



# A YEAR IN REVIEW 1997

## Did you know...



- that 2160 babies were delivered in 1997? Our clinics support new moms by providing information on breastfeeding, postpartum check-ups and a 24-hour help line.

- that over 43,500 x-rays were taken last year, over 15,500 ultrasounds were performed, over 4,600 CT scans were obtained and over 274,000 laboratory tests were conducted? And we are keeping up with technology thanks to the support of our community!



Diagnostic System Services

- that surgeons performed 6,998 procedures in our operating suite last year? With advances in technology & medicine, over two-thirds of the procedures are done on an outpatient basis which means patients can return home the same day to the comfort of a familiar environment.

- that our Mental Health System provides care and support for adults and adolescents experiencing anxiety, clinical depression and

- other disorders? Over 12,283 visits were made to our adult outpatient mental health services and 3,140 appointments were held in our Child and Adolescent Family Services in 1997.

- that our emergency department staff treated approximately 33,000 patients last year? And we know how important your time is - so we monitor our time. Patients spent on average 2.42 hours in our emergency department. This includes time required for registration, treatment and tests.

- that our annual inpatient satisfaction survey and emergency department survey tell us what we are doing well and what you would like us to improve upon? You told us we need to improve in communicating information to you. We are working on it!

- that clinical education is a lifelong journey? That is why we assist university students in their education. Last year approximately 200 students worked at MSH as part of their study programs.

- that we depend upon volunteers? Over 550 volunteers and 220 summer student volunteers provided over 50,000 hours of their time last year to help their community - an outstanding commitment!!!

- that we are a latex allergy aware hospital because some people are highly sensitive to latex or natural rubber? So remember, mylar balloons only!

- that we employ over 980 staff to provide you with the care you need?

- that we provide interpretive services in 140 languages through the AT&T language services line? And some of our own staff representing diverse cultures can provide interpretation as well collectively, in over 35 languages.

- that revenues from parking fees are used to maintain the parking lot and to support health care services?

- that 217 staff, volunteers and physicians have been nominated, since 1994, to receive the Partners In Excellence award because they made your experience great? Last year, 5 people were awarded a Partners In Excellence pin for their commitment to our mission.



Health Records Department Staff

- that adults with diabetes can learn lifestyle management skills to assist them in leading normal lives? Just ask one of the 400 adults who attended the diabetes clinic last year.



Elizabeth Woodbury, President, presents staff member, Bill Clews, Partners In Excellence Award.

- that 171 patients received education and self management skills by attending our Asthma Education Clinic?

- that 312 visits were made to our pediatric diabetes clinic last year where children newly diagnosed with diabetes received life management skills education?

- that there were 2,740 visits to our pediatric child developmental clinic which, in partnership with a local school, provides diagnosis and intervention for children with special developmental needs?

### MISSION

Our Mission is to dedicate ourselves to excellence in community health care which is compassionate, patient and family centered and consistent with the needs of Markham, Stouffville and surrounding communities. Fundamental to this mission is our commitment that every patient's visit to Markham Stouffville Hospital will be a great experience.



381 Church Street  
P.O. Box 1800  
Markham  
L3P 7P3

Hospital Tel: 905/472-7000  
Fax: 905/472-7086  
website: www.msh.on.ca

Your feedback is always welcome. Please contact Rosalie Penny, Public Relations at 905/472-7095.

AMBULANCE/  
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EMERGENCY DEPT.  
**905/472-7111**