



## EMPOWERING THE ULTIMATE

xceptional care, delivered with maximum efficiency to a rapidly growing community. That's the commitment that drives urgent care services at Mackenzie Health and the smart technologies that power them.

That commitment is clear the moment you step through the doors at one of our two world-class Emergency
Departments. Cortellucci Vaughan
Hospital's Magna Emergency is a 37,000-square-foot, state-of-the-art space that has completely reimagined the way patients access care. At Mackenzie Richmond Hill
Hospital's revitalized Nick and
Roseanne Cortellucci Emergency
Department, a unique, patient-centred approach to care is streamlining the way our medical teams serve and support patients and their families.

Maintaining these vital front-line care centres means continuously updating critical technology. With your support today, we will always be on the leading edge of emergency care.



## TWO FULL-SERVICE EMERGENCY DEPARTMENTS TO SERVE OUR COMMUNITY

rom broken bones and heart attacks to car accidents and mental health crises, emergencies are an unfortunate reality of life. A trip to the hospital emergency department can leave most people and their loved ones feeling anxious, scared and vulnerable. The expert team at Mackenzie Richmond Hill Hospital works hard to provide the best possible emergency care experience to treat patients faster and get them back home sooner. Still, emergency care and wait times remain among the longest-standing health care concerns for residents across York Region and the entire province.

Mackenzie Health is rising to the challenge of increasing demand for urgent and emergency care. The 37,000-square-foot state-of-the-art Magna Emergency at Cortellucci Vaughan Hospital is capable of supporting approximately 100,000 patient visits a year, while at Mackenzie Richmond Hill Hospital, patients continue to receive world-class, tech-enabled care in the Nick and Roseanne Cortellucci Emergency Department.

Did you know provincial funding only covers our capital and operating costs? That means all the leading-edge medical tools we need to serve and support our community are purchased through donations from people like you. Help us stay ahead of the smarttech curve by making an investment in the ultimate in care — for today and tomorrow.

# URGENT CARE WHEN, WHERE AND HOW YOU NEED IT

ith two outstanding, full-service emergency departments,
Mackenzie Health has what it takes to deliver the urgent and
emergent care our growing and aging community wants and deserves
— when, where and how they need it. Leading-edge smart technologies
are the cornerstone of everything we do, helping to streamline care and
improve the patient experience.

#### **EMERGENCY CARE ZONES**

Emergency patients at Cortellucci Vaughan Hospital are rapidly triaged and referred to one of seven care zones:

- Resuscitation where Mackenzie
   Health's most critical patients receive
   life-saving care.
- Acute for patients at high risk of rapid deterioration and in need of cardiac or breathing monitoring due to injury or illnesses such as severe allergies, asthma, heart attack or stroke.
- Emergency Psychiatric Unit –
   designed to support patients experiencing
   a mental health crisis.
- Sub-acute for patients such as the elderly and those complaining of abdominal pain or migraines who require careful monitoring to ensure their condition doesn't suddenly become acute.
- Minor treatment with the equipment and expertise to treat cuts, sprains and fractures.
- Ambulatory for patients who present with minor symptoms such as a persistent cold or sore throat.
- Domestic Abuse and Sexual Assault providing compassionate, specialized care to patients requiring emergency intervention and care.

## SPOTLIGHT ON THE MAGNA EMERGENCY



Unlike most emergency departments that triage non-critical patients back to the waiting area, the Magna Emergency triages patients directly to the care area best equipped to address their health needs. All but the most critical patients are assessed by a nurse at one of five rapid triage stations, where they are referred to one of seven care zones, ranging from a minor treatment area for cuts and sprains to an acute care zone for high-risk patients in need of constant monitoring. Mackenzie Health's unique, patient-centred model means emergency care is streamlined and wait times aren't impacted by more urgent cases.



Extending direct from triage all the way to the Medical Imaging department, Cortellucci Vaughan Hospital's Lorenzo and Melina De Meneghi Boulevard of Care guides every patient to the seven main emergency care zones. To the right, ambulatory and patients requiring minor treatment have access to 17 and 10 treatment rooms respectively, each supported by private waiting areas where patients can rest comfortably while awaiting tests or results. Twenty-five private rooms in the sub-acute and acute zones to the left of the boulevard support critical patients, with another three rooms designated for resuscitation.

BETWEEN
APRIL 2021
AND JANUARY 2022
OUR DOMESTIC
ABUSE & SEXUAL
ASSAULT (DASA)
TEAM SAW A

34%

INCREASE IN VISITS COMPARED TO PRE-PANDEMIC VISITS IN 2019

LAST YEAR MORE THAN

6,200\*

PEOPLE REACHED A PERIOD OF MENTAL HEALTH
CRISIS AND REQUIRED EMERGENCY CARE

\*from Apr 1, 2021 - March 31, 2022



Treatment rooms within the Magna Emergency include full-length, breakaway glass doors that can be quickly removed to allow for more staff or equipment, obscured to ensure patient privacy or clear to provide health care providers with direct line of sight. Each room also includes space for loved ones, an entertainment system and wall-mounted computer workstations where doctors and nurses can access patients' electronic medical records, including test results, without leaving the bedside.



The York Region Domestic Abuse and Sexual Assault (DASA) Care Centre also has a private space in the Magna Emergency. Supporting vulnerable patients and their families, the DASA team has access to a consultation room, where patients can meet privately with health care providers and police officers, and an examination room for diagnosis, treatment and evidence collection.



Safety, security and patient privacy are top of mind in the new RBC Emergency Psychiatric Unit (EPU) designed to support patients experiencing a mental health crisis. Accessible via triage or through a separate private entrance, the self-contained and locked unit includes four treatment areas with stretchers, an examination/interview room and a waiting area for family. Here, patients have real-time access to trained psychiatry specialists.



