

INTOUCH

THE ULTIMATE CARE IS IN THE DETAILS

MOVING BETWEEN TWO
HOSPITALS SMOOTHLY
MACKENZIE HEALTH MADE SURE
KAREN NEVER MISSED A DETAIL

THE POWER OF TWO

DOUBLING ACCESS TO
CARE FOR YORK REGION

THE POWER OF TECHNOLOGY

CREATING SEAMLESS
PATIENT EXPERIENCES



THE ULTIMATE SUITS YOU

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INTOUCH

InTouch is published by Mackenzie Health Foundation in support of the ultimate in health care at Mackenzie Health.

To learn more about the Foundation's fundraising priorities, call 905-883-2032 or visit mackenziehealth.ca/foundation



Mackenzie Health Foundation

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Charitable Business Number: 11930 6215 RR0001



A MESSAGE FROM KRISTA FINLAY PRESIDENT & CEO, MACKENZIE HEALTH FOUNDATION

With spring and a sense of renewal finally upon us, the Mackenzie Health Foundation team is taking a moment to reflect on the past year — both for the world and for the landscape of health care in York Region.

In June 2021, the new Cortellucci Vaughan Hospital officially opened its doors and now provides a full suite of core and specialized services to our diverse and growing patient population.

This historic achievement is a direct result of our incredible health care team and the extraordinary contributions of our donors, who have now collectively raised over \$210 million towards our Ultimate campaign goal of \$250 million. We invite you to read more in our feature article on page 6.

We have much to look forward to as we celebrate these milestones and welcome the warmer weather. For example, in the very near future, our Strides for Mackenzie Health event at Canada's Wonderland is coming back in person.

I know I speak for all of my colleagues when I say how inspired and grateful I am to be part of the Mackenzie Health community. Whether you are a donor, a member of the health care team or one of our partners from York Region and beyond — thank you.

Together, we are ensuring that the ultimate in health care is available and close to home for everyone in western York Region.

With sincere appreciation,

Pictured on the cover: Karen Addison



Karen stands smiling in Cortellucci Vaughan Hospital, where she received coordinated, comprehensive and faster care close to home.

THE ULTIMATE CARE IS IN THE DETAILS: KAREN ADDISON'S CANCER JOURNEY

**WITH A TEAM AND TECHNOLOGY THAT PUT THE PATIENT AT THE CENTRE,
KAREN MOVED SMOOTHLY BETWEEN MACKENZIE HEALTH'S TWO HOSPITALS**

Karen Addison's colon cancer diagnosis came over the phone.

"It was the middle of COVID and my surgeon, Dr. Weizman, had to call because most medical appointments were virtual," she says. "I was stunned. I remember just sitting in my chair for 20 minutes after we hung up and thinking, 'Okay, what do I do now?'"

"Doing" has always been a part of Karen's life. As a wife, the mother of two grown children and a long-time executive director of the Character Community Foundation of York Region, she knows how to get things done. "I'm a very organized, Type-A personality," she says with a smile. "I like to have a sense of control."

Over the next few months, Karen would find out first-hand how Mackenzie Health's two hospitals — and the

state-of-the-art technology that enables them — work together to empower patients to take greater ownership over their own wellness.

Dr. David Weizman's life-changing phone call came in July 2021, but Karen's cancer journey began five months earlier when she completed a simple, at-home colon-cancer screening test known as a Fecal Immunochemical Test (FIT).

Karen's FIT result was positive, so her family physician connected her with Dr. Weizman for a follow-up colonoscopy. During the procedure, he removed two polyps and biopsied another. It was the biopsied polyp that turned out to be cancerous and needed to be surgically removed.

Continued on page 4

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Before Dr. Weizman would operate though, he ordered a range of tests that would give him deep insight into Karen's overall health. "I just wanted the cancer out," she says. "But Dr. Weizman wanted to move more cautiously, and I understood that."

The caution paid off when a pre-operative MRI indicated there was unusual thickening of Karen's uterine wall. The growth was benign, but Dr. Weizman felt it should be removed anyway. Both surgeries were completed at the same time by Dr. Weizman and Dr. Ou congruently, saving Karen time and worry.

That kind of patient-focused care is what Mackenzie Health's two-hospital model is all about. In the lead up to her surgery, Karen moved seamlessly between Mackenzie Richmond Hill Hospital and Cortellucci Vaughan Hospital for a wide range of appointments.

Along the way, our experienced Patient Care Team made sure she was prepared for every meeting or test. "My husband used to laugh as we got in the car and ask me which site we were going to today, but we were always ready thanks to the Patient Care people."

