SHAPING THE FUTURE OF CARE
Scarborough is a community of communities — diverse, inclusive, and proud.

If you want to see the best of Canada — the future of Canada — it’s right here.

And if you want to see the future of health care, it’s at Scarborough Health Network.
WE ARE SCARBOROUGH HEALTH NETWORK.

WE ARE SHN.

To be from Scarborough is about embracing the diversity and strength that define our community. It’s about never settling or becoming complacent — but remaining determined to do more for our neighbours.

At Scarborough Health Network, we’re proud to be a reflection of our community and to embody these important traits.

We’re using our unique understanding of our residents to transform patient care and outcomes today, and chart a new course to create a healthier tomorrow.
Across our three hospital sites — Birchmount, Centenary, and General — and seven satellite locations, our staff, doctors, and volunteers are creating a better way to access world-class treatment.

Our core services
From busy emergency departments and medical units, to diagnostic, surgery, rehabilitation, and geriatric care, our services are designed around the needs of our patients and families. We also offer advanced birthing centres for moms, newborns, and growing families. And we are leaders and partners in specialty paediatric, mental health, and oncology services.

Regional care
Our care also goes well beyond our borders. We’re home to North America’s largest full-service nephrology program, as well as the designated cardiac care centre for Scarborough and surrounding communities to the east.

Teaching and education
We’re proud to be a community-affiliated teaching site for the University of Toronto, as well as a partner with a number of other universities and colleges. We are helping to train the next generation of health care professionals.

Learn more at SHN.ca/services.
Scarborough Health Network reflects a new energy and excitement, and a sense that meaningful change is coming.

Maureen Adamson, Chair, Board of Directors

Every interaction between our health care team and our patients is an opportunity to build an important partnership and earn their trust.

Dr. Dick Zoutman, Chief of Staff

Our commitment is to our community and our people. We are putting our patients first and creating a culture of care second to none.

Elizabeth Buller, President and Chief Executive Officer
HERE, EVERY VOICE IS HEARD.

Our vibrant community — both inside and outside our hospital — has been an integral part of our journey to become SHN and set our direction for the future.

From our staff, doctors, and volunteers, to patients and community members, we heard from thousands of people to understand what they are looking for in their hospital and what they want for their health care moving forward.

This is a once-in-a-generation opportunity for health care in Scarborough. Together, we’re going to reinvent the role of a community hospital and create a truly united system that will be a model for health care in Ontario and across Canada.

Our team is excited with every next step, because we’ve been part of deciding where those steps will lead us.

Swasti Bhajan, Manager, Pharmacy, Centenary
Scarborough Health Network now has a dynamic strategic plan that will bring better health care for everyone.

Dr. Michael Chapman, Chief, Surgery, Birchmount and General

“Knowing the community was truly engaged makes everything about our new future feel right.”

Malvern Interfaith Group
OUR VISION

Canada’s leading teaching health network — transforming your health experience.

Our Vision is a bold statement that says who Scarborough Health Network will be and where the path we’re setting will take us.

It is a promise to become a leader within our health system and a trusted partner in our community. It is also a commitment to focus on the full health experience of patients and families — from how and when they access our services, to the care we provide, to the support they receive returning home to the community.

As we work towards this future, we will put our Mission into action each and every day. This is what you can expect every time you walk through our doors.

We believe in providing exceptional care that supports better health, and helps patients and families to achieve the best quality of life.

OUR MISSION

Improving lives through exceptional care

I feel like we have a shared purpose that will allow us to keep growing stronger together!

Erica Kang, Registered Nurse, Nephrology
OUR VALUES

We will build trust by living our Values each day.

In all of our interactions, we will be...

Compassionate
We show empathy for our patients, families, and each other. We listen openly and speak respectfully. We provide a compassionate and safe care experience every day.

Inclusive
We are inspired by the diversity of our community. We make everyone feel welcome, respected, supported, valued and able to fully participate.

Innovative
We demonstrate excellence by embracing new ways of thinking, acting, leading, and teaching.

Courageous
We inspire each other to act boldly, to make a difference. We stand up for each other and the needs of our community, and work together to overcome challenges. We take accountability for our actions.
Our staff, doctors, and volunteers represent the rich diversity of our community. They come to work wanting to make a difference and go above and beyond in everything they do. We will harness this dedication and build a culture where everyone finds joy in their work.

Our people will be courageous in their acts, inclusive in their hearts, compassionate to those around them, and innovative in their thinking.

