



Holiday Accident Increases Appreciation for ER Staff

Trial Improvements Already Successful in the ER

Accidents happen. Especially around the holidays.

When the hustle and bustle of the celebrations comes to an end, the holiday clean-up can often be dangerous. Gail Allan had an unfortunate accident, which many people experience each holiday.

"I was taking down the Christmas ornaments and I did exactly what someone with two replacement hips is not supposed to do," Gail recalled with regret. "I reached over my body toward the tree, crossed my left leg over the right and heard a 'pop.'"

Luckily, the 61-year-old's husband was an EMS (Emergency Medical Service) worker for 30 years and knew exactly what to do.

"Bob asked the ambulance driver to take me to Markham Stouffville Hospital," Gail explained. "Because I'm from Scarborough they had to call for permission, which was granted because I see two specialists there who are familiar with my medical history."

"Our team is working around these constraints to reduce the offload time for ambulance patients."

Upon arrival at the Emergency Room (ER), Gail waited on a stretcher, with the EMS worker at her side, for 40 minutes before being triaged. This wait time is definitely an area for improvement, explained Dr. Andrew Arcand, Chief of Emergency Medicine at Markham Stouffville Hospital.

"Although we have very limited space in our ER – it was built to accommodate about a quarter of the population we now serve – our

team is working around these constraints to reduce the offload time for ambulance patients," Dr. Arcand said.

"When you hear about the many challenges today's hospitals face, I thought it was important to express my thanks for a job well done."

The ER team is already implementing positive change through exciting process improvements. "The goal is to identify and decrease the number of non-value-added activities from the patient's perspective," explained Farrah Hirji, Project Manager, Organizational Effectiveness.

In February, the team conducted numerous trials to test solutions and improve efficiency in the current ER. They implemented new EMS protocol that provides a visual signal to the facilitating nurse indicating that an ambulance patient has arrived and must be triaged.

"This project aims to reduce the length of time it takes to drop off ambulance patients and, very importantly, will allow EMS workers to get back to the community instead of spending time in the ER with patients," Dr. Arcand explained.

Once triaged, Gail was transferred to a bed in the hall where she received an X-ray and was diagnosed with a dislocated hip. A physician moved her to a private room where he relocated her hip.

"My main care was administered by Paula, a nurse who was just wonderful and did her utmost to make me comfortable," Gail said. "She was pleasant and reassuring – she had the compassion that so many nurses lose. I've been in a lot of hospitals and I can't say I've had a better nurse ever."

Although she spent the better part of a day at Markham Stouffville Hospital, Gail felt nothing but praise for the ER team that administered her care.

"It was busy – there were seven of us lying on stretchers in the hall near the nurse's station," Gail recalled. "Under all the stress that they endure, the staff still do a great job. I would think that, under the circumstances, they would give into the stress. This was not my experience at all, which speaks even more highly of Markham Stouffville Hospital."

Staying calm in a challenging situation will not get the ER staff through the next four or five years, when the Hospital plans to complete its upcoming expansion. They have some important planning ahead to continue delivering the right care, at the right time, in the right place.

Plans will include other projects that increase efficiency. One trial the team tested is a new treatment area called the Rapid Assessment Zone (RAZ), which aims to provide quicker access to assessment and treatment for more stable patients who do not require a stretcher, explained Farrah. "Designating an area for those patients who can sit up in chairs will make more stretchers available for patients like Gail who arrive by ambulance."

"I would think that, under the circumstances, the staff would give into the stress. This was not my experience at all."

The Hospital also found that stationing a volunteer greeter in the ER improved patient satisfaction. The volunteer directs patients to triage, screens for infection control and communicates the situation in the ER to help patients understand why they are waiting during peak hours.

"Last week I explained to a patient the reason he was waiting," Dr. Arcand said. "His response was: 'I would rather wait an hour with an explanation as to why, than be treated within five minutes.'"

