

CARING THROUGH THE CRISIS

COMMUNITY REPORT 2020-2021



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Health



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Foundation

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2020-2021 MILESTONES AND HIGHLIGHTS

An unprecedented year

At the start of this fiscal year — April 1, 2020 — we were only a few weeks into the COVID-19 pandemic in Ontario. Nobody anticipated that the pandemic would last the entire fiscal year, and beyond. While navigating through the global pandemic, there were significant challenges as well as historic milestones. Our team continued to provide the ultimate in care to our patients and our communities each and every day.

Responding to a global pandemic

In March 2020, the WHO declared COVID-19 a global pandemic. As cases rose in our community, our staff worked tirelessly to provide the best care possible for our patients. We supported long-term care, and retirement and congregate living spaces, by providing mobile testing units and infection prevention and control training. We opened two COVID-19 Assessment Centres and a Vaccine Clinic. We constantly updated screening protocols, ensured supply of personal protective equipment, advised our community on how to protect themselves and those around them, and supported our staff as we learned more about the virus and navigated the pandemic together. Our team also helped patients stay in touch with their families virtually, created dedicated units for admitted patients with COVID-19 at Mackenzie Richmond Hill Hospital, and opened Cortellucci Vaughan Hospital exclusively as a system solution to fight COVID-19.

The only constant is change

As the pandemic evolved, the resulting impact on public health measures and hospital operations meant a constant need to adjust for our team. Mackenzie Richmond Hill Hospital — particularly the Nick and Roseanne Cortellucci Emergency Department — was already overcapacity, and we continued to employ creative and innovative solutions to find additional beds and physical spaces to safely care for patients within our walls. This included relocating our Fracture Clinic to the Berwick Auditorium and using the space for Emergency Department patients.

A note on photos: All photos adhered to all public health guidelines in place at the time the photos were taken.



Our Woman and Child team, including Dr. Tuba Aksoy, took all COVID-19 precautions to ensure babies were brought into the world safely.

Addressing capacity pressures at Mackenzie Richmond Hill Hospital

Patient volumes in the Nick and Roseanne Cortellucci Emergency Department at Mackenzie Richmond Hill Hospital reached pre-pandemic levels by March 2021. This time though, patients arrived sicker, with an average of close to 15 per cent requiring admission to hospital in January to March 2021 — peaking at 21 per cent in mid-February — compared to an average of 11 per cent in 2019. The number of patients requiring an inpatient bed often outnumbered the staffed beds available. Since it opened to support the pandemic response, Cortellucci Vaughan Hospital has provided some relief. We continue to employ creative solutions to find additional beds and physical spaces to care for patients.

Unveiling the name of the new Vaughan Hospital

In June 2020, Mackenzie Health unveiled the name of our much-anticipated Vaughan Hospital — Cortellucci Vaughan Hospital — in recognition of a generous \$40-million gift from the Cortellucci family. The gift, announced in June 2019, is the largest single donation in Mackenzie Health's history. The Cortellucci family believes so strongly in the Mackenzie Health team and in ensuring the very best care for our community, and hopes that their generosity continues to be an inspiration for our community. Once fully open, Cortellucci Vaughan Hospital will have a full-service emergency department, core services such as medicine, critical care and surgery, and specialized programs in obstetrics, pediatrics, integrated stroke and mental health.

Cover image: Screeners like Liubov helped keep everyone at Mackenzie Health safe during the COVID-19 pandemic.



(Above) Staff test a patient care scenario at Cortellucci Vaughan Hospital prior to opening as a system solution to provide pandemic relief. (Left) To help drive the digital pathology program, Mackenzie Health recruited Dr. Andrew Evans as our new Chief of Pathology.

Mackenzie Health becomes a leader in digital pathology

This past year, Mackenzie Health, in partnership with health care technology leader Philips, became one of the first hospitals in Canada to implement a new fully digital pathology platform. By digitizing pathology samples and sharing with experts through online networks (instead of preparing and sending slides by courier for reading and reporting by a pathologist), patients receive faster and more accurate diagnosis and treatment.

Using technology to advance patient care

Mackenzie Health once again earned the 2020 College of Healthcare Information Management Executives (CHIME) Digital Health Most Wired recognition for the use of technology and its impact. This is our second time earning this recognition and Mackenzie Health was the only Canadian recipient to be recognized. Achievements highlighted include helping identify COVID-19 community hot spots, deploying secure video technology to rapidly enable more than 40,000 virtual care visits, and using data analytics to expedite the rescheduling of postponed surgical procedures.

Completing construction on the new hospital

In August 2020, substantial completion of the new Cortellucci Vaughan Hospital — the first net new hospital to be built in Ontario in more than 30 years — was achieved. The bulk of construction was completed with no impacts to the project schedule despite challenges imposed by the pandemic. The project was completed safely, surpassing three million worker hours without a lost-time injury. Mackenzie Health is grateful to our many external partners including the project consortium, architects, project consultants, vendors, and government.

