



Situated in the most diverse community in Canada, The Scarborough Hospital (TSH) delivers innovative, high-quality patient care at two hospital campuses and six satellite sites. The Scarborough Hospital is a regional centre for dialysis and is renowned for its sexual assault care centre and mental health programs. Affiliated with the University of Toronto, TSH is also a referral centre for vascular surgery, pacemakers and corneal implants.

The Scarborough Hospital's vision is to be recognized as Canada's leader in providing the best healthcare for a global community. Here at TSH, we embrace and celebrate our community's unique religious and multicultural heritage, and are proud of the culturally sensitive care we provide on a daily basis.



General campus
3050 Lawrence Avenue East
Tel: 416-438-2911



Birchmount campus
3030 Birchmount Road
Tel: 416-495-2400

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A year of progress and partnerships

The theme of this year's Annual General Meeting is *Celebrating Partnership and Progress*—partnerships because we believe they are the key to our success if we are going to better serve our community in the future, and progress because much has been accomplished in the past year.

Progress is defined as steady improvement, and that is certainly what we've seen at The Scarborough Hospital over the past year. Some of the highlights include:

- A balanced budget and improved fiscal health;
- Marked improvement in infection control practices and reportable indicators like C. difficile;
- Achieving top marks in hand hygiene among staff and physicians;
- Improved wait times for many key procedures;
- The development of governance practices that support an open and transparent culture;
- Improvements in staff satisfaction as measured by turnover rates and sick time; and
- The opening of the new West Wing at the General campus, replacing decades-old facilities and enabling better patient care.

But this is just the beginning of the journey, and everyone at TSH realizes that we still have much work to do. As we celebrate the many accomplishments of the past year, we do it with an eye to the future, looking forward to the many challenges that lie ahead.

There are three major challenges that I believe will define The Scarborough Hospital next year.



Michael Mueller
Chair of the Board

The first is Emergency wait times. This is a major concern for the province and for our LHIN, and like most hospitals in the GTA, our wait times are not where they need to be. The Board is pushing staff hard on this issue, and there are a number of initiatives underway that should soon net some good results. Significant progress must be made, and it will be.

The second challenge is patient satisfaction. Our rates, as benchmarked against other hospitals, are still lower than I'd like to see them. There are a number of important improvement projects underway including a customer service initiative, an initiative to reduce wait times for clinics and plans to improve patient food that should help, and I am confident that this, too, will start moving in the right direction.

The third major challenge is the creation of a Clinical Action Plan for The Scarborough Hospital. Most successful organizations, regardless of the sector they are in, have a plan. They look to the future, they make goals, and they work towards them. They put a stake in the ground and say "that's where we want to be" and start working steadily towards that future.

It is my sincere hope that the Clinical Action Planning process that we have undertaken will give us a plan for an inspired future that we can all embrace and support.



Improving Emergency wait times a priority

With two of the busiest Emergency Departments in the GTA, reducing wait times for our patients is a key priority.

In the past year, we have implemented several initiatives to help reduce those wait times and streamline patient flow in the Emergency Department, including opening a Rapid Admissions Unit (RAU), launching a Process Improvement Program (PIP), forming a Nurse Practitioner Outreach Team, and making better use of Geriatric Emergency Management (GEM) nurses.

To find out more about our efforts to reduce Emergency wait times, please read our April edition of *@issue*, available in the Publications section of our website at www.tsh.to.

Community partnerships key to better care

With an emphasis on partnerships, The Scarborough Hospital has been reaching out to many organizations in the community and beyond Scarborough to help improve patient care.

Staff in Access and Equity have met with dozens of settlement and social service agencies in the past year, exploring ways to provide better care and providing education on how to access hospital care and other healthcare services in Scarborough. Health fairs for specific hard-to-reach communities are just one of the initiatives on the docket for next year.

Working with long term care facilities and other healthcare providers such as West Hill Community Services and TAIBU, staff have developed innovative ways to improve the continuum of care and are exploring new joint programs to better serve our shared patients.

One of the hospital's most important partnerships is with its own Community Advisory Council, a body set up a year ago to provide advice and guidance to hospital administration and the Board.

