



# Mackenzie Health Update

Presentation to York Regional Council

Altaf Stationwala  
President & CEO, Mackenzie Health  
Thursday, June 17, 2021

# Mackenzie Health today

# We are laser focused on:



- Providing the ultimate in care at our **two hospitals and community-based locations**
- Managing through the **COVID-19 pandemic** – keeping our staff, physicians, volunteers and patients safe
- Enabling **enhanced care through smart technologies** and innovation
- Securing adequate operational **funding** and raising the local share with our capital campaign



Mackenzie Richmond Hill Hospital



Cortellucci Vaughan Hospital

# Cortellucci Vaughan Hospital now open to our community



- Opened as a full-service community hospital on June 6
- Mackenzie Health is now two hospitals
- Magna Emergency open
- Woman and Child, Inpatient Mental Health and Sorbara Integrated Stroke Unit open

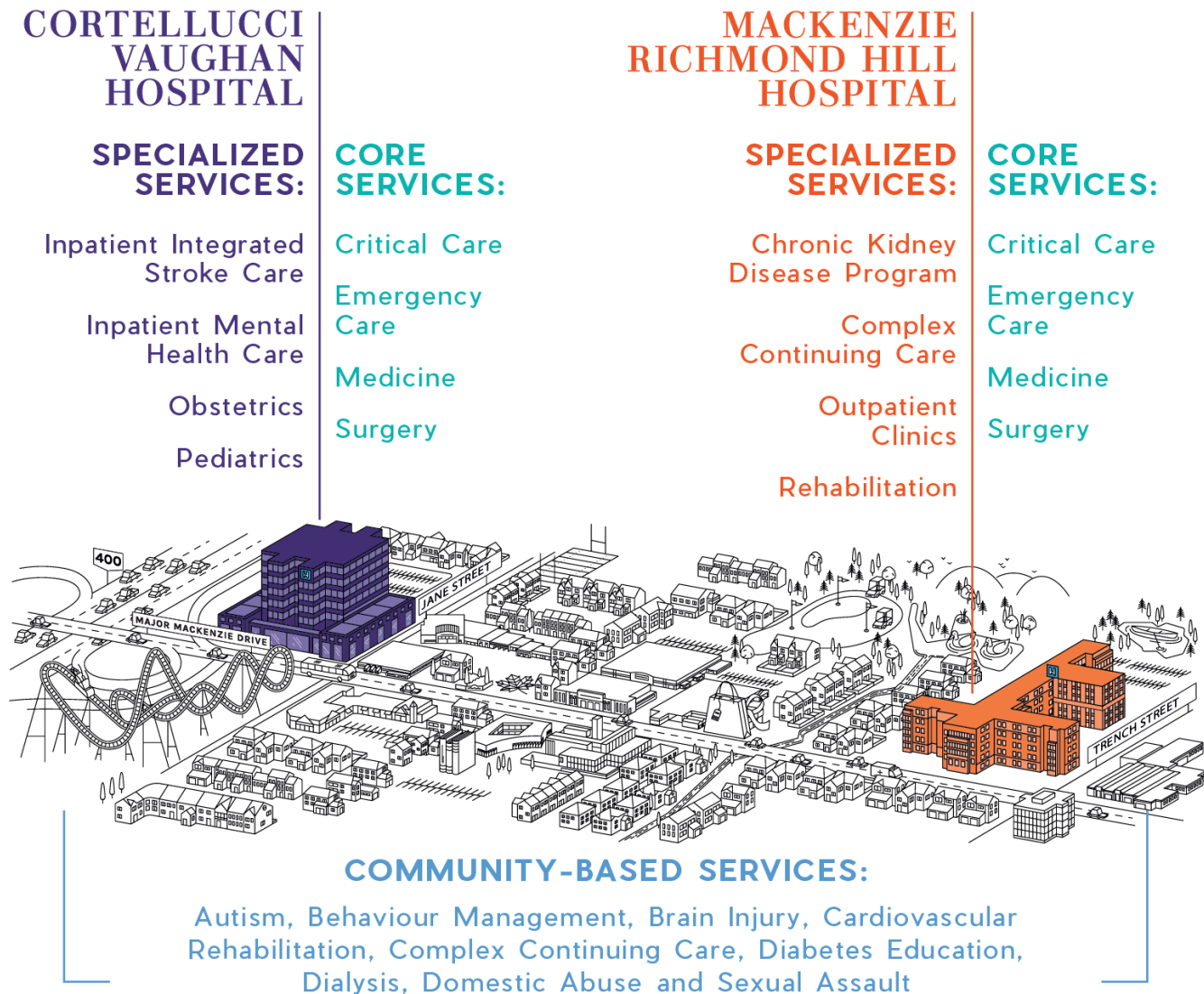


# Double the access to care for our community



Mackenzie Health is now two hospitals:

- Core services at both hospitals
- Specialized services at each hospital
