We celebrated six decades of caring for our community, introduced a number of new programs and services to support residents in the communities we serve, made progress in raising funds to support our two hospitals and network of community-based locations and received numerous accolades for our achievements — all while managing significant capacity pressures.

Three years after opening our second hospital, more people are getting the care they need close to home, but our two hospitals are consistently full. We are constantly innovating and evolving the programs and services we deliver to meet the unique needs of our patients and to help address the pressures we’re facing.

Since introducing our first strategic plan as a two-hospital organization — Trusted team. Compassionate care. — in 2022, we have continued to make significant progress in delivering on our four strategic priority areas which have been guiding the organization’s actions and decisions.

We have made great strides in improving the way we deliver care and in recruiting and retaining the best talent. We continue to collaborate with our community partners to seamlessly provide integrated care to our residents and plan for the future so we can continue to provide the programs and services our rapidly growing community needs.

The care we provide would not be possible without the support of our donors. Mackenzie Health Foundation is grateful to our community for continuing to give generously every year to help equip our hospitals and health care professionals with the tools and resources they need to provide exceptional care.

In fiscal year 2023/24, we were grateful to receive more than $19.7 million in funds to support our capital needs. The commitment demonstrated by our community this past year through pledges and donations, organizing fundraisers and attending our signature events, including Strides for Mackenzie Health and Ride for Mackenzie Health, has made a significant and positive impact.

As we take the opportunity to celebrate and reflect on all that we have achieved in this past year, we’re also looking forward to the year ahead and the promise that it brings. Thank you to our community for your continued support as we do all we can to provide the best care experience possible. We look forward to continuing to serve the residents of western York Region and beyond.

Enclosed are key milestones and financial highlights for fiscal 2023/24. The full audited financials can be found on our website.
Expanding our programs and services

To meet the needs of our growing community, we introduced new programs and services. In April 2023, we expanded our Pediatric Urgent Care Clinic to both hospitals by opening a second clinic at Mackenzie Richmond Hill Hospital. There have been more than 11,000 visits to the Pediatric Urgent Care Clinics across both hospitals, increasing access to care closer to home for more of our youngest patients. Our Long Stay Program is entering the final year of its pilot and to date has supported more than 70 patients who still require assistance with breathing but no longer require all the interventions of a critical care unit. The unit helped patients like retiree Jack Keys to recover faster and go home sooner while freeing up space in our critical care units.

Maintaining our Exemplary Standing

In December, Accreditation Canada, the body responsible for ensuring health care organizations meet high standards of quality and safety, awarded Mackenzie Health Accreditation with Exemplary Standing for the third consecutive time in more than a decade. This is the highest level of accreditation and is a testament to Mackenzie Health’s collective pursuit of providing excellent patient care to residents in the communities we serve. Mackenzie Health also achieved Distinction in Stroke services from Accreditation Canada, the highest level that can be awarded. As the York Region District Stoke Centre, we are proud to have earned this distinction specifically for our acute and inpatient rehabilitation stroke services. This accomplishment signifies that Mackenzie Health is a leader in providing assessment, consultation, treatment and education services for people who have experienced a stroke.

Making advancements in digital health

We continued to push the boundaries of innovation in digital health — and were recognized for it! The Healthcare Information and Management System Society (HIMSS) awarded Mackenzie Health the 2023 Nicholas E. Davies Award of Excellence for the second time. We’re the only organization outside the U.S. to receive this award twice. In December, we were also the only Canadian hospital to be named a recipient of the 2023 CHIME Digital Health Most Wired Award, improving to a Level 8 certification for the first time. Both awards recognized Mackenzie Health for the way we use health information and technology to improve how care is delivered, leading to an improved experience for patients and better health outcomes.
Celebrating 60 years of caring for our community

In November, we celebrated 60 years of caring for our community. York Central Hospital opened on November 28, 1963, and since then our organization has grown and evolved to become a two-hospital system with a network of community-based locations to care for our community across western York Region and beyond. Alongside our Mackenzie Health family, community and government partners, we celebrated Mackenzie Health’s history and all those who have played a part in its success to date, including: the York Central Auxiliary, who dreamed of bringing a hospital to their community; Douglas H. Storms, who created the first fundraising campaign to help build and equip the hospital; and the Redelmeier family who sold the Don Head Farm, which would become home to the first hospital serving southern York Region. Mackenzie Health’s long history of serving the community was made possible through the dedication and contributions of so many local champions.

Adjusting to increasing volumes

Patient volumes across all Mackenzie Health sites continued to increase and posed significant challenges this past year. More people than ever before came to our Emergency Departments for care in 2023/24 with between 600 and 700 patients seeking emergency care across our two hospitals and Urgent Care Centre each day. Mackenzie Richmond Hill Hospital saw a six per cent increase in emergency visits compared to the previous fiscal and Cortellucci Vaughan Hospital saw an 11 per cent increase. While wait times may have been longer than we and our community would have liked at times, our teams introduced a number of innovative initiatives intended to help, including a clinic to connect patients without a family doctor to a doctor in the community for their follow-up care.

