



Communication : C 6  
Special Committee of the Whole  
June 22, 2021  
Presentation 1

# Mackenzie Health Update

**Presentation to Vaughan Council**

**Altaf Stationwala**  
**President & CEO, Mackenzie Health**  
**Tuesday, June 22, 2021**

# Mackenzie Health today

# We are laser focused on:

- Providing the ultimate in care at our **two hospitals and community-based locations**
- Managing through the **COVID-19 pandemic** – keeping our staff, physicians, volunteers and patients safe
- Enabling **enhanced care through smart technologies** and innovation
- Securing adequate operational **funding** and raising the local share with our capital campaign



Mackenzie Richmond Hill Hospital



Cortellucci Vaughan Hospital C 6 : Page 3 of 18

# Cortellucci Vaughan Hospital now open to our community



- Opened as a full-service community hospital on June 6
- Mackenzie Health is now two hospitals
- Magna Emergency open
- Woman and Child, Inpatient Mental Health and Sorbara Integrated Stroke Unit open



# Double the access to care for our community



Mackenzie Health is now two hospitals:

- Core services at both hospitals
- Specialized services at each hospital
- Community-based locations

## CORTELLUCCI VAUGHAN HOSPITAL

### SPECIALIZED SERVICES:

Inpatient Integrated Stroke Care  
 Inpatient Mental Health Care  
 Obstetrics  
 Pediatrics

### CORE SERVICES:

Critical Care  
 Emergency Care  
 Medicine  
 Surgery

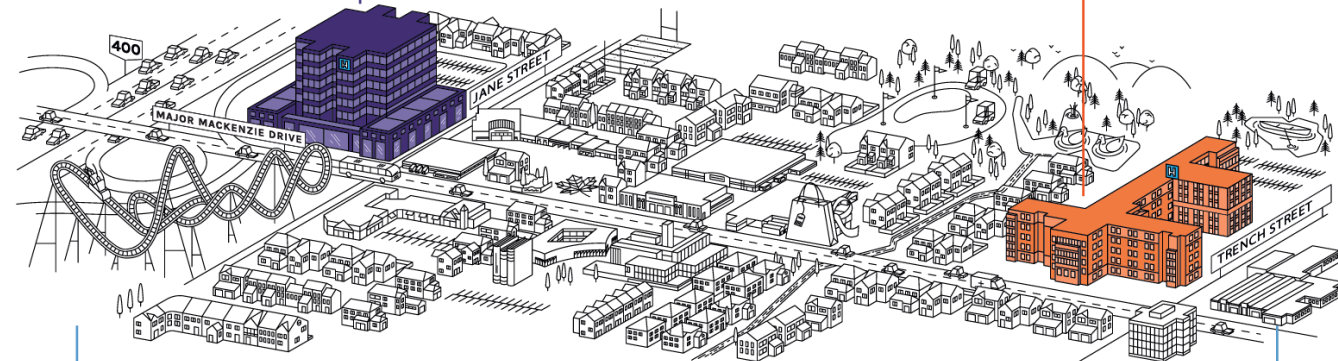
## MACKENZIE RICHMOND HILL HOSPITAL

### SPECIALIZED SERVICES:

Chronic Kidney Disease Program  
 Complex Continuing Care  
 Outpatient Clinics  
 Rehabilitation

### CORE SERVICES:

Critical Care  
 Emergency Care  
 Medicine  
 Surgery



### COMMUNITY-BASED SERVICES:

Autism, Behaviour Management, Brain Injury, Cardiovascular Rehabilitation, Complex Continuing Care, Diabetes Education, Dialysis, Domestic Abuse and Sexual Assault

# Mackenzie Health as a top employer



Recruited

**1,500 new staff,**

85 new physicians and 350 volunteers, and trained more than 4,000 staff across both hospitals to support the opening of Cortellucci Vaughan Hospital.