- see ER on pg 2 -

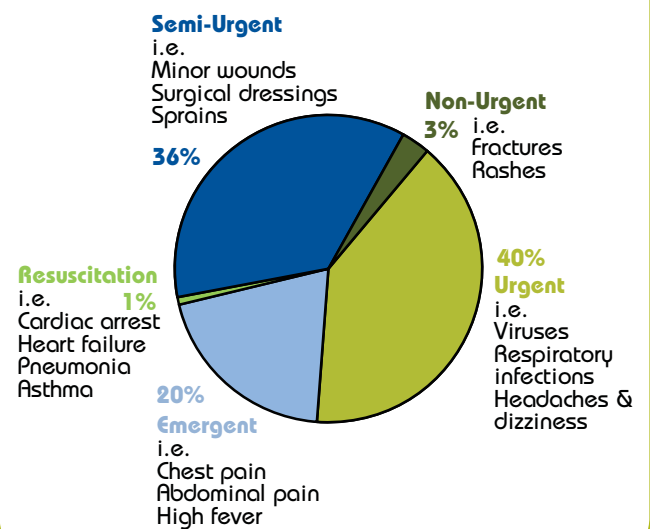


After a day in the ER and a hip relocation, Gail Allan, pictured with husband Bob, appreciates the great care she received in Emergency.

DID YOU KNOW ?

Our triage system assesses the urgency of each patient's situation.

In 2007, the Markham Site treated about 51,000 emergency cases. The following graph reveals a breakdown by urgency or triage level.



HOLIDAY CHEER!

Your best wishes were a great comfort to patients who had to visit the ER over the holidays.

Thank you to everyone who sent words of encouragement on our holiday ornament cards, and for supporting your community and your Hospital!

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ER Initiatives Decrease Wait Times

- continued from pg 1 -

"We are proud of the positive changes in our ER, and our staff are determined to stay focused on Markham Stouffville Hospital's mandate to provide the best in progressive community care," said Molly Court, ER director. "We will continue implementing these



The multidisciplinary team responsible for implementing the EMS and RAF trials in February.

projects to ensure that we continue to focus on our number one priority – our patients. Our vision is to maintain a high standard of care in a timely and efficient manner, and to provide each patient with access to emergency care."

As a retired personal support worker for CHATS (Community Home Assistance to Seniors) in Markham, Gail knows all too well the challenges health-care workers face, and she knows when thanks are deserved. After her experience, Gail wrote a wonderful letter to express her appreciation to the ER staff for the great care she received.

"I was truly impressed by all aspects of care. When you hear about the many challenges today's hospitals face, I thought it was important to express my thanks for a job well done."

Gifts to the Markham Stouffville Hospital Foundation were made in honour of the following people:

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Every effort is made to ensure that all names are correct. List based on gifts made from January 1 to December 31, 2007. If your name is misspelled or missing, please contact Melissa Beauchamp at: 905.472.7373 ext. 6705 or mbeauchamp@msh.on.ca.

Good Health Means Good Business

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Thank You Friends of the Foundation for "Monitoring" Us!

Thanks to our Friends of the Foundation for:

Replacing a much-needed **transport monitor** for our critically-ill patients. This machine monitors vital signs and can resuscitate patients during transfer to other facilities.

Purchasing a new **cardiac monitor** for our Special Care Nursery to help our physicians detect and monitor the smallest signals in our tiniest patients, who are often born premature or require special treatment at birth. About 10 per cent of the 3,000 babies born in our Childbirth Centre require admission to the Special Care Nursery.

Two such babies are Alec and Sophie Zawadzki, twins who were born four weeks premature. Their mother, Eva, drove herself to Markham Stouffville Hospital from her home outside Uxbridge at 2:30 a.m. on January 31, when her water broke after only 33 weeks gestation.

"They did an emergency C-section," Eva explained, "but as soon as I heard their cries I knew they were okay."

Alec was four pounds, three ounces and Sophie was three pounds, 15 ounces. The babies were monitored with two of three heart monitors in the Special Care Nursery to make sure their vital signs and blood pressure remained constant.

