Meet the people of MSH PG.6

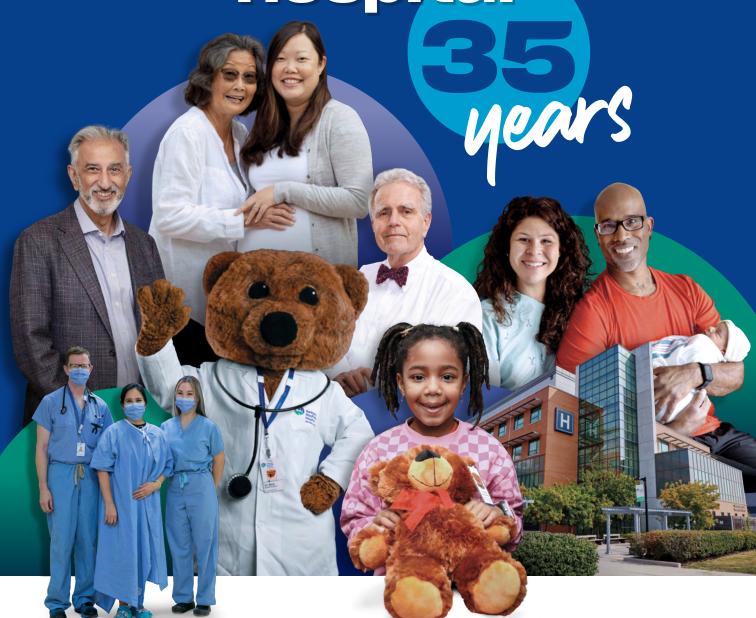
Innovations improving care PG.9

Doctors run in the family PG.10

A legacy of giving back PG.14

OAK VALLEY HEALTH'S

Markham Stouffville Hospital



Healthy. Together.



35 YEARSH

From opening day in 1990 to becoming one of Ontario's leading community hospitals, Oak Valley Health's Markham Stouffville Hospital (MSH) has a lot to celebrate.



"

After 35 years, the appreciation I receive from staff and visitors keeps me going.

LUCI HUBBARD

One of MSH's longest-serving volunteers

Community contributions:



56M

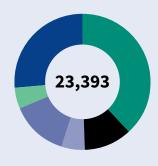
from 2008 to 2014 to expand into a second building

DID YOU KNOW?

MSH's first mascot was a kangaroo named Dr. Roo!

Dr. Bear took over in 1992 to lead interactive tours for paediatric patients and their parents.

Number of surgeries performed at MSH last year*



ENDOSCOPY	38%
GENERAL SURGERY	11%
GYNAECOLOGY	5%
ORTHOPAEDIC	13%
UROLOGY	5%
OTHER	26%

*April 1, 2024 - March 31, 2025

MSH Firsts

In 2017, MSH became the first community hospital to join the **Kids Health Alliance**, founded by SickKids, Holland Bloorview, and the Children's Hospital of Eastern Ontario, to enhance paediatric health care.



1990

A TIMELINE OF MSH ACHIEVEMENTS OVER THE YEARS



Arthur Latcham — Stouffville resident, talented magician, community builder, and philanthropist — purchases and donates the 50-acre cornfield upon which MSH is built.

1967

MSH Stands apart

MSH has put the community first since the day it opened its doors in 1990. More than a community hospital, it's an award-winning health care hub for innovative, patient-centred care. Here's how MSH stands apart from its peers.

1: Collaborative birthing services

Tucked inside The Stollery Family Centre for Childbirth & Children, the Alongside Midwifery Unit (AMU) is the first of its kind in Canada, combining midwifery services with the immediate availability of emergency medical care. The collaborative nature of this partnership means expecting parents can choose between a midwife-led birth and an obstetrician, depending on their preference. With one in five of MSH's baby deliveries taking place in the AMU last year, the unit provides more options to the community.

2: Connected care

One way MSH enhances community care is through key health care partnerships. The hospital partners with SickKids through the Kids Health Alliance, is part of the Princess Margaret Cancer Care Network (PMCCN), and has created a pathway for advanced cardiac care with Unity Health Toronto — St. Michael's Hospital. When patients require radiation therapy during treatment at The Shakir Rehmatullah Cancer Centre, MSH partners with Southlake Health to provide this vital service. These partnerships offer onsite

access to collaborative acute paediatric care between hospitals, clinical trials, connections to additional specialists, and more.

