

Joyful Giving

SPRING/SUMMER 2021

Community Health Access Centre

Community Care Clinic
Community Rehabilitation
Home and Community Care
Home Support
General Internal Medicine
Geriatric Assessment Program
Palliative Symptom Management Clinic
Urgent and Primary Care Centre

A Central Hub for Health Services

Inside the new Community Health Access Centre

A CURE FOR COVID-19

Dr. Jennifer Grant and the international research effort

A PLACE OF HEALING

Redesigning the In-Patient Acute Mental Health Unit

HAPPINESS FOR A LIFETIME

Johnny Fong and Rebecca Cheng donate to Richmond's future



Richmond Hospital Foundation
列治文醫院基金會

Joyful Giving. Joyful Living.

Message from CEO and Board Chair

We're Stronger Together

In the face of unprecedented challenges, the past year has shown once again that we are truly stronger together. As we reflect on 2020, we know one thing for certain: each of us at Richmond Hospital Foundation is forever grateful to our health care team members and our community of donors for helping to respond to COVID-19.

Your overwhelming generosity has given us the right tools and resources to provide high quality care for your family, friends and neighbours during a time of great need.

In this newsletter, we're excited to share with you the many ways that you've helped make a difference in 2020. You'll learn about our Surgical Restart campaign, the largest refresh of surgical equipment in nearly a decade, changes to our In-Patient Mental Health Unit that will focus on person and family centred care for patients, new Emergency Department equipment we've been able to purchase to safely care for patients and to protect our teams, as well as progress towards a new Acute Care Tower and helping fund a new Community Health Access Centre.

Despite the challenges, there is certainly a lot to celebrate and we hope you'll be proud of the impact you've made. Thank you for helping build a better and healthier future for Richmond by continuing to support Richmond Hospital Foundation. To live joyfully is to give joyfully.

Yours in health and wellness,



Natalie

Natalie D. Meixner
President & CEO



Chad Pederson

Chad Pederson
Chair, Board of Directors



Access is Front and Centre at Richmond's New Community Health Access Centre



“WELCOME.”

That's the feeling you'll get when you walk into Richmond's new Community Health Access Centre located at 7671 Alderbridge Way.

Opened in March 2020, the new centre is a hub of health services and resources for adults and older adults. From chronic disease care, like diabetes, to physical rehabilitation, mental health and substance use programs to home support and palliative care, the centre is making specialized care more accessible to local residents. This also includes access to specialists including geriatricians and internal medicine.

“The Community Health Access Centre has been a dream of Richmond's for many years,” says Dr. Aleco Alexiadis, Senior Medical Director, Community, Vancouver Coastal Health. “Bringing together comprehensive community health services all under one roof is more conducive to providing better quality of care. Residents can now access care in a central place over their entire lifespan, from 18 years of age onward.”



Top: waiting room at the new Community Health Access Centre.
Middle: physical rehabilitation is one of the specialized areas of care available at the new centre.
Bottom: outpatient rehab gym.



Located at 7671 Alderbridge Way, the facility incorporates the best new standards for design: accessible and open space with lots of natural light, providing patients and health care teams with a state-of-the-art centre that consolidates specialized care to help eliminate having to go from place to place, or from clinic to clinic.

“It’s an inclusive, inviting place for our diverse community,” says Karen Barclay, Director, Mental Health & Substance Use, Community Geriatrics and Outpatient Rehabilitation, Vancouver Coastal Health. “In fact, clients and families shared input for the centre’s design and staff collaborated with the Richmond Consumer and Friends Society to create a beautiful community mural that graces one of our waiting areas.”

As the saying goes, it takes a village. Thanks to the generosity of our donor community, approximately \$800,000 was contributed to the new centre to make sure there was a welcoming environment, sufficient clinical space and home health system access to enable virtual health for patients and their families.