Eva made the trip to the Special Care Nursery twice daily to feed the babies and spend time with them. Alec was released on February 14, and Sophie went home on February 18, about two weeks after they were born.

"They are doing fabulous," the proud new mother exclaimed. "They never cry – they just wake up every four hours to eat!"



Eva Zawadzki's twins (L to R: Sophie and Alec) spent two weeks in the Special Care Nursery connected to special heart monitors. Our Friends of the Foundation purchased a much-needed third monitor.

Thank you to our dedicated Friends of the Foundation for purchasing these vital monitors



Cardiac Monitor \$17,000

Sal Bianco
Browne & Co. Ltd.
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Suzette Strong Randall, President, Markham Stouffville Hospital Foundation

Message from Our President

For eighteen years, Markham Stouffville Hospital has been a cornerstone for progressive and responsive health care to one of Canada's fastest growing communities. When the community hospital opened its doors on March 5, 1990, it was built to serve a population estimated to grow to 170,000. The Towns of Markham and Stouffville have exploded to almost 300,000 residents – all of whom know that better health means a stronger community.

I would like to thank everyone for their spirit of giving over this past holiday season. For some of you, your generosity is a meaningful way to show your appreciation for our dedicated physicians, nurses and staff. For others, your gift reflects a strong belief in the programs and services our Hospital offers.

As you may know, the government does not fund all of our Hospital's equipment needs or all of its necessary expansion. Plans are underway for an innovative campus that will connect community members, like you, with access to outstanding health care and day clinics, recreation and education services all on one site. Markham Stouffville Hospital's vision is to be a centre of wellness.

As we progress toward 2010, when the Hospital aims to begin constructing your new health and wellness campus, the Foundation is both busy and excited as we prepare for the largest fundraising campaign in our history.

I promise to keep you, our valued donors, up-to-date as the Hospital advances its plans, because you make it all possible.

Together, we are helping Markham Stouffville Hospital continue to provide the best in progressive community care.

With thanks,

Suzette Strong Randall

Breast Cancer Supporters Drive Away Winners!

Markham's Joan Lever and Stouffville's Lucy Fink got lucky when a \$10 raffle ticket in support of Markham Stouffville Hospital's Breast Health Centre landed each of them a new car.

The Breast Health Centre is an integrated approach to cancer care that provides diagnosis, surgery, treatment and assessment to women in York Region, and has drastically reduced wait times for diagnosis and surgery since it opened in June, 2007.

The raffle was part of the Celebration of Hope Luncheon, which raised \$147,000 in support of the Centre.



L to R: Sandra Smith, Celebration of Hope Co-Chair; Allan Bell, Markham Stouffville Hospital Foundation; Cynthia Cochrane, Town + Country BMW; winner Joan Lever.

Joan Lever's disbelief melted to gratitude when she received her 2007 MINI Cooper, valued at \$33,670, courtesy of MINI Markham and Town + Country BMW.

"I feel a special closeness with Markham Stouffville Hospital and support it as much as I can, in thanks to Dr. Alan Ing and for the care my family and friends have received over the years. We are fortunate to have this Hospital. I look forward to buying other raffle tickets in the future!"



L to R: Allan Bell; Karen Gerrard, Celebration of Hope Co-Chair; winner Lucy Fink; Joe Cornacchia, Acura in Markham.

Lucy Fink couldn't believe it when she won a 2007 Acura CSX, valued at \$32,800, generously donated by Acura in Markham.

"Every time I'm driving the car, I look over at my husband after about five minutes and blurt out 'I won a car!' It's just so unbelievable! I've been going through some hard times and I can honestly say this is the best thing that has happened to me in a long time."

Celebration of Hope Raffle Winners:

Ken Pappas of North York

Two tickets to London, England, valued at \$10,000, courtesy of British Airways.

Tracey Rock of North York

\$100 a week for a year at The Village Grocer, valued at \$5,200, courtesy of The Village Grocer.

