

Above and Beyond: the Making of a MSHero

Superheroes usually wear tights and masks. They come to one's aid with the sole intention of doing good and making the world a better place.

At Markham Stouffville Hospital, our "superheroes" are committed to your health, and instead of tights, they wear scrubs, uniforms and suits.

"When I am able to help someone, I feel fulfilled," explains Dr. Joan Cheng, Emergency physician. "I love to help people every single day. It doesn't always mean saving lives; to help someone better understand a complex situation also makes a difference – especially if they are dealing with a stressful medical issue."

What makes a hero so great is a love for what they do. "Markham Stouffville Hospital is the best place ever!" Dr. Cheng exclaims. "There isn't another ED like ours – in fact, there isn't another hospital like ours! I love working here!"

Dr. Cheng believes that compassionate care means more than just medical services. She explains that, "Understanding is very important to great care, whether helping someone understand aspects of their disease or treatment, or calming parents when discussing health issues about their children." Easing fear and bringing people to a level of understanding during their crisis means she has done her job improving someone's experience in the ED.

Dr. Cheng is just one of our "heroes".

"I love being a doctor," says Dr. Larry Pancer, Paediatrician, who also chooses to work for a community hospital he takes pride in. "I work with a diverse group of people with a variety of medical problems. I enjoy educating my patients while providing medical and emotional support, with the ultimate goal to prevent disease in children."

Dr. Pancer has worked at Markham Stouffville Hospital since it opened in 1990, when he leapt at the chance to help shape the community's health care. "Working here allows me to spend a lot of time with families, which helps me understand my patients on a personal level, and ultimately provide the best care possible."

Dr. Pancer believes that he has done his job if he can make one child feel better each day. "Children comprise 25 per cent of the population, but they are 100 per cent of our future. Keeping them happy, healthy and interested in learning will create a healthy and successful future for our community. When parents tell me their child looks forward to seeing their doctor, it makes my day!"

Thanks to heroes like these, Markham Stouffville Hospital has many grateful patients looking for a meaningful way to show their appreciation. That's why we created the MSHeroes initiative.



Dr. Joan Cheng, ER Physician, and Dr. Larry Pancer, Paediatrician, are two "heroes" who are dedicated to providing compassionate care to their community.

You can honour anyone who made a difference in your care – a doctor, volunteer, nurse or administrator – by making a donation in their name. Not only will you be recognizing your hero, you will be helping support your community Hospital.

Your hero will receive an acknowledgement card telling them of your support and a pin that they will wear with pride.

For more information, or to honour your MSHero with a donation, visit www.msh.on.ca/foundations/msheroes or call 905.472.7373 ext. 6341.

messenger

messenger is a Markham Stouffville Hospital Foundation publication intended to inform our supporters of the difference their generosity makes.

The Markham Stouffville Hospital Foundation is a not-for-profit organization that exists to support the Hospital's mandate to provide the right care at the right time in the right place.

Markham Stouffville Hospital Foundation
381 Church St., Markham, ON L3P 7P5
T: 905.472.7059 F: 905.472.7018

www.msh.on.ca

Design and print: Partnership Marketing

For information on how to make a donation or to provide feedback, please call 905.472.7373 ext. 6341 or email messenger@msh.on.ca.



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(L-R) Janet Beed, President & CEO Markham Stouffville Hospital, Mayor Frank Scarpitti, Campaign Co-Chair & Suzette Strong, CEO Markham Stouffville Hospital Foundation.

The Markham Stouffville Hospital Foundation proudly unveiled its new and improved Donor Wall on March 5, to honour its rich history of philanthropy and provide enduring recognition to those donors whose contributions shape our Hospital's future expansion and continued success.

A Foundation for the Future: Presenting Our New Donor Wall!

One of the meaningful ways in which Markham Stouffville Hospital can recognize your generosity is with our Donor Wall – unveiled on March 5, 2010 when the Hospital was celebrating 20 years of providing compassionate care to our community.

