



A strong foundation for the future

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 seven satellites. The hospital provides a diverse range of services across a number of patient care areas:

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

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

General campus

3050 Lawrence Avenue East
Scarborough, ON
M1P 2T7
416-438-2911

Birchmount campus

3030 Birchmount Road
Scarborough, ON
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www.tsh.to

A balanced budget. A positively engaged community. Quality indicators that are on their way up, or, in some cases, lead the industry. New buildings, programs and services to serve our diverse and growing community.

It's hard to believe that this is the same hospital that dominated newspaper headlines in the not-so-distant past.

The transformation at The Scarborough Hospital that has occurred in a relatively short period of time has been dramatic, but it didn't happen without a lot of hard work on the part of many individuals—the hospital's administrative team, led by our CEO, Dr. John Wright; the physicians, nurses and other front-line healthcare workers who have remained committed to excellent patient care; our hardworking volunteers and my fellow board members who have dedicated countless hours to the task at hand.

But most of all, I would like to thank the members of this community—concerned individuals, groups and other social service organizations that both supported and challenged us along the way. As we worked to transform The Scarborough Hospital into the high-performing, patient-centred organization we all envisioned, the members of this community were gener-



Michael Mueller

A message from the Chair of The Scarborough Hospital Board of Directors

ous in their support. Thousands of individuals have contributed their time and their ideas to a long list of projects that included creating new bylaws for the hospital and the creation of our new mission, vision and values and strategic directions.

I am not so naive as to suggest that all our challenges have been met. Of course not. The road is long and there is still plenty of work to be done. In fact, our commitment to excellence in patient care means that we must keep growing, learning and improving. But if we can continue on the same path we're on, working co-operatively with our community partners, I am confident that we can create the kind of community hospital that we can all be very proud of.

This Report to the Community highlights just a few of the recent achievements at The Scarborough Hospital. If you would like to learn more about the hospital, please visit our website (www.tsh.to) where you can review our balanced scorecard or sign up for our electronic community newsletter.

The Scarborough Hospital leads province in hand hygiene

With concerns regarding H1N1 flu and a renewed focus on the importance of hand hygiene in preventing the spread of infections and diseases, The Scarborough Hospital was proud to top the list in the province's first-ever public reporting of hand hygiene compliance earlier this year.

The Scarborough Hospital's overall compliance rate was 97 percent, well above the provincial average of 61 percent.

It has been estimated that in Canada 20,000 people suffer from hospital acquired infections and 8,000 people die as a result each year. A 20 percent improvement in hand hygiene compliance could reduce the rate of infection by 40 percent, according to the Ministry of Health and Long-Term Care.



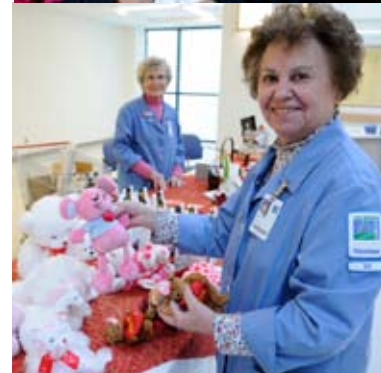
Dr. Ted English washes his hands between patient visits.

Introducing The Scarborough Hospital, Birchmount campus



When The Salvation Army made the decision last year to focus their resources on providing religious and spiritual care rather than working in hospital administration, that decision necessitated a change in name for the hospital site at 3030 Birchmount Road. (“Grace” is a name reserved exclusively for Salvation Army run hospitals around the world.)

A re-naming contest was held, and more than 400 entries were received from patients, staff, physicians and area residents. The new name, Birchmount campus, will come as no surprise to many, as dozens of entrants suggested it. Congratulations to Sandra Stogios, from the Occupational Health Department at The Scarborough Hospital, who was declared the winner of the contest following a random draw. She was recently presented with a gift basket by hospital President and CEO Dr. John Wright.



Dramatic improvement in key patient safety indicators

HSMR and emergency wait times key areas of focus in the coming year

In the past 12 months, The Scarborough Hospital has achieved significant improvements in a number of key patient safety indicators including C. difficile infection rates and the hospital standardized mortality ratio (HSMR). Other indicators, such as emergency wait times, remain a concern and will be the target of concentrated improvement projects in the coming months.

The C. difficile story is a good example of what can be achieved when people and resources are sharply focused on a goal. When the Ministry of Health and Long-Term Care first announced the C. difficile infection rates, those

at the General campus were the highest in the Ontario. By implementing a long list of recommendations that included enhanced cleaning and the installation of more handwash sinks, the rates at the General are now among the lowest.

“Overall, I am very pleased with our progress—the improvements have been quite remarkable,” explains Dr. Steven Jackson, The Scarborough Hospital’s Chief of Staff. “But there is still a long way to go. While we’ve made huge improvements in our HSMR, for example, it is still above the provincial average, and that’s just not good enough.”

The latest balanced scorecard, which includes the data on these indicators and dozens of others, has been posted on the hospital’s website at www.tsh.to.



New Emergency Department opens at the General campus

The grand opening celebrations won’t be until September, but on July 8th, the new Emergency Department at the General campus will quietly start seeing its first patients.

Departments in the new wing, such as Patient Registration, have been opened to the public as they were completed. The new Emergency Department is now ready, with the first phase of the new Critical Care Centre ready later in the month.

“This is exciting—the community has waited a long time for this,” says Dr. John Wright, The Scarborough Hospital’s President and CEO. “We have one of the busi-

est emergency departments in the country, and we need access to the best facilities to provide the care our community needs. Now we have them.”

The new West Wing at the General is just the beginning. In the coming months, Dr. Wright will lead a planning process that looks at the growth and renewal of all The Scarborough Hospital sites and facilities, including the Birchmount campus.

“Everyone thinks of that site as a new hospital, but it was built in the ‘80s and it’s starting to show its age. We need a plan for the future that can accommodate the anticipated growth in our entire community.”



Our community newsletter—a way to keep informed

In the coming weeks and months, there will be many new developments at The Scarborough Hospital. To

get all the latest news, sign up for our electronic community newsletter at www.tsh.to