

# Inspirations



## One of North America's best

Richmond Hospital receives meritorious distinction

### JOYFUL GIVING

Donor Patsy Hui on her philanthropic motivations

### A FUTURE OF HOPE

New youth centre to provide care, services

### SEEING THE NEED

Balwant Sanghera, grateful and hopeful for local health care

### CONSULTING THE COMMUNITY

Understanding cultures to improve end of life care



RICHMOND HOSPITAL  
FOUNDATION

列治文醫院基金會

Caring Together for Your Health



## Inspiring joyful giving: Patsy Hui shares resources and wisdom

Patsy Hui (far left) with husband, Hilary, and children, Aaron and Denise are proud supporters of ensuring local health care is always there when we need it.

**PATSY HUI WAS TAUGHT THE IMPORTANCE OF GIVING BACK** to worthwhile causes by her philanthropic parents while growing up in Hong Kong. Her parents inspired her to give and to share, but it wasn't until her Mom imparted some wisdom about why it was so vital to give back, that Patsy truly understood why she needed to do so.

"She told me that when you give, you should not expect anything in return, because the true reward comes with the great feeling you get when you do the giving," Patsy explains.

That great feeling also describes her affection for the city of Richmond and the community itself. Together, she and husband, Dr. Hilary Hui, a local family physician, have lived in Richmond for over 40 years and have raised two children along the way, Denise and Aaron. With the love and support of her entire family, Patsy has demonstrated leadership within the community by committing a gift not just once, but twice, to Richmond Hospital Foundation in support of the new Acute Care Tower.

**"She told me that when you give, you should not expect anything in return, because the true reward comes with the great feeling you get when you do the giving," Patsy explains.**

Patsy sees a bright future for local health care and is delighted that plans are in place towards the construction of a much-needed Acute Care Tower. The prospect of having this modern medical facility become a reality for Richmond is what motivates Patsy to keep giving.

"The new Acute Care Tower is desperately needed in Richmond and it is very exciting to see Richmond Hospital Foundation work this hard to improve the health of the community," says Patsy.

The act of giving sparks joy and resonates very deeply with Patsy. After fulfilling her initial donation commitment to Richmond Hospital Foundation, Patsy and Hilary had a conversation about their future and came to the realization that neither one of them planned on retiring soon. It was from this conversation that encouraged Patsy and Hilary to make a second significant philanthropic commitment.

"Hilary and I plan on working for a few more years and decided to make another donation because for us, it is the right thing to do," says Patsy. "It gives us more meaning when we wake up every day knowing that we are able to play a role in improving health care in Richmond through the new Acute Care Tower."

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For Patsy, the wisdom her mother shared with her when she was a young girl rings true now, more than ever.

"It just feels so great to say yes, I want to give back, and more people should experience this feeling!" says Patsy.

# Foundry Richmond:

## A place of hope and healing for today's youth

**THANKS TO DONORS**, youth in Richmond will have a new dedicated centre they can turn to for health and social services. The new centre, called Foundry Richmond, will be a “one-stop shop” to provide care for youth and their families, the first of its kind in Richmond. When open, Foundry Richmond will bring together health professionals and community agencies serving youth to deliver primary care, mental health and substance use services, and social services.

As a patient population, young people have unique needs and have been frequently overlooked in our health care system, too old to be treated as children and too young to be treated as adults.

Richmond’s youth population, age 13-24, totals 33,700. As in many other locations in B.C. and Canada, an alarming number of Richmond youth—over 40 percent—do not receive the primary medical care or the mental health and substance use services they need, frequently

facing many barriers, including a confusing patchwork system with unintegrated services spread across many locations. Foundry Richmond aims to change that.

Fundraising for Foundry Richmond was the focus of the Leadership Challenge at Richmond Hospital Foundation’s 20th annual Starlight Gala in October 2018. Christine Brodie, the Starlight Gala Chair and long-time Richmond educator says the need for a dedicated centre for youth is urgent.

