



# CREATING THE ULTIMATE IN HEALTH CARE

COMMUNITY REPORT 2019-2020



Mackenzie  
Health

THE ULTIMATE SUITS YOU

# A YEAR OF REMARKABLE CHANGE AND ADVANCEMENT

As we reflect on the past year at Mackenzie Health, we are extremely proud to have celebrated a number of firsts, all while providing exceptional care for our patients. Creating the ultimate experience is at the very core of our mission to revolutionize how we deliver health care to our community.

Our dedicated teams created and executed programs and services that helped ease capacity pressures, provided a more personalized health experience and meaningfully improved quality of care.

We are also excited to have advanced our bold vision with the continued construction of Mackenzie Vaughan Hospital — the first net new hospital in the province in more than 30 years. Scheduled to open in early 2021, the new Vaughan hospital will create much-needed capacity in a health care system that has been stretched to its limits.

To help make this a reality, our community has stepped forward in a big way to help build and equip the hospital through our Ultimate campaign, the largest fundraising drive of any community hospital in the country. In June 2019, we announced a \$40 million gift from the Cortellucci family, the largest single donation in Mackenzie Health's history. This donation will make a lasting difference in improving the health and wellness of our patients, families and community, while continuing to inspire so many others to give. Through the dedicated work of Mackenzie Health Foundation staff and volunteers, we raised \$176 million as of March 31, 2020 in support of our \$250 million Ultimate campaign goal.

We accomplished all of this while also facing the COVID-19 global pandemic that began in early 2020 and dramatically changed so many things for all of us — at home, at work and in the community — and significantly impacted the hospital and Foundation. In March 2020, we became one of the first hospitals in the province to admit and intubate a patient with COVID-19 in our Intensive Care Unit (ICU). This patient has

since recovered and was celebrated by our staff and physicians when she was discharged from hospital in late May. We are also thankful to our community for their contributions to our COVID-19 Response Fund and their kind messages of gratitude. It is a vote of confidence as we continue to fight this pandemic.

Along with our efforts on the front lines of COVID-19, we have balanced operating a busy emergency department while addressing the urgent, non-urgent and unique care needs of our diverse and fast-growing community.

The many achievements of the past year would not have been possible without the tireless dedication of our staff, physicians and volunteers, and the incredible philanthropic support of our donors. While the work we have undertaken has been demanding, we are so proud of our continued momentum and of the care that is being provided at Mackenzie Richmond Hill Hospital and at our community-based locations each and every day.

As we look ahead to this coming year, we remain excited to bring the ultimate to our community and truly transform care for the many people that call southwest York Region home.



Mark Falbo  
Chair, Board of Directors  
Mackenzie Health



Rina Pillitteri  
Chair, Board of Directors  
Mackenzie Health Foundation



Altaf Stationwala  
President and CEO  
Mackenzie Health



Krista Finlay  
President and CEO  
Mackenzie Health Foundation

*Right before our Community Report went to press, Mackenzie Health made a historic announcement that we're so proud to share. On Tuesday, June 16, 2020, we unveiled the name of the much-anticipated Vaughan hospital: Cortellucci Vaughan Hospital. We're tremendously grateful to the Cortellucci family for their incredible generosity and we're hopeful that their giving spirit will continue to inspire others in our community.*

# HIGHLIGHTS OF 2019–2020

## Testing completed at Mackenzie Vaughan Hospital's Central Utility Plant

In April 2019, testing began on the Central Utility Plant (CUP) at Mackenzie Vaughan Hospital. The CUP is an essential service building, located next to the hospital, that will contain most of its mechanical and electrical equipment, including chillers, cooling towers, boilers and transformers. Power, cooling, heating and steam will be transported to the hospital through underground tunnels. Since this equipment will be housed in a separate building, the service and maintenance of these units will not be disruptive to patients, visitors and staff. The CUP will also feature a green roof that will be landscaped with an eclectic mix of locally-sourced shrubs, perennials and ornamental grasses.