“We want to express heartfelt gratitude to all the donors, who supported this dream,” says Dr. Alexiadis. “The opening of the Community Health Access Centre was a real gift. It will ensure the best care is available right here in Richmond to support adults and seniors in living a life of good health in their own community.”

Patient benefits aside, there are also major gains for the centre’s health care teams who work on-site and in the community.

“From a staff perspective, it’s a central place for health care teams from across disciplines to collaborate,” says Marta Filipski, Director, Primary Care, Home Health,

(L to R) Dr. Aleco Alexiadis, Senior Medical Director, Community, Vancouver Coastal Health; Karen Barclay, Director, Mental Health & Substance Use, Community Geriatrics and Outpatient Rehabilitation, Vancouver Coastal Health; Marta Filipski, Director, Primary Care, Home Health, Home Support & Richmond COVID Testing Site, Vancouver Coastal Health.

Home Support & Richmond COVID Testing Site. “Teams representing different health needs can work side by side to improve the patient care experience.”

With more than 38,000 square feet over two floors, there is ample room for group collaboration, and to expand services in years to come. “We are creating a community and a centre of excellence for health care professionals and physicians to connect and provide a continuum of care to benefit patients,” says Dr. Alexiadis.

Reflecting on its first year in operation, the opening of the Community Health Access Centre at the start of the COVID-19 pandemic was a real bright spot on several fronts.

Whether at home or at the centre, adults and seniors continued to access quality care in a safe manner with very little disruption. Care teams provided a safety net for the vulnerable, as well as isolated individuals or families, through their ongoing outreach and offering care virtually where possible and appropriate.

Gratefully, this gift from the community is going to keep on giving for many, many years to come. The Community Health Access Centre is here to welcome you – whenever you need it most. ■

Finding a Cure for COVID-19

FOR DR. JENNIFER GRANT, working in the field of infectious diseases for the past 15 years has been both fascinating and rewarding, and 2020 proved to be a year like no other. As the Infection Control Officer for Richmond Hospital, she and Clinical Pharmacy Coordinator Dr. Gabriel Loh are leading the hospital's participation in an international clinical trial to examine potential treatments for COVID-19.

"Infectious diseases like COVID-19 affect everyone worldwide, so finding a cure or treatment will have a wide-reaching impact," Dr. Grant says. "COVID-19 patients enrolled in our clinical trial were grateful to have early access to medication."

Richmond Hospital and other hospitals across Canada are part of the Solidarity Trial, a multinational initiative being coordinated by the World Health Organization and supported by the Canadian Institutes of Health Research. The goal of the Solidarity Trial is to compare the safety and effectiveness of different drugs and drug combinations in treating patients, who are hospitalized with COVID-19.

"Our involvement in this international research effort was a great opportunity to engage and challenge our physicians, and provide our patients with early access to life-saving treatments and better quality of care," says Dr. Grant.

Donations to Richmond Hospital Foundation played a big role in making the hospital's COVID-19 clinical trial possible, so a safe treatment for patients can be discovered. "It's wonderful to have the support of Richmond Hospital Foundation donors to get this important research off the ground," states Dr. Grant. "Research enriches the hospital: it becomes an engaging place to work for staff, and improves the quality of care for patients." ■

"It's wonderful to have the support of Richmond Hospital Foundation donors to get this important research off the ground."



The team involved in Richmond Hospital's clinical trials. Clockwise from top right: Dr. Jennifer Grant, Infection Control Officer; Dr. Clement Kwok, Infectious Disease Physician; (L to R) Rehana Ishmail, Pharmacy Technician Supervisor, Tammy Chan, Clinical Pharmacist, Dr. Gabriel Loh, Clinical Pharmacy Coordinator, Dr. Jane de Lemos, Clinical Pharmacy Specialist.



Making Healing Possible:

Redesigned In-Patient Acute Mental Health Unit Will Transform Care

ALMOST 10 YEARS AGO, one of our donor families quietly sparked an idea that has redefined the model of care for mental health in Richmond. With the view that an individual's mental health outcomes could be improved if families played a greater role in care-related decisions, the Person and Family Centred Care model was implemented.