## PEOPLE



**650**  
Physicians



**4,000**  
staff



**700**  
volunteers

- **1,000+** construction jobs between 2016 and 2020
- **20+ York Region-based companies** involved in the construction phase

# Caring through the crisis

# Current status of COVID-19 in Ontario

- COVID-19 case counts and hospitalization rates in Ontario are going in the right direction
  - Accelerated vaccine rollout
  - Stay-at-home order lifted early June
  - Staged re-opening

*This is all welcome news after a very challenging third wave with high case counts and hospitalization rates, hospitals stretched to their limits and spreading variants of concern.*



# Learnings from waves of the pandemic

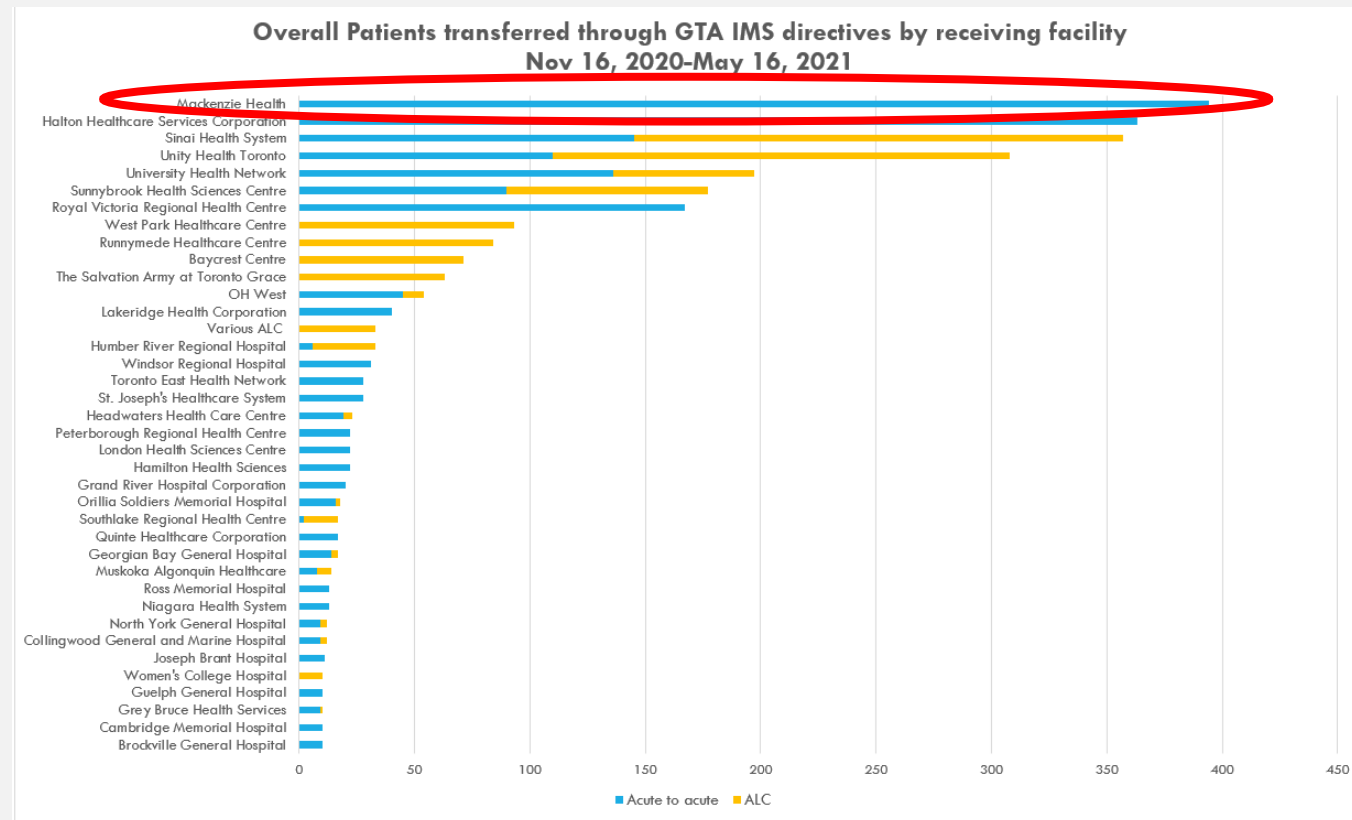
- Wave 1: driven by the unknown
- Wave 2: better prepared but capacity challenges returned
- Wave 3: most challenging wave yet