## Two million dollars raised through signature events

Our highly-anticipated and popular annual signature events — Strides for Stroke, Ride for Health, Proud Partners Golf Classic and the Around the World Gala — were all a huge success, bringing our dedicated staff, physicians, nurses, volunteers and community members together to raise a total of nearly \$2 million benefitting patient care at Mackenzie Richmond Hill Hospital and the future Mackenzie Vaughan Hospital.



## A record-breaking donation announced from the Cortellucci family

The largest single donation in Mackenzie Health's history was announced in June 2019 at the Vaughan Mayor's Gala: a \$40-million gift from the Cortellucci family to help build and equip the new Mackenzie Vaughan Hospital. As community leaders and long-standing supporters of Mackenzie Health, including past support in the naming of the Nick and Rosanne Cortellucci Emergency Department at Mackenzie Richmond Hill Hospital, the Cortellucci family is committed to the health and wellness of patients and families in Richmond Hill, Vaughan, King and surrounding communities.

## Interior finishes and equipment installed at Mackenzie Vaughan Hospital

As construction progressed at Mackenzie Vaughan Hospital, so did work inside the building. Installation of interior details such as headwalls and birthing lights in the Woman and Child program began last year. Equipment delivery and installation began for various areas including the Critical Care Unit, the Medical Device Reprocessing Department and Perioperative Services.



## Mackenzie Health named HIMSS award recipient

Mackenzie Health received the 2019 Healthcare Information and Management Systems Society (HIMSS) Nicholas E. Davies Award of Excellence in August 2019. This award recognized Mackenzie Health for leveraging health information and technology to improve the delivery of care and patient outcomes. HIMSS evaluated Mackenzie Health on three clinical case studies that resulted in improved patient care, including stroke patients being treated in half the time, patients with chronic obstructive pulmonary disease being discharged home sooner, and reduced hospital acquired infections.

## New initiative developed to ease capacity pressures

In November 2019, Mackenzie Health launched *MackenzieHelps*, a 16-week program of home and community care to help those with complex needs safely leave the hospital to continue their care at home. *MackenzieHelps* is one of the many initiatives aimed at helping to ease the capacity pressures that come with operating one of the busiest emergency departments in Ontario, and in a region with a high population of seniors who need specialized care.



## Modular Data Centres installed at Mackenzie Vaughan Hospital

Two 150,000 lb pre-fabricated modular data centres were installed beside the Central Utility Plant at Mackenzie Vaughan Hospital. These data centres support the medical devices and technologies that make a hospital run. With this installation, Mackenzie Health became the first hospital in Ontario to have two of these data centres connected by a fiber-optic cable between both hospitals. In the event of an outage at one hospital, a backup will be available at the other, ensuring minimal downtime. This means that Mackenzie Health nurses and physicians will be able to provide quality care to patients without interruption.



## Construction milestone reached at Mackenzie Vaughan Hospital

Many areas of Mackenzie Vaughan Hospital became weathertight and protected from nature's elements in 2019. Many more departments including Emergency, Critical Care and Woman and Child were completed, construction cleaned and locked-down. This means that anyone requiring entry had to take additional precautions when entering the unit to keep it clean.

**FOR OUR COMMUNITY, IT'S THE ULTIMATE OR NOTHING.**

THE NEW MACKENZIE VAUGHAN HOSPITAL WILL HELP DOUBLE ACCESS TO HEALTH CARE FOR RICHMOND HILL, VAUGHAN AND KING. DONATE TO MAKE IT HAPPEN.

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## Pilot program launched to provide personalized care for patients

MyCare, a new patient bedside technology, was launched as a pilot program in our surgery unit to give patients a more personalized health experience. MyCare connects with a patient's electronic medical record to provide information tailored to meet the patient's health needs. This includes access to educational videos on upcoming procedures, medication information, treatment and more.

## Partnership created to help build team of Epic experts

Mackenzie Innovation Institute finalized a long-term agreement with health care IT solutions company Alidade Group to create a local team with expertise in Epic, an electronic medical record software. This team will provide Epic expertise to train and implement the software across health care organizations in Canada. Mackenzie Health is currently the first Canadian acute care hospital with an emergency department and intensive care unit to receive Healthcare Information and Management Systems Society (HIMSS) Electronic Medical Record Adoption Model (EMRAM) Stage 7 certification.