3: One-stop breast cancer care

The Graham & Gale Wright Breast Health Centre first opened in 2007 and is known for its multidisciplinary approach to the complex and stressful process of diagnosing and treating breast cancer. In 2022, thanks to donor support, the centre relocated to a larger space to accommodate more than 4,500 patient visits annually. MSH also recently collaborated with the PMCCN to launch a Breast Cancer Survivorship Pilot Program providing extended care to eligible patients struggling with significant physical and mental health effects from their cancer treatments.



4: Best-in-class interventional radiology (IR)

Although diagnostic imaging may bring to mind X-rays and ultrasounds, MSH's state-of-the-art, 2,465-square-foot IR Suite offers so much more. Using the best technology available, radiologists and technologists perform real-time, minimally invasive diagnostic procedures, including biopsies, angiograms, and abscess drainages, to name a few. In the past year, more than 2,900 patients benefited from less painful, lower-risk procedures with shorter recovery times.

Healthy. Together. COVER: DAVID WHITE, SHLOMI AMIGA (DR. SOLOW) PHOTO: COLIN SNEYD, DAVID WHITE mshf.on.ca

Source: Regional Municipality of York

2025

A LIFTINE AT MSH

From first breaths to final days, four generations of the Crupi family have received care at the hospital.

By Dave Yasvinski

ATHY CRUPI'S first visit to MSH was, quite literally, an accident. It was the winter of 1996 and she was lending a hand at a local youth theatre when she slipped on a patch of ice outside. "I went feet first in the air and came down on the back of my head," she says. "I was out cold. I had to be taken to the hospital by ambulance."

While she fondly recalls the excellent care she received at MSH, what sticks with Kathy the most happened a month later, and symbolizes the special connection the Crupi family has forged with the hospital. "The two nurses who took care of me and the two paramedics who brought me there came to the performance at Markham Theatre," she says. "It was incredible."

Since Kathy's first visit, more than 30 members of her immediate and extended family have received care at MSH for some reason or another. Aside from the usual assortment of childhood ailments, the list includes the birth of four of her 10 grandchildren; Achilles tendon surgery for husband Cosimo; Achilles tendon treatment for son-in-law Shane; treatment for daughter Luciana's blood disorder; surgery for Kathy's own thyroid cancer; and, more recently, end-of-life care for Cosimo's mother, Maria.

MSH staff were particularly accommodating during Maria's final days, arranging the palliative care that allowed the 103-year-old to rest at home instead of in the hospital. When she had to be at MSH overnight for tests, staff placed a cot beside the bed so her family could be close. "The attention and care they provided was amazing," Cosimo says. "You quickly realize how dedicated the medical team is."



ANSWERING THE CALL

The Crupi family's commitment to MSH goes back decades. They started donating to the hospital's original build fund in 1983 — seven years before the facility opened its doors — and still have the plaque commemorating their initial contribution. They've also been generous with their time: Kathy is a committee member for the MSH Foundation Golf Tournament and

previously, the Foundation's Gala and Celebration of Hope luncheon, while son Dominic and daughter Maria are longtime sponsors and supporters of these events.

In addition to being an advocate for women's mental health, daughter Carina was also a Foundation Gala committee member. In fact, that's how she met her husband — he was at the gala, selling raffle tickets with his fellow firefighters. "I remember

On March 5, 1990, MSH opens its doors to approximately 77,000 residents.

1990

the night they met," Kathy says with a smile. "Carina noticed a loose button on his uniform and fixed it for him. The rest is history. They're now married with two beautiful daughters."

A HEALTHIER TOMORROW

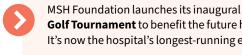
It's not surprising the Crupi children are eager to help support MSH after watching Kathy lead the way. "They're following their mother," Cosimo says. "I'm proud of her for all the giving she does and that the kids are carrying that forward."

Some family members have even found careers within the walls of MSH. Kathy's daughter-in-law

Allison was a nurse in the hospital's Emergency Department for 13 years, and her oldest granddaughter recently participated in a co-op program there.

MSH has come a long way since Kathy made that first unexpected visit back in 1996, and the staff, services, and community the hospital provides continue to play a prominent role in the Crupis' lives. Says Kathy: "How do you even begin to say thank you for everything they've done?"