- Community-based locations





# Mackenzie Health as a top employer



Recruited

**1,500 new staff,**

85 new physicians and 350 volunteers,  
and trained more than 4,000 staff across  
both hospitals to support the opening of  
Cortellucci Vaughan Hospital.

## PEOPLE



**650**

Physicians



**4,000**

staff



**700**

volunteers



**PHILIPS**



- **1,000+** construction jobs between 2016 and 2020
- **20+ York Region-based companies** involved in the construction phase

# Caring through the crisis

# Current status of COVID-19 in Ontario

- COVID-19 case counts and hospitalization rates in Ontario are going in the right direction
  - Accelerated vaccine rollout
  - Stay-at-home order lifted early June
  - Staged re-opening

*This is all welcome news after a very challenging third wave with high case counts and hospitalization rates, hospitals stretched to their limits and spreading variants of concern.*



# Learnings from waves of the pandemic

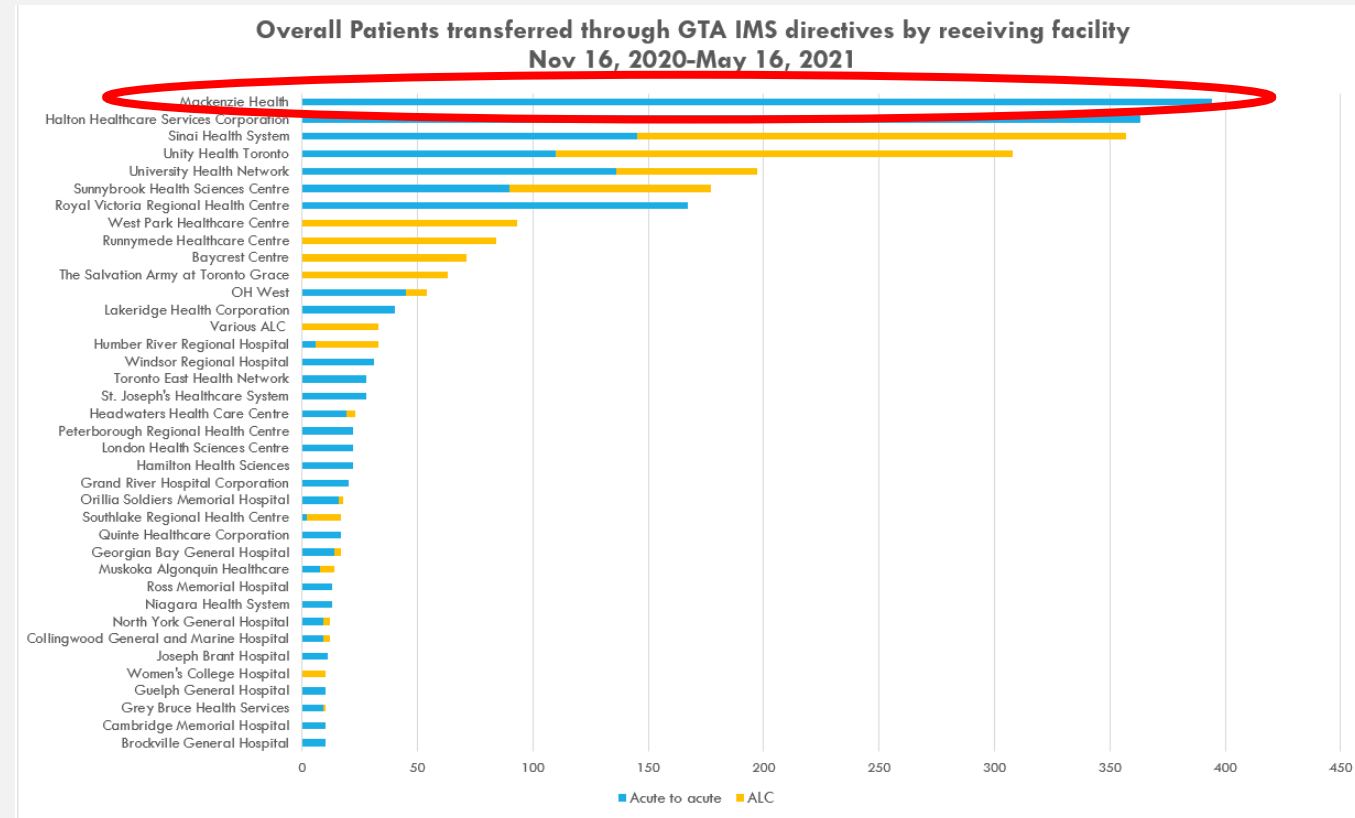
- Wave 1: driven by the unknown
- Wave 2: better prepared but capacity challenges returned
- Wave 3: most challenging wave yet



