

CEO REPORT

VOLUME 2, ISSUE 1 • JANUARY 2016



WWW.MSH.ON.CA

CONNECT WITH US!



MESSAGE FROM THE CEO

I would like to thank all our staff, physicians and volunteers who provided exceptional patient care over the holidays. For the first year in a long time, patient volumes in our Emergency Department were lower at both sites. Compared to last year, the Markham site was down 4.2% and the Uxbridge site was down 17% likely due, in part, to our unseasonably warm weather, among other factors. We have prepared for a seasonal surge in volumes and, if needed, we will open 4WG as to accommodate an increase in patients.

2016 promises to be a busy year as we continue to assess and develop the services we provide to our community. We have completed our strategy refresh process and a first draft of our clinical services plan. This will bring focus to our planning and operational activities and help us achieve our goals for 2016 and beyond.

Throughout the year, I will host 'Coffee with the CEO' discussions with staff, physicians and volunteers. I think these informal sessions will be a great opportunity for us to connect so that I can hear firsthand from you. The first one will be held on January 20th from 2-2:30 pm, and I look forward to discussing what is important to staff from all areas of the hospital and at both sites.

As always, please keep in touch. Feel free to email me at jmarr@msh.on.ca



HEALTH SECTOR NEWS

Discussion Paper on Health Care Reforms

The Ministry of Health and Long-Term Care is soliciting public feedback on the various proposals outlined in the discussion paper 'Patients First: A Proposal to Strengthen Patient-Centred Health Care in Ontario'.

The paper proposes concepts such as:

- Expanding the role played by the LHINs including moving all CCAC functions into the LHINs;
- Reducing bureaucracy and administration in home and community care facilities;
- Allocating greater responsibility to the LHINs to ensure better integration; and access to primary care and public health units.

The Ministry looks forward to hearing from health care providers, patients and caregivers around the province on these proposals. The deadline for feedback is 5 p.m. on February 29, 2016. Feedback and questions can be sent to health.feedback@ontario.ca or submitted [online](#). Click on the image to download a copy of the paper.



Patient Ombudsman

Christine Elliott has been appointed Ontario's first Patient Ombudsman, effective July 1, 2016.

The role of Patient Ombudsman is to:

- Respond to unresolved complaints from patients, residents and clients about their health care experience at hospitals, long-term care homes or Community Care Access Centres;
- Investigate and make recommendations to health sector organizations as needed; and
- Report annually to the Minister of Health and Long-Term Care on activities and recommendations, and provide reports to LHINs as appropriate.



Physician Assisted Dying Report and Consultation

An Expert Advisory Group on physician-assisted dying, established by Ontario in collaboration with the other provinces and territories, has completed its final report.

The report covers issues including eligibility criteria, protection of vulnerable people and the role of conscientiously objecting health care providers. It makes three recommendations for institutions including:

- Inform patients of the institutions position on physician-assisted dying;
- Ensure that patients do not have to give up the right to access physician-assisted dying as a condition of admission; and
- Ensure that physicians have the right to provide physician-assisted dying external to a non-participating institution without employment conditions being impacted.

The Ontario government is inviting people to share their views on physician-assisted dying and end-of-life care through in-person public consultations to be held in nine communities from January 6 – 21, 2016, as well as through an online survey. Click [here](#) to read the report and find out more about the consultations.



HIGHLIGHTS AND ACHIEVEMENTS

First Baby of 2016

MSH was excited to welcome our first baby of the new year at just three seconds after midnight.

Ashley and Ryan Laswick, and two-and-a-half year old big brother Jackson welcomed baby Avery, who was born a week early.

The new family received significant media attention for this joyous event and was featured in the local papers, the Toronto Star, CTV, Global and CHFI.



Mock Code Yellow Amber and Mock Code Black Exercises

Last month we held a mock Code Yellow Amber at the Markham Site and a mock Code Black at the Uxbridge site.

Mock exercises help us practice our mental and emotional responses so that we can act quickly for the safety of our staff and our patients.

The Mock Code Yellow Amber at the Markham site involved multiple staff and volunteers acting as abductors attempting to leave the hospital with infant dolls. York Region Police were also on-site for the exercise.

The Mock Code Black scenario at the Uxbridge site involved staff, physicians and volunteers all searching for a mock "suspicious" package.



Debriefing sessions were held after the mocks and provided the opportunity to identify areas for improvement.

Minister Philpott welcomed back at MSH

On January 7, staff, physicians, volunteers, board members and colleagues from the family health teams welcomed Minister Jane Philpott back to MSH and congratulated her on her appointment as the Federal Minister of Health.

Minister Philpott spent many years working at MSH prior to the election and was instrumental in the creation of the Health For All Family Health Team and the Family Medicine Teaching Unit. We look forward to continuing to work with Minister Philpott as she leads the health portfolio for the federal government.



STRATEGIC UPDATES

Clinical Service Planning Update

All clinical programs and services have completed an environmental scan and submitted their proposed clinical service plans. The services selected for enhancements, implementation or termination were based on collaborative forums with a variety of key stakeholders, both internal and external, to the programs. The proposed plans will undergo further analysis by the Senior Team and will be discussed at Executive Advisory Council for their feedback.



FINANCIAL UPDATES

As of the end of November, MSH has a surplus year to date of \$2.2M.

This surplus is related to revenues being higher than budget by \$3.3M and expenses being higher than budget by \$1.2M mainly due to additional Post Construction Operating Plan (PCOP) funding and other volume related revenues.



PARTNERSHIPS & ENGAGEMENT

MSH Psychological Health and Wellbeing

An important MSH initiative for 2016 is focusing on the psychological health and well-being of our staff and physicians. It takes a healthy mind and body to provide excellent patient care.

We have been working with the Canadian Mental Health Association to develop a corporate-wide initiative that aims to promote psychological health, reduce the stigma of mental illness and prevent psychological harm in the workplace. This program aligns with the hospital's vision, beliefs and strategic directions.

As the new year rolls in, a number of activities are planned to support reducing the stigma associated with mental illness and to increase awareness of the importance of personal mental health. Some of the activities include rolling out a psychological health and wellbeing policy statement, training for leaders in the organization, a screening expo in partnership with the Canadian Mental Health Association, and staff and physician online learning. More information will be provided regularly on the intranet.



381 Church Street. P.O. Box 1800
Markham, Ontario L3P 7P3
905-472-7000

www.msh.on.ca