



INVESTING IN  
**THE INPATIENT  
EXPERIENCE  
AT MACKENZIE  
HEALTH**



Mackenzie  
Health  
Foundation

THE ULTIMATE SUITS YOU

## WE'RE CREATING THE ULTIMATE

**M**ackenzie Health has doubled access to care across two hospitals and introduced programs, services and technologies to help patients recover faster and get home sooner. The three-floor, 216-bed medical and surgical inpatient units at the new Cortellucci Vaughan Hospital feature bright and spacious private and semi-private rooms; smart monitoring and treatment technologies; and a rehabilitation therapy gym to build strength and independence, and prepare patients for discharge.

At Mackenzie Richmond Hill Hospital, we continue to offer medical and surgical inpatient care. Outpatient clinics at both sites will help patients transition home and receive timely follow-up care.

*We invite you to join us in creating the ultimate.*



**W**ith the full opening of Cortellucci Vaughan Hospital, Mackenzie Health now consists of two hospitals with two emergency departments and multiple inpatient units. Every patient who steps through our doors benefits from the enhanced spaces, programs, services and technologies aimed at supporting their journey to optimum health.

### **SURGICAL CARE AT CORTELLUCCI VAUGHAN HOSPITAL**

On average, 40 patients a day currently undergo surgery at Mackenzie Richmond Hill Hospital to treat everything from kidney stones to appendicitis, and broken hips to colon cancer. To provide the best surgical care to even more patients across both Mackenzie Richmond Hill Hospital and Cortellucci Vaughan Hospital, Mackenzie Health has added 72 surgical inpatient beds at Cortellucci Vaughan Hospital. The beds are organized across two units specializing in each of general surgery and orthopaedic surgery.

### **MEDICAL CARE AT CORTELLUCCI VAUGHAN HOSPITAL**

Patients recovering from heart failure, lung disease and chronic medical conditions, including diabetes and dementia, are among those who benefit from Cortellucci Vaughan Hospital's four 36-bed medical inpatient units custom-designed to help patients, particularly seniors, regain their health, strength and independence. In addition to remote cardiac monitoring and bedside dialysis, which are each available in a portion of the inpatient rooms, the medical units include a wander management system for patients with dementia.

### **OUTPATIENT CARE ACROSS BOTH SITES**

In addition to inpatient care and day surgery, Mackenzie Richmond Hill Hospital continues to offer outpatient clinics specializing in everything from cardiology to fractures. Outpatient care supporting the Woman and Child, and Mental Health Programs are also available at Cortellucci Vaughan Hospital to ensure discharged and emergency room patients continue to receive the exceptional, personalized care they need to recover faster.

# HELPING PATIENTS RECOVER FASTER AND GET HOME SOONER

CORTELLUCCI VAUGHAN HOSPITAL'S SURGICAL AND MEDICAL INPATIENT UNITS

Located on levels six to eight, the medical and surgical inpatient units at Cortellucci Vaughan Hospital provide comprehensive support for those who are recovering from surgery, receiving care for acute conditions such as a broken leg, or treatment for a progressive and chronic disease like dementia.



This is a patient room, which includes a smart bed, bedside tablet and a computer to document care in real time, among many other features.

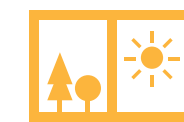
“With an abundance of natural light and warm natural materials, the design of the inpatients units allows patients to recover in the best healing environment possible. This design combined with exemplary, compassionate care, will lead to better patient outcomes.”

— DR. DAVID WEIZMAN, CHIEF AND MEDICAL DIRECTOR, DEPARTMENT OF SURGERY AT MACKENZIE HEALTH



## A HUB OF SPECIALTY CARE

Patients on every inpatient unit benefit from an accessible, coordinated and integrated system of care that includes Mackenzie Health's comprehensive range of medical and surgical sub-specialists. Physicians specializing in senior care, heart disorders, digestive diseases, arthritis and other joint disorders, and vascular conditions, including stroke are available to consult and implement personalized care plans.