With this innovative approach, both patients and family members now share their experiences, have input into care, and even participate in the recruitment of care providers. Fast forward to today, Richmond is now a leader in the province in delivering best-in-class mental health care, resulting in better patient experiences and recovery.

Equally important, one's physical environment is also a contributing factor in how we heal. With the goal of further enabling better Person and Family Centred Care, plans are afoot to redesign Richmond Hospital's In-Patient Acute Mental Health Unit to increase the respect, dignity, compassion and privacy for patients and families, and help to eliminate the stigma of mental illness.

Located on the second floor of the Milan Illich Pavilion at Richmond Hospital, the In-Patient Acute Mental Health Unit is almost

25 years old and has never been renovated since opening in 1997. It has 18 beds, and our health professionals care for more than 250 patients each year, averaging a 30-day stay per person.

Understandably, it is time for a transformation. In addition to some important and urgent renovations related to safety and infection control, plans are underway to transform this tired, 10,000 square foot space into a place of improved healing.

For Dr. Michael Shabbits, Psychiatrist with the In-Patient Acute Mental Health Unit, first impressions matter in the journey through the mental health system. "Creating a welcoming, home-like experience that aids recovery – and that patients and their families feel more at ease in – will improve how mental health care is delivered in Richmond," says Dr. Shabbits.

"Our new space has been designed through the lens of patient and family centred care," says Dr. Shabbits. "We are creating a comfortable environment where local residents can be treated in their own community and have dedicated space for their family and friends to visit and support them in their journey to mental wellness."

With feedback from patients and families, the updated facility

will include a family dining area, kitchen, multifunctional activity room, patient and family lounge, along with new furniture, lighting and décor that promotes a soothing, therapeutic environment.

"We're integrating healing qualities into our new space, elevating it from being just a functional space to a place of healing," says Karen Barclay, Director, Richmond Mental Health and Substance Use, who is responsible for the In-Patient Acute Mental Health Unit. "This will transform how we're delivering care, so we can support people during the most difficult time in their lives."

One in five people in our community face mental health challenges, and mental illness affects Canadians of all ages, gender, culture, education and income levels. "Caring for those who are experiencing a mental health crisis is very meaningful work, and we want to do whatever we can to make sure people feel supported and respected," says Karen.

A catalyst for lifting spirits, the new In-Patient Acute Mental Health Unit is scheduled to open near the end of 2021. Richmond Hospital Foundation is inviting donors to support its \$1.3M fundraising campaign to make this possible. ■

Rendering of the new In-Patient Acute Mental Health Unit, Richmond Hospital.

Getting to the Root of the Matter to Prevent Adverse Drug Events

DID YOU KNOW THAT 20 per cent of patients get admitted to medical units in hospital due to issues with how they took their medication at home, and that up to 50 per cent of the time it could have been prevented?

These are called adverse drug events or ADEs which are defined as any harm that occurs to a patient because of taking or not taking medication. Regularly seeing patients experiencing ADEs, Dr. Jane de Lemos, Clinical Pharmacy Specialist in the Emergency Department at Richmond Hospital, embarked on a six-year quest to research why this was happening.

“We wanted to learn as much as possible about the root causes of ADEs, and share key learnings with care providers, patients and their families,” says Dr. de Lemos. “By understanding how we can prevent these events, we hope we can prevent or reduce incidents.”

After two years of planning, the Richmond Hospital Preventable Adverse Drug Event study began in 2016, with 120 patients recruited and interviewed, and analysis complete in 2019. The research team consisted of local family physicians, Drs. Cheryl Nagle and Robert McKenzie; Dr. Richard Chan from the hospital’s Emergency Department; Drs. Y.D. You, Peter Ling and Anna Dabu from Internal Medicine at Richmond Hospital; and Drs. Peter Loewen and Peter Zed, pharmacists from the Faculty of UBC Pharmaceutical Sciences.