"I just wanted the cancer out," she says. "But Dr. Weizman wanted to move more cautiously, and I understood that."

Being able to track her progress on MyChart™ was critically important for Karen. This online portal — which is linked to Mackenzie Health's award-winning electronic medical records system — allowed her to manage her personal health information on her terms. "With all the different procedures and all the reports that came in, MyChart™ gave me a sense of being part of the process," she explains.

Now with her successful surgery behind her, Karen has had a chance to reflect on what it means to be able to get exceptional care so close to home. "I'm one of those people who doesn't like to go below Steeles Avenue," she says emphatically. "Being able to do everything 15 minutes from home made all the difference in the world."

Of course, Karen is the first to point out that Mackenzie Health's two hospitals are about much more than convenience. It's about better patient outcomes through increased access to essential health care.

"I believe that having increased access to care with Cortellucci Vaughan Hospital's opening made my experience faster and more seamless," she explains. "I was very impressed with the coordination between the two hospitals and the technology. It really lets the experts do their jobs."

A DOCTOR WHO GOES THE EXTRA MILE IS GOOD MEDICINE



As Chief and Medical Director of Mackenzie Health's Department of Surgery, Dr. David Weizman uses his considerable medical skills to help thousands of patients every year. But it's his kindness and compassion that often stand out.

No one knows that better than Karen Addison, who turned to Dr. Weizman for care after a colon cancer diagnosis. "The fear and the unknown are the hardest when you have cancer. But Dr. Weizman really listened to me and answered all my questions," she explains.

Keeping patients up to date on their care is also a hallmark of the way Dr. Weizman practises good medicine. "Several times he called me with test results late on a Friday because he didn't want me to stew about it all weekend," Karen says. "That kind of thoughtfulness makes a big difference when you're going through a stressful time."

TOGETHER, WE ARE STRONGER

That's the spirit of our two-hospital model. Read more stories about the people, technologies and partnerships that each play a crucial role in our collective vision of delivering exceptional health care.

To read the full stories online, scan the QR code using your phone camera. You can also access a digital copy of InTouch Magazine at mackenziehealth.ca/intouch



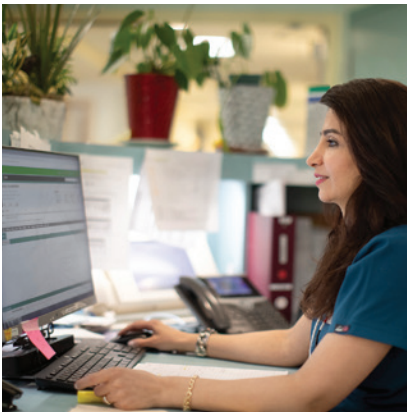
PHYSICIAN PROFILE

TIRELESS PHYSICIAN BRIDGES TWO SITES – AND TWO WORLDS



Dr. Nikila Ravindran is a force. A General Gastroenterologist at Mackenzie Health since 2017, she has a bustling practice at both hospital sites and is the new vice president of Mackenzie Health's Professional Staff Association. She's also teaching the next generation of physicians. How does she do it all?

Read her incredible story.



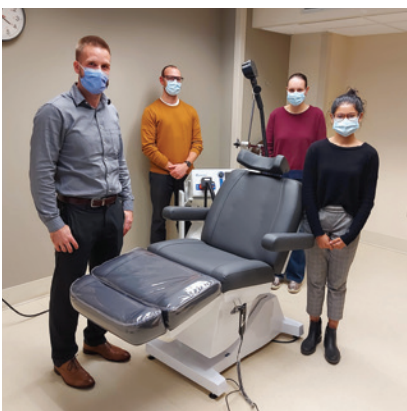
POWER OF TECHNOLOGY

USING TECHNOLOGY TO DELIVER A SEAMLESS PATIENT EXPERIENCE



With Mackenzie Health's two-hospital model in full swing, you may be wondering how patient information is being shared between both sites to ensure a seamless patient experience. Enter Epic, an industry-leading electronic medical record software.

Love tech like we do? Read more.



ONTARIO SHORES PARTNERSHIP

BREAKING DOWN BARRIERS TO SPECIALIZED MENTAL HEALTH CARE



One in four people in York Region are living with mental illness. That's higher than the national average. Mackenzie Health constantly seeks innovative ways to deliver community-based mental health services so patients can access care closer to home. Our new partnership with Ontario Shores is doing just that.

What is community-based service? Find out.

THE POWER OF TWO

SPECIALIZED, SMART, COORDINATED HEALTH CARE. THAT'S WHAT MACKENZIE HEALTH'S TWO HOSPITALS BRING TO YORK REGION.