## PRIVATE ROAD TO RECOVERY

Inspired by research that shows a positive link between healing environments and patient outcomes, all of the surgical and medical inpatient rooms at Cortellucci Vaughan Hospital feature large windows with lots of natural light and inspiring outdoor views of the City of Vaughan and the surrounding community. Approximately 80 per cent of the rooms are private with sofa beds for family and visitors.

“They were phenomenal. They took him under their wing and helped to heal him.”

— MICHELLE SMITH CREDITS MACKENZIE HEALTH'S MEDICAL INPATIENT TEAM, INCLUDING SUB-SPECIALISTS IN NEUROLOGY AND REHABILITATION, WITH HELPING HER SON RECOVER FROM A LIFE-THREATENING ACCIDENT THAT LEFT HIM IN A COMA FOR 10 WEEKS.



## MOBILE CARDIAC MONITORING

Cardiac monitoring has become more accurate and less invasive in Canada's first community hospital with integrated smart technology. In one of the four inpatient units, Cortellucci Vaughan Hospital's real-time locating system works together with each patient's mobile cardiac monitor to track heart rate and rhythm during their treatment and recovery activities throughout the hospital — from bedside to the rehabilitation gym, and the visitor lounge to the cafeteria. Patient mobility is never restricted and Mackenzie Health's cardiologists gather a realistic picture of heart function no matter where the patient goes.



## PUTTING PATIENTS IN THE DRIVER'S SEAT

Patients are able to participate more fully in their health care journey using a new, smart technology integrated with every patient's electronic medical record. Mackenzie Health is proud to become one of the first Canadian hospitals with a customized smart bedside tablet. The MyCare tablet uses technology from GetWellNetwork® to give patients access to personalized health information, including tailored educational videos directly for their specific needs, prescribed medication and a discharge checklist. The touchpads also feature video-conferencing for patients to communicate with friends and family; entertainment options; real-time translation services; meal selection; and room lighting and temperature controls. This technology is also available at Mackenzie Richmond Hill Hospital.



“With help from the staff at Mackenzie Health, you can get through it.”  
— IRENE AU

# THE ULTIMATE IN CARE MEANS BEING TREATED LIKE FAMILY

**W**hen Irene Au received a call to return for a second round of breast screening in 2015, she remembers feeling anxious, “but I convinced myself it wasn’t a big deal,” she says.

The call she feared came from her family doctor on Christmas Day. “He told me they saw something, but weren’t sure what it was.” An ultrasound and biopsy at Mackenzie Health confirmed the suspicions: she had breast cancer.

“It felt like the end of the world,” Irene says. “I started thinking, what about my kids? Do I need a will? I lost two friends to breast cancer. I knew how bad it could be.”

Irene met with Mackenzie Health surgeon Dr. Sarah Ortega, who outlined her treatment options: breast-conserving surgery known as a lumpectomy or a mastectomy involving complete removal of the breast. “I didn’t know what to do,” Irene remembers. “I had so many questions.” She credits Dr. Ortega with helping her sort out her feelings and make an informed decision that was right for her.

Irene had a mastectomy at Mackenzie Health in March 2016. After a short stay in the surgical inpatient unit, she was back home, pain-free and recovering with her family without the need for further treatment. Three years later, she remains cancer-free.

“All the staff were so friendly, caring and professional,” she says. “They treated me like family and made me feel like I wasn’t alone. It gave me confidence that everything was going to be okay.”

The medical inpatient unit at Mackenzie Richmond Hill Hospital cares for more than

**9,200**

patients in one year, with an average stay of nine days

The surgical inpatient unit at Mackenzie Richmond Hill Hospital cares for more than

**4,800**

patients in one year, with an average stay of four days



# GIVING SENIORS BACK THEIR INDEPENDENCE

## CUSTOM-DESIGNED CARE FOR THE REGION'S LARGEST GROWING DEMOGRAPHIC

York Region, like many other areas across the country, is undergoing an unprecedented demographic shift. Between 2011 and 2031, the population of seniors is expected to increase by 148 per cent. Twenty-eight per cent of those over age 55 live in the communities of Vaughan, Richmond Hill and King.