Our wall is prominently located in the walk-way between the Emergency Department and Diagnostic Imaging, an area where thousands of patients and visitors can enjoy seeing the names and level of commitment from our family of supporters.

It tells a story about our Hospital's past, present and future, and is our way to honour those founding donors who gave in support of the building of the Hospital in our early days, and those donors who are literally paving the way to build our Hospital's future with contributions to our \$50 Million Campaign for Expansion.

Thank you. You have touched the lives of many with your generosity. As our wall grows, so does our Hospital. Should you visit the Hospital, please take a moment to view our new Donor Wall. **We're growing. Together.**

Make the Gift of a Lifetime

Remember Markham Stouffville Hospital in your will and leave a lasting legacy for future generations.



For information on tax benefits, contact Jan Black at 905.472.7394 or jblack@msh.on.ca

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messenger

A Markham Stouffville Hospital Foundation Publication Summer 2010



More Space in ED Means More Patient Access

One Step Closer to a Shovel in the Ground!

This spring, you have likely noticed increasing activity around the Hospital. We are getting ready for our major expansion as the Hospital's Health and Wellness Campus is beginning to take shape.

One of the key projects is to provide additional space to help handle the large volumes of patients who visit our Emergency Department (ED). In an effort to help our ED cope with increased demands, we have transformed the courtyard, adjacent to our existing ED, into an additional 1,800 square feet. This space will be Markham Stouffville Hospital's Rapid Assessment Zone (RAZ), and will be used to assess and treat emergency patients.

"This area will allow us to retain stretchers for patients who are immobile or in serious condition," explained Dr. Andrew Arcand, Chief of Emergency. "We tested the RAZ in 2008 as an initiative to increase efficiencies in our current space and it proved successful." This additional space provides some relief to the cramped spaces and will help provide a better experience for our Emergency patients. We are expecting this renovation to be complete and in use by mid-summer. It will be instrumental in helping the hospital handle over 56,000 ED visits that it sees each year – in a space that was built for 21,000.

"The expected completion of this project is very exciting for us because it is just one of many pre-construction initiatives we have put in place to help us continue providing care throughout our upcoming facility expansion," says Markham Stouffville Hospital President and CEO, Janet Beed.

The courtyard infill is one of the projects going on right now. We are also in the final stages of completing other projects that will prepare the entire site as the Hospital begins its expansion to double the size of the existing hospital and increase the programs and services we provide. The new facility will offer a brand new Emergency Department, an improved Ambulatory Care Centre, an enhanced Childbirth and Children's Centre, a new state-of-the-art Diagnostic Imaging Centre, a much larger area for Mental Health patients, over 100 new beds and eight new operating rooms.

Our physicians and staff work together to care for our growing families and neighbors in a facility that is simply too small for the number of patients we serve. They do such a great job managing increased volumes that it is not widely known by our community that we must expand to be able to continue to meet the demands.

The Hospital expansion is on track for groundbreaking for the new building in Fall 2010. To help make this vision a reality by 2014, the Foundation is in the early stages of the largest fundraising campaign in our history - we must raise \$50 Million from the community. The province funds the bricks and mortar, but fundraising from the community is vital to ensuring the Hospital has the equipment it needs to care for patients.

Another project is the construction of the new Health Services Building. The five-storey building includes additional physicians' offices, enhanced retail space, office space and will be the home to the Health for All Family Physicians Clinic, as well as the Hospital's new Family Medicine Teaching Unit (FMTU).

The FMTU is an initiative of Markham Stouffville Hospital, in partnership, with the University of Toronto. The unit will see approximately 18 new Family Medicine residents come to study at the Hospital as part of their education and training. The first residents will be on site beginning in July and will work with the physicians at the Health for All Clinic.

The final addition to the Hospital campus will be the Town of Markham's East Markham Community Centre, a facility which will link directly to the Hospital giving patients and staff immediate access to the Hospital's facilities and services. The Community Centre will feature a competition-sized pool, leisure and therapeutic pools, a triple gymnasium, fitness room, aerobic room, a wellness lounge, an indoor children's playground, a rehearsal hall and several multi-use spaces, along with a full library with medical section. It provides the final element of the Hospital's new campus and will truly create a comprehensive Health and Wellness Campus unlike anything Ontario has ever seen.