"We're so busy in our daily lives that we don't always think of all the benefits available to us through the hospital," Cosimo adds. "When you need them, though, they're there." ■



Golf Tournament to benefit the future hospital. It's now the hospital's longest-running event.

1985

1987

Ground-breaking construction

community fundraising.

begins on MSH after several years of



Healthy. Together. mshf.on.ca PHOTO: SHLOMI AMIGA

From physicians to social workers, these heroes go above and beyond to provide compassionate, personalized care.

By Daniela Payne

PEOPLE OFTEN don't get the chance to say "thank you" to the physicians, nurses, and professional staff who have helped them. That's why MSH Foundation created the MSH Heroes program, which allows patients, families, and friends to donate in honour of a remarkable staff member or volunteer, while also funding the life-saving resources they need to care for the community.

Here are some of the most recent MSH Heroes.

ANTON MANUELPILLAI Registered Practical Nurse

"I can't picture myself working in anything other than nursing," says Anton Manuelpillai. A nurse at MSH since 2010, he always knew he wanted to work in a hospital. Originally from Sri Lanka, Manuelpillai cares for his patients deeply, arriving early for every shift to learn what he can about who they are beyond their medical conditions, so he can connect with them. "I don't see them as patients; I see them as people," he explains.



was always drawn to helping others. As a passionate social worker with a 14-year career at MSH, she provides vital support to patients and families in the Intensive Care and Surgical Units. Bateman excels at guiding patients through emotionally overwhelming times, helping them identify

A lifelong Markham resident, Sarah Bateman

SARAH BATEMAN

Social Worker

goals and develop coping strategies. "It's an honour to help them navigate through some of the complexities of the health care system," she says.

DEXTER CARDEL

Patient Support Assistant

Dexter Cardel practiced nursing in the Philippines before coming to Canada. Initially working at MSH on contract, he found the spirit of teamwork and supportive staff quickly made him feel at home. Cardel said it was a "dream come true" when he joined MSH full time in 2025, and he's excited about the hospital's growth: "I am thrilled about the bright future of MSH and its objective to expand."

MSH acquires its first MRI machine to provide patients advanced imaging services closer to home.

2005



Unit Secretary

Genevieve Payumo has worked in various roles in virtually every department at MSH since she was hired in 1998. Currently a unit secretary in the Transitional Care Unit, Payumo is often the first person patients and families see when they enter the ward. And she loves saying hello to and connecting with each one of them. "You can't

judge a person by their disease," she says. "It's important to get to know them."



DR. TOM FILOSA Family Physician

After completing his training in downtown Toronto, Dr. Tom Filosa joined MSH's team in 1999 and values its close-knit community. With patients spanning multiple generations, he's cared for some for more than 25 years. Dr. Filosa has delivered more than 500 babies, and his favourite part of the job is seeing them grow into healthy, successful young adults. "This is undoubtedly the most rewarding part of what I've done at MSH."

> A 25-year nursing veteran and International loves working at MSH. "The moment I stepped foot in the hospital, it felt different. Kindness, respect, and teamwork are part of the culture, and I feel empowered to do my best," she says. Warren is passionate about women's and infants' health, and works in the outpatient Breastfeeding Clinic.

ARDEN WARREN Registered Nurse

> Board-Certified Lactation Consultant, Arden Warren "It's incredibly powerful to see a parent go from doubt and frustration to confidence and connection." ■

MSH Foundation introduces the Latcham Society to honour and recognize donors who choose to support the future of MSH with a planned gift in their will.

The Ontario government approves a \$400-million hospital expansion. Fundraising begins to double MSH's existing campus, including a new Emergency Department and Cancer Centre.

2008

2007

Healthy. Together. mshf.on.ca PHOTO: DANIJELA GORLEY



Ontario midwives are granted hospital privileges. The first baby in Canada born via midwife delivery in a hospital setting takes place at MSH.

1994





INTRODUCING OUR CEOS

Whether you're speaking with clinicians, support staff, or the patients they serve, people agree that Oak Valley Health's Markham Stouffville Hospital (MSH) isn't just your average community hospital it's so much more. Oak Valley Health's President and CEO, Mark Fam, joined MSH Foundation's CEO. Suzette Strong, to discuss their plans for how MSH will keep pace with its ever-growing community.

