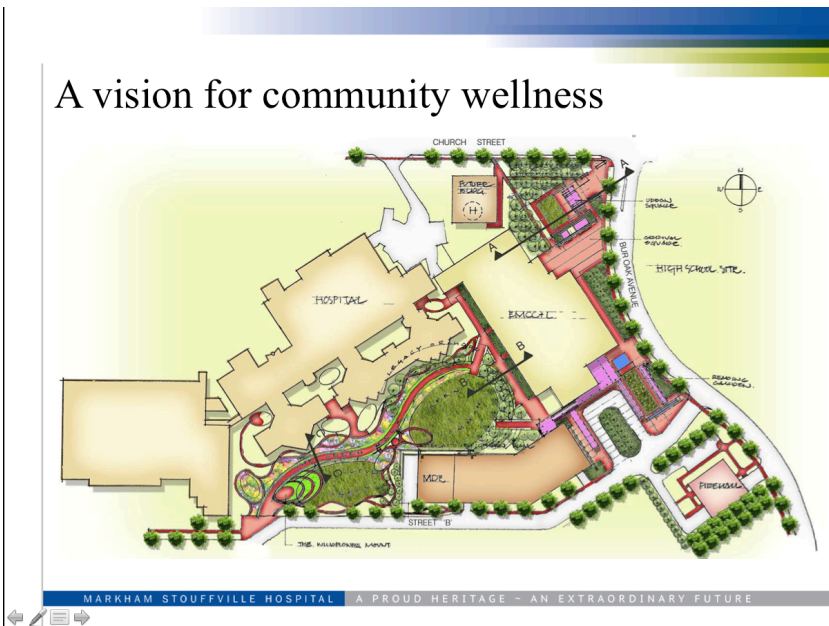




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- Opportunity began in funding – a planned hospital expansion and a new community centre and library on abutting land
- Built on previous partnerships with Hospital and Library
- Objective – a wellness campus that:
  - recognized wellness as an experience within a total environment - medical, cultural, social, recreational and environmental
  - created a safe comfortable place for contemplation, relaxation and wellness for patient, family and friends

## Developing a common vision



What's your partnership superpower?

- A formal partnership clearly defining legal and operational aspects - grounded in a common vision with common focus and inclusive strategy
  - Improved access to best health info
  - Move each of our library's services to higher level
  - Increase our reach into community
- Hospital's vision
  - Meet clinical needs of patients and staff
  - Improve health literacy & health promotion
- Library vision
  - Make public library services more comprehensive
  - Offer professional level resources through collections and staffing
  - Make information easy for community to access

## Focused on strengths



- Building on the strengths of our community and each other to create success
- Community strengths - educated community, City with good infrastructure, Cornell as a transportation hub makes facility easily accessible by transit
- Partner strengths - two highly trusted community institutions
  - Library - known as free, accessible info resource, strong reach into community, high foot traffic, spaces people comfortable visiting
  - Hospital - knowledge and expertise, high end resources, staff with medical expertise, access to community of people wanting to provide/share wellness info
- Financial - contributions from both parties in collection development
- Manpower / workforce - joined catalogues, shared info desk, joint community programs
- Promotion of wellness across both partners enhanced by info from medical library

## Eliminating barriers to access



- Large newcomer population experiences barriers:
  - Language
  - Not sure how to access info
  - Concerns about fees or costs associated with info or service
- People being asked to make decisions about their health care
  - Looking for more detailed info than general collections of a public library
  - Looking for deeper understanding or clarification
  - Need 'second opinion' from reliable sources
- Community engagement via programs
- Health information readily available with medical librarian to assist in interpretation of material

## Challenges

### Bridging the gap between two organizations



- 2 agencies with lots of policies
- working within a unionized environment
- resource differentials
  - funding structures
  - parking
  - collections budgets
- major changes to org structure of both
  - new personnel, staff turnover of both
- physical distance between Hospital library and Hospital – isolated from peers, challenging to get Hospital staff to use Library
- staff and public's fear of infection and disease
- Providing info services when MSH Library isn't staffed
- Solution – working group committee – meets twice a year to discuss “on the ground relationship”



## Successes

### Medicare, Better Care: How to ensure our health care is sustainable



Dr. Danielle Martin  
Women's College Hospital

Recently, Dr. Danielle Martin spoke to the U.S. Senate and proved that Canadian health care has something to teach health reformers in America. That conversation sparked public interest and now – nearly a million YouTube views later – Dr. Martin has ignited a long-overdue public debate about sustainable health care here at home.

September 11, 2014 at 5 p.m.  
Cornell Community Centre  
Rehearsal Hall

This event at 5 p.m. is being offered exclusively to MSH staff, physicians and volunteers. There will be another session at 7 p.m. that is being opened up to community members.

Get involved in the conversation!

Join Dr. Martin face-to-face as she speaks about how to ensure our health care is sustainable this September in Markham.



Brought to you by: Markham Stouffville Hospital, Markham Public Library and the Canadian Liver Foundation

## You're invited



MARKHAM STOUFFVILLE HOSPITAL A PROUD HERITAGE – AN EXTRAORDINARY FUTURE



- Joined catalogues –
  - allows community to search collection of both libraries
  - streamlines borrowing for Hospital Library
- Strong collection on health & wellness
  - Most borrowed collection of public library
- Shared Information Desk coverage
- Shared community programs
  - General information
  - Ongoing programs and in-depth learning opportunities
  - Health care lectures
- Shared customer base
- Tangible benefits to community
  - Link to customer testimonials:  
<https://youtu.be/UxWzudK811Y>

## Lessons learned



MARKHAM STOUFFVILLE HOSPITAL A PROUD HERITAGE – AN EXTRAORDINARY FUTURE



- Legal agreements need to work hand in hand with day to day living together agreements - what's good on paper needs good people to make it work
- Needs of partners and of communities are ever evolving
- Situations evolve – budget challenges, staffing challenges
- Measuring outcomes is hard – even harder when there's more than one party involved
- Things take longer than you expect!