



# CEO REPORT

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## MESSAGE FROM THE CEO

Change seems to be a constant in healthcare. We are continuing to work with our partners in Uxbridge to look at healthcare options for that community. We look forward to making a submission to the LHIN in the coming weeks. We will continue to talk to our staff, physicians, volunteers, and the community about our plans and look for their feedback through the process.

We are also looking ahead to the next fiscal year and refreshing our strategic initiatives. It is important that, as an organization, we have a number of priority areas that we are working on. As you know, we need to look at ways to enhance the patient experience, continue to look for ways to be even more efficient, and continue to work with our partners in the community to look at new and innovative ways of providing care to our patients.

Our team is also looking ahead to the holiday season and ensuring that we are able to provide care to our community in what often is a very busy time of year.

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



Jo-anne Marr, President & CEO



## HEALTH SECTOR NEWS

### Fall Economic Statement

On November 14, the Ontario Minister of Finance made the following health related announcements in his [Fall Economic Statement](#):

- An additional \$140M in 2016-17 to reduce wait times, support better care and improve services for patients in all Ontario hospitals.
- A new opioid strategy including an investment of \$17M to create or enhance 17 chronic pain clinics to improve timely patient care.
- Introduce the new dementia strategy to build on \$85M in current investments to enhance services for older Ontarians and their families.
- Expand immunization programs to include human papillomavirus (HPV) for more youth and offer free shingles vaccines for seniors 65 to 70.



## Ontario Reintroduces Patient First Act

The Ontario Government reintroduced the *Patients First Act* – now Bill 41. Among other things, if passed, the Act would give Ontario's 14 LHINs an expanded role including primary care and home and community care.

The majority of the Bill remains unchanged from the former Bill 210, however the government did make significant changes to the legislation that addressed key concerns raised by hospitals and the OHA.



# HIGHLIGHTS & ACHIEVEMENTS

## Update on SmartCare Innovation Projects

Check out [this video](#) to learn about exciting innovation projects at MSH including:

- Dash MD – a patient app for ED discharge instructions – over 500 patients have downloaded the app!
- My Personal Health – pilot project enabling some patients instant online access to their hospital reports.
- Colleaga Innovation Challenge – a staff focused idea management tool to help develop new ideas and collaborate. The first innovation challenge will be 'how to reduce workplace violence?'. The pilot will start with a small group of staff, and will expand to all staff in 2017.
- Physician on-boarding – creating an electronic solution to make this process easier and more streamlined.



## P.A.R.T.Y. Video

We are pleased to share [this video](#) from the P.A.R.T.Y (Prevent Alcohol and Risk-Related Trauma in Youth) program MOCK accident that was staged at MSH on October 20th for three Markham area high schools. Our partners at York Region Paramedic Services and our Emergency Department team worked together to stage this mock collision including a wrecked car, special effects, and emergency responders in action.



## MSH Nominated for Markham Board of Trade Award

Markham Stouffville Hospital was one of the final nominees for the Donald Cousens Conservation & Environmental Leadership Award presented by the Markham Board of Trade.

The hospital was pleased to be nominated and recognized for a number of its greening initiatives including:

- Creation of environmental and sustainability policy
- LEED silver certified hospital
- Annual Greening and Sustainability Expo
- MSH Bike to Work Day
- Reduction of kitchen waste by 33%
- Extending paperless initiative to using electronic tablets for patient meal ordering instead of paper menus
- Increased battery recycling program





## FINANCIAL UPDATES

### Financial Results as of September 30, 2016

MSH is in a surplus position, and forecasting to balance by the end of the year.

The actual costs for weighted cases are higher than expected, so MSH is currently undergoing an operational assessment to reduce cost per activity.

There is an outstanding debt of \$30M from our redevelopment loans.