"We are very excited about all the great progress we have made this past year," says Beed. "We know that construction brings dust, dirt, noise and other minor inconveniences with it, but we encourage our communities to keep in mind that this situation is temporary and that at the end of it, they will have a beautiful, brand new Hospital that will be more spacious, more technologically-advanced and will help us deliver even better patient care."



2010 Next Steps:

- Summer
- Fall
- Construction to parking lots
- Select construction company
- Groundbreaking for expansion to Hospital building
- Health Services Building projected to open

Please note: the Foundation will have a new home this fall, when it moves to the 3rd floor of the new Health Services Building!

Thank You for Raising Over \$600,000 at Our Special Events!

Community Fun at the Legacy Run!

Thanks to our participants, volunteers, and sponsors, this year's Legacy 5K Run/Walk raised over \$140,000 to help deliver specialized care to moms, newborn babies and kids in Markham and Stouffville!

On April 25, over 2,200 smiling faces got into the spirit and showed their support of patient care by running, walking, skipping or dancing their way through the Cornell community to raise funds for newborns in our Special Care Nursery and all the kids who benefit from our renowned Dr. Bear program. Another 1,000 students participated through their schools to raise money for their community and to have fun.

"On behalf of our patients, congratulations and thank you for being a part of the largest family fundraising event of the year!" said Suzette Strong, Chief Executive Officer of the Markham Stouffville Hospital Foundation. "Your support is vital to our future; with every step we get closer to our vision of a new Hospital."

Special thanks to our top corporate sponsors, Scotiabank Group and Canadian Tire (Markham and Stouffville stores) for their continuous support, as well as all other event sponsors for making this fun-filled event an ongoing success.

This event would not be possible without the team of volunteers who give so generously of their time, year after year. We are so fortunate to have such committed people. A special thanks to Legacy Chair, Jane Burchell, for helping us cross the finish line for the 10th year in a row!

Visit www.legacy5k.ca for more photos and event information.



(L-R) Suzette Strong, CEO, Markham Stouffville Hospital Foundation, Dr. Bear, Jane Burchell, Legacy 5K Event Chair and Janet Beed, President & CEO, Markham Stouffville Hospital

Top fundraising school, St. Justin Martyr C.E.S. walking to support our Hospital

An Evening in Paradise – and our Most Successful Gala Ever!

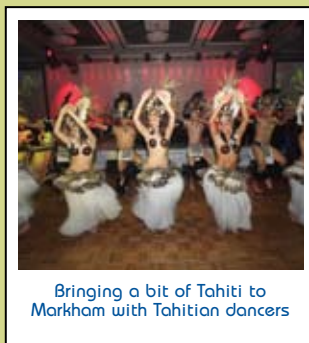
Raising an unprecedented \$470,000, more than 800 guests, including community leaders, corporate sponsors, doctors, hospital management, board members, and many individual supporters from our community joined us for an evening in paradise, hosted by Erin Davis of 98.1 FM, CHFI. Proceeds from the evening, of almost half a million dollars, will support over 56,000 emergency visits to Markham Stouffville Hospital

every year, by providing the funds required to expand our facility. Our new Hospital will provide more access to care for our growing community with more beds, and an increase in essential programs and services.

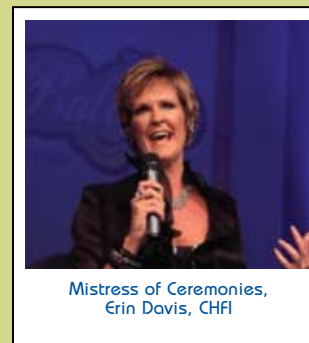
Visit www.gala.mshf.on.ca for more photos and event information.

"Our gala is more than a celebration; it is an important opportunity to help our Hospital. This year's Tahitian Ball made a significant contribution toward our campaign to raise \$50 Million for the Hospital's expansion, and we are so very grateful to our sponsors, participants, donors and volunteers who make it all happen."

