

CITY OF MARKHAM

Presentation to General Committee

April 8, 2018

Jo-anne Marr, CEO MSH

Suzette Strong, CEO MSH Foundation



Who We Are – At a Glance



WHO WE ARE *at a Glance*



2,300
staff



2
sites

MSH
UXBRIDGE



23
midwives



over
1,300
volunteers



329
beds



over
500
physicians

Alongside Midwifery
Acute Medicine
Alternative Level of Care
Child Development
Complex Continuing Care

Emergency
Intensive care
Maternal-Child
Mental Health
Transition Care

Oncology
Palliative
Rehabilitation
Surgery
Diagnostics

Service Provided Last Year



1,500,000
diagnostic tests



412,000
patients treated



103,800
emergency visits



20,100
surgical procedures



3,400
babies
delivered

Our New Vision

Reflects our aspiration to increase our connection to the community so that patients experience seamless care and transitions throughout our health system



VISION: CARE BEYOND OUR WALLS

Connecting with our community

Ensuring our services are patient-centred, integrated and inclusive of our diverse community, while leveraging technology to improve access

Our New Mission

MISSION: HONoured TO CARE



Our expression of our humble and compassionate attitude,
and a recognition of the respect we have for the people
who choose us for their care

VISION: CARE BEYOND OUR WALLS: Connecting with our community

MISSION: HONoured TO CARE

Strategic pillars:



Delivering an extraordinary patient experience

- Create a comprehensive patient navigation model of care
- Develop state-of-the-art clinical program focused on: Childbirth and Children's, Ambulatory Care, Orthopaedic services and Care Transitions, ensuring exceptional care close to home
- Become a patient led organization



Embracing our community

- Engage our community to better understand and meet their needs
- Strengthen our partnerships to ensure smooth patient transitions
- Enhance our relationship with community physicians
- Develop a brand strategy that unifies our sites and reflects our excellence in clinical care
- Re-envision and rebuild the Uxbridge site



Empowering our people

- Create an 'honoured to care' culture that distinguishes us
- Develop a recognition and reward system for our staff, physicians and volunteers
- Implement a comprehensive leadership development and training plan
- Strengthen interprofessional collaborative practice
- Enhance our academic role and educational experience for our learners

Strategic enablers:

Communication, Education, Finance, Infrastructure, Information Technology and Innovation

VALUES:

RESPECT, TRUST, COMMITMENT, COMPASSION, COURAGE



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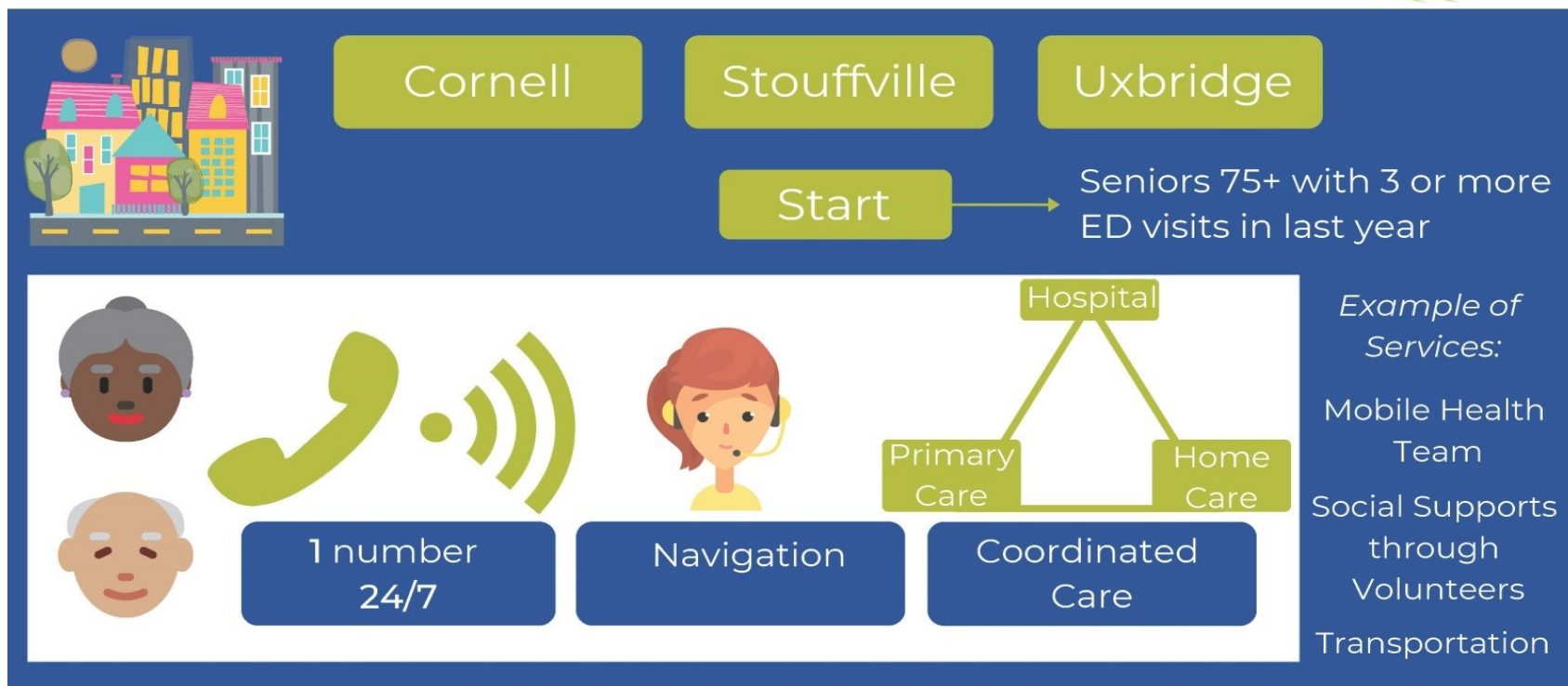