This common culture of excellence will allow us to bring other extraordinary individuals to join our team and our journey.

Together, we will embrace our shared Vision, Mission, and Values.
When frontline staff are actively engaged, the sky is the limit! I’m excited to be a part of an organization focused on inspiring its people.

Carla Holyk, Professional Practice Leader, Rehabilitation
We are committed to supporting SHN in bringing about systemic change to the health outcomes and wellbeing of marginalized communities.

Liben Gebremikael, Executive Director, TAIBU Community Health Centre
We’re working collaboratively with our service provider partners — in health care and beyond — to build a better Scarborough by understanding our community’s health needs and eliminating gaps in their care experience.

Over half of our population are newcomers to Canada, many do not speak English or French, and our percentage of low income households is almost twice as high as the national average. What’s more, residents in Scarborough access hospital services at a lower rate than many other communities in Canada.

By working closely with our community partners, we can play a role in health education and health promotion activities, while also providing care that is more accessible to everyone.

STRATEGIC DIRECTION

Improve Population Health, Health Equity, and System Integration
For many of our patients and families, we are their first interaction with the health system in Canada — and how we care for them can play an important role in how they go on to manage their health and health care.

That’s why we will be focusing on making sure patients and families get the best care and feel well informed. To do this, we will adopt the latest technology, and strengthen the role we play in teaching and applied research. This includes working together with our academic partners to offer best-in-class teaching and research opportunities to help train the next generation of health-care professionals.

Another key part of transforming the patient experience will be continuing to build a culture that relies on and celebrate the ideas and creativity of everyone at SHN.
It’s exciting to see the different experiences of patients helping to drive how SHN is making changes.

Jan Haskings-Winner, Patient Family Advisor
We must always strive for the best for our patients, and never stop looking for how to provide the safest care.

Dr. Amir Janmohamed, Cardiologist and Chair, Medical Staff Association
Each and every patient expects and deserves the very best quality and safest care. So we are committed to working with our patients, families, and partners to find bold new ways to provide exceptional quality, and to be a place where patients are not only physically safe, but also emotionally and culturally safe.

We will build on our reputation for quality and patient safety. After all, high quality care is the best use of our resources.

This means continuing our success in meeting and exceeding provincial and national standards. And, we will create a culture that is driven by a focus on continuous learning and improvement.

Learn more about how we’re putting our strategic plan into action at SHN.ca/strategicplan.
WE’RE JUST GETTING STARTED.

We want everyone to feel they have a role in helping to shape the future of care. We’re all a part of this new course for health care in Scarborough.

Our strategic plan will become a part of the very fabric of our hospital. From our clinical programs, to our facilities, information technology, and human resource plans, all of our work will reflect the new direction that we are heading.

And, we will continue to listen to the voices of this great community as we plan for our future facilities and the way we can best offer access to services. This includes ongoing engagement with our Patient Family Advisors and our Community Advisory Council.

The unique experiences, perspectives, and insights of our community members and health partners will help to guide us every step of the way.
GET INVOLVED. BE A PART OF THE CARE.

PFAs are volunteer advisors who have been a patient with us or a family member of a patient, and use their experiences to help us improve patient care and services. Learn more at SHN.ca/pfa.

We are looking for compassionate, inclusive, innovative, and courageous professionals to help us shape the future of care. We have opportunities to enhance your career, share your expertise and further your knowledge. Learn more at SHN.ca/careers.

The volunteer work done by many dedicated members of the community helps with patient care and clinical services, administrative work, and raising funds to support our hospital. Learn more at SHN.ca/volunteers.

Our hospital Foundation raises funds for state-of-the-art medical equipment and to upgrade and build our infrastructure. We are grateful for the generous support of our many donors, volunteers, and community members. Learn more at SHNFOUNDATION.ca.
Hemodialysis Unit – Bridgepoint Health
14 St. Matthews Road, 6th Floor
416-461-8252, ext. 3631

Hemodialysis Unit – Corporate Drive
78 Corporate Drive, Unit 1-6
416-438-2911, ext. 6888

Hemodialysis Services – Yee Hong
60 Scottfield Drive, Ground Floor
416-438-2911, ext. 8700

Community Mental Health Programs
2425 Eglinton Avenue East, Suite 301
416-431-8230

Mental Health Outpatient Program
1225 Kennedy Road, Unit J
416-431-8135

Shoniker Clinic (Child and Adolescent Mental Health)
2877A Ellesmere Road
416-281-7301

Gatesview House and Pathways Housing Programs
416-208-0131