## Hospital operations significantly impacted by COVID-19 pandemic

In early 2020, the COVID-19 pandemic gripped the world and Mackenzie Health quickly mobilized to address it. Non-urgent clinical activity was minimized by postponing select elective and surgical procedures to create additional critical care bed capacity. A COVID-19 Assessment Centre opened, a dedicated COVID-19 unit was established, and 15 critical care beds were added to ensure staff were equipped to care for the growing number of cases in the community. Thanks to the innovative work of health care professionals at Mackenzie Health, virtual visits with health care providers were implemented to ensure patients continue to have access to care and to support the transition of hospitalized patients to the community. As visitor restrictions came into effect, our teams also implemented virtual solutions for patients to stay connected to their loved ones.

## Command Centre opened to help manage capacity pressures

Mackenzie Health continues to have one of the busiest emergency departments in Ontario and experiences unprecedented patient volumes during the flu season, with an average of 380 to 400 patients each day and more than 500 patient visits on peak days. In preparation for opening a second hospital, we launched a command centre to manage patient flow. The command centre leverages health care real-time data, allowing health care teams to streamline patient care, mobilize resources across the hospital and enact contingency and surge plans to open and staff additional medical beds.



## Five million dollar gift announced by Promenade Shopping Centre partners

In March 2020, Promenade Shopping Centre partners Liberty Development Corporation and the Serruya family announced a \$5-million gift to help build and equip Mackenzie Vaughan Hospital. Main Street will be named Promenade Main Street and act as the main corridor for patients and visitors travelling across the hospital. With a patient registration area, retail and food services, spiritual care, a public library, "green" walls and courtyard views, Promenade Main Street will be an integral part of the ultimate patient experience at Mackenzie Vaughan Hospital.

## Eight million dollars granted by Mackenzie Health Foundation

Thanks to our donors, our Ultimate campaign topped \$176 million as of March 31, 2020, making it possible for Mackenzie Health to fund capital projects, medical equipment, technology and educational opportunities.

### Financials

#### Mackenzie Health



##### SOURCES OF REVENUE (\$000)

Province of Ontario funding	\$300,939
Patient services	\$29,421
Amortization of capital contributions	\$6,351
Other miscellaneous revenues	\$8,390
<b>Total revenue</b>	<b>\$345,101</b>



##### EXPENSES BY TYPE (\$000)

Salaries and benefits	\$234,064
Supplies and other expenses	\$101,328
Interest expense	\$1,157
Amortization of capital assets	\$23,436
<b>Total expenses</b>	<b>\$359,985</b>
<b>Net deficit</b>	<b>(\$14,884)</b>

#### Mackenzie Health Foundation



##### SOURCES OF REVENUE

Campaigns and major gifts	\$20,668,878
Special events and community giving	\$3,741,718
Annual giving	\$1,391,749
Investment income	\$446,129
<b>Total revenue</b>	<b>\$26,248,474</b>



##### GRANTS DISTRIBUTION BY PROGRAM

Mackenzie Vaughan Hospital	\$6,748,455
Patient care equipment & renovations	\$1,028,606
Education and bursaries, library	\$18,400
Mental health	\$141,930
Medical imaging – CT Scan	\$188,000
Medical imaging – MRI	\$100,000
<b>Total grants distribution</b>	<b>\$8,225,391</b>

## Thanks to our 2019-2020 donors and volunteers, we're building the ultimate

Together with thousands of tireless supporters, the teams at Mackenzie Health and Mackenzie Health Foundation are working hard to build a world-class health care system close to home. We couldn't do it without our generous donors, and for that they deserve our utmost gratitude.

Along with our donors, volunteers are also an invaluable part of our team and we are honoured they choose to dedicate their time to support our hospital and community-based locations. They are spearheading multiple committees and events, and helping to recruit an additional 700 volunteers needed in our transformation to becoming two hospitals. We are sincerely grateful for the essential support they provide to our staff, physicians and patients through a number of activities, including raising funds for much-needed equipment and pledging \$500,000 to mental health services.



**Mackenzie Health**

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