Providing award-winning stroke care to patients

The Sorbara District Stroke Centre for York Region team received the 3M Health Care Quality Team Award from the Canadian College of Health Leaders. The award recognized our use of data to reduce the time it takes patients to receive the lifesaving drug called tissue plasminogen activator (tPA) which breaks apart the clot to help restore blood flow to the brain. Patients now get this medication in half the time as before (reduced from 53 to 27 minutes) and more patients see good functional outcomes and strokes that are less severe.

Preparing to safely care for patients at Cortellucci Vaughan Hospital

Once construction on Cortellucci Vaughan Hospital was completed, teams began the work of turning the building into a fully functional hospital. Although the hospital looked ready, five months were needed for our teams to get ready to safely care for patients. This was a massive undertaking and required a team of experts to co-ordinate and implement these preparations. We recruited 1,500 new staff, 85 new physicians and 350 volunteers, and trained more than 4,000 staff across both hospitals. Our teams conducted emergency preparedness exercises and testing across Mackenzie Health, simulating real-life scenarios. And we made sure all 30,000 pieces of equipment and furniture — ranging from medicine carts, to pharmacy robots, to Magnetic Resonance Imaging (MRI) scanners — were set up properly.

State-of-the-art lifesaving equipment like CT scanners and MRIs would not be possible without the support of our community donors. Thank you to those who have generously given to date to help ensure the ultimate in care for our patients and families.



Dr. Robert Sowerby and Dr. Katharina Plenk with artwork from students at St. Mary of the Angels in Woodbridge that thanks health-care workers for their incredible efforts and sacrifice.

Opening Cortellucci Vaughan Hospital as a system solution

As we were in the final stretch getting ready to open the doors of our second hospital, the Mackenzie Health team was asked by the provincial government to step up as a unique system solution. Mackenzie Health marked a significant milestone in our history on Feb. 7, 2021 by opening Cortellucci Vaughan Hospital with an exclusive focus on creating additional ICU and acute care capacity. Mackenzie Health helped alleviate capacity pressures faced by Ontario hospitals as they managed near full ICUs and increasing COVID-19 cases. In the first eight weeks it was open, 229 patients were transferred to Cortellucci Vaughan Hospital from hospitals across the Greater Toronto Area as part of the Incident Management System (IMS) to support the province's COVID-19 response efforts (by publication date, May 26, 2021, IMS transfers surpassed a total of 508 patients).

Donors rally to support our COVID-19 Response Fund

A COVID-19 Response Fund was established in March 2020 to support Mackenzie Health's most urgent needs during the pandemic. More than 3,900 donors responded. Community leaders and businesses, like Longo's, the Gulshan & Pyarali G. Nanji Family Foundation and Greenpark Group of Companies, just to name a few, stepped up in support of these efforts by donating matching gifts to double the impact of all donations received. We're pleased to share the COVID-19 Response Fund raised more than \$1.1 million*.

Introducing lab technology for better patient care

New automated chemistry and hematology systems at Mackenzie Richmond Hill Hospital were implemented in April 2020. This is just one of the ways in which we're incorporating smart design and technologies at both Mackenzie Richmond Hill Hospital and Cortellucci Vaughan Hospital. This technology — the first of its kind in Canada — has improved efficiency and turnaround times, minimized errors and improved the accuracy of results, all with the end goal of enhancing the quality of care patients receive.

DONOR SPOTLIGHT: Jaswinder Grewal

A resident of Vaughan for more than three decades, and the proud father of four daughters, Jaswinder Grewal is passionate about health care. Understanding the important role of a community hospital, he joined our community of donors in 2016 with a gift to refurbish our Palliative Care Family Lounge at Mackenzie Richmond Hill Hospital. Most recently, Jaswinder generously pledged \$100,000 for an examination room in the ambulatory unit of the Magna Emergency at Cortellucci Vaughan Hospital. His latest remarkable gift helps ensure our patients receive quality emergency and palliative care.

Glitz Jewellery Boutique

As the owner of Glitz Jewellery Boutique in Vaughan, Giselle Maggiacomo knew she had to give back to a community which has given so much to her. Eager to help support Cortellucci Vaughan Hospital, Giselle along with her father-in-law Rudy and other members of their family funded a stretcher bay area in our Medical Imaging Department at Cortellucci Vaughan Hospital. With their gift of \$25,000, patients will wait in a comfortable and safe environment before and after a diagnostic procedure.

*Numbers for 2020/21 fiscal year – April 1, 2020 to March 31, 2021



A SNAPSHOT OF 2020-2021 BY THE NUMBERS*



147,943

tests done at Mackenzie Health's two COVID-19 Assessment Centres.



33,300

COVID-19 vaccines administered at Mackenzie Health's COVID-19 Vaccine Clinic.



1,168

COVID-19 positive inpatients cared for across our two hospitals.



More than 2,800

patients with COVID-19 enrolled in the Remote Care Program with 6,500 virtual physician visits completed. The program provides home monitoring to COVID-19 patients, enabling them to receive the care they need from home while reducing emergency department visits and hospitalizations.