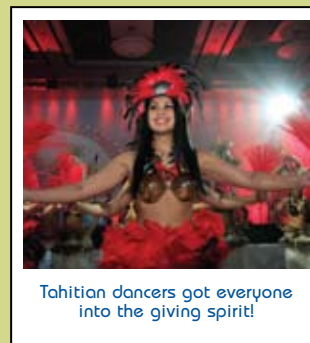
- Carol Wildgoose, Gala Chair



Bringing a bit of Tahiti to Markham with Tahitian dancers



Mistress of Ceremonies, Erin Davis, CHFI



Tahitian dancers got everyone into the giving spirit!



Suzette Strong, Chief Executive Officer, Markham Stouffville Hospital Foundation

Message from the Chief Executive Officer

Spring is a time for growth. This spring over 4,000 community members showed their support by being part of our biggest events of the year, our Legacy 5K Run/Walk and our annual fundraising Gala.

These two events raised over \$600,000 in support of our Campaign for Expansion. Together, we are improving patient care at Markham Stouffville Hospital.

In March, we celebrated an important milestone. Our Hospital celebrated its 20th anniversary of being the cornerstone for a healthy community. To commemorate this, the Foundation was proud to unveil our new Donor Wall – recognizing our family of generous supporters – those who have been there for the Hospital from our humble beginnings and those who have continued to give. Our Donor Wall celebrates our past, present and future of healthcare in our community.

Now that summer is here, our fundraising efforts are focused on our Expansion Campaign: **We're Growing. Together.** Our Hospital must expand in order to keep pace with growth. As we welcome new families, the demands on our Hospital continue to rise. The government does not fund everything. In fact they fund 90% of the bricks and mortar, but if you need an MRI they pay zero. If you want more beds, you have to raise the funds yourself. This is where the Foundation and the spirit and generosity of our community comes in!

If you've been to Markham Stouffville Hospital recently, you probably noticed that there is major construction going on. This is all part of getting our site ready for our new building. Of those projects, the ED courtyard in-fill is of utmost importance as it provides our staff with more space to treat patients. Our Emergency teams are handling, on average, 153 Emergency visits per day, in a facility built for 57 a day. This project is intended to alleviate the daily pressure in our ED. When people come to "Emerg", they're worried. They want to put their health concerns into the hands of a team of skilled and compassionate healthcare professionals. They want to be seen as quickly as possible. Our dedicated staff and physicians have learned to do a lot with a little. Processes and procedures have been honed for maximum efficiency and the current renovations will help to minimize gridlock situations and ultimately help move our patients through more efficiently.

Which brings us to the expansion itself. The Hospital is on schedule and plans to break ground for the main new facility later this year. The Foundation must raise \$50 Million from our community in order to make it happen. This is the largest campaign that York Region has ever seen and this is why we need your help. Every dollar counts.

With thanks,

Suzette

How YOU Make a Difference...

You Helped Purchase Millions Worth of Life-Saving Equipment!

Thanks to almost 13,000 donations from dedicated supporters like you, Markham Stouffville Hospital was able to purchase over 100 pieces of life-saving equipment that are used throughout the Hospital.

As you may know, the government does not fund all new and replacement medical equipment. When a machine nears the end of its life cycle, we replace it immediately – but to do this, the Hospital relies on your support.

Thank you! For caring...for your compassion...and for providing your hospital with the state-of-the-art equipment it needs to provide quality care close to home.

Here are some of the items that your generosity made possible!

Echocardiography System

\$200,000

Accurate and effective diagnoses are critical to proper treatment and recovery; high resolution images of the heart from our echo lab help our cardiologists do just that.

Now, thanks to you, we can build on these objectives with a new echocardiography system to diagnose heart disease using the latest in ultrasound technology. Markham Stouffville Hospital is a leader in diagnostics, administering close to 500 diagnostic and lab exams daily. Focusing on patient safety, our sonographers can assess cardiac problems with this sophisticated non-invasive procedure.

