

Message from Leadership - Humber River Health

This past year has been extraordinary for Humber River Health (Humber) as we continue to serve our community as a fully integrated health system. Our commitment to doing healthcare differently remains steadfast, ensuring every patient receives compassionate, high-quality, and innovative care close to home.

Our network spans multiple locations across Northwest Toronto, offering a comprehensive range of healthcare services designed to address the diverse and evolving needs of our population. This includes our Wilson Hospital, the Schulich Family Medicine Teaching Unit, our Research Institute, and the Reactivation Care Centres located at our Finch and Church Campuses.

We have also focused on partnerships with healthcare and social service providers through the North Western Toronto Ontario Health Team. This collaboration enables us to deliver integrated, community-based care that provides meaningful and sustained support to our community. The opening of "The Hub@2115" located at our Finch Campus, spearheaded by the North Western Toronto Ontario Health Team, is a collaborative space that brings together healthcare and social service partners in one convenient location.

Innovation and high reliability care remain at the heart of our work. We are committed to investing in clinical excellence and enriching the education and training provided to our teams to enhance patient safety and outcomes. In fact, for the sixth consecutive year, Canadian Institute for Health Information data demonstrated Humber's safer care numbers at more than 60 per cent better than the average of all Ontario and Canadian hospitals. Our success is not only reflected in our metrics and accomplishments, but also our patient feedback, with 82 per cent of patients stating they would recommend Humber as a place to receive care.

The achievements of this past year, many of which have garnered national recognition, are a testament to the extraordinary dedication of our staff, physicians, volunteers, patients, families, partners, and donors.

We recognize and value the importance of engaging with patients, families, and community members to enhance quality and strengthen equity for our diverse patient population, such as through our Patient and Family Advisory Committee, which focuses on quality improvement at both the unit and corporate level. We also held a series of Anti-Black Racism listening sessions with our staff, physicians, volunteers, and with community members to gather firsthand experiences and valuable insights to tackle health disparities directly and foster long-term, meaningful changes that resonate across all levels of care.

As we continue to grow, our strategic direction remains guided by your insights and feedback, as well as by our four foundational pillars under our 2023-2026 Strategic Plan: promoting equity, diversity, and inclusion, empowering our staff and patients, delivering high-quality, accessible care close to home, and advancing innovation, research, and academic excellence. These pillars enable us to continue to deliver and build a blueprint for a health system that leads with purpose and inspires excellence locally, provincially, and nationally.

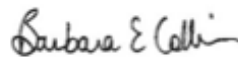
Our commitment to reimagining healthcare delivery distinguishes us. We are proud of the progress we have made and remain driven by our dedication to continuous improvement as we work toward our vision elements going forward:

- A state-of-the-art cardiac catheterization program to provide our patients with a full spectrum of cardiac emergency care closer to home.
- An acute behavioural assessment and management unit (ABAMU) to provide the right level of care in the right setting for elderly patients with expressive behaviours, supporting these patients and their families.
- A fully accessible urgent care clinic at our Finch Campus to address immediate health challenges for the residents in our community.
- A six-bed hospice at our Finch Campus, in partnership with Dorothy Ley Hospice, to increase access to hospice palliative care services for the Northwestern Toronto community.
- An expansion of our simulation lab to better bridge the gap between theoretical knowledge and real-world clinical practice to improve patient care and outcomes.
- A replacement of our diagnostic and digital systems to ensure state-of-the-art technology is available in our community.

We look forward to the achievements that lie ahead with hope, determination, and pride, and thank you for your continued support on this journey.



Michael Iacovelli
Board Chair
Humber River Health



Barbara Collins
President & CEO
Humber River Health