# Cortellucci Vaughan Hospital provided pandemic relief in Wave 3



- Cared for the highest proportion of COVID-19 patients in Ontario
- 514 patients transferred between February and June – 256 from Mackenzie Richmond Hill Hospital
- Emergency Department in Vaughan remained closed, program transfers paused to ensure adequate space/health human resources



# Capacity challenges at Mackenzie Richmond Hill Hospital



- Emergency Department one of the busiest in Ontario
- Patients arriving sicker and needing to be admitted
- COVID-19 magnified capacity pressures
- Cortellucci Vaughan Hospital needed now more than ever

# A SNAPSHOT OF 2020-2021 BY THE NUMBERS\*



147,943

tests done at Mackenzie Health's two COVID-19 Assessment Centres.



33,300

COVID-19 vaccines administered at Mackenzie Health's COVID-19 Vaccine Clinic.



1,168

COVID-19 positive inpatients cared for across our two hospitals.



229

Patients transferred to Cortellucci Vaughan Hospital as part of the Incident Management System (IMS) to support the province's COVID-19 response efforts.



More than 2,800

patients with COVID-19 enrolled in the Remote Care Program with 6,500 virtual physician visits completed. The program provides home monitoring to COVID-19 patients, enabling them to receive the care they need from home while reducing emergency department visits and hospitalizations.



15,000

hours were contributed by volunteers. Despite the difficult year, volunteers still stepped up to help Mackenzie Health.



Surpassed the  
\$200 million

mark towards the Ultimate fundraising campaign's \$250 million goal thanks to the generosity of our donors.



More than 3,900

donors supported the COVID-19 Response Fund, giving more than \$1.1 million to support Mackenzie Health's most urgent needs during the pandemic.