This unique study has been cited as a ‘model for practice for hospital-based care,’ with findings published in the British Medical Journal Open Quality in February 2021 (link: <https://bmjopenquality.bmj.com/content/10/1/e001161>).

Among the findings, most surprising was the extent to which patients (29 per cent) did not understand the medication information they may have been given. Other learnings included:

- **23 per cent** couldn’t recognize their medication’s side effects;
- **17 per cent** were intentionally not adhering to medications as they didn’t understand their benefits; and
- **13 per cent** of patients’ illness could have been mitigated if they had a medication sick day plan to explain which medications to temporarily stop taking if they had reduced fluid intake or were not eating properly.



Dr. Jane de Lemos, Clinical Pharmacy Specialist in the Emergency Department at Richmond Hospital, and patient.

“By understanding how we can prevent these events, we hope we can prevent or reduce incidents.”

Worth its weight in gold, this research provided Dr. de Lemos and her research team with insights to create meaningful change. Health care providers now have new resources to help them develop medication action plans and confirm patient understanding of medication information, including side effects and benefits. In addition, Richmond Hospital is now home to the very first Preventable Adverse Drug Event Learning System, which records and shares a patient’s ADE, its root cause and recommended actions to prevent recurrence with their family doctor and pharmacist.

Funding for this valuable research was made possible through Richmond Hospital Foundation and the Vancouver Coastal Health Research Institute. ■

Surgical Restart:

Enabling New Standards of Surgical Care

WHEN ILLNESS, DISEASE, OR EMERGENCY STRIKES, our surgical teams are here to help you. In fact, Richmond Hospital is home to more than 4,000 in-patient surgeries and more than 5,000 outpatient day surgeries each year. Our teams rely on many sophisticated tools and technologies to perform surgeries and, with some reaching end of life, an equipment refresh was long overdue.

This is exactly what we had in mind when we launched the Surgical Restart campaign last year. This new campaign represents the single largest refresh of surgical equipment at Richmond Hospital in nearly a decade. With your help, we can achieve our \$2 million fundraising goal to improve care and benefit all surgical specialties.

Faster recovery times. Shorter hospital stays. Better outcomes. These are some of the many benefits patients in surgery can expect, thanks to you.

“There is a great and urgent need for surgical equipment. Having state-of-the-art equipment allows us to use new ground-breaking surgical techniques, allowing our patients in Richmond to benefit sooner from equipment that has become the new standard of care,” says Dr. Daniel Kopac, Head of Surgery and a vascular and general surgeon at Richmond Hospital.

The highlights of Surgical Restart is a new portable multi-specialty state-of-the-art, minimally invasive surgical system for abdominal, colon cancer and orthopedic surgeries, to name a few procedures. Equally revolutionary is the new SPY technology it incorporates, which provides surgeons with computer-enhanced visualizations to ensure proper blood flow to organs in real-time, ensuring greater accuracy, patient safety and assurance. Finally, four of our eight Operating Rooms will receive ‘technology face-lifts’ for wireless connectivity and ultrafine 4K resolution screens.

“Recent events have thrust our health care teams into the spotlight, focusing on how important good health is to all of us and how vital donors from our community are in bringing the best in care close to home,” states Natalie Meixner, President & CEO, Richmond Hospital Foundation. “Thank you for taking action to fund what’s innovative and necessary to help our surgeons care for those who need it most.” ■



Help us achieve our goal for the Surgical Restart campaign. Every contribution – no matter how big or small – will make a difference.

(Top to bottom): Dr. Daniel Kopac, Head, Department of Surgery, Richmond Hospital; Dr. Fay Leung, Orthopedic Surgeon, Richmond Hospital; Dr. Sharadh Sampath, General Surgeon, Richmond Hospital.