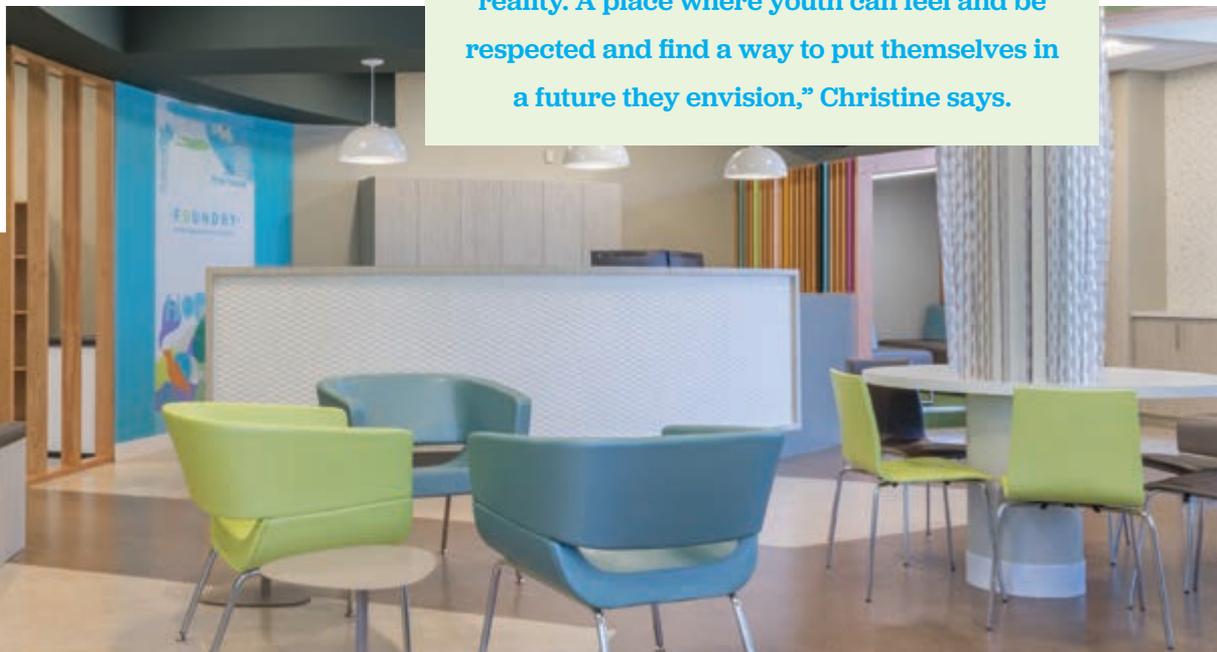
“I’ve been an educator my entire professional career and my passion has always been with youth who are struggling,” Christine says. “The challenge we face now with services for youth in Richmond is that they are dispersed all over the city. So, if youth want services, they will have to find them and go from place to place.”

“At last, Foundry Richmond will be a reality. A place where youth can feel and be respected and find a way to put themselves in a future they envision,” Christine says. “I know firsthand how important Foundry Richmond will be in our community. That’s why it’s so meaningful to help make this a reality.”



LEFT: Christine Brodie, a lifelong educator, has been a champion of youth health services in Richmond.

BELOW: Foundry Richmond will look similar in design to Foundry Kelowna, pictured here. Photo credit: Evolve Design



**“At last, Foundry Richmond will be a reality. A place where youth can feel and be respected and find a way to put themselves in a future they envision,” Christine says.**



## High calibre surgeons recognized as among North America's best



### RICHMOND HOSPITAL HAS BEEN RECOGNIZED

as one of North America's best hospitals by The American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP). The ACS NSQIP is a surgeon-established program that seeks to measure and improve the quality of surgical care by providing hospitals with tools and reports to make better decisions about improving quality of care.

Richmond Hospital was given the "meritorious" distinction after scoring highly in eight important surgical outcome areas for all surgery cases. Richmond Hospital ranked within the top 10% of 680 participating hospitals in North America.