Welcoming new leadership at Mackenzie Health Foundation

Last June, Mackenzie Health Foundation welcomed new President and CEO Nicole McCahon to the team. With more than 20 years of experience, Nicole’s expertise in health care philanthropy will be instrumental in shaping the Foundation’s path forward. As a new five-year strategic plan is developed and put into action, Nicole’s leadership will support a strong foundation for continued success and positive impact within and beyond the walls of our hospitals. Mackenzie Health Foundation is excited to keep the community updated through the newly-launched e-newsletter, Staying in Touch.
Collaborating with partners to deliver seamless and more integrated care

As part of a collaboration with partners from across York Region, Simcoe County and Georgina Island, we introduced a new Mobile Diabetes Foot Care Clinic in Richmond Hill in June. The mobile clinic supported patients of our Diabetes Education Centre in increasing access to high-quality foot care for people living with diabetes to prevent serious complications.

Mackenzie Health also continued our work with partners in the Western York Region Ontario Health Team (WYROHT) to deliver co-ordinated and integrated care to residents across western York Region and beyond. To learn more about the services, programs and supports offered through the WYROHT, please visit westernyorkregionoht.ca.

Proud to be a lead partner in the new York University School of Medicine

We were proud to be introduced as a lead partner in the creation of the new York University School of Medicine, which will be built next to Cortellucci Vaughan Hospital and just a few kilometres away from Mackenzie Richmond Hill Hospital. Approved in the provincial budget in March 2024, the new School of Medicine will focus on training the primary care physicians of the future, addressing the need for additional primary care physicians, including family doctors, in our community. We’re excited about this partnership and look forward to collaborating with York University on what the curriculum and teaching experience will look like for the medical students in our hospitals when the school opens in 2028.

BE Part of something bigger

Mackenzie Health Foundation launched the “BE” campaign in November, asking our community to BE part of something bigger and help fund new equipment at Cortellucci Vaughan Hospital and Mackenzie Richmond Hill Hospital. The ongoing support from our community makes all the difference, as 100 per cent of the cost of equipment in our hospitals is funded by the generosity of our donors. Mackenzie Health Foundation is grateful to our community for answering the call, raising almost half a million dollars for Mackenzie Health and helping us equip our physicians, nurses and frontline staff with the tools and resources they need to provide the right care at the right time to patients and families visiting our hospitals. This includes surgical equipment like operating tables and a new laparoscopy tower, as well as mobile X-ray units and rehabilitation tools including a sit-to-stand patient lift device.

Inspired by the “BE” campaign, our donors answered the call by donating more than $500,000 to equip our health care team with the tools and resources they need to provide the best care possible.
Inspirational support through our community events

Our dedicated staff, physicians, volunteers and community members rallied together for Mackenzie Health Foundation’s signature events. The 9th annual Ride for Mackenzie Health and the 19th annual Strides for Mackenzie Health, raised more than half a million dollars to address the highest priority needs at Cortellucci Vaughan Hospital and Mackenzie Richmond Hill Hospital. Our community continues to respond to the increased need, with several third-party fundraisers organized in support of Mackenzie Health, including Councillor Chris Ainsworth’s Haunted House, York Region District School Board’s Inter-School Music Fundraiser, Markham Richmond Hill & Vaughan Chinese Business Association’s 30th annual Gala and many more.
Complete audited statements for Mackenzie Health and Mackenzie Health Foundation for 2023/24* are available on our website at mackenziehealth.ca/mhfinancials and mackenziehealth.ca/mhffinancials, respectively.

### Mackenzie Health

**Revenue**

- **Total revenue**: $836,415,000

**Sources of Revenue**

- Province of Ontario funding: $671,439,000
- Patient services: $53,094,000
- Amortization of capital contributions: $61,116,000
- Other miscellaneous revenues: $50,766,000

**Total revenue**: $836,415,000

**Expenses**

- **Total expenses**: $781,688,000

**Expenses by Type**

- Salaries and benefits: $479,689,000
- Supplies and other expenses: $205,624,000
- Interest expense: $19,756,000
- Amortization of equipment: $76,619,000

**Total expenses**: $781,688,000

**Net surplus**: $54,727,000

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### Mackenzie Health Foundation

**Revenue**

- **Total revenue**: $20,166,845

**Sources of Revenue**

- Campaigns: $14,148,070
- Major gifts and planned giving: $3,862,022
- Annual giving and special events: $1,749,364
- Investment income: $407,389

**Total revenue**: $20,166,845

**Grants to our hospitals**

- **Total grants to our hospitals**: $7,734,683

**Grants to our Hospitals by Program**

- Cortellucci Vaughan Hospital: $4,565,618
- Patient care equipment: $3,159,346
- In support of professional development, including bursaries: $9,719

**Total grants to our hospitals**: $7,734,683

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*For the fiscal year ending March 31, 2024, Mackenzie Health ended with a surplus, largely associated with the timing of funds received to recognize additional growth related to the opening of Cortellucci Vaughan Hospital and other reimbursements, including reimbursements for Bill 124 for costs incurred prior to 2023/24.*