

# New ER, more beds big with hospital CEO

BY CHRIS TRABER  
Staff Writer

**J**anet Beed's life is by the numbers. The Halifax-born executive celebrates her third year as president and CEO of Markham Stouffville Hospital this month.

Serving more than 300,000 York Region residents annually, last year the health facility treated 65,000 emergency visits, admitted 15,000 patients, completed 145,000 diagnostic exams, ran 1.6 million lab tests and welcomed 3,000 babies into the world.

The hospital's numero uno is responsible for 1,700 staff and 275 physicians, dentists and midwives, a yearly operating budget of \$140 million and major redevelopment planned to start in 2010.

Although figures loom large in her 60-hour work week, Ms Beed's focus, she said, is to make each patient feel like they're No. 1.

A seasoned corporate leader, she has held senior posts with Toronto General Hospital's University Health Network, Princess Margaret Hospital, Ontario Cancer Institute and the Hospital for Sick Children.

Complementing her diverse experience in the health care system, Ms Beed joined Deloitte Consulting in 1996 and became a partner in the utility and consumer business sectors.

A graduate of Dalhousie University and the University of Toronto, Ms Beed holds a master's of science in nursing degree.

*Q: How have you found your first three years at the hospital?*

A: It's been busier than I would have anticipated. The kindness of the people in the community and the commitment of the staff is unparalleled.

*Q: What has been your major challenge?*

A: Keeping up with community growth. There's been a 24-per-cent population growth in Markham. When I arrived, the hospital was like a rubber band stretched to the max. We've had to figure out how to expand the types and quality of our services.

*Q: What services are you looking to enhance?*

A: We need a vibrant pediatric and maternity program, our ER and cardiology departments need expansion. Our average patient age is 38. We now know that heart disease presents itself differently in women and in different ethnic populations.

*Q: As such, is the hospital's staff culturally diverse?*

A: Yes. Our staff speak 39 different languages.

*Q: Are volunteers a significant part of the hospital?*

A: Yes. We have 700 volunteers, every age and possible background. The only thing common among them is that they want to help people. They're a huge part of the hospital. Our volunteers do two

10 minutes with

**JANET BEED**

Your meeting with  
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things. They help the community and we use them as a sounding board.

*Q: Any disappointments?*

A: I'm disappointed we can't build the redevelopment sooner. The shovel should be in the ground in 2010 and completed by 2014. It will increase our size between a third and up to half.

*Q: What is the expansion budget?*

A: That's not determined yet. It's going to (provincial) cabinet in November. We know 10 per cent of the cost and all equipment and furnishing has to come from our fundraising, gift shops and the community.

*Q: What's atop your wish list for the hospital?*

A: A brand new ER department. It's overburdened and needs to be expanded. And, we need more beds when a patient needs to be admitted. We also need to expand our mental health support to adolescents and young adults. We have 25 inpatient mental health beds. We could double that capacity.

*Q: What is your prime message to the community?*

A: We want to serve you well. If not, we want to hear from you. If we did a good job, we'd also like to hear from you. I look at each letter of compliment or complaint.

*Q: What does a busy person like you do for recreation?*

A: (laughs.) On weekends I like to hike, swim and golf. I love to cook without recipes so that I can build layers of flavour.

*Q: What's the best part of your golf game and your handicap?*

A: Driving and it's 24.

*Q: You're a driven lady. What motivates you?*

A: I always hung around with smart kids and wanted to be as smart as they were. I was driven to achieve. I have a constant need to learn. A day spent learning something new is important to me. I look things up in the dictionary daily.

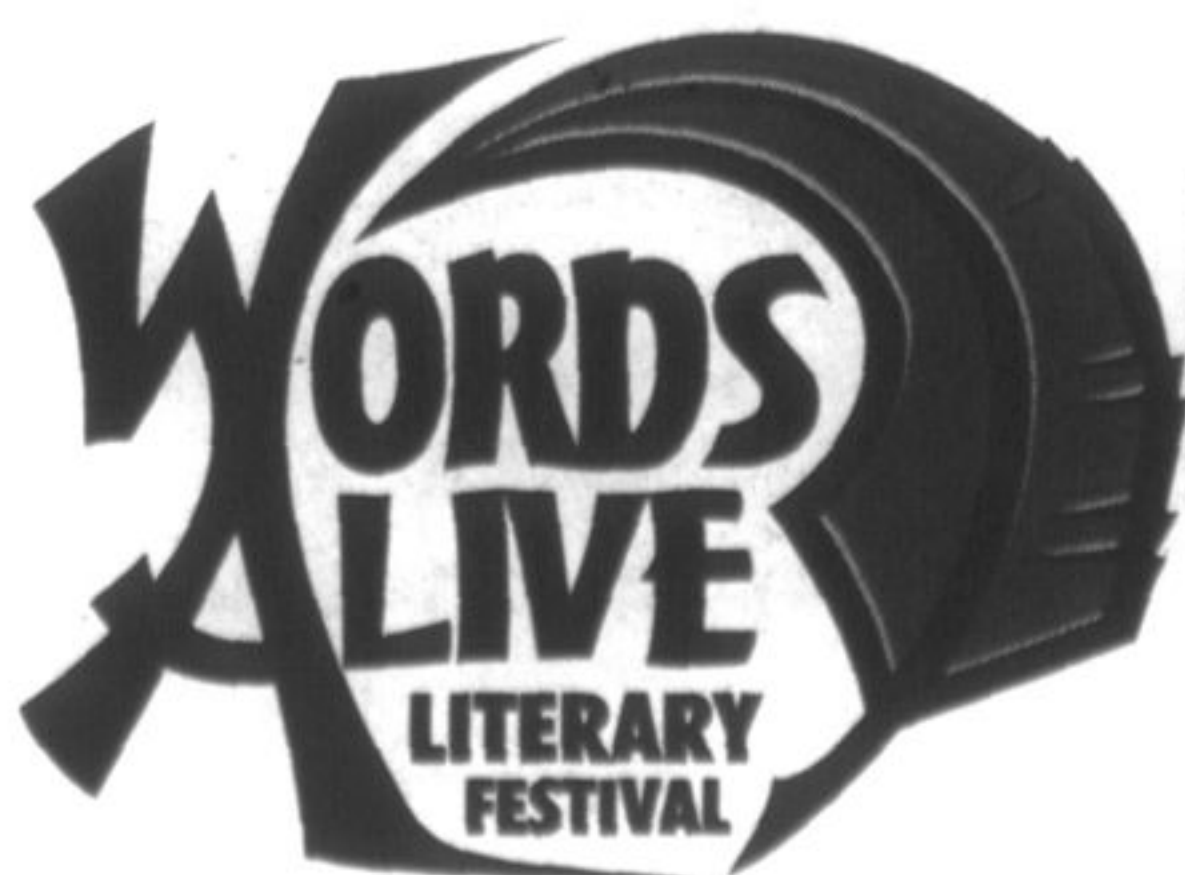
*Q: What are your plans for the future and does it include retirement?*

A: Retirement? I don't think so. Maybe reduced hours and volunteer work. I do travel and would enjoy traveling on a more leisurely basis. I look forward to that, getting a van, filling it with golf clubs, a bike and a canoe and then hiking and swimming, coast to coast in Canada.



STAFF PHOTOS/JOERD WITTEVEEN

Janet Beed is marking her third year as president and CEO of Markham Stouffville Hospital this month. She is disappointed the redevelopment of the 18-year-old facility won't begin until 2010. Scheduled to open in 2014, it will increase the size of the Ninth Line hospital by more than one-third.



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