

Mackenzie Health update

Presentation to Vaughan Council

Altaf Stationwala
President and CEO, Mackenzie Health
Tuesday, May 6, 2025

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Communication

CW(1) – May 6, 2025

Item No. Pres1



A flock of approximately 15 birds, likely Canada geese, is captured in flight against a clear, vibrant blue sky. The birds are arranged in a loose V-formation, with some leading and others following. Their wings are spread, showing a mix of brown, white, and blue feathers. The overall composition is clean and minimalist, with the birds providing a sense of movement and direction.

Leadership changes at Mackenzie Health

Hospital operations



Cortellucci Vaughan Hospital has the
second highest emergency department volumes
in the province



42%

of respiratory season was
spent in surge with no beds
available for new admissions



14,500

more emergency department
visits this respiratory season
compared to last year



1,100

more admissions from
Emergency Department
to Medicine Unit

Financial update



Strategic Plan

Trusted team.
Compassionate care.

STRATEGIC PLAN 2022 - 2025



Patient Care Excellence



Patient Care Excellence



Our hospital harm rate
fell 23%* below
the provincial harm rate



Serious patient
safety events
decreased by 56%



Employee safety events
with harm rate
decreased by 19%



Employee engagement
scores are
18% above the sector average



Patient complaints
decreased by 42%

*since 2022

People are our Strength



People are
our Strength



Reduced vacancies by 50%
from May 2022 to
September 2024



**Highest ever staff
engagement score**
79%, up 28 points since
2011



Added more than
**1,200 net new employee
positions and 103 new physicians**
since opening our
second hospital in 2021



