



Mackenzie  
Health

## Our 2016 – 2020 Roadmap to Success



**Our vision is to create a world-class  
health experience**

Explore our journey inside...

**Major initiatives on the roadmap  
to success:**



Strengthened  
quality of care  
with **Back to  
Basics**



Transformed care  
with a fully  
integrated  
**Electronic  
Medical Record**



The new  
state-of-the-art  
**Mackenzie  
Vaughan Hospital**

## Our Recent Achievements:



Nationally recognized and awarded for **commitment to safety and quality patient care**



**Excellent financial health** for many consecutive years



**Mackenzie Innovation Institute** (MI<sup>2</sup>) and the Innovation Unit at Mackenzie Richmond Hill Hospital are transforming the way care is delivered



Partnered with six hospitals to form the **Joint Centres for Transformative Healthcare Innovation**



**Expanded care** in Vaughan with a new Urgent Care Centre



A **two-hospital model** approved by the Ministry of Health and Long-Term Care



Development of the **new Mackenzie Vaughan Hospital** is well underway

Remaining true to the vision we set out in our 2013-2016 strategic plan, we have refreshed our plan to grow and better serve our communities.



## Our Evolving Communities:

Our communities will grow by

**40-50%**

by 2031



**44%** of York Region's seniors live in the communities we serve

The population of seniors in York Region in 2031 will be four times what it is today



Children aged **0-4** make up **6%** of our population, the highest proportion in Ontario



Our communities are amongst the most diverse in Ontario

**4 in 10** residents are visible minorities and

**1 in 2** speaks a language other than English as their first language

Along with our evolving communities and changing demographics, the health system is also transforming. Turn the page to learn how these factors influenced our 2016-2020 Strategic Priorities...



# Our 2016 – 2020 Roadmap to Success

## Our Vision

Create a world-class health experience

## Our Mission

Relentlessly improve care to create healthier communities

## Our Values

Excellence  
Leadership  
Empathy

### OUR STRATEGIC PRIORITIES:

#### THE EXPERIENCE

**We value what matters to you**



#### QUALITY & PATIENT SAFETY

**We deliver excellent quality care - every patient, every time**



#### EXPANSION

**We are growing efficiently with our communities**



### POWERED BY:

GREAT PEOPLE

INNOVATIVE THINKING

SMART SYSTEMS



#### HOW WE'LL SUCCEED

-  Actively listen to our patients & families' stories, needs & wants
-  Display empathy in every interaction
-  Integrate patients, families & providers into care
-  Design our spaces to create an optimal healing environment

#### HOW WE'LL SUCCEED

-  Use effective & efficient processes
-  Increase best practices across the hospital
-  Make information easy and accessible for all care providers
-  Relentlessly improve & consistently learn from every situation
-  Foster a just & non-blaming environment

#### HOW WE'LL SUCCEED

-  Deeply understand our communities' evolving needs
-  Tailor services to meet our communities' changing needs
-  Deliver the most clinical value for every dollar spent

#### HOW WE'LL SUCCEED

-  Engage & empower people to identify & solve problems
-  Add value & connect people with each other & our communities
-  Develop seamless & smart systems

Take charge: To learn more about how you can help drive these priorities forward, please visit [mackenziehealth.ca](http://mackenziehealth.ca) or talk to a member of the Mackenzie Health team.

# Our Projects that are Transforming Care



## Back to Basics

We are strengthening the quality, safety, and experience of care through best practices and a staff-led **Back to Basics** initiative on each unit of the hospital. This will result in a stronger clinical foundation.



## Fully Integrated Electronic Medical Record

We are enhancing our performance, care coordination and flow of information with the implementation of a new fully integrated **Electronic Medical Record**. This will result in a more seamless care experience for patients and providers, and enhanced organizational capacity.

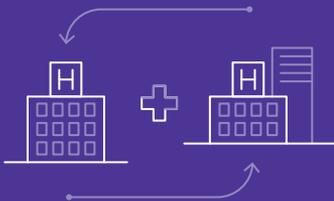


## Mackenzie Vaughan Hospital

We are planning and building the state-of-the art 1.2 million square feet Mackenzie Vaughan Hospital for 2020, to provide more access and exceptional care closer to home for the communities we serve. This will result in a coordinated care experience delivered across a two hospital model of care.

## What Success will feel like in 2020:

**Mackenzie Health will enhance the patient experience through more coordinated, timely and accessible services delivered across two hospitals. Our communities will be proud to call Mackenzie Health “our community Hospital”.**



To learn more about these initiatives please visit

[mackenziehealth.ca](http://mackenziehealth.ca)



Mackenzie  
Health

### Mackenzie Health

10 Trench Street, Richmond Hill, ON L4C 4Z3

Richmond Hill Telephone: 905-883-1212

Vaughan Telephone: 905-832-4554

[mackenziehealth.ca](http://mackenziehealth.ca)