Orthopedic Surgeon, Dr. Richard Kendall (pictured above) and Reconstructive Plastic Surgeon, Dr. Owen Reid (left), are two members of the award-winning surgical team, among others, at Richmond Hospital.



## Richmond Hospital ranked

Richmond Hospital nurses (left to right), Genny Velose, Julie McIntyre, Melissa Scott, Dina Wang, Tydvil Yuen, are a handful of the hard-working hospital team members that help to ensure excellent round-the-clock patient care is provided.

“While we’re not the largest hospital, this distinction demonstrates we can stand shoulder to shoulder with other hospitals that are considered the very best in North America,” says Dr. Daniel Kopac, Head, Department of Surgery at Richmond Hospital and part of the expert team.

“This honour speaks to the high calibre of every single team member who upholds rigorous standards and best practices to ensure the best care for our patients in Richmond.”

Richmond Hospital was recognized among world-class hospitals that included St. Michael’s Hospital and Sunnybrook Health Sciences Centre in Toronto, Mount Sinai in New York City, Johns Hopkins Hospital in Baltimore, and Duke University Hospital in North Carolina.

**“This honour speaks to the high calibre of every single team member who upholds rigorous standards and best practices to ensure the best care for our patients in Richmond.”**

Like all Canadian hospitals, Richmond Hospital is annually measured against national benchmarks by the Canadian Institute for Health Information. In 2017 it excelled in two significant areas: by reducing the number of incidents of *C. Difficile* (a bacterium that can produce toxins that damage the lining of the intestines, resulting in symptoms that range from mild diarrhea to death) from a high of 10 to its current level of 1.5 per 10,000 patient days and by scoring well below the national average for deaths in similarly-sized hospitals.

# Balwant Sanghera:

## Community leader sees needs firsthand

A WELL-KNOWN COMMUNITY LEADER and tireless advocate, Balwant Sanghera, OBC, saw firsthand how quickly life can change and how we all rely on local health care.

Just four days after receiving the Richmond Hospital Foundation 2018 Community Cares Award for his outstanding community leadership and contributions, Balwant experienced a heart attack and was admitted to Richmond Hospital.

“Suffering a heart attack was one of the toughest experiences of my life, and it really gave me a different awareness and perspective on life,” says Balwant, a retired school psychologist who moved from India to B.C. in 1966. “Everything could have been gone in a moment.”

Balwant says he’s deeply grateful for the lifesaving care he received at Richmond Hospital from the medical teams.



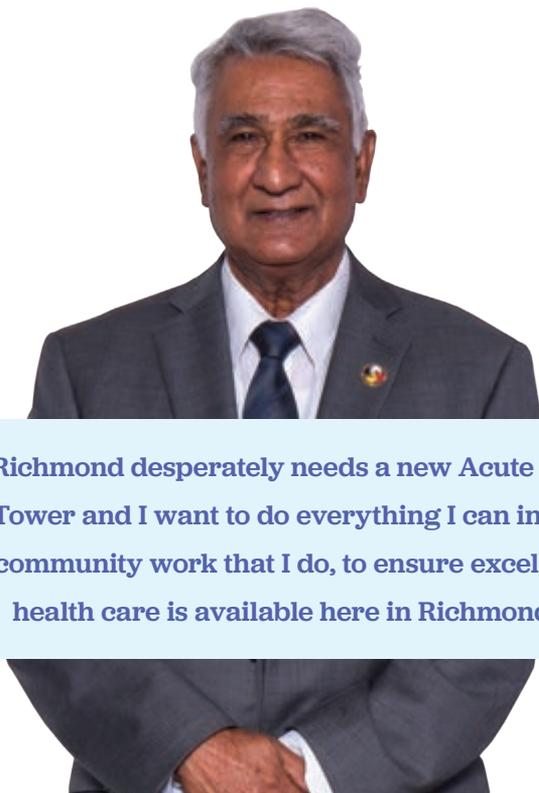
Balwant Sanghera (middle), receives his Richmond Hospital Foundation 2018 Community Cares Award, surrounded by his sons, Barinder (far left) and Bobby (far right), Bobby's wife, Raj (second from right), and Balwant's wife, Baldev (second from left).

