

**NORTH  
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GENERAL**

*Making a World  
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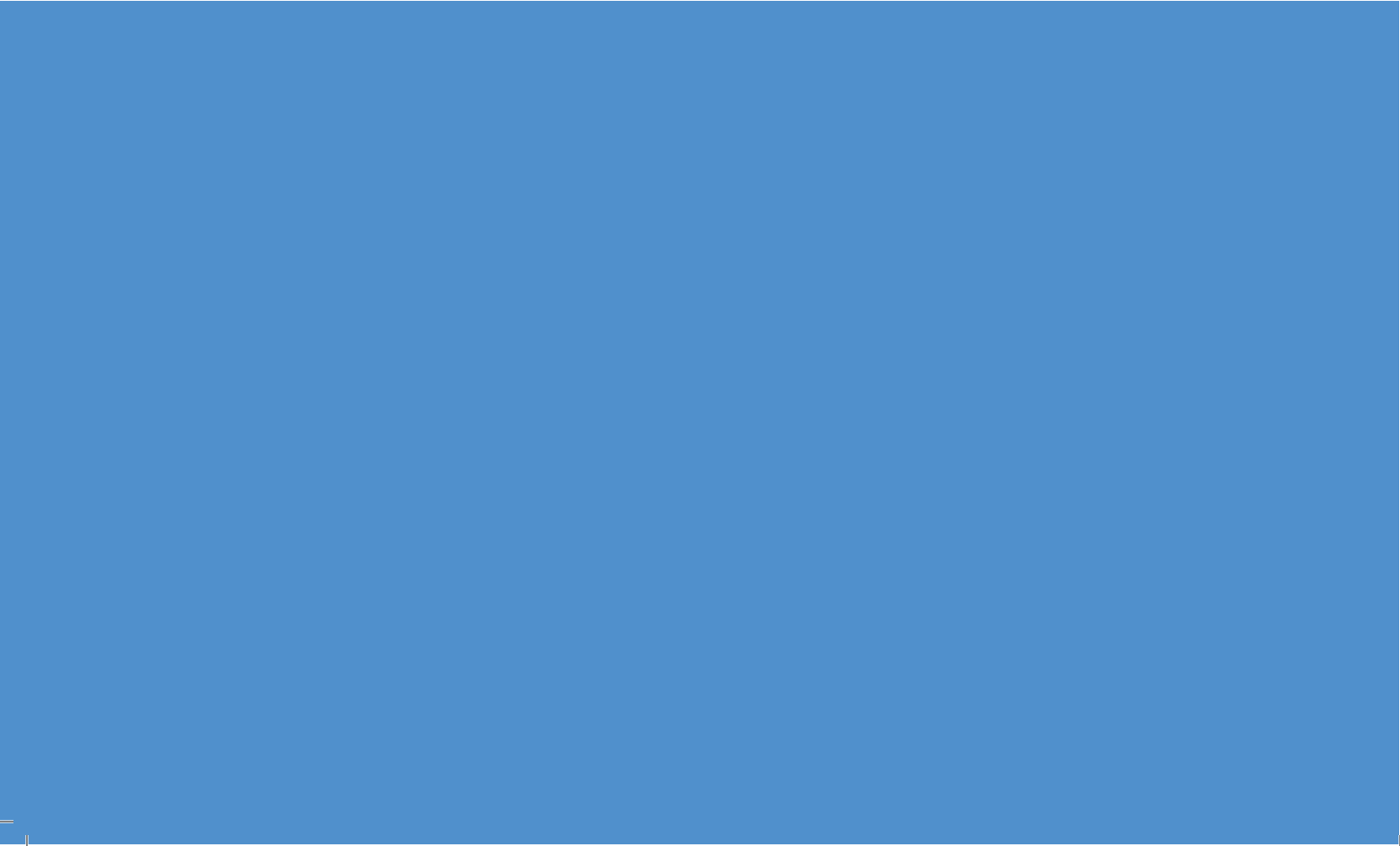
Proud to offer  
exceptional health  
care to our diverse  
communities.

