

Over the past year, our collective journey at Humber River Health and Humber River Health Foundation has been defined by transformative growth, change and innovation. We announced our 2023 – 2026 Strategic Plans and adopted our new name to reflect our growing presence within the community. This put us on course for a year marked by embracing change and continuing to boldly light new ways in healthcare.

Doing healthcare differently is what sets us apart. We are at the forefront of healthcare innovation – an identity embedded in our organization since the Wilson Hospital opened in 2015 as North America’s first digital hospital. We were proud to see recognition of our leadership in this area acknowledged by CBS News in their Innovators and Disruptors Leaders Series. Demonstrating our commitment to agility and adaptability in the face of disruption, the feature highlighted our Command Centre, our innovative surgical and anaesthetic approaches and our culture within the Hospital. Innovation at Humber has also expanded to include exploring and assessing applications for Artificial Intelligence (AI). We will be introducing a digital health platform for our Apotex Emergency Department (ED) that will apply AI and machine learning to forecast and optimize patient queues, determine the optimal pre-arranged time slot per patient, and dynamically adjust time slots using real-time data, ultimately reducing the amount of time some patients spend waiting in our Apotex ED.

One of our strategic objectives is to address racism with a focus on anti-Black racism. Thus, we held a series of eight listening sessions to hear the experiences of our staff, physicians, and volunteers who self-identify as African, Caribbean, and Black. These sessions required a great deal of vulnerability, and we want to acknowledge the courage it took for those who participated. These shared experiences and ideas for change have been instrumental in shaping our understanding of the issues at hand and guiding our future actions. In addition, the Introduction to Anti-Black Racism eLearning Module was introduced to all staff, physicians, and volunteers, reinforcing our commitment to address anti-Black racism within our hospital community.

As we reflect on another year of serving Northwest Toronto, we are humbled by the meaningful relationships and interactions community members have granted our entire team. We believe that it is only by listening to, engaging with, and learning from those we serve that we can truly understand our community and meet their needs. We will continue to seek the input and feedback of our community, ensuring that their experiences inform and help guide our decision-making. Through our partnership with the Northwestern Toronto Ontario Health Team, we constructed a “health hub” located at the Finch Campus so that we could all collectively provide community health and social services could be provided closer to home.

The dedication and commitment of the entire Humber team culminated in notable achievements last year. We were Accredited with Exemplary Standing by Accreditation Canada, achieving all the Required Organization Practices and met a remarkable 99.9 per cent of their standards. The Canadian Institute of Health Information data shows that Humber continues to enhance evidence-based practices, preventing nearly 63 per cent less hospital harm than the provincial average

Furthermore, 87 per cent of patients say they would recommend Humber as a place to receive care. These results are a testament to our outstanding record of delivering innovative, high-reliability, quality care to our community, and they speak to the extraordinary contributions of our staff, physicians and volunteers who embody our values of compassion, professionalism and respect every day.

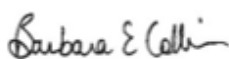
The official opening of our Schulich Family Medicine Teaching Unit (Schulich FMTU) was made possible through the exceptional generosity of The Schulich Foundation. The Schulich FMTU is designed to address the critical shortage of primary care providers in Northwest Toronto by providing immediate healthcare access to our community, all while nurturing the next generation of family medicine professionals. As an official teaching site of the University of Toronto's Family Medicine Residency Program, this endeavor not only promotes academic excellence, but is an essential step towards addressing the healthcare access challenges faced by our community. In addition, we thank the Honey & Barry Sherman Legacy Foundation for their recent transformational gift of \$10 million towards our Finch Campus to revitalize healthcare in one of Toronto's most underserved communities.

We also extend our gratitude and sincere appreciation to our many donors who have enabled this success. The impact that Humber has made within our community, province, and country has been because of the invaluable contributions of countless individuals and organizations.

As we continue to embrace change as a catalyst for excellence in healthcare, we want to thank our stakeholders for embarking on this journey with us. We are eager and full of anticipation for all that the future will hold as we continue to light new ways in healthcare.



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