Echocardiography is non-invasive and has no known risks or side-effects!

2 New Operating Tables

\$110,000

From routine to complex procedures, Markham Stouffville Hospital performs about 50 surgeries every day! With your help, we purchased two brand new tables. With adaptable height and position options, these multifunctional tables can be used in all types of surgeries and allow for better access and patient support, while providing comfortable and correct positioning for our surgeons.



Baby Incubator

\$23,000

At Markham Stouffville Hospital, about 3,000 babies are delivered in our Childbirth Centre each year. Thanks to you, our Special Care Nursery received an additional incubator to protect our newborns who require a little more help at the start of their lives.

Did you know?

An echocardiogram measures / detects:

- Tissue damage
- Disease in heart valves
- Blood flow irregularities
- Coronary artery disease
- Hypertrophic cardiomyopathy (a primary cause of sudden death in young athletes)

Lab Tackles Sleep Problems from A to Zzzzzzz...

This spring, Markham Stouffville Hospital opened its Respiratory Health Centre.

The Centre provides respiratory care in one convenient location to diagnose and treat sleep disorders. It houses a brand new diagnostic Sleep Laboratory, the relocated Chronic Obstructive Pulmonary Disease (COPD) and Asthma Education Clinics, and a new Continuous Positive Airway Pressure equipment store.

Patients suffering from sleep disorders or sleep apnea due to hypertension, heart disease or diabetes can now visit the Sleep Lab for diagnosis and specialist consultations. The Lab contains six comfortable, private rooms with beds and linens generously provided by Sleep Country Canada. Patients can doze away comfortably while their sleep habits are observed and recorded by specialists using the latest technologies.

"Patients must feel comfortable in order to

properly diagnose sleep disorders," explained Liz Lalingo, Manager of Cardio-Respiratory services. "We wanted a hotel feel for the rooms so patients don't feel like they're sleeping on hospital beds."

About 150 patients visit the Hospital each month for diseases like asthma and sleep disorders, while around 25 per cent of the population suffers from sleep apnea, a dangerous breathing disorder that occurs while sleeping.

Also housed in the new Centre, located in the Hospital's Medical Office Building, are the relocated Infectious Diseases Clinic and the brand new Stroke Prevention Clinic.

If you think you require sleep analysis to diagnose a disorder, contact your family physician for a referral. If you would like to contact the Centre for Respiratory Health directly, please call 905.472.7000 ext. 6577.

BIG THANKS TO



We are proud to be Angus Glen's charity of choice.

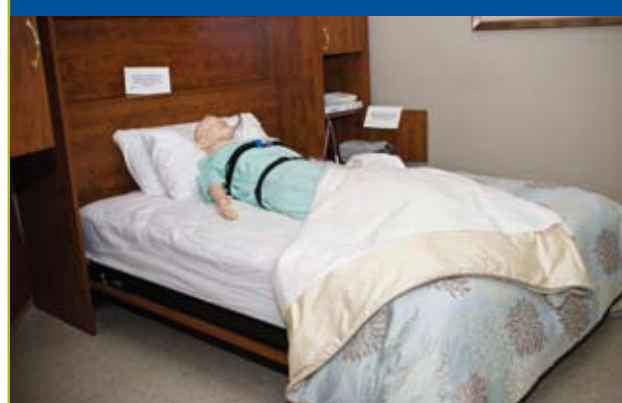
In addition to donating hundreds of thousands of dollars through its various events and fundraising initiatives, it helped double the impact of your generosity through our successful holiday campaign, thereby making every donor dollar go twice as far!

Thank you to Angus Glen Golf Club for caring about the health of its community.

Did you know?

Of the estimated 1,800 patients who undergo sleep analyses:

- 480 are caused by Asthma
- 270 are caused by Chronic Obstructive Pulmonary Disease
- 400 are caused by sleep disorders, such as sleep apnea



Our new Respiratory Health Centre provides a calming environment for patients to receive sleep diagnoses and treatment for numerous sleep issues.