North York General  
Chief Executive Officer's  
Year in Review:

**HIGHLIGHTS  
AND AWARDS  
2013/2014**



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# A Year in Review: Our Leadership



**H. DUNBAR RUSSEL**  
CHAIR, BOARD OF  
GOVERNORS

CHAIR, BOARD OF GOVERNORS

**Dunbar Russel was appointed Chair of the NYGH Board of Governors on June 21, 2010 at the Annual Meeting of Members.**

Mr. Dunbar Russel was first appointed to the Board of Governors in June 2003. He was elected Secretary in 2007 and Vice Chair and Secretary in 2009. Over the past 11 years, he has chaired key committees of the Board including the Quality and the Governance committees.

Mr. Russel has more than 40 years of business experience, gained mainly in Canada's financial services industry. He worked as a senior executive at MONY Life Insurance Company of Canada, Ontario Blue Cross, TD Life Group, and President's Choice Financial. He retired from the Royal Conservatory of Music, where he was the Chief Operating Officer.



**TIM RUTLEDGE**  
PRESIDENT & CEO

PRESIDENT & CEO

**The Board of Governors appointed Dr. Tim Rutledge to the position of President & CEO effective April 1, 2011.**

Dr. Tim Rutledge, President & CEO of North York General Hospital, has focused on building a strong values-based culture as a foundation to the hospital's pursuit of excellence in integrated, patient-centred care. He is also a passionate advocate for the continued evolution of North York General as a community academic hospital.

As one of the founding leaders of the Joint Centres for Transformative Health Care Innovation, Tim is committed to seeking and sharing innovative ideas that improve service delivery and add value across the health care system.

# A Year in Review: Highlights

## **NYGH launches Scotiabank Language Services Kiosk**

With the philanthropic support of Scotiabank, NYGH launched the Language Services Kiosk in June 2013 to better serve our diverse community of over 400,000 residents. The touch screen kiosk in the General site lobby provides information about the hospital's clinical areas, along with directions, in the top seven languages spoken by our patients and families (English, French, Cantonese, Mandarin, Russian, Korean, Persian, and Farsi). The kiosk can also provide a printed copy of the information, helping guide patients and visitors to their destination.

## **New anesthesia machines and monitors**

North York General purchased and implemented a state-of-the-art suite of anesthesia machines and monitors that are fully integrated with our hospital's eCare system that will further enable high-quality care.

## **NYGH featured in OHA Idea Book on achieving patient excellence**

A publication by the Ontario Hospital Association (OHA) included five examples of how NYGH is improving the patient experience. Examples include advancing high quality care and engaging patients and families. Achieving Patient Experience Excellence in Ontario: An Idea Book brings together projects and case studies from across the province to inspire others to undertake similar projects. The publication was developed with the support Ontario Ministry of Health and Long-Term Care.

## **General Internal Medicine introduces new medical consulting services**

The Division of General Internal Medicine launched their new Medical Consult Service in 2013. This means a medical consultant is available at the hospital, seven days a week, between 8 a.m. and 5 p.m., and after hours for emergencies. This service is intended for patients with multiple medical issues.

## **2013 Stroke Expo – Discover the Continuum of Care**

North York General hosted the 2013 Stroke Expo – Discover the Continuum of Care. Each year, this

educational event is held to showcase the services and resources available to provide the best care across the health care system that make up the stroke continuum of care.

## **Patient Experience and Quality team presents at annual symposium**

Five members of North York General's Patient Experience and Quality Department participated in the 5th Annual Quality Improvement and Patient Safety (C-QulPS) Symposium sponsored by the University of Toronto. The NYGH team presented four improvement posters to various health care organizations in attendance.

## **Launch of eCare phase 4**

eCare Phase 4 launched across Surgery, Anesthesia and our Maternal Newborn programs. Patient records from all three programs are now using PowerChart. Access to vital information and improving patient safety is eCare's priority.

## **NYGH goes 100% smoke free**

North York General became a 100% smoke-free environment in 2013. As part of our commitment to the health and wellness of our patients, visitors, staff, physicians and volunteers, smoking is not permitted on the hospital premises.

## **NYGH congratulated on contributions to Ontario Laboratories Information System**

North York General is one of the first Wave 1 Ontario Laboratories Information System (OLIS) Population participants to go-live with all modalities. With NYGH's contributions, OLIS is now capturing 56% of lab data from the GTA. This is a significant accomplishment given that improving access to lab data is a high priority for the province.