"The CAC has already provided invaluable advice to the hospital on key issues such as our budget strategy," explains Dr. John Wright, TSH's President and CEO. "As we move forward, I am confident we will find many opportunities for us to work together to improve the patient experience. The CAC plays an invaluable role in ensuring that the hospital's plans are in line with community needs and expectations."

Integrity
Compassion
Excellence

Respect
Accountability

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Celebrating Partnerships & Progress

Please join us at The Scarborough Hospital's 2010 Annual General Meeting

The Board of Directors of The Scarborough Hospital cordially invites you to attend the 2010 Annual General Meeting. Hear about The Scarborough Hospital's progress and many improvements, learn about plans for the future, meet the members of the Board, the Community Advisory Council, key hospital staff and community leaders, and discover how your support is helping TSH fulfill its mission, vision and values.

An interpreter will be on hand to provide assistance in Mandarin and Cantonese.

Tuesday, June 22, 2010
7:00 – 9:00 p.m.

Birchmount campus, Stickland Centre
3030 Birchmount Road
RSVP: 416-495-2406 or yragnitz@tsh.to

Refreshments provided; free parking

Clinical Action Planning Process charts course for next five years

The Scarborough Hospital has embarked on an exciting planning process that will help us create a stronger organization to better serve the residents of Scarborough. Called "Mission to Action—Our Five Year Plan to Strengthen Clinical Services at TSH," this process is designed to create a plan that is based on patient needs—current and future—and support ways to improve the care delivered to the hundreds of patients in our care each day.

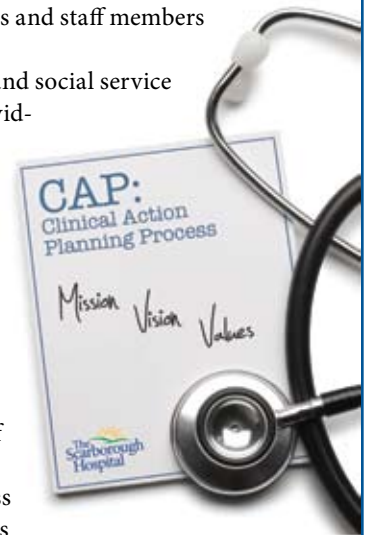
Patients with direct experience in our hospital have been invited to provide input at the program level, working side-by-side with the physicians and staff members who provide the care to plan for the future.

Representatives from other providers in the community and social service agencies have also been invited to be part of the process, providing their unique perspectives and helping us create more seamless transitions between providers and services.

On April 19, a public town hall meeting was held at the General campus. One of the topics on the agenda was the Clinical Action Planning process. Meeting attendees reviewed the outputs from an earlier Visioning Session, and reflected on the concept of the "ideal patient experience," voting for the elements that they considered the most important.

Going forward, the ideal patient experience will be one of the tests by which the hospital's plans are measured.

Find out more about our Clinical Action Planning Process online at www.tsh.to/pages/Clinical-Action-Planning-Process



Mission

To provide an outstanding care experience that meets the unique needs of each and every patient.

Vision

To be recognized as Canada's leader in providing the best healthcare

Values

for a global community.

I CARE:

Integrity • Compassion • Accountability • Respect • Excellence

Introducing our new Mission, Vision and Values

They are just two simple statements and an easy-to-remember acronym, but their impact on The Scarborough Hospital is transforming the very way we operate as an organization, care for our patients and interact with our colleagues and our community.

The new Mission, Vision and Values, which was unveiled in November, is providing staff, physicians, volunteers and patients with a clearer understanding of what we do, what we want our future to look like, and what we believe in as an organization.

"This is more than just words on a page," says Dr. John Wright, President and CEO. "This is a living, breathing document that reflects an organization we can all be proud of, and one that strives to be a healthcare leader strongly focused on providing excellent patient-driven care for our diverse community."

A short video featuring our staff, physicians and volunteers talking about the Mission, Vision and Values, in their own words, is available on our YouTube channel at www.youtube.com/TSHCommunications.