Cortellucci Vaughan Hospital

This June, Mackenzie Health will mark the one-year anniversary of Cortellucci Vaughan Hospital's official opening — Ontario's first new hospital in over 30 years.

We'll also be celebrating the generosity of our growing community of donors. Since the 2018 launch of the Ultimate campaign, more than 13,000 donors joined together to raise an incredible \$210 million to help build Cortellucci Vaughan Hospital and enhance care at Mackenzie Richmond Hill Hospital.

Now, as we near the completion of the \$250 million campaign — the largest campaign ever undertaken by a community hospital in Canada — we're taking a moment to reflect on the power of philanthropy to create lasting change for western York Region and beyond.

TRANSFORMING THE FUTURE OF HEALTH CARE IN YORK REGION

The opening of Cortellucci Vaughan Hospital added significant health care capacity to York Region. As one of Canada's fastest growing communities, the number of people living in York Region is expected to increase by more than 35 per cent over the next 20 years. But until last year, Mackenzie Richmond Hill Hospital was the only hospital serving western York Region — and was consistently ranked as one of the most over-capacity hospitals in Ontario.



Mackenzie Richmond Hill Hospital

Even so, the hospital achieved shorter wait times, increased patient satisfaction and improved efficiency compared to many of its peers.

But one hospital simply couldn't keep up with the needs of the vibrant and diverse population we serve. That's why, in partnership with the Government of Ontario, Mackenzie Health identified a need for a second hospital.

"We believe wholeheartedly in the power of excellent community-based health care," says Altaf Stationwala, President and CEO of Mackenzie Health. "By opening a second hospital site, residents can more quickly and conveniently access care where they live and work — creating a stronger, healthier and more vibrant region for us all."

The two hospitals — Cortellucci Vaughan Hospital and Mackenzie Richmond Hill Hospital — work in tandem, with each site offering a full-service emergency department, core services and a range of specialized programs designed to meet our patients' unique needs.

And as Canada's first smart hospital, Cortellucci Vaughan Hospital features devices and information systems that communicate with each other to anticipate patient and health care provider needs. Much of this technology was originally tested and implemented at

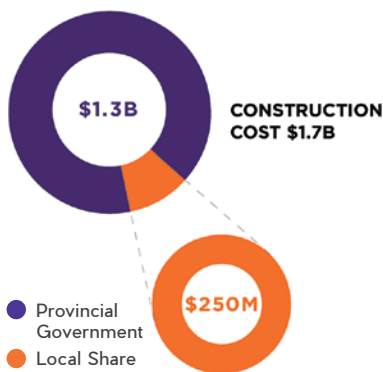
Mackenzie Richmond Hill Hospital, ensuring patients receive the ultimate care at both sites.

FUNDING A NEW ERA OF HEALTH CARE – TOGETHER

This significant milestone for the health of people across western York Region simply wouldn't have been possible without the steadfast support of Mackenzie Health's donor community.

That's because, like every hospital in Ontario, the creation of Cortellucci Vaughan Hospital required a joint investment from various levels of government and community donations.

Ontario's provincial government funds a significant portion of the hospital's costs — including capital and operating costs. But hospitals are responsible for raising the remaining funds needed to deliver high quality services and support equipment, innovation and other critical needs.



Under this model, the Province of Ontario committed \$1.3 billion towards the total \$1.7 billion cost of the Cortellucci Vaughan Hospital project, and both York Region and the City

of Vaughan also made significant contributions.

The remaining amount of \$250 million is Mackenzie Health's "local share" — the amount that must be raised through the generosity of our community.

The \$210 million raised to date towards this goal is funding a portion of remaining construction costs as well as helping to ensure both hospital sites are fully equipped with the latest smart technology, giving patients and providers a more effective and efficient health care experience.

These funds also offset the considerable expense of purchasing all medical equipment for the new hospital. "Every dollar directly funds the state-of-the-art life-saving programs, services, equipment and technology that sets Mackenzie Health apart as a true leader in community-based care," says Krista Finlay, President and CEO of Mackenzie Health Foundation.

BUILDING A LEGACY FOR GENERATIONS

When we celebrate the one-year anniversary of Cortellucci Vaughan Hospital's official opening this June, we will be even closer to the achievement of our \$250 million goal. These achievements underscore the potential of generosity to change lives — and to create a legacy of transformation that will last for generations.

There's still time if you would like to donate in support of the Ultimate campaign's \$250 million goal! To make a gift, please visit theultimatesuitsyou.ca or call us at 905-883-2023.