# A Year in Review: Highlights

## **NYGH hosts all sites meeting for Centres for Complex Diabetes Care**

NYGH hosted the 6th meeting for all Centres for Complex Diabetes Care hospitals in Ontario, with representatives from the Ministry of Health and Long-Term Care, William Osler Health System, Trillium Health Partners, Central East Community Care Access Centre, Sioux Lookout Meno Ya Win Health Centre, Thunder Bay Regional Health Sciences Centre, and Health Sciences North. The meeting included program discussions and updates.

## **NYGH Influenza Campaign recognized by Excellence Canada**

NYGH was recognized by Excellence Canada for outstanding initiative in our Influenza Campaign and efforts to create a safe and healthy workplace. Among other things, selection criteria were based on creativity, uniqueness and staff involvement.

## **Environmental Services recognized for dramatic reduction in infection rates**

The Infection Prevention and Control department hosted a recognition event to celebrate the successes and dedication of the hospital's Environmental Services team. More specifically, the event recognized the dramatic reduction in Hospital-Acquired Infection rates. The rate of *C. difficile*, which is known to have a major environmental component in transmission, declined more than 30% each of the past two years.

## **NYGH Founding Partner of Schwartz/Reisman Emergency Medicine Institute**

NYGH is a founding partner (with Mount Sinai Hospital) in the Schwartz/Reisman Emergency Medicine Institute. The mission of the Institute is to advance the practice of Emergency Medicine through research and education. The focus will be on clinical research, education, consulting, advocacy and public policy work.

## **26th Annual Emergency Medicine Update**

North York General's Emergency Medicine Update (EMU), the country's largest Emergency Medicine conference, was held from May 9-11, 2013 in Toronto. It attracted hundreds of health care

professionals from across Canada with hands-on sessions, state-of-the-art patient simulations and nationally renowned keynote speakers.

## **Medical Staff Association recognizes NYGH doctors for years of service**

The Medical Staff Association held its Service Awards Meeting on June 25, 2013. Dr. Jacques Dubins, Dr. Harold Kimelman, Dr. Ladislav Mesensky, Dr. Emory Burke, Dr. Stanley Wine and Dr. Joe Da Silva were recognized for 40 years of service.

## **CASTED celebrates 100th course**

CASTED celebrated its 100th course at the Emergency Medicine Update conference. NYGH's award-winning course is changing the way these injuries are treated by teaching Emergency Department medical staff across Canada important tips when assessing patients as well the fine art of casting and splinting.

## **NYGH reduces injuries from patient falls by 60%**

North York General staff focused on reducing the number of patient falls and the severity of injury from falls. NYGH achieved a 60% reduction in falls classified as critical, serious or moderate.

## **NYGH founding member of Joint Centres for Transformative Health Care Innovation**

NYGH is a founding member of the Joint Centres for Transformative Health Care Innovation, a collaboration between six hospitals (Mackenzie Health, Markham Stouffville Hospital, North York General Hospital, Southlake Regional Health Centre, St Joseph's Health Centre and Toronto East General Hospital) to create a platform for the sharing of innovations focused on improving quality and value in health care. The member organizations all share histories that include a role in innovation and research and have this focus as part of their corporate strategies and culture.

# A Year in Review: Highlights

## Recognize your doctor in May

Every day, more than 400,000 patients across the province are treated and cared for by a doctor in Ontario. NYGH took part in the Ontario Medical Association's "Thanks Doc!" – a month-long campaign that encourages patients to share a positive story and recognize their doctor.

## First large electronic study to track chronic diseases across Canada

Canadian researchers are the first to use electronic medical records of family physicians to track the prevalence and patterns of care for diabetes across Canada. The study, published in the Canadian Journal of Diabetes, began in 2008 when a handful of family physicians pooled their patients' electronic medical records – careful to remove all patient identifiers to fully protect privacy – to determine patterns in diabetes within the community. Several of these physicians were affiliated with North York General Hospital.

## Medical Advisory Committee appointments

NYGH welcomed its new Chair of the Medical Advisory Committee, Dr. Everton Gooden, and its new Vice-Chair, Dr. Richard Bowry. Dr. Thomas Ungar, who has served as Chair since June 2012, and Dr. Stan Feinberg, who served as Vice Chair since June 2012, were also recognized for their tremendous leadership over the last two years.