Mark Bonamini of Unionville

VIP Getaway & Spa Retreat at the Hilton Suites, including a membership at Club Markham, valued at \$4,000, courtesy of Hilton Suites, Club Markham and Holtz Spa.

Erwin Pesses of Thornhill

Canadian-crafted leather club chair and ottoman, valued at \$3,000, courtesy of The Queensbridge Mill.

Upcoming Events

You're invited to attend our fabulous signature events!

All proceeds support patient care at Markham Stouffville Hospital.

Tutto Italiano 2008 Gala
Friday, April 4, 2008
Hilton Suites Markham
SOLD OUT

Markham Stouffville Hospital
Legacy 5K Run/Walk
Sunday, April 27, 2008
Markham Stouffville Hospital
For more information, call Sheri Evans: 905.472.7373 ext. 6606 or visit: www.legacy5k.ca

24th Annual Golf Tournament
Monday, July 28, 2008
York Downs Golf & Country Club
For foursome & sponsorship information, call Natasha Fieldman: 905.472.7373 ext. 6647

For more event information, visit: www.msh.on.ca

Q. Why do you support the Markham Stouffville Hospital Foundation?

A. "I decided to volunteer at the Hospital about five years ago because I wanted to give something back to my community."

I asked to work with the Foundation because I believe it is a very important part of the Hospital's operations – raising money to purchase medical equipment provides the doctors and nurses with the tools to care for our community. I was shocked to learn that the government does not fund medical equipment for Hospitals.

I volunteer on Tuesdays making thank-you calls and helping out during busy event times.

My husband calls me a Hospital advocate because I promote the importance of the Hospital and its services when I'm out in public.

Because I live in York Region and my family uses the Hospital's services, I feel the need to help support the Hospital in whatever way I can, and also, to show my appreciation to the dedicated and hard-working staff."

The Markham Stouffville Hospital Foundation would like to thank Coleen for five years of dedicated support.

If you would like to volunteer, please call Natasha Fieldman: 905.472.7373 ext. 6647.



Coleen Allum is a dedicated volunteer who has provided consistent and committed support to the Markham Stouffville Hospital Foundation since September of 2003. Coleen revitalized the Foundation's coin box program and even made a donation to help pay for the new boxes, which she now manages. Coleen is also the compassionate voice behind many personal thank-you calls for special gifts to the Hospital.

Make Your Special Day Even More Meaningful

Honour your guests with a donation in lieu of wedding favours. They will appreciate this meaningful gesture.

You will help purchase life-saving equipment and bring hope to premature babies, injured children or critically-ill patients in your community.

We are happy to provide place cards and an acknowledgement certificate for your reception table.

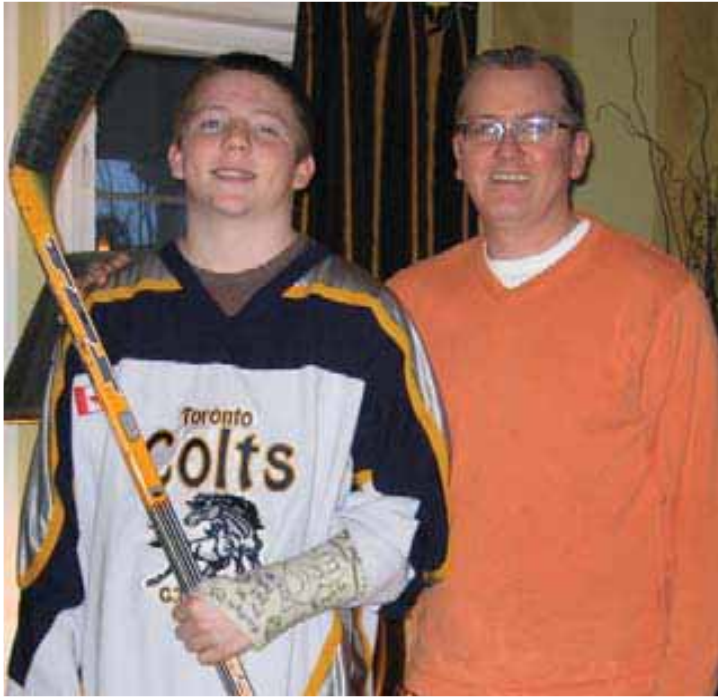
Celebrate your special day with a gift to honour your love.

