

# CEO REPORT

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## MESSAGE FROM THE CEO

This continues to be a busy, exciting time of the year both at the hospital and beyond. The federal election, the Blue Jays, the upcoming holiday season and all the numerous happenings at the hospital have made the days go by quickly.

I continue to reach out and connect with the community in a variety of ways. Just a few weeks ago, Suzette Strong, MSH Foundation CEO and I did a presentation to Stouffville Council about the hospital and I'm looking forward to doing one for Uxbridge Council in the coming weeks.

We recently hosted York Regional Police for a lunch and learn to talk about diversity and inclusivity. This was a great learning opportunity for our organization and we look forward to hosting more of these sessions in the future.

As we continue to reach out and connect with our community, we learn more and more about the patients that we serve and how we can continue to evolve our programs and services to meet their needs.

I hope you enjoy reading this report and learning more about what is going in our sector and within our hospital.



Jo-anne Marr, President & CEO



## HEALTH SECTOR NEWS

### HEALTH QUALITY ONTARIO REPORT RELEASED

The provincial agency released its annual report *Measuring Up* on October 13, 2015, and submitted it to the Legislature. This report reviews how Ontario's health system is performing and uses a number of overall indicators to assess.

The report highlighted access and quality as areas for improvement. The following are some highlights from the report which also mentioned several areas that have improved over the last number of years including smoking rates and rates of physical inactivity.

- The number of Ontarians who die annually from preventable or treatable conditions is 163 per 100,000 residents, lower than the Canadian rate of 171 per 100,000 people.
- The number of Ontarians who smoke has dropped to 18.1 per cent, down from 21.2 per cent in 2007.
- The number of Ontarians who are physically inactive is 44.5 per cent, down from 49.9 per cent in 2007.
- About half of Ontarians are not able to schedule a timely visit to their family doctor or easily get an after-hours appointment.
- The median wait for hospital patients to get into a nursing home is 69 days up from 18 days in 2004/05.
- In northeastern Ontario, 404 of 100,000 people are hospitalized for conditions that could be treated outside of hospital. This compares to only 146 per 100,000 residents in an area of the province that stretches from



- North York to Lake Simcoe.
- In central Toronto, only 2.7 per cent of nursing home residents are placed in daily physician restraints compared to 14.4 per cent in northwestern Ontario.
- Because of high drug costs, Ontarians under the age of 65 and therefore not covered by the province's drug plan are three times more likely not to fill a prescription or skip a dose.

The full report is available at: <http://www.hqontario.ca/portals/0/Documents/pr/measuring-up-2015-en.pdf>

## HEALTH SYSTEM FUNDING REFORM – NEW GOVERNANCE STRUCTURE AND PRIORITIES

As Health System Funding Reform (HSFR) moves into its fifth year, a review of its governance structure was conducted to make sure the overall goals and objectives are aligned with the Ministry of Health and Long-Term Care and their Patients First: Action Plan for Health Care.

A new structure has been created building on feedback from a number of key stakeholders including the LHINs, Cancer Care Ontario, the Ontario Hospital Association and other stakeholders. The new structure features a Hospital Advisory Committee (HAC) that will provide advice and recommendations to the ministry leadership on improvements to HSFR, including existing and planned components of HBAM (Health Based Allocation Methodology) and QBPs (Quality Based Procedures). The HAC will be supported by three sub-groups – Quality and Policy, Formulae, Tools and Communication, Education and Knowledge Transfer. The last sub-group will be chaired by MSH's President and CEO, Jo-anne Marr. This is a great opportunity for MSH to provide leadership to this key advisory committee.