Patients are able to participate more fully in their health care journey using a smart technology integrated with every patient's electronic medical record. In partnership with Flexity, Mackenzie Health is one of the first Canadian hospitals with a customized smart bedside tablet. Available in the acute, sub-acute and some ambulatory rooms, the MyCare tablet uses technology from GetWellNetwork® to give patients access to personalized health information — information on upcoming appointments and their assigned care team, educational content on their condition, prescribed medication and more.

Inspired by research and best practices with input from patients and their families, the Magna Emergency leverages advanced technology to increase access to emergency care for our community and get patients home sooner.

An average of **35 patients a day** enter the Magna Emergency in the care of our EMS partners through the ambulance bay next to the department's acute care zone.

One of the three resuscitation rooms also functions as an airborne isolation room for the care of high-risk patients. To help prevent a contagious outbreak, the acute and sub-acute care zones also have the capacity to be closed off from the rest of the emergency department.



Ambulatory patients with minor illnesses and injuries are able to jumpstart their care at one of five staffed triage/registration desks.

The emergency department includes a private elevator bank with direct access to the operating suites, and critical care and mental health units.

The Medical Imaging department adjacent to the Magna Emergency offers emergency patients direct access to the most commonly used diagnostic technologies, including X-ray, ultrasound and CT scan.



Examination rooms in the Magna Emergency include breakaway glass doors, a space for loved ones and an entertainment system, among many other features.

Next to the resuscitation area, a decontamination zone supports patients and staff who have been exposed to potentially harmful contaminants.

Common test samples such as blood and urine are safely transported to Cortellucci Vaughan Hospital's laboratory via a hospital-wide pneumatic tube system specially designed to speed diagnosis and get emergency care providers the rapid results they need.

"At Mackenzie Health, we've elevated urgent care to a whole new level. Across both our hospital sites, patients have multiple touch points of compassionate care from the moment they enter the emergency department doors. New equipment helps facilitate earlier diagnoses and results in better outcomes for countless patients every day."

— DR. DAVID RAUCHWERGER, CHIEF AND MEDICAL DIRECTOR, EMERGENCY MEDICINE, MACKENZIE HEALTH

"The exact right choices were made by the doctors at Mackenzie Health."

— TRACEY ROBERTSON-HANFORD

#### A NEW OUTLOOK ON LIFE

When skating coach Tracey Robertson-Hanford stepped back onto the ice this February, she said a silent thank you to the doctors and nurses in the emergency department at Mackenzie Health.

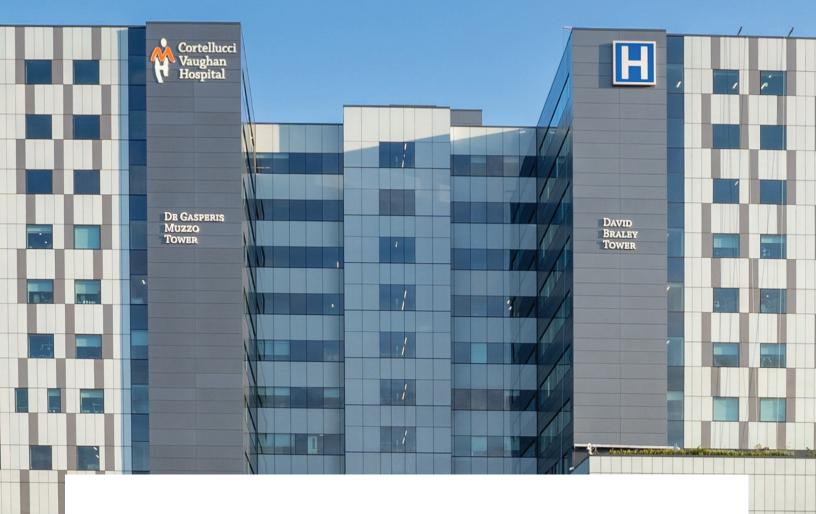
The 51-year-old was rushed by ambulance to Mackenzie Richmond Hill's Nick and Roseanne Cortellucci Emergency Department Hospital last September after she was found unconscious and without a pulse in the coach's room at the Richmond Training Centre. Quickly assessing Tracey's vitals, the hospital's emergency team made a decision that would later be credited with saving her life: they placed her in a hypothermic coma, deliberately reducing her body temperature to reduce damage to her brain and increase her likelihood of recovery.

"My cardiologist later told me that the exact right choices were made by the doctors at Mackenzie Health," says Tracey, who was transferred to a downtown Toronto hospital for specialty care a day after her arrival at Mackenzie Health.

She was eventually diagnosed with cardiac sarcoidosis, a rare auto-immune disease, and outfitted with a specialized defibrillator.

Five months later, Tracey is well on the road to a full recovery and very grateful for the exceptional emergency care that gave her a second chance at life.

"I trust the care at Mackenzie Health and I am so thankful to everyone who helped me and my family from beginning to end in this process," she says. "I'm eager to move forward and get back to doing what I love — training my students."



### HELP US STAY ON THE LEADING EDGE

Mackenzie Health has ushered in a new era of leading-edge health care for western York Region, driven by the power of smart technology and the promise of better patient outcomes.

Join us as we work to ensure our powerful new two-hospital health care network — and the growing number of medical experts who call it home — have the advanced technology they need to save lives, now and in the future.



If you would like to learn more about how you can help bring Mackenzie Health's vision for advanced emergency care to life, please contact:

Mackenzie Health Foundation 303-955 Major Mackenzie Dr. W. Vaughan, ON, L6A 4P9 **T** 905-883-2032 **E** foundation@mackenziehealth.ca **MackenzieHealthFoundation.ca** 

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