THANKS TO YOU,
CORTELLUCCI VAUGHAN
HOSPITAL HAS DOUBLED
YORK REGION'S ACCESS
TO THE ULTIMATE IN
HEALTH CARE!

4,599
staff¹

1,776
babies delivered²

22,843
operating room
procedures²

2,749
pediatric
urgent care visits²

¹As of Jan 15, 2022 | ²From June 6, 2021 to Jan 6, 2022

ORLANDO CORPORATION MET ITS MATCH



Orlando Corporation is doubling our donor's efforts. These funds empower our health care staff with innovative technology.

INSPIRATIONAL \$5M MATCHING PLEDGE IS NOW COMPLETE

For more than 70 years, Orlando Corporation has been committed to making a difference in the communities they serve. So it was no surprise when they reached out to say they wanted to accelerate Mackenzie Health's \$250-million Ultimate campaign with a powerful offer to double donations up to \$5 million.

As community members heard about the initiative — and how their gifts would instantly have twice the impact — it became an exciting rallying cry for all, inspiring more than 3,700 donations, with an average gift size of more than \$900 (as of December 1, 2021). Now we're pleased to announce that Orlando Corporation's transformational fundraising goal has been achieved.

While Orlando Corporation's deep generosity enables exceptional care right across our two hospitals, one space at Mackenzie Richmond Hill Hospital has been a special focus for the company's fundraising efforts: the new Orlando Corporation Ambulatory Surgical & Procedures Centre.

This patient-focused space means Mackenzie Health's expert surgical team now have 16 state-of-the-art procedure suites — up from just 12 a few months ago — to perform a wide range of outpatient surgeries, including cystoscopies, gastrointestinal procedures, minor operating room surgeries and more.

What's more, the Orlando Corporation Ambulatory Surgical & Procedures Centre is becoming a draw for some of the most talented surgical specialists the province has to offer. More are joining us all the time, drawn by our innovative care model and access to the latest technology. Dr. Phillip Cohen-Lyons, one of Mackenzie Health's outstanding gastroenterologists, explains: "The expansion has allowed us to hire new specialists, which we desperately need. The timing couldn't have been better as the extra resources have allowed us to keep up with the post-COVID-19 surge of referrals."



The Powell Contracting team. From left to right: (Back) Leslie Olexa, Shelby Farrell, Nicole Wells. (Front) Jennifer Kennedy, Stacy DiPasquale.

MATCH OFFER EMPOWERS EXCEPTIONAL GIFT TO MENTAL HEALTH PROGRAM

Powell Contracting and their employees are working just as hard to destigmatize mental health issues as they are keeping us safe on Ontario's highways.

Founded by the Powell family nearly 60 years ago, the company is home to hundreds of roadside safety experts who install and maintain the guardrails, overhead signage and other critical infrastructure elements we all rely on when we get behind the wheel.

As longtime community builders, they've supported a wide range of causes, from Newmarket's Rose of Sharon Services for Young Mothers to the Woodland Centre's "Save the Evidence" campaign that's supporting the restoration of the former Mohawk Institute Residential School.

As the pandemic dragged on, it was clear to the company's leadership that some of the employees were struggling. "We haven't been sheltered from the effects of the COVID-19," says Nicole Wells, Powell Contracting's Manager of People and Culture. "Our employees have been operating in some really strange conditions so there have been mental health challenges."

Powell Contracting decided to start a company-wide conversation about mental wellness. "We've dubbed this year the Year of Transparency and Communication," says Nicole. "We're really committed to talking about mental health to reduce the stigma around it."

When the Powell family heard about the Orlando Corporation's \$5-million gift-match initiative, they seized the opportunity to deepen their impact. The result was their largest-ever donation on behalf of the family and the company's employees: \$250,000 in support of the state-of-the-art exercise room in Mackenzie Health's leading-edge mental health program.

This outstanding space is part of a growing array of resources that span both Mackenzie Health sites, including an innovative new partnership with the Ontario Shores Centre for Mental Health Sciences that will provide a range of promising new outpatient services.

"We really believe that people shouldn't have to feel alone — and that speaks to the match itself," says Nicole. "Powell makes a donation and Orlando is right there with us. We're all in this together: that's the message we want to deliver to our employees and our community."

RADIO-THON RINGS IN GOOD HEALTH FOR THE YEAR OF THE TIGER

RADIO-THON FOR MACKENZIE HEALTH

IN PARTNERSHIP WITH
SING TAO A1 CHINESE RADIO

Mackenzie Health took to the airwaves in January for our first-ever Chinese-language radio-thon in partnership with Sing Tao A1 Chinese Radio. This ambitious event raised more than \$100,000 towards our \$250-million Ultimate campaign and helped us ring in the Year of the Tiger with inspirational stories of health, hope and happiness.