Mark Fam (MF):

I was drawn to the organization because of our "honoured to care" culture. You can feel it when you walk the halls of MSH.

Suzette Strong (SS):

Health care is an art and a science, and most hospitals have the science part down. What sets MSH apart is the art of caring that's driven by our values and the "honoured to care" culture Mark mentions you also notice it in every conversation our clinicians have with patients and their families.

What is MSH doing to keep up with York Region's growing population?

MF: In the early 2000s, when the community was about 200,000 people, the kinds of services the

hospital needed were very different relative to larger regional centres around us. Now, at almost 500,000, we need to grow the breadth and depth of our clinical services - cardiac, kidney, stroke, and others for care closer to home. We hope to build so we can increase capacity in ambulatory care and hospice, and expand our urgent-care service offerings in Stouffville as well. SS: The delivery of health care services in our growing and aging community is very different today than when we first opened in 1990. Because the hospital sits on 50 acres of land, we have a unique opportunity to expand our

How are MSH and the Foundation collaborating to achieve these goals?

campus of care to meet the

current and future needs of

the communities we serve.

SS: The Foundation exists to raise funds to support the hospital's most urgent needs and strategic priorities. The government can't fund all the costs required to provide quality care to our community, so our mission is more important than ever. **MF:** The campaign we're in now is going to enable us to advance our clinical care, research. and academic agenda, and support building the facilities we need to grow with our community. It's all because of the contributions of the Foundation and the community that supports us. We really appreciate it. ■

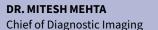
IMAGING ABRIGHTER LUTUY

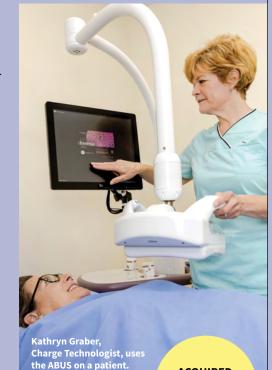
The more we can see, the better we can

diagnose — **and heal.** That vision means many different things at MSH. Last year,* the Carlo and Angela Baldassarra Family Centre for Diagnostic Services (DI) performed 258,741 diagnostic exams; however, that number is just part of the story. **Thanks to donor support**, MSH has invested in state-of-the-art tools for DI. Today, clinicians are seeing patients with greater clarity, capturing more detail in each image, and helping detect issues with greater precision.



When our Diagnostic Imaging department opened, it had two ultrasounds, three X-ray rooms, and one CT scanner. Today, we have 14 ultrasounds, seven X-ray rooms, three CT scanners, two MRIs, plus our Nuclear Medicine, Mammography, and Interventional Radiology divisions. We're now among the bestequipped imaging departments in Ontario.





Nuclear Medicine SPECT/CT Scanner

This next-generation technology provides sharper 3D imaging and advanced analytics for earlier and more accurate diagnoses of cancer, heart disease, bone disorders, and other conditions.



Automated Breast Ultrasound (ABUS)

Dense breast tissue can make anomalies harder to spot using standard mammography. With the help of AI, ABUS can find lesions that other imaging technology might miss. MSH is in the early stages of phasing in ABUS for existing patients. While not yet widely available, MSH is the first community hospital in Ontario to acquire this equipment. ■

By the numbers*

39,101

CT SCANS

95,464

X-RAYS

31,513

ULTRASOUNDS

12,271

19,353

ACQUIRED

SPRING

2025

MAMMOGRAMS

MRIs

*April 1, 2024 - March 31, 2025

Ribbon cutting to celebrate a successful \$50-million fundraising "Campaign for Expansion" and opening of new hospital facilities in Building B.





Healthy. Together. mshf.on.ca PHOTO: SHLOMI AMIGA PHOTO: ONE TREE STUDIO (DR. MEHTA), DANIJELA GORLEY



pass he STETHOSCOPE

Meet the Lougheeds, a family of physicians whose care defines Markham Stouffville Hospital's community spirit.

By Devon Scoble



2019

MSH's Wellness Clinic opens its doors in the community, including women's wellness programming enabled by the generosity of Shoppers Drug Mart Run for Women Markham. MSH's COVID-19 Assessment Centre facilitates 124,152 tests, with donors contributing \$6.5 million, to protect the hospital and community.