# Cortellucci Vaughan Hospital provided pandemic relief in Wave 3



- Cared for the highest proportion of COVID-19 patients in Ontario
- 514 patients transferred between February and June – 256 from Mackenzie Richmond Hill Hospital
- Emergency Department in Vaughan remained closed, program transfers paused to ensure adequate space/health human resources



# Capacity challenges at Mackenzie Richmond Hill Hospital



- Emergency Department one of the busiest in Ontario
- Patients arriving sicker and needing to be admitted
- COVID-19 magnified capacity pressures
- Cortellucci Vaughan Hospital needed now more than ever

# OUR TRANSFORMATION 2011

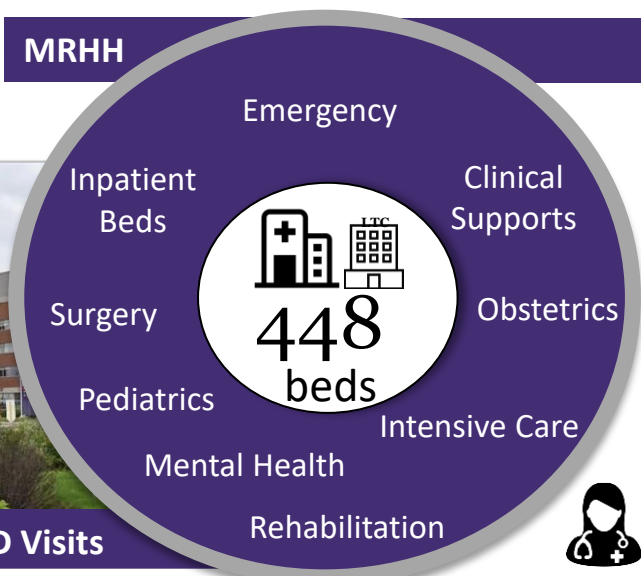


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## COMMUNITY BASED SERVICES



FY 11/12 85,853 ED Visits



- District Stroke Centre
- Dialysis Services
- Behaviour Management
- High Intensity LTC Home, 148 beds
- Brain Injury Services
- Autism Services
- Genetics Clinic
- Domestic Abuse and Sexual Assault

500 Physicians 2,000 Staff 500 Volunteers



# 2021

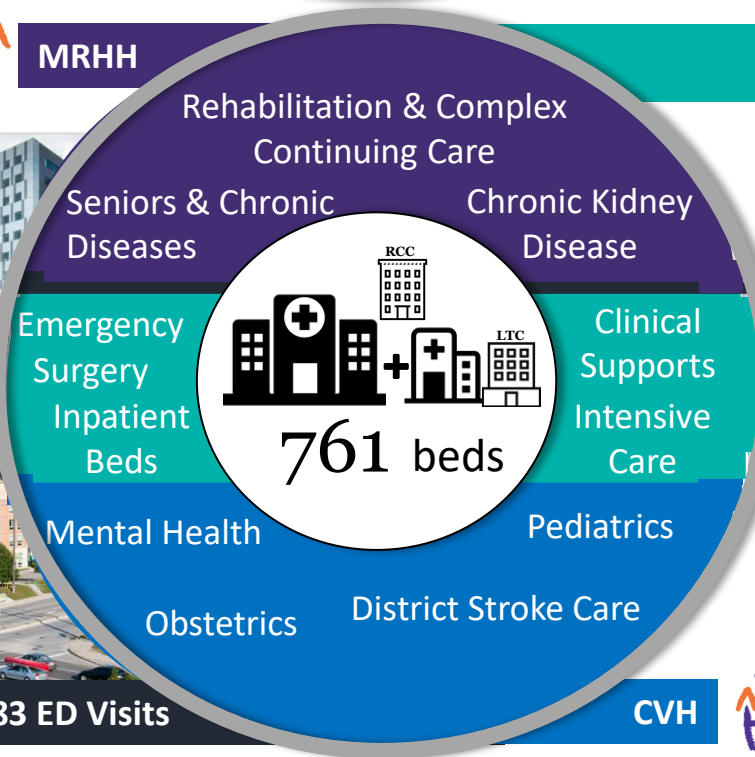


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## COMMUNITY BASED SERVICES



FY 19/20 127,383 ED Visits



- District Stroke Centre
- Dialysis Services
- Behaviour Management
- High Intensity LTC Home, 168 beds
- Reactivation Care Centre, 112 beds
- MackenzieHelps
- Brain Injury Services
- Autism Services
- Genetics Clinic
- Domestic Abuse and Sexual Assault
- IPAC Hub
- Community Outreach Programs

## OTHER PROGRAMS & ACCOMPLISHMENTS

650+ Physicians 4,500+ Staff 700 Volunteers



We more than doubled population served based on drive time.