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Connected Care Strategy

Shared, Connected Care Focused on Neighborhoods



Key Success Factors



Rostered Patients



Shared electronic medical record



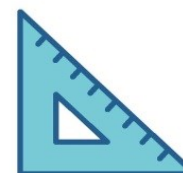
Technology & Virtual Care



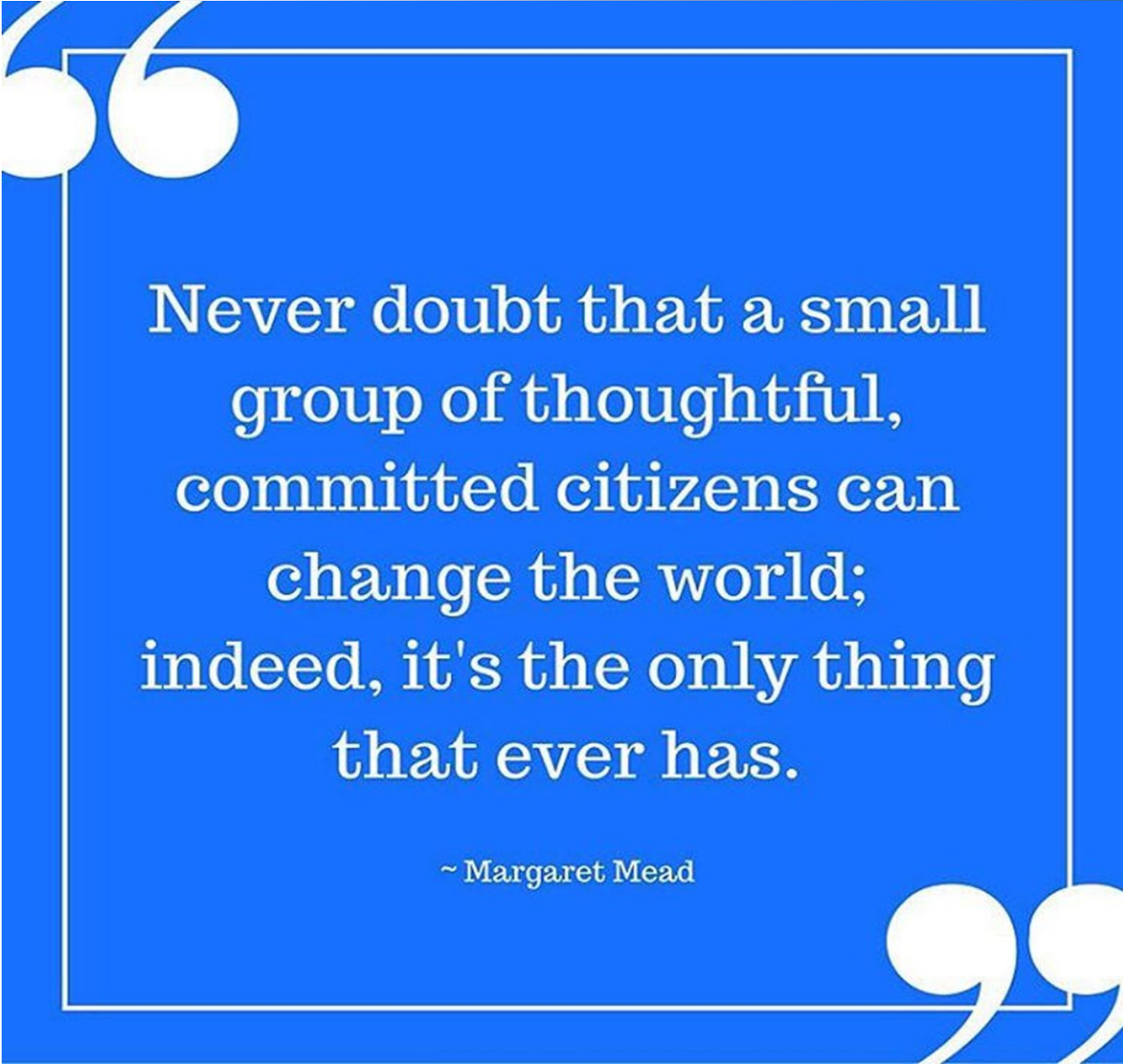
Community Partnerships



Shared accountability



Metrics



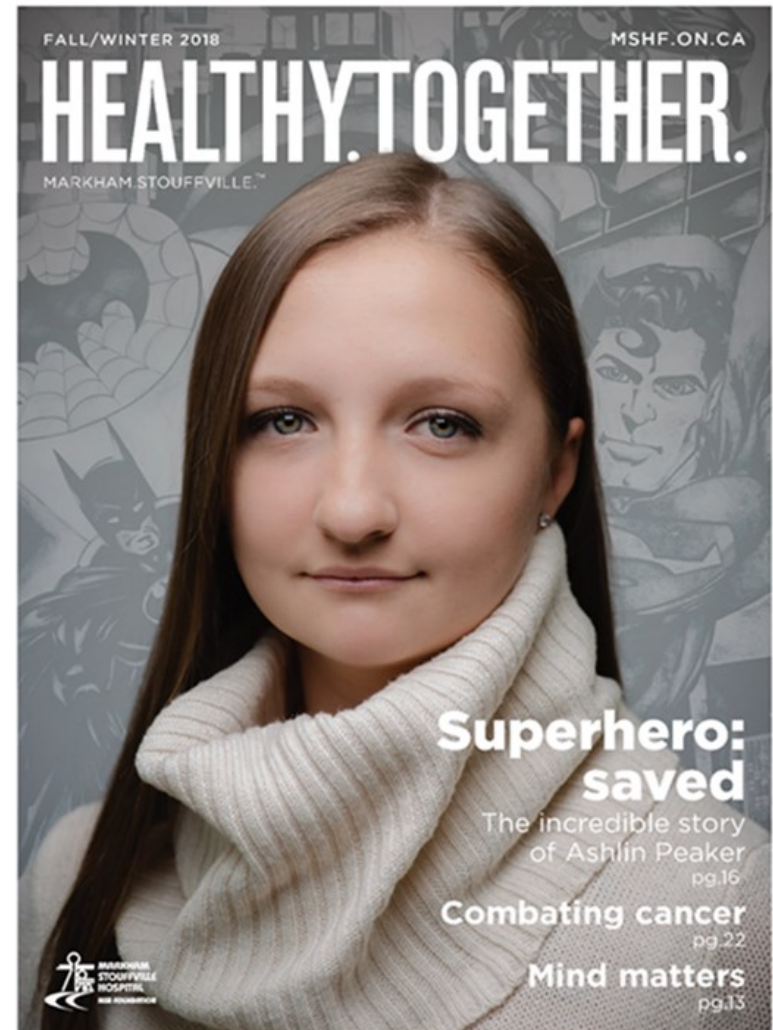
Never doubt that a small
group of thoughtful,
committed citizens can
change the world;
indeed, it's the only thing
that ever has.

~ Margaret Mead

MSH Foundation

To enable MSH to achieve its vision and raise funds and awareness for its strategic priorities and needs

- \$6M - \$8M per year





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The unit is scheduled to open July 9

NEWS Jun 27, 2018 by [Simon Martin](#) Markham Economist & Sun

TORONTO



Questions



Thank you

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