## The Baruch-Weisz Outpatient Care Clinic

The newly renovated outpatient clinic, now known as the Baruch-Weisz Outpatient Care Clinic, is set to open late June 2014. All services currently operating on 8 North except the OT-Hand Therapy Clinic will move to the new location. Clinics moving in late June include: Medical Surgical Clinic, Acute Care Surgery (ACS) Clinic, Wound Care Clinic, Chronic Obstructive Pulmonary Disease (COPD) Clinic, and Geriatric Clinic.

## Dr. David White becomes inaugural U of T Deputy Chair

Dr. David White accepted the position of inaugural Deputy Chair of the Department of Family and Community Medicine, effective June 1, 2014. As

Deputy Chair, David will be an alternate to the Chair and provide support to the Chair. His responsibilities also include strategic planning activities, peer mentoring for hospital site Chiefs and fostering academic leadership activities.

## Thanks to the NYGH Foundation

### Foundation Achievements

Back in 2012, the Foundation launched a \$150-million dollar campaign, setting a precedent for community academic hospitals. Two years later they are already at 60% of their goal. The Campaign is making an impact on our patients and their families through the purchase of new equipment, educational opportunities for staff, renovations of our facilities and providing funding for our emerging priorities. In 2013-14, the Foundation raised over \$19 million to support vital initiatives, services and programs in virtually every area of the Hospital. By all accounts, it was their most successful year yet.

## Thanks to Volunteer Services

### Volunteer Services' Support Continues

Volunteer Services once again went above and beyond to support North York General. A donation of \$275,000 put their total contribution to over \$2 million towards the \$3 million pledge to the Volunteer Services Centre for Medical Imaging. Alex's Mitten Tree set a new record for the number of articles donated and it was also the best year to date for the Christmas Holiday Sale. Every year, our volunteers go above and beyond to help our hospital run efficiently. Be it by working in the Gift Shop or by delivering mail, they offer countless hours of service to help North York General make a world of difference.

# A Year in Review: Awards

## **Health care Honours**

### **NYGH receives Canada Award for Excellence**

North York General has been awarded the "Canada Award of Excellence" that recognizes demonstrated excellence in the areas of Quality and Healthy Workplace. This award covers all aspects including leadership, planning, governance, ethics, people and health practices, processes, partners and organizational results. As part of the awards process, Excellence Canada conducts audits with a variety of staff to ensure our results truly reflect a high level of employee commitment and engagement.

### **NYGH wins Gold Quality Health Care Workplace Award**

Four years in a row, North York General has been awarded the Gold Quality Health care Workplace Award at the OHA's Health Achieve conference. The awards program recognizes organizational efforts to improve health care workplaces in ways that contribute to providers' quality of work life and the quality of care and services they deliver.

### **New OHA Green Hospital Scorecard program – NYGH awarded Bronze**

NYGH was awarded a Bronze in OHA's Green Hospital Scorecard program, a new benchmarking and recognition program which aims to reflect hospitals' environmental performance as indicated by their operations, management and policies.

### **NYGH wins nine marketing and communications awards**

The Corporate Communications and Public Affairs team won in nine categories of the 2013 MarCom Awards. MarCom Awards is a creative competition for any individual or company involved in the concept, writing and design of print, visual, audio and web materials and programs.

### **North York General wins National Account of the Year**

North York General was selected as the winner of Crothall Health care's National Account of the Year for Canada in 2013. NYGH participated in a North American recognition program, Be-A-Star,

that recognizes associates and teams for business excellence within Compass Group.

### **Congratulations to Desiree-Ann Prillo**

Desiree-Ann Prillo, Registered Practical Nurse, accepted the RPNAO Excellence in Care of Older Ontarian Award at the Registered Practical Nurses Association of Ontario's 55th Annual General Meeting and Conference on October 3-4.

### **Karyn Popovich Receives Accreditation Canada**

Quality Ambassador Award for Client Focus  
Karyn Popovich, Vice President, Chief Nursing and Health Professions Executive, received the Accreditation Canada Quality Ambassador Award for Client Focus, at the National Surveyor Conference.