Continued hiring as
we grow and expand
programs and services

Growing with our Communities



Growing with
our Communities



Refreshed additional spaces
at Mackenzie Richmond Hill
Hospital



Added more beds

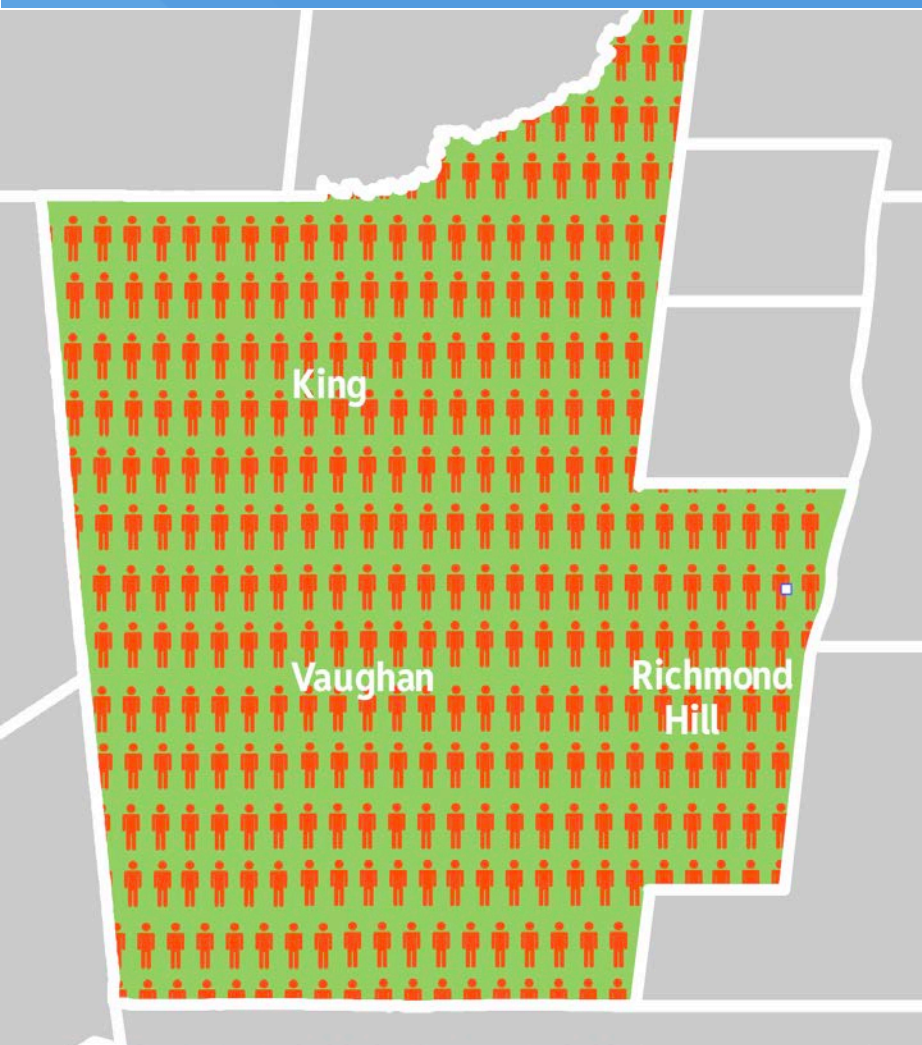


Working with government to
complete two unfinished shelled
floors at Cortellucci Vaughan
Hospital



Established key partnerships
including with Princess Margaret
Cancer Care Network

Growing with our Communities: challenges



Regional growth

By 2041, the population will increase by approximately 250,600, exceeding the current Richmond Hill population.



Complexity of care needs
– 70% of patients are older than 65

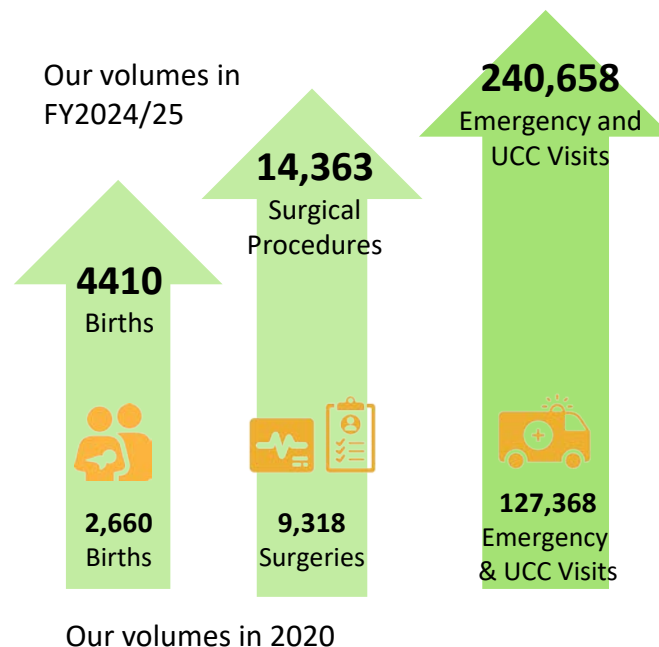


Insufficient
community supports



Second busiest ED in the province

Emergency Department and elective procedure volumes increasing



Integrated Care



Integrated
Care



Family Practice Navigation
Clinic – connecting hundreds
of patients with family doctors



Making progress on
seniors village including a
256-bed long-term care
home on the Vaughan
Healthcare Centre Precinct



Launched a community stroke
rehab program in Vaughan



Opened a 12-bed
transitional care unit



Sharing Epic electronic
medical record expertise

Education and Research



Education and Research



Establishing a
Research Council



Lead partner in York University
School of Medicine



More than 1,000 annual
clinical placements

How you can support



**Your health.
Our priority.**

Take the survey

**Help us plan for the
future of health care**

Participate in the
Mackenzie Health Cares
engagement campaign –
take the survey, sign up for
updates and share your
story.

mackenziehealthcares.ca



**Mackenzie Health
has the second
busiest emergency
volumes in Ontario**

It's time to plan for the
future of health care

mackenziehealthcares.ca



How you can support



Support Mackenzie Health Foundation signature events and initiatives like their ***Together We Shine Brightest*** campaign for mental health

TOGETHER
WE SHINE BRIGHTEST.

Help us shine a light
on mental health care.
Donate today.



