GROWING TOGETHER
Providing care as one hospital for our patients and community

Collaborating with our community
Enhancing the patient experience
Building teams
Establishing strong systems

SCARBOROUGH AND ROUGE HOSPITAL
Scarborough and Rouge Hospital (SRH) was formed on December 1, 2016 through the merger of the Birchmount and General sites of The Scarborough Hospital and the Centenary site of Rouge Valley Health System.

Merging can be quite a journey, but SRH has already made many great strides. We set up our governance and leadership structure, developed organizational plans that ensure patient safety and quality of care, and completed our 100-day action plan to begin working as one hospital.

Now SRH is moving forward by establishing best practices and processes for us to follow across our sites. We are standardizing and harmonizing how we work and provide care by:

- Collaborating with our community
- Enhancing the patient experience
- Building teams
- Establishing strong systems

We invite you to learn more about how we are proudly growing together.
We are actively engaging with our community to understand and support their current and future health-care needs by:

- Meeting with community groups and holding public engagement sessions to get input and feedback;
- Sharing news, information, and education at hospital and local community events;
- Partnering with community organizations to promote a healthy Scarborough; and
- Providing opportunities to give through the SRH Foundation.
We are aligning how we achieve a consistent, quality experience for patients and families by:

- Standardizing how we deliver care;
- Implementing our organizational annual quality improvement plan;
- Establishing new processes for handling patient flow and surges at our three sites;
- Creating a shared approach to our patient and family centred care philosophy; and
- Recruiting Patient Family Advisors to provide support for clinical units and corporate initiatives.
We are supporting our staff, health professionals, and volunteers to come together as a united hospital team by:

- Setting up cross-site management teams and establishing medical department leaders;
- Carrying out a culture and engagement survey across the organization;
- Providing change management training and support; and
- Holding joint new staff orientation sessions and organization-wide Town Hall meetings and celebration events.
We are creating a solid foundation for our hospital to successfully operate now and into the future by:

- Bringing together information management and information technology infrastructure and systems;
- Harmonizing policies, processes, and systems for corporate services – including human resources, finance, procurement, and telecommunications; and
- Identifying and adopting new practices and leading standards.
Scarborough and Rouge Hospital is setting the stage for improved access to care and services across our community. This is an exciting time for health care in Scarborough, and we are committed to engaging and involving all of our stakeholders as we continue to grow together as one organization.

Learn more at www.tsh.to and www.rougevalley.ca.
Our Scarborough and Rouge Hospital sites:

Birchmount site
3030 Birchmount Road, Scarborough
416-495-2400

General site
3050 Lawrence Avenue East, Scarborough
416-438-2911

Centenary site
2867 Ellesmere Road, Scarborough
416-284-8131

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