Emergency Department Safely Responds to Pandemic with Community Support

FACED WITH THE COVID-19 PANDEMIC, 2020 was quite a journey for Richmond Hospital’s Emergency Department. Considered the front line for most patients entering the hospital, Emergency Department health care teams faced long hours and great uncertainty.

Thanks to the generous support of the community, the Emergency Department was able to overcome the physical and mental burden of responding to COVID-19. Last year, donors contributed more than \$1 million to Richmond Hospital Foundation’s COVID-19 Response Fund which helped fund much-needed equipment and COVID-19 research in Richmond.

Dr. Kevin Shi, Co-Head of the Emergency Department at Richmond Hospital, explains, “While there were so many unknowns in preparing ourselves for COVID-19, we still wanted to be as prepared as possible to safely care for our patients and ourselves. It’s nice to know that Richmond Hospital Foundation donors could support us with the purchase of new equipment to safely respond to COVID-19.”

COVID-19 funding from donors helped to create additional capacity right across the hospital to be able to respond quickly to treat patients during the pandemic. Funds helped purchase new CPR chest compression equipment, respiratory glidescope blades, portable gas machines and ventilators, additional ICU beds and care spaces, patient vital signs monitors and oxygen concentrators.

“It’s comforting to know that whenever we need help, we have the funds and help to keep patients and staff safe,” states Dr. Eliza Chan, Co-Head of the Emergency Department with Dr. Shi. “We feel the support of the community behind us. Thank you to our donors – we couldn’t have done it without you.” ■



Top: Dr. Kevin Shi, Co-Head of the Emergency Department at Richmond Hospital.
Bottom: Dr. Eliza Chan, Co-Head of the Emergency Department at Richmond Hospital, and patient.

QUICK FACTS

Donors like you have recently invested in the following areas of Richmond’s health care:



EQUIPMENT



COMMUNITY HEALTH ACCESS CENTRE



SENIORS CARE



MEDICAL RESEARCH



MENTAL HEALTH



NEW ACUTE CARE TOWER



Long-Time Friends Donate \$1 Million to New Acute Care Tower and Surgical Campaign

A WELL-KNOWN CHINESE PROVERB STATES: ‘If you want happiness for a lifetime, help someone else.’ For long-time friends Johnny Fong and Rebecca Cheng, these are words of wisdom to live by.

“When I see happy people, I feel happy, too. I strongly believe that if you can help others, you’ll have more happiness,” explains Johnny, owner of a Richmond based business, CTG Brands.

When Johnny and Rebecca heard about the needs of Richmond Hospital, they didn’t give it a second thought to lend their support.

“My mom always taught me to share what I have and to help others,” says Rebecca. “We are so lucky to be Canadian where we have access to health care. It is my pleasure to help and I invite others to show their support for Richmond Hospital, too, so we can make it the best hospital it can be.”

Together, they have committed \$700,000 toward the much-needed new Acute Care Tower. In addition,

(L to R): Natalie Meixner, President & CEO, Richmond Hospital Foundation; Mr. Johnny Fong, donor; Ms. Rebecca Cheng, donor; Chak Au, Councillor, City of Richmond.

they donated \$300,000 to Richmond Hospital Foundation’s Surgical Restart campaign for new state-of-the-art surgical equipment. Johnny and Rebecca matched donations dollar for dollar up to \$300,000.

“Richmond’s population has grown quickly over the years and the community needs an updated hospital that meets today’s health care standards and demands,” reflects Johnny. “Everybody gets old, and there are lots of good people in Richmond that rely on the hospital. It’s important to give as much as we can to help each other and make everybody’s life better.” ■

Legacy Giving:

Common Myths & Facts

DID YOU KNOW THAT YOU CAN HAVE a lasting philanthropic impact beyond your lifetime?

