



CEO REPORT

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MESSAGE FROM THE CEO

As this fiscal year comes to end, there is much to be excited about. On the IT and partnership front, we entered into a Meditech partnership with two other hospitals and started discussions with other hospitals who are interested in exploring future opportunities to partner. You can read more about the partnership in the article below. This is just another example of how our hospital is using partnerships to strengthen our own organization. We also continue to have discussions with many other organizations – all to ultimately benefit the patient experience.

I'm also excited about the many ways that we have continued to engage our communities. Our President's Advisory Council, and the Diversity, Equity and Inclusion Collaborative are great examples of two groups – made up of community members – that provide valuable advice and input to our organization. We have also started recruiting for a Patient and Advisory Council for our Uxbridge site. We believe that by engaging our community into the day-to-day operations of our organization, we will identify many opportunities for improvement. We are continually looking for ways to involve our patients and our communities – so if you have a great idea – please send it to myhospital@msh.on.ca

I also embraced the world of social media and I'm excited to say that I have been tweeting from my personal account about MSH and healthcare in general. Please follow me at @JmarrMSH. I look forward to connecting with you on Twitter! 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.



Jo-anne Marr, President & CEO



HEALTH SECTOR NEWS

Patient and Family Advisory Committees (PFACs)

The Patients First Act, 2016 requires all Local Health Integration Networks (LHINs), to create PFACs to involve patients and caregivers in identifying local health needs, and improve access to appropriate and culturally sensitive care.

Health Shared Services Ontario (HSSO)

HSSO launched on March 1 which provides key shared services to the LHINs by combining the following organizations into one:

- Ontario Association of Community Care Access Centres (OACCAC)
- LHIN Collaborative (LHINC)
- LHIN Shared Services Office (LSSO) – have merged to form HSSO





HIGHLIGHTS & ACHIEVEMENTS

Shared Healthcare Information Network Exchange – SHINE Healthcare Information Systems project

On Friday, March 3, MSH joined our colleagues from Southlake Regional Health Centre and Stevenson Memorial for our first collaborative meeting of all the project teams involved in implementing the new Meditech 6.1.6 health information system.

This kick-off meeting started off with announcing the new name for the partnership, as voted by staff at all three hospitals: Shared Health Information Network Exchange (SHINE).

Project teams participated in workshops covering the project as a whole, the processes for decision making, and how we will engage other stakeholders along the way.

Participants also had a chance to dig into what it's like to take on large scale organization change and were thoughtful about what it was going to take to make sure we have a successful roll out.



Training Excellence at MSH

This month, York Region Paramedics recognized MSH for our expertise and leadership in their Primary Care Paramedic Autonomous Intravenous (PCP AIV) program.

This clinical training for paramedics helps improve the quality and scope of care they provide our patients – extending the scope to administer select medications.

Congratulations to Julia Infantino, Professional Practice Leader for Corporate Respiratory, for her role in leading and coordinating this program at MSH.



FINANCIAL UPDATES

Financial Results as of January 31, 2017

The hospital is in a surplus position of \$4.3M. We received additional \$3.6M funding for PCOP volumes. This is welcomed news. Volumes continue to grow, however our cost per activity still remains high. This is not beneficial for MSH in the MOH funding formula.

At year-end we expect to be in a surplus position related to the additional funding.



STRATEGIC UPDATES

Operational Assessment Update

The hospital is looking to rollout out the recommendations from the operational assessment beginning later this month. We are looking for a total of \$6.3 million in savings over three years. A critical part of the plan is that there will be no service reductions. Look for more information in the coming weeks.



PARTNERSHIPS & ENGAGEMENT

JOINT CENTRES
TRANSFORMATIVE HEALTHCARE INNOVATION

InnovationEX
EXPOSITION & EXCHANGE
www.innovationex.ca

Wednesday, April 5, 2017
10:00 a.m. - noon

Markham Stouffville Hospital
Link Lobby
381 Church St, Markham
Parking in Lot #6, south side of hospital, Entrance D



INNOVATION HAPPENS HERE:

Join us to learn, share and be inspired by a range of exciting exhibits showcasing initiatives that are making a difference at community hospitals in the GTA.

NO COST TO ATTEND,
NO REGISTRATION
REQUIRED

MSH in the News



Patients, families split on MSH visiting hours

New partnership connects MSH, Southlake & Stevenson Memorial

5 questions everyone should ask their doctor – by Dr. Alan Monavvari, Chief of Family Medicine



MSH Patients Get
Emergency Aftercare
Instructions At Their
Fingertips



INNOVATION EXCELLENCE AT MARKHAM STOUFFVILLE
HOSPITAL



Social Media Highlights:

This month we highlighted our technology and medical expertise with these two posts. Both posts are good examples of how celebrating our successes on social can bring together support from our communities and partners. The reach and engagement on these posts are about 5 times the amount of our typical posts!

Dr. Minkowitz

 16,063 reached
479 shares/likes

DR. JOSEPH MINKOWITZ
Head of Cardiology
aka **THE HEART MENDER**



HIS kick off! Total of all
tweets:

 8,121 reached
306 shares/likes

CEO @jmarrMSH "creating stronger health system for patients is why we innovate"
@Southlake_News @Stevenson_News
@MEDITECH #patientsfirst



Strategy

Launch the HIS Partnership - celebrate with key partners on Twitter

Highlight our expertise in Cardiology - align with heart health



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