## STRATEGIC UPDATES

### My Care Team Experience (myCTE)

Phase one of the myCTE implementation began on November 7<sup>th</sup> on Medicine units 3C, 3E and 1E with the support of Directors, Managers, Professional Practice Leaders, and the myCTE team members.

myCTE is a new collaborative care model that optimizes the scope of practice for each care provider and allows more time for direct patient care, assessment, and teaching. The model encompasses various core components such as bedside handover, post discharge phone calls, unit huddles, and a patient and family guidebook.



myCTE will help improve the patient and caregiver experience by consistently delivering high-quality, integrated care.



## PARTNERSHIPS & ENGAGEMENT

### Innovation Collision Day

On November 17, 2016, the hospital brought together over 60 individuals and entrepreneurs representing agencies and small businesses in York Region with a focus on community services. This 'collision day' was led by MSH and Venture Lab with a focus on innovation, partnership, technologies and idea generation.

A collision day is about bringing together stakeholders and innovators to envision potential solutions that could be deployed in the community. The group worked through several scenarios focused on seniors and came up with ideas and solutions that could be implemented.



### Focus on Partnerships

Consistent with the hospital's strategic focus on partnerships, MSH has continued discussions with a number of other hospitals including Southlake and Stevenson Memorial to renew the Health Information System at all three hospitals. This type of partnership is consistent with MSH's strategy and focus on maximizing our resources and working with other organizations to benefit our patients.

The hospital also continues to have regular discussions with a number of healthcare providers including Sunnybrook, Closing the Gap, CHATS, Participation House, Union Villa and many others about looking at opportunities to work more closely together to benefit patient care.

## Ontario Preschool Speech, Hearing, and Vision Programs' Collaborative

MSH's [Child Development Program](#) is participating in the Ontario Preschool Speech, Hearing and Vision Programs' Collaborative to help champion the collective needs of Ontario's Preschool Speech and Language (PSL), Infant Hearing (IHP) and Blind-Low Vision (BLV) programs funded by the Ministry of Children and Youth Services (MCYS).



The goal is to work collaboratively with MCYS to advance priorities essential to improve access to a range of high quality early intervention services, including action on the following initiatives:

- Participate in planning and implementation of Special Needs Strategy in local communities
- Share strategies to decrease wait times
- Increase service options, both pre and post assessment/referral
- Increase in use of e-learning and technology
- Advocate for increased funding allocation for IHP (screening/assessment) and BLV programs

## MSH in the News



## Patients have their ED aftercare instructions at their fingertips with technology

By Andrew Schellenbach



## BRIDGING THE DIVIDE

**E-health information sharing platform connects clinicians, improves access to patient data**

By Leela Holliman



Markham Stouffville Hospital shines a black light on hand-washing

## Social Media Highlight - People Strategy #MSHexperience - Oct 2016

As part of the People Strategy campaign we launched our #MSHexperience videos (two teasers and the feature video) and they did very well, by far one of the more engaging posts that MSH and Foundation have posted on social media helping us to deliver on our strategy listed above.

This was the first time we used LinkedIn for a social media campaign and it got great reach at 8,497 people, and 91 engagements.



Total reach: 8,497  
Engagements: 91

One of the main goals was to drive people to watch these videos and we are happy to report that they got over 1,413 views on YouTube. They had great reach on our other channels as well:



Total reach: 10,150  
Total likes: 98  
Total comments: 12  
Shares: 63



Total reach: 1,727  
Engagements: 55

Strategy
Launch the people strategy
Build a culture of excellence
Show patient centred care at the hear of our work



Markham Stouffville Hospital

October 14 at 3:45pm · 🌐

We are grateful for our Markham Stouffville Hospital staff, who routinely do excellent work to enhance the patient experience.

This video shows firsthand how our people are making a differences in the lives of our patients everyday.

What's your #MSHexperience?



### MSH Patient Experience video

Markham Stouffville staff are routinely doing excellent work to enhance the patient experience, this video hears firsthand how our people are making a differ...

YOUTUBE.COM

4,655 people reached

Boost Post



3 Comments 43 Shares



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