## FEDERAL ELECTION



Jane Philpott



Jennifer O'Connell

On October 19, 2015, a new Liberal majority government was elected, including two new Liberal representatives for the areas surrounding our hospital. MSH's own Dr. Jane Philpott is the new MP for Markham-Stouffville, and Jennifer O'Connell is the new MP for Pickering- Uxbridge. The new government has made commitments in a number of areas that will impact our hospital and the community in general. Some key health and social services commitments include:

- Negotiate a new Health Accord with long-term funding
- Create pan-Canadian collaboration on health innovation
- Implement an integrated approach to mental health services
- Negotiate bulk prescription medications with provinces and territories
- Invest \$3 million in home care services
- Invest almost \$20 billion over 10 years in social infrastructure with a focus on affordable housing, seniors' facilities and early learning and child care



## HIGHLIGHTS AND ACHIEVEMENTS

### P.A.R.T.Y. PROGRAM

*Teens get a first-hand glance into the scene of a collision where risky behaviour becomes fatal*

On Thursday, October 15, 2015, Markham Stouffville Hospital's Markham P.A.R.T.Y. Program staged the scene of a fatal collision to drive home the message to teens that risky behaviour comes at a cost. Working in partnership with York Region Emergency Medical Services (EMS), The Ontario Provincial Police, Markham Fire and Emergency Services and Dixon Garland Funeral home, a mock collision site was staged outside of MSH.

This included wrecked car, special effects and emergency responders in action. Students from Markham District High School, Markville High School and Maple High School had a full day of learning including information provided by MSH staff, physicians, nurses, paramedics, and police officers. They listened to survivor stories, learned about basic anatomy, physiology and the mechanics of injury, and the nature of injuries that can be repaired and those that cannot. The focus of the day was about the effect of alcohol and drugs on decision making, judgment, concentration and coordination, and the effect of injury on families, finances and future plans.

The goal of the P.A.R.T.Y. Program is to provide youth with information about injury (trauma) that will enable them to recognize potential injury producing situations, to make prevention-oriented choices and adopt behaviours that minimize unnecessary risk. This program is a vital component of the growing community effort to reduce death and injury in alcohol and risk-related incidents. There are over 100 P.A.R.T.Y. Programs around the world, and the numbers keep growing.

The event was also attended by numerous news outlets.



## STRATEGIC UPDATES

### MSH ACKNOWLEDGED AT IDEAS ALUMNI EVENT



Our MSH IDEAS cohort 2 Team won honourable mention at the 2015 IDEAS alumni event for their very impressive results for transmission of patient discharge notes from hospital to primary care. Shown here with Josh Tepper, CEO of Health Quality Ontario and Dr. Ross Baker of U of T is our team of Paul Cappuccio, Dr. Lola Oyenubi and Dr. Karuna Gupta.

Additionally, Sandi Lofgren presented on the 11 a.m. discharge project from cohort 1 at the Health Quality

Transformation conference attended by more than 2,500 people from healthcare organizations all over Ontario.



## OPERATIONAL UPDATES

### RETAIL STRATEGY

The hospital recently conducted a refresh of our Retail Master Plan Strategy which included our retail needs within the hospital, a competitive market analysis, and a review of peer hospitals as benchmarks. As a result of the review, a retail strategy was proposed for the future of our campus to deliver high quality service that meets the needs of our staff, physicians, patients, volunteers and visitors. In the near future, MSH will incorporate retail on the main level front lobby with a focus on brands, as well as dividing the current cafeteria into two units. These changes will take full advantage of space, meet the needs of our population, and maximize revenue.



## FINANCIAL UPDATES

Markham Stouffville Hospital has received confirmation for PCOP (Post Construction Operating Plan) funding for the current fiscal year and we received \$400K more in volume funding than expected. Given this good news, we will be looking to invest dollars to ensure we can earn all the funds. If we do not earn the money, we do not get to keep it, so it is critical that we plan to do the maximum volume we can to earn this money.

As of September 30, 2015, MSH ended with a bottom line surplus of \$2.7M mainly due to PCOP revenue and savings from vacancies.

Although we are only halfway through the year, it is time to start budget planning for 2016-17. Shortly, the hospital will be given direction and education for the process. Timelines are always short and the finance team has already started the process.



## PARTNERSHIPS & ENGAGEMENT

### CONNECTING WITH OUR COMMUNITY

The hospital looks for ways to meaningfully engage with the community on a number of fronts. The hospital continues to invite the community to regular health and wellness information sessions. Sessions in both Markham and Uxbridge have focused on vaccines, healthy living and joint and bone health. Visit the MSH website for information about upcoming sessions or email [myhospital@msh.on.ca](mailto:myhospital@msh.on.ca) to have your name added to our email list.



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