### **North York General wins international communications award**

NYGH was presented with an International Association of Business Communicators (IABC) Gold Quill Merit Award in New York City for its communication strategy to promote and ready staff, physicians and volunteers for Accreditation 2012.

### **Dr. Frank Sullivan wins Ian Stevenson Prize in Public Engagement**

Dr. Frank Sullivan, Gordon F. Cheesbrough Research Chair in Family and Community Medicine, is the winner of the 2014 Ian Stevenson Prize for Excellence in Public Engagement with Research. Dr. Sullivan and his team were recognized for his work as founders of SHARE /GoSHARE.



# A Year in Review: Awards

## **Academic Achievements**

### **Dr. Stan Feinberg wins PARO award**

Dr. Stan Feinberg, Medical Director, Ambulatory and Cancer Care Program, is one of the recipients of the 2014 Professional Association of Residents of Ontario (PARO) Excellence in Clinical Teaching Awards for the University of Toronto.

### **Medical Staff Association awards**

The Dr. Joel Weinstein Family & Community Medicine Resident Education Scholarship was awarded to Dr. Mark Robinson. Dr. Goran Eryavec and Jerwin Saucó, RPN, were the recipients of the Dr. Morris Siu-Chong Memorial Award.

### **Obstetrics and Gynaecology educators receive awards from University of Toronto**

North York General educators in Obstetrics and Gynecology, Drs. Adrian Brown, Nicholas Pairaudeau and Lynne Zolis, were recognized with three prestigious awards from the University Of Toronto.

### **Dr. David Kaplan receives 2013 Innovation Award**

Dr. David Kaplan, a family physician in NYGH's Department of Family & Community Medicine and the Primary Care Physician Lead for the Central Local Health Integration Network, received the 2013 Innovation Award from the Society of Graduates at the University of Toronto's Institute of Health Policy, Management and Evaluation.

### **Dr. John King receives Outstanding Clinical Teaching Award**

Dr. John King received the Outstanding Clinical Teaching Award for his exemplary work in clinical bedside teaching. The current emergency medicine residents from the University of Toronto's Division of Emergency Medicine nominate and choose the recipient of this prestigious award.

### **Dr. Rick Penciner receives teaching commendation**

Dr. Rick Penciner, Director, Medical Education, received a Special Commendation in Integrated Medical Education for Sustained Excellence in Teaching from the University of Toronto, Faculty of Medicine.



# A Year in Review: Media Mentions

## **Pat Mackey on living with a terminal cancer diagnosis – a patient's perspective**

Pat (Patricia) Mackey was an inaugural member of North York General Hospital's Patient and Family Advisory Council. Following her cancer reoccurrence in the winter of 2013 and while receiving care at the Freeman Centre for the Advancement of Palliative Care, she generously shared her time, candid thoughts and observations, on video, of what it is like to live with a terminal cancer diagnosis. Her Youtube video to-date has almost 3,200 hits.

## **Kiosk directs hospital visitors in seven languages**

The North York Mirror article discussed how North York General Hospital has taken another step to better serve the diverse community by integrating the new Scotiabank Language Kiosk. The kiosk provides information about clinical areas and directions. The information is available in the top seven languages spoken by patients and visitors to NYGH.

## **Engaging the person behind the dementia; North York hospital using new method to calm patients**

National Post and CTV featured NYGH's Diana Adams, a geriatric emergency management nurse, whose research is looking at how Montessori Methods for dementia, which uses a person-centred approach and multisensory activities, can calm and reassure an ED patient, preserve their abilities and improve their overall experience.

## **Toronto baby Jacob shares his big day with Britain's future king; An ocean away, these tots will forever be linked with U.K.'s yet-unnamed new prince**

An article in the Toronto Star highlighted the birth of baby Jacob at NYGH as sharing the same birthday as the future king of England, the son of Prince William and his wife Catherine.

## **NYGH's Phillips House will be Canadian first in mental illness support**

Theresa Claxton-Wali, a past mental health patient at NYGH and now a patient advisor for the hospital, discussed The Heart of Fashion fundraiser in a North York Mirror article. The piece explained that the

event supports Phillips House: a historic estate at the hospital that will transform into an outpatient facility for children, youth and women's mental health services.

