



# CEO REPORT

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## MESSAGE FROM THE CEO

Healthcare is all about people and the interactions between people. We cannot forget this as we work to develop a new healthcare delivery model.

A key focus of the hospital's strategy is to improve the patient experience. The most important factor in implementing programs to improve peoples' experiences is to hear about their expectations and stories. This means that we need to hear from you. Please take the time to get involved in our 'myCARE, my Team, my Experience' initiative, your insight and knowledge is invaluable during this process.

I am also excited that we have a number of staff, physician, and community engagement sessions scheduled to discuss healthcare services in Uxbridge. We want to know what services are needed and how we can best deliver these services for years to come. A survey will be circulated to gather information outside of these sessions.

I look forward to working with all of our stakeholders on both of these priorities as they progress.

I am 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](mailto:jmarr@msh.on.ca).



Jo-anne Marr, President & CEO



## HEALTH SECTOR NEWS

### 2016 Ontario Budget - [Healthcare Highlights](#)

- Hospital funding increase of \$345M, and an investment of \$12B over 10 years for hospital capital grants.
- \$130M for cancer care services over the next three years.
- \$1 M for support services for those affected by pregnancy and infant loss.
- \$16M over three years to create new housing spaces for mental health and addictions patients including \$4M for supportive housing units.
- Community Health Links expand to 82 from 69 across the province.
- \$85 million over three years to recruit and retain qualified interprofessional staff for primary care teams.
- Allow RNs to prescribe some medications; and make more vaccines available through pharmacists.
- \$250M to the home care sector.

## CritiCall Partnership

CritiCall has partnered with the Ministry of Health and Long-Term Care to develop an Adult Mental Health & Addiction Resource Board.



This electronic resource board provides up-to-date information to all Ontario hospitals about the number of available inpatient Mental Health & Addiction beds. Hospitals can then work together to coordinate the movement of these patients to the most appropriate care setting.

CritiCall Ontario will also expand this project with the launch of a Child & Adolescent Resource Board in late March 2016.

## BPS (Broader Public Sector) Directive – What is it?

The Government of Ontario's [BPS Procurement Directive](#) provides a set of mandatory practices to be used by all BPS organizations when purchasing goods and/or services.

The governing Act requires all designated BPS organizations to implement the requirements under this directive. Markham Stouffville Hospital, in conjunction with COHPA, is responsible for being compliant in all aspects of procurement.



## HIGHLIGHTS & ACHIEVEMENTS

### Parks and Recreation Ontario (PRO) Award

The Health & Wellness partnership between Markham Stouffville Hospital and the City of Markham has been recognized with the 2016 PRO Award of Excellence for Innovation.

This award acknowledges this successful partnership that provides innovative chronic disease and prevention programs with the Cornell Community Centre in the areas of mental health, cerebral vascular disease, COPD, and adult diabetes.



## FINANCIAL UPDATES

Patient volumes continue to increase which means we are earning eligible PCOP funding and as a result, we have experienced increased salary and supply expenses.

Our overall surplus has decreased to \$1.9M and we forecast that we will remain in a surplus position at the end of the fiscal year pending any unforeseen events.

### 2016-17 Budget

MSH submitted a balanced budget to the Central Local Health Integration Network (CLHIN) for 2016-17 for approval. The CLHIN will also provide the hospital an accountability agreement once the budget is approved.



# STRATEGIC UPDATES

## Launch of 'myCARE, myTeam, myExperience'

On March 1<sup>st</sup>, MSH launched 'myCARE, my Team, my Experience' (myCTE), a new strategic initiative with a focus on Team-Based Care. The aim of this initiative is to improve the patient and caregiver experience by consistently delivering high-quality, integrated care that is coordinated and meets the needs of our patients.

This initiative will help us in our effort to develop a new healthcare delivery model and is being led by a dedicated team of front line staff and physicians. It will build on the progress we have made with previous strategic and operational initiatives geared toward improving the patients experience and the overall efficiency of our services.

Our expectation is that myCTE will enable us to improve the patients experience as they journey through the organization from admission to discharge and beyond.



## Uxbridge Planning

The Uxbridge Advisory Council has met twice and has provided excellent advice to support our community engagement process.

Community engagement sessions are now underway, beginning with our internal community of caregivers.

We are looking forward to the feedback we will receive over the next few months as it will inform our proposal. We are excited about next steps including engaging our partners, the LHINs, and the Ministry in our plans.



# PARTNERSHIPS & ENGAGEMENT

## York Region CMHA Partnership

MSH Mental Health Services is partnering with the Canadian Mental Health Association (CMHA) of York Region to provide additional support with two new initiatives.

CMHA Community Transition Team (CTT) staff now attend our Mental Health bullet rounds every morning to provide additional support to the MSH Mental Health Inpatient Program. Their role is to target patients who are heavy users of our system and who have high readmission rates and provide them with intensive case management including follow up with community care supports.

MSH inpatient and outpatient mental health programs are now supported with two peer support workers as part of our Peer Support Program with the CMHA. These peer support workers have experienced mental health issues and are trained to provide support, information, encouragement, and help instill hope to our patients. In tandem with the health team, the peer support worker helps sustain the recovery plan for our patients.



## Community Engagement

We are creating two new opportunities to work with our community on key priorities of the hospital.

The President's Advisory Council will include a diverse group of community leaders to provide advice on key strategic initiatives including partnerships, innovation, strategy, community engagement and patient experience.

The Equity and Inclusivity Collaborative will involve staff and community members who are committed to supporting MSH in embedding diversity and inclusivity into our daily business.

Expressions of interest will be issued for both initiatives in March.



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