Cortellucci Vaughan Hospital is Mackenzie Health's forward-looking solution. The hospital's inpatient units were designed to support a growing number of seniors with multiple health concerns. Our goal is to offer specialized seniors care close to home, ward off complications and provide the personalized programs and support they need to regain their strength and functioning.

### TECHNOLOGY TO KEEP PATIENTS SAFE

Older adults with dementia are at increased risk of disorientation, agitation and restlessness, and illness and hospitalization can sometimes intensify the symptoms. To help keep patients safe, Cortellucci Vaughan Hospital's medical inpatient units are equipped with state-of-the-art monitoring technologies, including bed-exit alarms and a wander management system that alert hospital staff every time an at-risk patient leaves the unit.

### ON-SITE REHABILITATION GYM

Getting patients up and moving as soon as possible after surgery or a medical event can decrease pain, reduce the risk of complications and speed recovery. Cortellucci Vaughan Hospital features ceiling lifts in every room and a rehabilitation gym on the eighth floor, where surgical and medical patients, including seniors hospitalized for chronic conditions and those recovering from a joint replacement, can take the first critical steps to regaining the strength and functioning that are key to independence and quality of life.



## KEEPING PATIENTS OUT OF HOSPITAL OUTPATIENT CLINICS AND SERVICES AT MACKENZIE RICHMOND HILL HOSPITAL

**I**ncreasing the number of inpatient and emergency department beds across both Mackenzie Richmond Hill Hospital and Cortellucci Vaughan Hospital increases the need for follow-up care.

Mackenzie Richmond Hill Hospital continues to be the hub for a majority of Mackenzie Health's outpatient clinics. Patients discharged from inpatient care units and emergency room patients requiring further diagnosis and treatment will receive the continuing care they need at outpatient clinics specializing in cardiology, infections, fractures, plastic surgery, endoscopies and colonoscopies, and post-surgical care, among many others.

Outpatient clinics in maternal fetal medicine and pediatric urgent care are located at Cortellucci Vaughan Hospital to support the hospital's site-specific programs in Woman and Child, and Mental Health.

In addition, Mackenzie Health continues to offer off-site clinics in dialysis and urgent care.

“When a senior is hospitalized, our focus is on providing exceptional care with the goal of maintaining their long-term health and independence. That’s why we’ve designed a hospital with a robust seniors strategy to help patients manage multiple health concerns, ward off complications, and regain their strength and functioning.”

— DR. KATHARINA PLENK, CHIEF AND MEDICAL DIRECTOR, DEPARTMENT OF MEDICINE

“Within just a few hours of arriving in Emergency, my husband had an ECG, blood work and a CT scan. He was referred to the outpatient neurology clinic. They called first thing the next morning and he saw a neurologist an hour later. When you need it, Mackenzie Health is there!”

— GRATEFUL WIFE

**148%**

more seniors between 2011 and 2031

**3/4**

of York Region residents over age 55 live in Vaughan, Richmond Hill and King

# HELP US CREATE THE ULTIMATE

Mackenzie Health Foundation is spearheading the \$250-million Ultimate campaign — the largest fundraising drive led by a community hospital in Canada — to help purchase equipment for Cortellucci Vaughan Hospital and enhance care at Mackenzie Richmond Hill Hospital. Our goal is now within reach. Help us cross the finish line. Together, we can provide the ultimate in care to the residents of Vaughan, Richmond Hill, King and beyond.

If you have any questions about Mackenzie Health's vision of patient care, the Ultimate campaign or to discuss this opportunity in more detail, please contact:

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THE ULTIMATE SUITS YOU





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