A RADIO-THON STORY: FIRST-TIME PARENTS JIN AND LE ZHANG

When baby Lexi was born in October 2021, things didn't go exactly to plan, but Jin and Le knew they could count on their medical team for exceptional care in their preferred language. Here's the story they shared during our radio-thon:

Q: What brought you to Mackenzie Health?

A: We've been living in Markham since we came to Canada seven years ago, so we've known about Mackenzie Richmond Hill Hospital since then. We also watched the construction of Cortellucci Vaughan Hospital so when we found out we were pregnant, we were excited have our baby at this brand-new facility.

Q: Can you tell us about Lexi's arrival?

A: We had a few challenges. Le had to have balloon induction and at one point Lexi's heart rate slowed down to a concerning level, but when she was safely delivered by C-section, we were overjoyed.

Q: What was that experience like for you both?

A: Our OBGYN, Dr. Vivian Wang, was amazing. She answered all our questions — and we had so many given this was our first pregnancy after years of IVF attempts. We are in our 40s, so it was also a high-risk pregnancy, and it was important to have an expert team we could count on for support.

Q: Were you able to take Lexi home soon after?

A: Actually, she had some breathing issues that needed monitoring, so she was in the NICU for a bit. Le had a very comfortable private room after the delivery with a pull-out couch, a TV and an entertainment station. We also had a digital tablet to order food or anything else we needed during our stay.

Q: What can you say about the care you received at Mackenzie Health?

A: We cannot say enough about the wonderful care we received. This amazing team has so much knowledge and experience — and they speak many different languages! Being able to communicate with our care team in our language was critical for us.

Q: Why do you think it's important for the community to support Mackenzie Health?

A: Because Mackenzie Health is here for our whole community. We are so grateful for the care we received, and we want more families to have that experience. Supporting Mackenzie Health makes that possible.





Eleanor's 40-year history of making annual and monthly donations is a truly special contribution to local health care.

CELEBRATING A LONG-TIME PARTNER IN CARE

Eleanor became a monthly donor to Mackenzie Health in 2002, but her history of giving to her local hospital stretches back nearly 40 years. “I was amazed when they told me I’d been donating since 1986!” says the 86-year-old Thornhill resident.

A long-time patient, volunteer and donor, Eleanor says she has always felt a responsibility to support health care in her community. “Giving to charitable causes has always been part of my life, as it has been for the people around me,” the former teacher reflects. “And supporting my local hospital seemed like the right thing to do.”

After years of making regular annual donations, Eleanor decided to switch to making monthly donations 20 years ago so that she would never forget to make a contribution.

“Once you set up a monthly donation, you don’t have to worry about it — it just comes out each month,” she

says. “It’s also important to know that you can stop any time you want, but I’ve never had a reason to stop.”

Long-time donors, like Eleanor, and those who have more recently started donating monthly empower our teams at Mackenzie Health. These funds go towards addressing the highest priority needs at our two hospitals. That could mean purchasing life-saving equipment, launching a new program or service or even responding to unexpected community health challenges like the COVID-19 pandemic.

Best of all, monthly gifts can be in any amount that works for you.

“Once you’ve found a charity you want to support, monthly donations are a very manageable way of giving,” says Eleanor. “You can give in smaller amounts each month, and it just becomes part of the budget.”

To learn more or become a monthly donor, please visit mackenziehealth.ca/support-us/foundation.

UPCOMING EVENTS

Check out our upcoming events and **register today** to help raise funds for Mackenzie Health while having fun and making new connections!



STRIDES
FOR
MACKENZIE HEALTH

SATURDAY, MAY 14, 2022



MHFSTRIDES.CA

5K run/walk at Canada's Wonderland plus free admission.



RIDE
FOR
MACKENZIE HEALTH

Proud partner
CIBC

SUNDAY, JUNE 26, 2022



MHFRIDE.CA

Get ready to ride! Choose your own 25, 60 or 100 km route.



TEE OFF
FOR
MACKENZIE HEALTH

PRESENTED BY
sodexo
QUALITY OF LIFE SERVICES

THURSDAY, SEPTEMBER 15, 2022



MHFGOLF.CA

Come out for food, fun and 18 holes of golf at Eagles Nest Golf Club.



ULTIMATE GALA
FOR
MACKENZIE HEALTH

SATURDAY, NOVEMBER 5, 2022



MHFGALA.CA

Join us for a glamorous night of celebrating our community's generosity.