**“Suffering a heart attack was one of the toughest experiences of my life, and it really gave me a different awareness and perspective on life,” Balwant says.**

“I am very thankful that I was given great care, especially by Dr. Gandham, Dr. Kwok, Dr. Chan, and Dr. Wong, among others, and all of the nurses who took wonderful care of me and went out of their way to do it,” says Balwant.

Surrounded by his wife, Baldev, and two sons, Balraj (Bobby) and Barinder throughout the three weeks he spent at Richmond Hospital recovering, Balwant says his personal experience at Richmond Hospital have further deepened his conviction that the community deserves the best care possible.

“Richmond desperately needs a new Acute Care Tower and I want to do everything I can in the community work that I do, to ensure excellent health care is available here in Richmond,” he says.



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# Cross-cultural consultations for better end of life care

ONE OF THE MOST DIFFICULT ASPECTS of the human experience is coming to terms with our own mortality or that of a loved one. Facing end of life is difficult, even though we know it is inevitable. Ensuring the very best end of life care can be a challenging and sensitive job for hospital staff, especially in a culturally-rich city, like Richmond. That's why for Dr. Alexandros Alexiadis, Clinical Medical Director of Palliative Care at Richmond Hospital, it was important to fully explore cultural barriers and gain a better understanding of different cultural perspectives towards end of life in order to provide meaningful and relevant care.

"A lot of work we do in palliative care is communication and it's based in morals, values, principles, and culture. Whether that is through the patient or with the patients' families, communicating through speaking, listening, and empathizing are all part of end of life care," says Dr. Alexiadis.

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Music Therapist Lennie Tan and Dr. Alexandros Alexiadis led the cultural diversity community consultation with local cultural groups to improve end of life care at Richmond Hospital.

Donor funding was used to hold community consultations about end of life care where Dr. Alexiadis and the palliative care team met with Chinese (both Cantonese and Mandarin-speaking), Indo-Canadian, and Filipino groups, hosting 13 sessions with more than 150 community participants. Through open discussion, the team's goal was to better understand the different cultural perspectives around end of life and end of life care.

"What surprised us was that a lot of the challenges have more to do with our language and our approach and not necessarily the concepts. We need to further educate all health care team members to be more mindful of the words and phrases we use with patients and their families and also understand that our approach has to be flexible," says Dr. Alexiadis.

For Dr. Alexiadis and his team, gaining a better understanding of Richmond's cultural diversity and adapting for these differences will help ensure that end of life can be made a little less distressing and a lot more meaningful.



# Message from Board Chair & President

SINCE ITS INCEPTION OVER 50 YEARS AGO, Richmond Hospital has blossomed into the local health care facility that people have come to expect dependable and quality health care from.

Now serving one of the most diverse populations in the world, Richmond Hospital is recognized as an exemplary facility that is dedicated to providing compassionate care while always seeking to improve the calibre of care they deliver.

Richmond continues to see rapid population growth, especially for the seniors' population. These growth trends lead to increasing numbers of patients at the hospital which then places increasing demands on our hospital facilities and equipment. Your donations help to alleviate these increases.

Our health care teams tell us each day how your donations towards equipment, patient care programs and facilities are essential to help improve the calibre of care they deliver.

In Richmond's community of care, providing accessible and quality local health care for everyone in this diverse community is a vision we all support. From the hospital to the community to home, in our community of care, we always have the people's interests and care in mind, both now, and in the future.

The strength of a community is reflected in the health of its citizens and with your donations, you are helping to save lives and keeping the community healthy. Thank you for making local health care a priority here in Richmond.



A handwritten signature in black ink, appearing to read 'Nelson'.

**Nelson Kwan**  
Chair, Board of Directors  
Richmond Hospital Foundation



A handwritten signature in black ink, appearing to read 'Natalie'.

**Natalie D. Meixner**  
President & CEO  
Richmond Hospital Foundation

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**Caring Together for Your Health**

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