2020

HENEVER THE LOUGHEED family gathers at the dinner table, talk naturally turns to medicine. Dr. Eileen Lougheed, family matriarch and a retired MSH family doctor, sits alongside her husband, Brandon, and her adult children, four of whom took up

her mantle in medicine. Chatter fills the air as grandchildren all 13 of them — dart in and out.

"I think we have a very different definition of appropriate mealtime topics," says first-born son, Dr. Daryl Lougheed, who, like his mom, is a family doctor at MSH. The non-physicians in the Lougheed brood "should have honorary medical degrees by now," he jokes. His younger brother, Dr. Justan Lougheed, now a psychiatrist at MSH, laughs in agreement.

A FAMILY TRADITION BEGINS

Blending home and hospital comes effortlessly to the Lougheed family. In 1982, when Dr. Eileen was a young mother, she set up a full-service medical clinic in the basement of their Unionville house. "In the early days, I built a home office so I could be there for my kids. Patients loved it, and so did my family. It made medicine part of our everyday lives," she recalls.

Her children would walk home from school for lunch, wander into the clinic after classes, and sometimes even help with small tasks. A decade later, in 1992, Dr. Eileen moved her practice to MSH, where she also helped establish palliative care, and a young Daryl would join her on weekend rounds.

"Everyone lit up when Mom walked into the nursing station. Then she'd take their questions like it was batting practice," he says. "All of a sudden, she was speaking a different language. I couldn't understand it, yet I could sense her depth of knowledge and see what she meant to the staff and her patients."

CONTINUING THE ROUNDS

The tradition of care that Dr. Eileen brought from her home office to her practice at MSH lives on through Drs. Daryl and Justan.

"Medicine is about understanding the whole person, not just treating symptoms," says Dr. Daryl, sharing how his mom's example has shaped his approach. "The patient is the captain, and I'm the navigator. I'm here to give the best advice and then let you go with it."

It's a practical philosophy for a field that increasingly demands co-operation, empathy, and active listening. "A family doctor used to be a jack of all trades, and today, we work in a collaborative health care model," he says. Complex conditions require a group effort, with family doctors co-ordinating with other medical professionals, such as pharmacists and occupational therapists, and with the patients themselves.

For his part, "being the child of a legend made it easier to



ALL IN THE FAMILY

Dr. Eileen's third son, Dr. Taylor Lougheed, completed part of his residency training at MSH and is now Chief of Emergency Medicine at North Bay Regional Health Centre. Her eldest daughter, Dr. Maran Lougheed, was Chief of Obstetrics and Gynecology at Guthrie Corning Hospital in New York State until her passing in 2018.

find my place at MSH," says Dr. Justan. Through his mother's example, he knew from a young age what a healthy physician-patient relationship and a high standard of care look like. "She really valued her connections with her patients," he says. "You could tell they trusted her to help with difficult decisions. Seeing that made it easier for me to aspire to that path."

GIVING BACK AND LOOKING FORWARD

The Lougheed family's commitment to MSH has taken them far beyond the hospital's halls. In 2011, Dr. Eileen and Brandon, along with fellow staff and supporters, climbed to the top of Mount Kilimanjaro, raising nearly \$530,000 to expand MSH's mental health facilities. Then, in 2018 and in their 60s, they hiked with a team of fundraisers to Mount Everest Base Camp to help generate nearly \$750,000 for a new operating room and equipment.

Giving back to MSH is all in a day's work for the Lougheeds. It's where five grandchildren were born, and where Drs. Daryl and Justan continue the family's legacy of care. ■

11

Healthy. Together. mshf.on.ca PHOTO: ANDREW FLEMING

HE TOP of a six-storey waterslide at a resort in a foreign country is an especially terrifying place to experience cardiac arrest. That's where Dr. Henry Solow, a 35-year veteran haematologist-oncologist at MSH, was when his heart stopped in January 2025. Thankfully for Dr. Solow, his son was just ahead of him on the platform.

The Greater Toronto Area-based physician heard his father collapse and immediately sprang into action. He performed CPR and then used the resort's automated external defibrillator to bring his father back to life, before brain damage could occur.