*\*Numbers for 2020/21 fiscal year – April 1, 2020 to March 31, 2021*



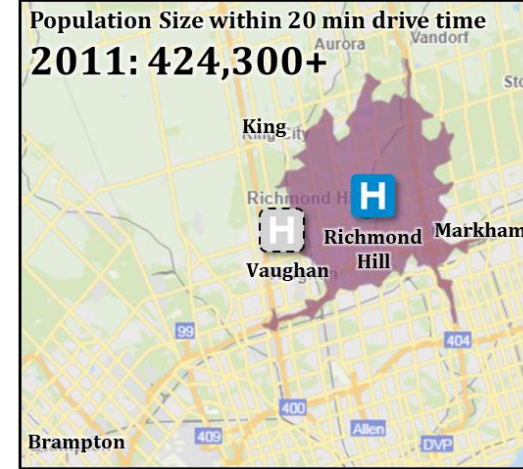
# OUR TRANSFORMATION 2011



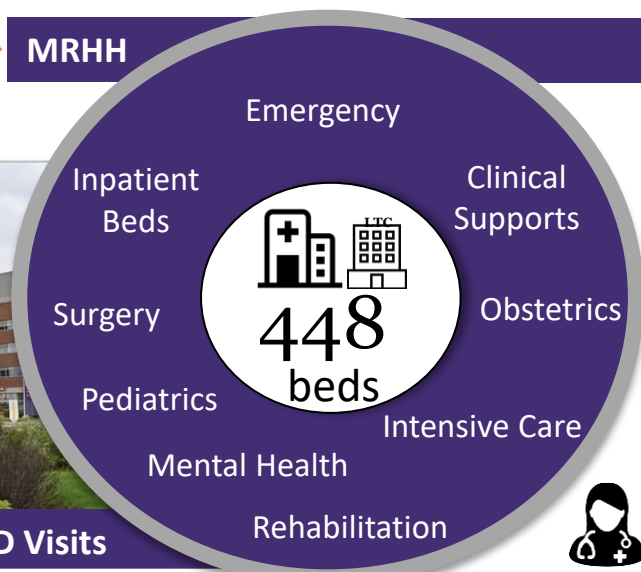
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## COMMUNITY BASED SERVICES

- District Stroke Centre
- Dialysis Services
- Behaviour Management
- High Intensity LTC Home, 148 beds
- Brain Injury Services
- Autism Services
- Genetics Clinic
- Domestic Abuse and Sexual Assault
- 500 Physicians
- 2,000 Staff
- 500 Volunteers



FY 11/12 85, 853 ED Visits



# 2021



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## COMMUNITY BASED SERVICES

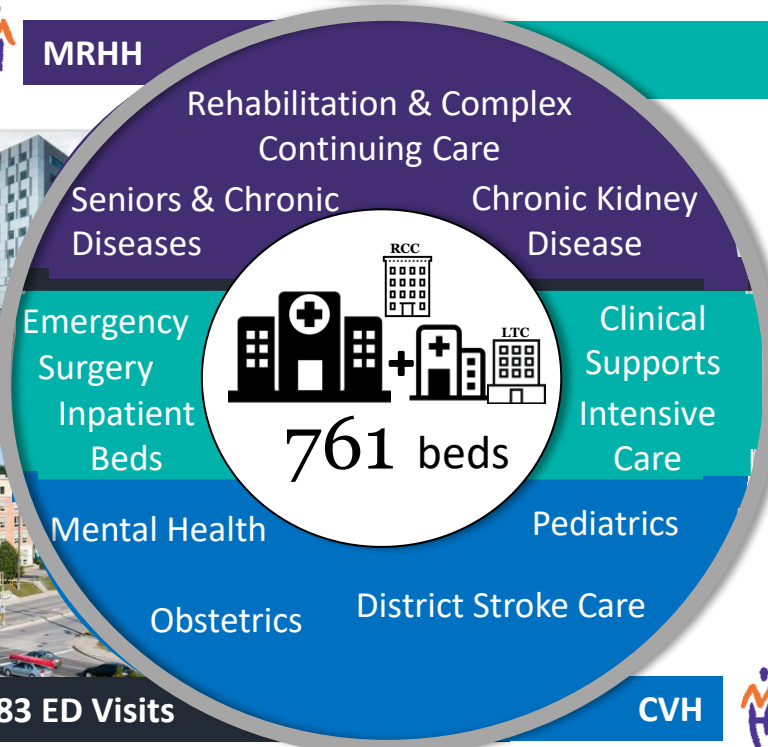
- District Stroke Centre
- Dialysis Services
- Behaviour Management
- High Intensity LTC Home, 168 beds
- Brain Injury Services
- Autism Services
- Genetics Clinic
- Domestic Abuse and Sexual Assault
- IPAC Hub
- Community Outreach Programs
- 650+ Physicians
- 4,500+ Staff
- 700 Volunteers