15,000

hours were contributed by volunteers. Despite the difficult year, volunteers still stepped up to help Mackenzie Health.



229

Patients transferred to Cortellucci Vaughan Hospital as part of the Incident Management System (IMS) to support the province's COVID-19 response efforts. By the time this report went to print — May 26, 2021 — more than 508 patients were transferred.



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.



Surpassed the

\$200 million mark towards the Ultimate fundraising campaign's \$250 million goal thanks to the generosity of our donors.



More than 3,900

donors supported the COVID-19 Response Fund, giving more than \$1.1 million to support Mackenzie Health's most urgent needs during the pandemic.

ONE TEAM. TWO HOME COURTS.

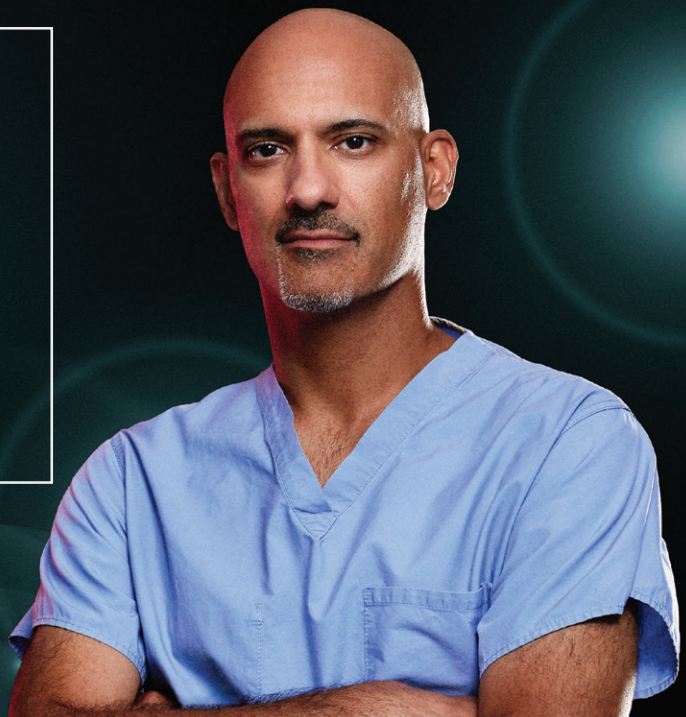
THE BEST SPECIALISTS. IN BOTH HOSPITALS.
THANK YOU TO ALL WHO HAVE DONATED.
YOUR SUPPORT HELPS ENSURE THEY HAVE THE TOOLS
THEY NEED TO PROVIDE THE ULTIMATE IN CARE.



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Events raise nearly \$1.3 million for Mackenzie Health

Mackenzie Health Foundation's signature events were re-imagined this past year to align with public health guidelines and restrictions in place due to COVID-19. Although we faced limitations to in-person events, we successfully held our UniversalCare Strides for Stroke, Tee Off for Health, Ride for Health and Ultimate "Un-Gala" events in a safe way. Together, these events raised nearly \$1.3 million to help build and equip Cortellucci Vaughan Hospital and enhance care at Mackenzie Richmond Hill Hospital.

Our community of supporters respond to COVID-19

During a year of unprecedented challenges, we were humbled by the outpouring of generosity from our vast community of supporters. In addition to donations in support of our COVID-19 Relief Fund, we received donations of personal protective equipment (PPE) and gift cards for staff and physicians, along with donations of sponsored meals, beverages and more. Our community recognized the incredible work of our front-line team by hosting car parades. Countless people shared their messages of appreciation for our staff.

The Ultimate campaign exceeds the \$200-million mark

We hit an exciting milestone this past year thanks to our incredible donors whose generosity and commitment to ensuring the ultimate in care for our community put us over the \$200-million mark of our Ultimate fundraising campaign. The campaign, the largest fundraising drive led by a community hospital in Canada, is helping build and equip Cortellucci Vaughan Hospital and enhance care at Mackenzie Richmond Hill Hospital. Close to 13,000 donors contributed to bringing us one step closer to our \$250-million Ultimate campaign goal. Gifts this year included leadership gifts from Nicholas and Maria Papeo and family, the Bancheri family in honour of their father Giuseppe, Global Precast Inc., the Cannone family, as well as gifts from small businesses and individuals in our community, including Glitz Jewellery Boutique, Robert B. Somerville Construction Co. Ltd. and Jaswinder Grewal.

Plus, this past year, Orlando Corporation stepped up to generously match all donations raised by the community, dollar-for-dollar, up to a total of \$5 million. This matching gift initiative means our supporters will have an opportunity to double their impact.

**DOUBLE
YOUR
IMPACT!**

Orlando Corporation
will match your
donation

A full list of donors can be found at
mackenziehealth.ca/donors



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10 Trench Street, Richmond Hill, ON L4C 4Z3
Richmond Hill: 905-883-1212
Vaughan: 905-417-2000
Foundation: 905-883-2032
mackenziehealth.ca

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