THE DOCTOR BECOMES THE PATIENT

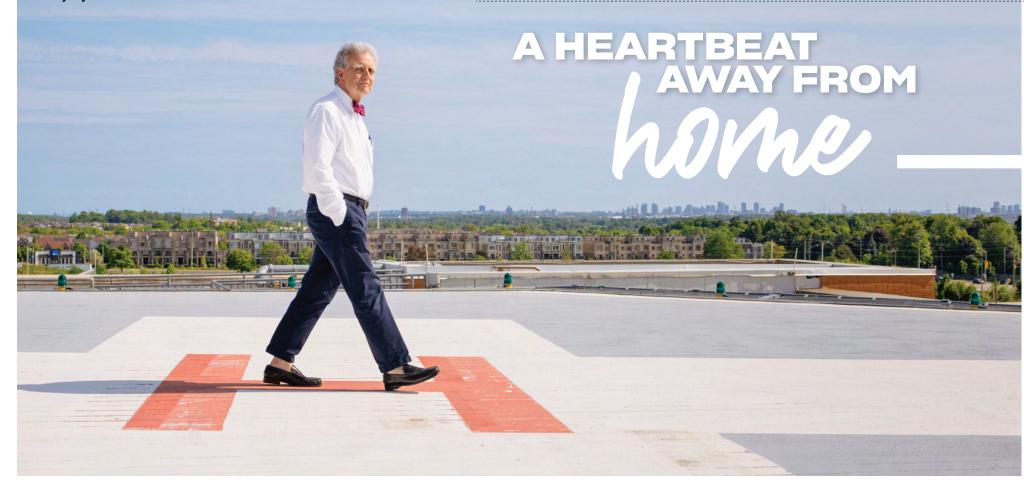
Dr. Solow was rushed to a nearby hospital in Nassau, Bahamas, where medical staff confirmed he was no longer in immediate danger. An echocardiogram revealed the likely reason his heart stopped: severe aortic stenosis due to an undiagnosed heart condition called bicuspid aortic valve disease. However, the local hospital wasn't equipped to perform further tests and recommended he return to Canada. He and his family knew exactly where he needed to be.

"Going to a downtown hospital didn't even enter my mind, because MSH is my home," Dr. Solow explains. "I spent 35 years working there, and it's really like family — it's a community. I knew they would look after me."

Oak Valley Health established a cardiac care partnership with Unity Health Toronto in 2024 that gives patients access to advanced cardiac procedures, with streamlined care and communication between hospitals. In addition, MSH opened its new Cardiac Device Clinic in spring 2025, to service patients with implanted pacemakers. With a 32 per cent increase in cardiac patients since 2019, these are a few of the many ways MSH is stepping up to provide better cardiac care as the community grows.

A cardiac event abroad led **Dr. Henry Solow** back to the hospital he helped shape.

By Glynis Ratcliffe



Dr. Fernandes, below, was the attending cardiologist when Dr. Solow, left, arrived at MSH.



Dr. Henry Solow walks across the helipad of his trusted community hospital. Dr. Solow arrived at MSH by air ambulance at 2 a.m. the following morning, where he was admitted to the Cardiology Unit.

BORN THAT WAY

The aortic valve usually has three leaflets that close after the heart pumps blood into the aorta. In Dr. Solow's case, he was born with only two, which can lead to a narrowing of the valve (stenosis) and cause the heart to work harder.

Valvular heart disease, which is the umbrella term for Dr. Solow's condition, affects approximately 2.5 per cent of Canadians. While symptoms may be non-existent when the disease is mild, if aortic stenosis develops and remains undiagnosed and untreated, it can lead to stroke, heart failure, blood clots or, as Dr. Solow experienced, cardiac arrest.

Attending cardiologist Dr. Russell Fernandes performed tests on Dr. Solow to ensure he was stable and to confirm the diagnosis. "With this cardiac condition, you have to be very careful with how you administer treatment, because there can be complications if you're too aggressive," Dr. Fernandes notes.

CONTINUITY OF CARE

As part of the cardiac partnership with Unity Health Toronto, Dr. Solow was transported to St. Michael's Hospital in downtown Toronto for an angiogram, and a stent was inserted in one of his arteries to improve blood flow. A week later, he underwent a transcatheter aortic valve implantation (TAVI), where a replacement valve was inserted through a catheter and implanted inside his existing aortic valve to repair it.

One of the many benefits of this partnership is the seamless integration of patient health information, no matter where they are.

Dr. Solow continued his recovery from the TAVI at MSH, was released after three days, and returned to work one month later.