# Enhanced care through smart technology

# Our smart achievements

- Highest certification of electronic medical record adoption – 1<sup>st</sup> in Canada
- HIMSS Nicholas E. Davies Award of Excellence and CHIME Most Wired in both 2018 and 2020
- First in Ontario to have two modular data centres connecting both hospitals by a fibre-optic cable
- MyCare bedside technology and smart beds to lead to a better patient experience
- MyChart patient portal lets patients access their health information at home



# Smart technology in action

- MyCare bedside tablets allow patients to be in control of their own care
- Remote care program
- Virtual care visits
- Video connections with loved ones while visitor restrictions remain in place

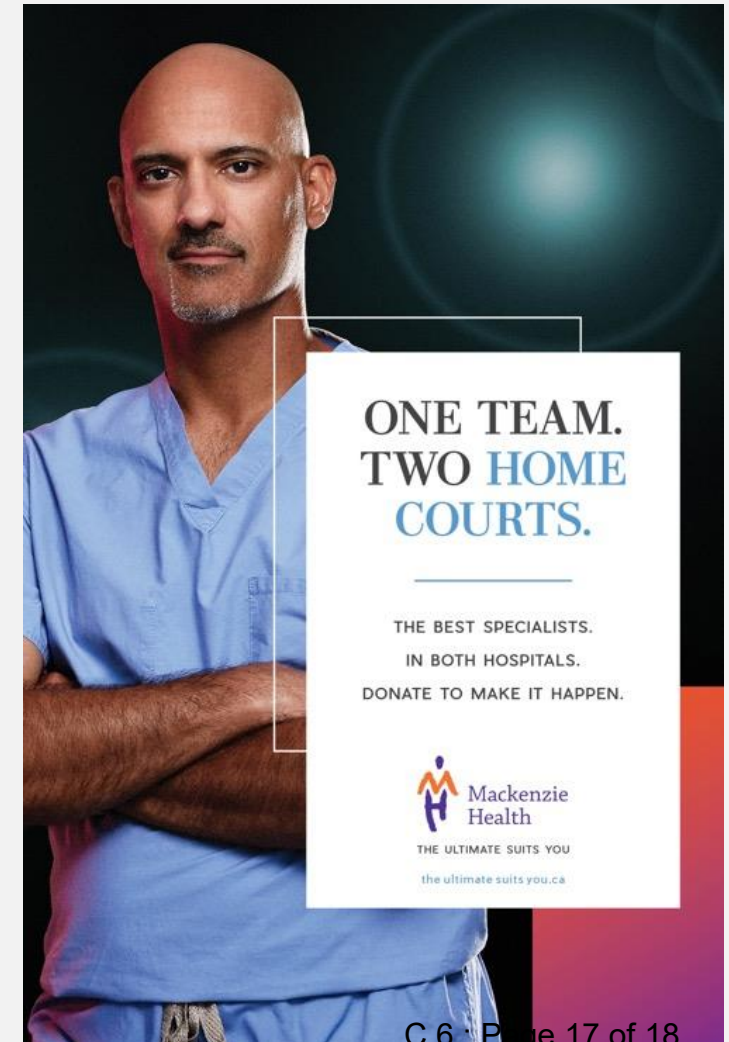


# The Ultimate campaign



# Hospital funding

- \$1.7 billion project – made possible by support and investments from the City of Vaughan, Regional Municipality of York and the Province of Ontario
- Requires both government and community support to build and equip Cortellucci Vaughan Hospital and enhance care at Mackenzie Richmond Hill Hospital
- Local share through the Ultimate campaign:
  - \$250 million goal
  - More than **\$200 million** raised to date!



# Questions?