**We more than doubled population served based on drive time.**



FY 19/20 127, 383 ED Visits



## OTHER PROGRAMS & ACCOMPLISHMENTS

- 650+ Physicians
- 4,500+ Staff
- 700 Volunteers
- Full Electronic Medical Record, EMRAM 7
- MyChart
- Virtual Care
- Mi2 Mackenzie Innovation Institute



CVH

# Enhanced care through smart technology



# Our smart achievements

- Highest certification of electronic medical record adoption – 1<sup>st</sup> in Canada
- HIMSS Nicholas E. Davies Award of Excellence and CHIME Most Wired in both 2018 and 2020
- First in Ontario to have two modular data centres connecting both hospitals by a fibre-optic cable
- Piloting MyCare bedside technology and smart beds to lead to a better patient experience
- MyChart patient portal lets patients access their health information at home



# Smart technology in action

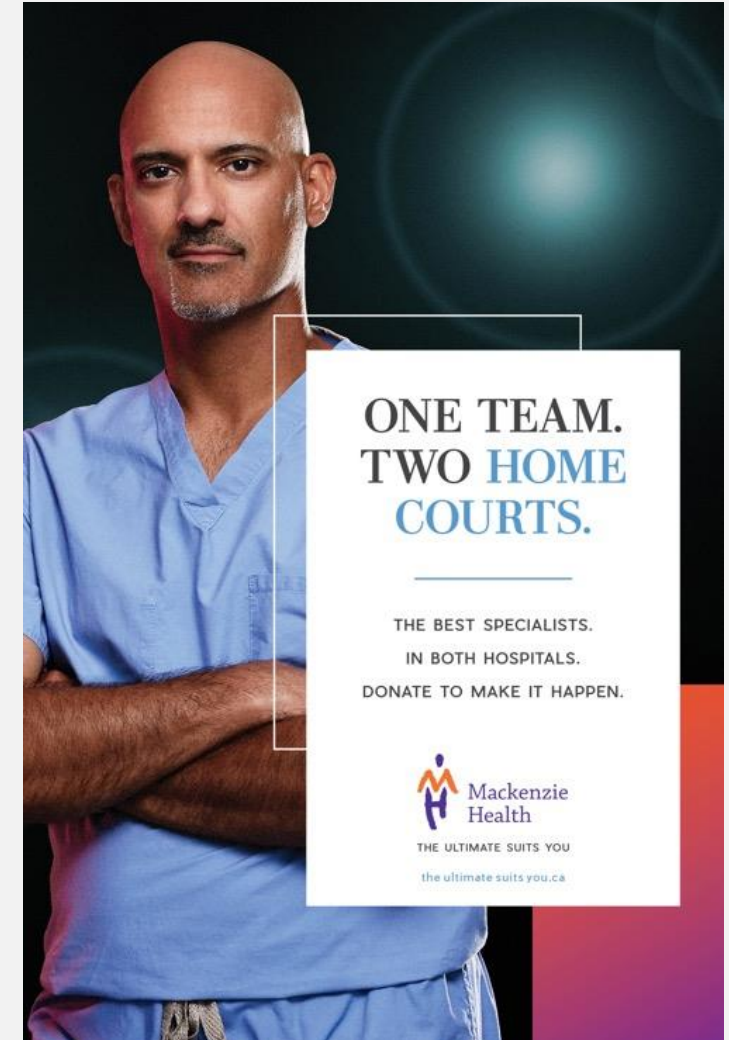
- MyCare bedside tablets allow patients to be in control of their own care
- Remote care program
- Virtual care visits
- Video connections with loved ones while visitor restrictions remain in place



# The Ultimate campaign

# Hospital funding

- \$1.7 billion project - \$1.3 billion from provincial government
- Requires both government and community support to build and equip Cortellucci Vaughan Hospital and enhance care at Mackenzie Richmond Hill Hospital
- Local share through the Ultimate campaign:
  - \$250 million goal
  - More than **\$200 million** raised to date!



# Questions?