"Going from doctor to patient to doctor was nothing," Dr. Solow insists. "I was just touched, because half the hospital came to see me: doctors, nurses from my clinic and other wards, lab staff. It was nothing short of exceptional."



Markham Stouffville Hospital and Uxbridge Hospital are now jointly known as **Oak Valley Health**, encompassing their sites and community services.

2021

12 Healthy. Together. photo: Shlomi Amiga mshf.on.ca 13

LIFETIME

For Bill Bachra and family, giving back comes naturally.

By Devon Scoble

T'S AUGUST 20, 2021. Bill Bachra, founder of the Bachra Family Golf Tournament, circles the course in his cart, observing the crowd at the inaugural event. He watches old friends reunite after months of pandemic restrictions and reflects on the moment's significance.

That first tournament raised \$225,000 for MSH Foundation. Since then, the Bachra family has given more than \$1 million in personal donations, and the golf event is on track to raise another \$1 million.

Bill's desire to give stretches back to his childhood in northern England, where he watched his parents help fellow newcomers from Punjab, India. "When they built the local Sikh temple, I saw them going around fundraising, asking people for a pound or two," says the longtime financial planner. "It became natural to help others, because I saw my parents do it all the time."

His giving is also a testament to the Sikh practice of dasvandh, which encourages donating 10 per cent of one's income. His wife, Manjit, kids,



The Bachra family, clockwise from top left: Haydn Evans, Manjit Bachra, Bill Bachra, Kristen Lewis, Amrithal Bachra, and Simeran Bachra.



The amount Bill Bachra and family have given to MSH through personal donations.

Amrithal and Simeran, daughter-in-law, Kristen Lewis, and son-in-law, Haydn Evans, have embraced the tradition wholeheartedly. The entire family pitches in on fundraising, with Amrithal and Kristen set to helm the golf tournament in the coming years.

And it's a way to honour his parents, while returning the kindness his family experienced at MSH when his father passed away shortly after they immigrated to Canada. "We were new in the country and we didn't know anybody here," he recalls.

His mother was a frequent patient, too. During the 2003 blackout, Bill needed to swap her oxygen machine, which was quickly running low, for a portable tank that could run without electricity. "When I finally got through to the hospital, I was told they had back-up oxygen tanks that I could pick up. I only realized then that someone had donated these tanks, keeping my mother alive."

Bill credits MSH's support for extending his mother's life more than a decade beyond her prognosis. "If she hadn't received that help from the hospital, she wouldn't have been able to spend time with her grandchildren."

With Bill and his family raising money this year for new birthing beds and next year for the Gulshan & Pyarali G. Nanji Mental Health Services at MSH, the Bachras' legacy of giving will continue well into the future. ■

New Cardiac Device Clinic opens, offering

for patients with existing pacemakers. ■

pacemaker monitoring, maintenance, and support

PHOTO: SHLOMI AMIGA

small feat; however, MSH is already looking to what the next five years will bring. Its new campaign will turn the hospital into an integrated health care hub with enhanced services, spaces, and talent. Here are the campaign's three key **priorities**, plus bringing hospice care to the community.

Celebrating 35 years is no



1: Building for the future

\$65 million

A new four-storey, 200,000 sq. ft. ambulatory building will house outpatient programs and clinics. It will improve the patient experience, free up space, and reduce pressure on MSH's critical departments.



community health care.



2: Enhancing patient care

\$75 million

The best patient care starts with state-of-the-art equipment, technology, and programs exactly where they're needed — in the community. Optimizing the Emergency Department experience is a priority for MSH, starting with waiting room improvements and a new dedicated CT scanner. MSH also plans to build a six-bed Child and Adolescent Mental Health Inpatient Unit that will give paediatric patients access to life-saving mental health treatment, close to home.



HOSPICE CARE

With an additional \$20 million in community donations, OVH will add a 10-bed residential hospice to MSH's campus, providing increased access to compassionate and dignified palliative and

end-of-life care.

3: Transforming health care

\$10 million

To enhance community health-focused education, MSH plans to create its own academic centre to advance research and clinical training. It will leverage the latest technology, strengthen MSH's ability to recruit staff, and foster a culture of innovation.





2023

OVH launches **Voyce**, a virtual translation service offering video and audio interpretation in more than 240 languages, including Cantonese, Mandarin, American Sign Language, Cree, and Ojibway.

2025

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