



Serving a community of close to one million people or approximately one-third of the GTA, The Scarborough Hospital (TSH) is Canada's largest urban community hospital. TSH has 3,700 staff, more than 700 physicians, and 800 volunteers working in two hospital sites and six satellites. The hospital provides a diverse range of services across nine patient care areas:

- Cardio-Respiratory & Critical Care
- Medicine & Specialized Geriatrics
- Emergency & Urgent Care
- Family Medicine & Community Services
- Surgery
- Maternal Newborn & Child Care Medicine
- Mental Health Services
- Nephrology & Dialysis
- Orthopaedics & Rehabilitation

In addition to providing a range of community-based health-care services, The Scarborough Hospital is a regional centre of excellence for dialysis, family maternity services, vascular surgery, pacemakers, corneal implants, sexual assault care and community-based mental health and crisis programs. TSH serves a diverse community and last year provided services in 48 different languages.

General campus

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Grace campus

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www.tsh.to

A year of challenge... a year of change

This past year, 2007/08, will be remembered as one of the most challenging in the history of The Scarborough Hospital.

In July 2007, The Minister of Health and Long-Term Care appointed a Supervisor for The Scarborough Hospital following a series of court challenges involving the Board and members of the community.

The role of a Supervisor is to assume full responsibilities of the Board that governs the hospital, the hospital corporation and its officers. In taking on this role, it quickly became apparent that in addition to the governance issues, the Supervisor needed to deal with some other pressing issues.

This Report to the Community highlights some recent achievements at The Scarborough Hospital, as well as a number of important milestones to come. If you would like to learn more about the hospital, please visit our website (www.tsh.to) and sign up for our community newsletter.

HSMR third quarter results show dramatic improvement

The latest hospital standardized mortality ratio data shows The Scarborough Hospital's ratio has improved dramatically since the data was first made public last fall.

In November 2007, when the Canadian Institute for Health Information (CIHI) publicly released Hospital Standardized Mortality Ratio (HSMR) data for the first time, The Scarborough Hospital was one of the worst performers in the GTA with an overall ratio of 125. Today, that ratio is 70.

"If that data was released today, The Scarborough Hospital would be among the best performers in the country," explains Dr. John Wright, Interim CEO. "I fully expect The Scarborough Hospital will be the most improved hospital when CIHI releases the data again next fall."

The latest HSMR data for The Scarborough Hospital has been posted on the hospital's website at www.tsh.to.

Final report on community consultations released

Over 1,000 people participated in a comprehensive community consultation process to provide input on governance structure and priorities for the new Board of Directors.

The process, which was initiated by TSH Supervisor Rob Devitt, was intended to give community members an opportunity to provide input on future directions.

"We're very pleased with the participation level," ex-

plains Devitt. "The community has given TSH some strong direction for the future and we intend to honour that."

The full community consultation report is posted on the hospital's website (www.tsh.to/accountability.aspx) under "Report on the Community Engagement Process."

Emergency and Critical Care Centre nears completion

Construction work on the new Emergency and Critical Care Centre (ECCC) at TSH is now more than 90 per cent complete, and we expect to fully open the new facility in early 2009. The ECCC will provide our patients, physicians and staff with a larger, modern Emergency Department designed to better accommodate the more than 90,000 emergency visits we receive each year.

Along with the Emergency Department, the new wing will include a new Intensive Care Unit/Coronary Care Unit and a new satellite Diagnostic Imaging area.



Our community newsletter—a way to keep informed



In the coming weeks and months, there will be many new developments at The Scarborough Hospital, including a new Board of Directors, bylaws, a permanent CEO and an announcement regarding new programs and services. To get all the latest news, sign up for our electronic community newsletter at www.tsh.to