Legacy giving (also known as ‘planned giving’) is a donation that you plan in advance in celebration of your life, which supports the health of future generations. This is one of many ways you can support the work of Richmond Hospital Foundation and continue to improve local health care for our community into the future.

After eight years with the Philanthropy Team at Richmond Hospital Foundation, Endora Fan is leading the Legacy Giving Program. Over the years, she’s witnessed firsthand the need for continued innovation in health care in Richmond and she understands the long-lasting impact that philanthropy can have by creating positive change.

“The compassion from people in Richmond inspires me to do more for this community,” says Endora, Senior Manager, Legacy Giving. “I’m excited to work together with those that care about this community to achieve the long-term vision for Richmond’s health care through legacy giving.”

Would you consider leaving a lasting legacy for the future of health care in Richmond? Here are some common myths and facts about legacy giving to help you make an informed decision.

Giving for the future can be the start of many good things for you, your family and your community. If you have any questions about our Legacy Giving Program, we’d be happy to answer your questions.

Please contact Endora Fan at endora.fan@vch.ca or (604) 368 1078.

MYTH #1
I’m not wealthy enough to leave a gift in my will.

Fact:

You don’t have to be wealthy. As a matter of fact, philanthropists are ordinary individuals who choose to support charities they value like Richmond Hospital Foundation. Every heartfelt gift makes a difference by helping to improve health care in Richmond.

MYTH #2
There will be less money for my family after I’m gone.

Fact:

A legacy gift can work in tandem with other family priorities. It’s possible to support both your family and heirs, as well as your favourite charities. Your last gift to a charity can actually provide generous tax benefits and it may be used to reduce the taxes on your estate that your heirs have to pay. It’s a win-win!

MYTH #3
Legacy giving is too complicated and time-consuming.

Fact:

Leaving a gift in your will is easy to do. You can also gift assets you might never have considered such as your life insurance policy, TFSA, RRSP and RRIF. All you need to do is include Richmond Hospital Foundation as a direct beneficiary of these assets. Be sure to consult your lawyer, accountant, and/or financial/estate planner for more specifics.

MYTH #4
I am retired already and don’t have the cash flow to make a legacy gift.

Fact:

With legacy giving, you won’t be using your current cash flow. Your donation will take effect after your lifetime, so that you can support the hospital in years to come.

Meet our Philanthropy Team



Natalie D. Meixner, President & CEO
natalie.meixner@vch.ca (604) 916 5087

With more than 30 years of experience, Natalie has dedicated much of her career to the charitable sector, earning the respect of donors, business and community leaders. She is proud to work alongside philanthropic leaders to transform care in Richmond.



Spencer Gall, Senior Manager, Philanthropy
spencer.gall@vch.ca (604) 499 6151

Spencer is proud to embark on philanthropic journeys with donors who want to be part of the solution to transform health care in Richmond and the joy that it brings to all.



Endora Fan, Senior Manager, Legacy Giving
endora.fan@vch.ca (604) 368 1078

In her new role, Endora dedicates herself to working with donors who are inspired to leave a lasting legacy by making gifts in their will or estate to improve the health of future generations in Richmond.



Shuai Gu, Philanthropy Officer, Chinese Community
shuai.gu@vch.ca (604) 230 0312

Shuai applies her unique background and experience in the Asian community to positively engage donors with the goal of bringing everyone together to celebrate the power of philanthropy and make a difference.



Kitty Au, Manager, Community Giving
kitty.au@vch.ca (604) 315 6939

Kitty is delighted to connect with the many donors in our community, both longstanding and new, and those who would like to deepen their commitment to health care in Richmond.



Viola Chan, Philanthropy Assistant
viola.chan@vch.ca (604) 233 5645

Viola is committed to providing essential support to our team in advancing Richmond Hospital's highest priorities while sustaining and building stronger relationships with our valued donors.

Interested in supporting Richmond Hospital Foundation? We are happy to connect with you.



Joyful Giving. Joyful Living.

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