to enhance internal signage so that patients know when they are moving from one building to another. We are holding several education sessions for staff, physicians and volunteers about the new wayfinding.

Uxbridge Planning

The team continues engaging with the Uxbridge community and stakeholders as we look at healthcare options for the future. We have conducted over 20 face-to-face meetings and have had over 1,300 responses to our online survey. MSH leaders met recently with leaders from the Central East LHIN to talk about our engagement activities and we look forward to more meetings with other stakeholders in the coming months. The online survey will stay open until the end of June at which time, we will review all the survey and engagement results and use those to determine next steps.



PARTNERSHIPS & ENGAGEMENT

First annual MSH Diversity, Equity and Inclusion Fair

On Friday May 20, MSH held a very successful Diversity, Equity and Inclusion Fair! It was a great opportunity for hospital staff to inform, engage and understand the various cultures that make the MSH community so diverse and multicultural.

This fair was a kick off for MSH's new Equity and Inclusion Collaborative as a key component to delivering excellent patient care. This group of internal staff, and community volunteers will provide strategic advice and guidance about what we will focus on and how will we make the organization more inclusive and welcoming to everyone.



Beyond Diversity:
Stronger Together

MSH in the Media



May 28, 2016 | Vote 0 0 0

Markham Stouffville Hospital puts focus on diversity to better serve patients



Innovation and Technology

Improving patient care by connecting medical records



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