## **Canada Awards for Excellence Recipients Announced**

Yahoo Finance announced the 22 Canadian organizations that received the Canada Awards for Excellence for outstanding performance in categories that include Excellence, Innovation & Wellness, Quality, Healthy Workplace, and Mental Health at Work. NYGH was recognized with a gold award for Healthy Workplace.

## **Patient advisers a prescription for health-care power shift**

The Globe and Mail highlighted NYGH's patient advisers in an article that discusses how NYGH is one of at least three Canadian hospitals that have taken the philosophy of patient-and-family-centred care to heart to the degree that it puts patients on its hiring panels.

## **Research Fund initiative featured in National Post**

North York General is building what may be the world's first fecal self-banking system, collecting and freezing patient stools to use as an antidote against possible infection with C. difficile. The National Post featured an article, "Toronto hospital building a revolutionary 'poop bank' as antidote against C. difficile" on November 4, 2013 that discussed the NYGH fecal donor and transplant initiative headed by Dr. Kevin Katz and Sumit Raybardhan.

## **North York hospital hosts inaugural innovation expo**

The North York Mirror reported that an inaugural innovation expo at North York General Hospital served as the cornerstone of a new partnership that will bring together North York General, Toronto East General Hospital, Etobicoke's St. Joseph's Health Centre and three York Region hospitals to transform community hospital health care.

# A Year in Review: Media Mentions

## Breast Cancer & Me

One of the videos from NYGH's Cancer & Me video series was featured on BreastCancerSite.ca. The video recounted Cheryl's cancer journey as a NYGH patient who had breast cancer.

## NYGH leads implementation of Choosing Wisely Canada

In an article on ChoosingWiselyCanada.org, Dr. Donna McRitchie publicly announced NYGH's strong support for Choosing Wisely Canada and our plans to implement the campaign's mandate. As lead early adopters of Choosing Wisely Canada, NYGH physicians, hospital staff and patients will engage in conversations about unnecessary tests, treatments and procedures.

## Surgeon dispels myths surrounding breast cancer

Dr. Nancy Down, a general surgeon at NYGH, was featured in the Brighton Independent. The article talked about how neither stress nor anxiety causes breast cancer. And "there's absolutely no scientific evidence" that underarm deodorant does, or underwire bras. They're all myths said Dr. Down, an expert on breast cancer.

## North York General Hospital transforming Ontario's health care system

North York General Hospital's Hip and Knee Integrated Care Collaborative (ICC) was featured in the Ministry of Health and Long-Term Care's "Transforming Ontario's Health Care System Care Stories." The piece highlights North York General Hospital's journey in implementing the integrated care model: from working with Health System Funding Reform to make patient care more efficient, to looking at the gaps and searching for ways to make the journey seamless.

## Toronto police expand mobile crisis intervention program into North York

A Toronto Star article discussed the new mental health crisis team — a specialized police unit consisting of a uniformed officer and a mental health nurse — now available in two police divisions in North York. The new unit means North York's 32 and 33 Divisions now have their own team, working in partnership with North York General.

## Andrea Hollingshead, chef d'équipe du centre mère-enfant du North York General Hospital de Toronto (Ontario)

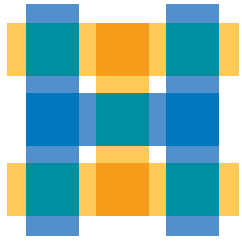
After the return of day-old baby Victoria who was abducted at a hospital in Trois-Rivieres, Quebec radio station FM 93 spoke to NYGH's Andrea Hollingshead, clinical team manager, about the measures NYGH takes to ensure the safety of its patients. Andrea noted "the first measure that we have is an infant security system, which consists of wall-mounted sensors placed throughout our mother-baby unit and our labour and delivery unit."

## NYGH hosts Seniors' Expo

The North York Mirror highlighted that North York General Hospital hosted its annual Seniors' Expo on June 5. More than 50 community seniors care providers and services showcased what is available to seniors in our community. There were more than 140 participants and volunteers for a total of approximately 760 people including nine NYGH stakeholders' tables, 26 community participating organizations and 25 sponsoring vendors at this year's Seniors' Expo.







# NORTH YORK GENERAL

*Making a World  
of Difference*

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