For more information on commemorative giving, visit www.msh.on.ca or call Melissa Beauchamp: 905.472.7373 ext. 6705.



14-year-old + Hockey = Trip to Hospital

Thank You for Raising \$665,000 for Digital X-Ray



Alex Heap, with his father Michael, heads off to cheer for his team during the last game of the season. Alex was diagnosed with a buckle fracture after an injury on the ice.

For any parent of a 14-year-old – especially one that plays competitive sports – a trip to the Hospital is often in the cards at some point during the teenage years.

When Alex Heap got possession of the puck during his Bantam hockey game on January 27, a quick accident led to more than just bench time.

“I got hit from behind and fell forward into the corner,” the Toronto Colts player recalled. “My glove came off and my wrist just snapped. I can’t really remember much, it happened so fast.”

The team’s trainer suspected a possible soft tissue injury, and Alex sat out the rest of the game, assuming the breather would be enough to heal his wrist.

After a couple days of swelling, his family doctor sent him to Markham Stouffville Hospital for an X-ray, just to be safe. He received a digital X-ray in one of our radiography suites. Many other hospitals still use analogue technology and patients have to wait for the film to be processed.

“We were only there for 15 minutes,” Alex’s father, Michael Heap, explained. “They snapped the X-ray and

five minutes later Dr. McLennan was describing the buckle fracture from the image on a screen. It’s on his growth plate, which means if it doesn’t heal properly it could inhibit the growth in Alex’s arm. The injury could have been detrimental – I’m glad we ended up at Markham Stouffville Hospital.”

After a visit to the Fracture Clinic for a cast, Alex is doing fine, although he has to watch the Colts play the rest of the season from the sidelines.

Thanks to you – our dedicated donors – other patients like Alex will receive digital X-rays when we convert the third and last X-ray suite to digital technology. With your \$665,000 in donations, we will replace one of the original analogue machines, which is 18 years old.

The Hospital is selecting the brand and model for its third digital machine, and hopes to complete the necessary renovations to the suite as soon as possible. This means patients like Alex receive fast and accurate X-rays.

Digital technology is not only faster – it takes seconds to view the X-ray – but is also more efficient because technologists can manipulate the contrast and zoom, enhancing image resolution to more accurately diagnose injury and disease.

Images are stored and viewed digitally using the Picture Archiving & Communication System (PACS), which provides medical staff across Canada with access to the images, should a patient be transferred to another facility or require consult with a specialist off-campus.

“We were only there for 15 minutes. They snapped the X-ray and five minutes later Dr. McLennan was describing the buckle fracture from the image on a screen.”

Alex’s cast embodies the many scribbles characteristic of a team’s support for an injured teammate. In his adult life, his injury will be less a reminder of the quick and accurate diagnosis he received at Markham Stouffville Hospital, and more a memory of his exciting teenage years – but the accurate diagnosis is what will allow him to smile about it.

DID YOU KNOW ?

- Markham Stouffville Hospital’s Diagnostic Imaging department will conduct 60,000 X-rays in the coming year with its three digital X-ray suites
- We have 26 radiation technologists who diagnose injury and disease using radiography, CT and mammography equipment
- In September of 2001, Markham Stouffville became the first hospital in Ontario to offer digital technology in all diagnostic modalities in lieu of paper or film
- In 1999, Markham Stouffville Hospital became a groundbreaker in the new Picture Archiving & Communication System (PACS), through which digital images are stored and shared
- In 2005, Lynne Campkin, Director, Diagnostic Imaging, was seconded to provide leadership and assistance to those hospitals lagging in PACS implementation

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 be a progressive community hospital providing the right care at the right time in the right place.

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I would like to pay by: Cheque (I have enclosed a cheque payable to the Markham Stouffville Hospital Foundation)

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