

Joyful Giving

FALL/WINTER 2021



Champions of Care

Tony and Nancy Yurkovich

INTERPRETER ON WHEELS

Dr. Matthew Kwok improves translation services in the ED.

LORRAINE PALMER

On how a legacy gift secures the future for your community beyond your lifetime.

ONE OF BC'S MOST EFFICIENT LABS

Dr. Patrick Wong explains how Richmond Hospital's lab is pivotal to a patient's journey.



**Richmond
Hospital
Foundation**
列治文醫院基金會

Joyful Giving. Joyful Living.

Message from CEO and Board Chair

It Takes a Village

It is with great joy that we share with you our latest updates from Richmond Hospital Foundation.

When we interviewed long-time donor Lorraine Palmer for this newsletter, her statement “It takes a village to keep the village going” served as a great reminder of what it takes to build a better and healthier future for our Richmond community. Donors are our village, and we wouldn’t be here without you.

Your financial support is at the heart of our accomplishments to date, and those to come. As you’ll read in this newsletter, you’ve helped us transform the patient care journey on many fronts.

From the time a patient walks into our Urgent and Primary Care Centre or Emergency Department to when they are discharged from Richmond Hospital, the impact of your philanthropy is evident. In this newsletter, you’ll discover how the Emergency Department has improved communication with patients by adopting and embracing virtual interpretation, how the Laboratory is helping doctors make good care decisions with timely and accurate lab results, how the new Medical Imaging Centre will be a building block for the future, and much more.

Thank you for helping us keep our village healthy. Your continued support of Richmond Hospital Foundation is pivotal to improving patient care now and into the future.

Yours in health and wellness,



Natalie

Natalie D. Meixner
President & CEO



Chad Pederson

Chad Pederson
Chair, Board of Directors



Champions of Care Give Back to Richmond and Beyond

IF ANYONE COULD BE SAID TO HAVE FOUND and lived up to their life's calling, it would be long-time partners in life and love Dr. Anthony (Tony) and Mrs. Nancy Yurkovich.

A doctor and nurse respectively, Tony and Nancy married in 1962, sparking their lifelong commitment to not only care for each other, but also to work together as a team to improve the lives of countless others.

Tony grew up in Richmond and worked in local canneries and sawmills to fund his university education. He was the first Richmond High School student to graduate from UBC's fledgling Faculty of Medicine in 1955.

Tony established his family practice in Richmond in 1957. In those days, he made house calls and trips to Vancouver hospitals, driving some 25,000 miles a year; ambulance services didn't exist, and neither did Richmond General Hospital.

"Looking back, I am forever grateful to have established my practice in Richmond," explains Tony. "Being a part of the community enabled me to thrive in life and give back to others."

While Nancy grew up in Eastern Canada, she moved to Vancouver in 1960 to work as a registered nurse. Later she completed her Bachelor of Science in Nursing at UBC. Nursing was the perfect fit for Nancy because she loved caring for people, and her experiences shaped her views on the importance of patient-centred care.

"We believe strongly in creating a sense of community in Richmond by helping our fellow neighbours, friends and family receive the best health care services right here. We get so much joy from giving back, and creating something good and bigger than ourselves."

Top: The Yurkovich family has been an integral part of the Richmond community for decades. Left to right: Nancy, Susan, Tony, Wendy and David.



When Nancy and Tony married they not only chose Richmond as their forever home to raise their three children, but also to be the focus of their lifelong philanthropy and commitment to improving health care in Richmond.

“We believe strongly in creating a sense of community in Richmond by helping our fellow neighbours, friends and family receive the best health care services right here,” says Nancy. “We get so much joy from giving back, and creating something good and bigger than ourselves.”

They dedicated themselves to championing forward-thinking alternatives in health care and advocating for dignified, patient-centred care. For example, long before people were comfortable talking about terminal illness, Tony and Nancy advocated for a community hospice in Richmond to provide quality end-of-life care. Before mental health became a high priority, the Yurkovichs supported many community based mental health initiatives in Richmond so people would feel valued, accepted and supported.

When Richmond Hospital Foundation launched their fundraising campaign for the new acute care tower

in 2017, the long-retired Yurkovichs stepped forward to lend their support and encouraged others to do the same. Serving as a lead donor, they rallied the community to help Richmond Hospital Foundation reach a \$50 million campaign fundraising goal, the largest capital campaign ever in Richmond. In recognition of their tremendous leadership and their transformational donation, the new acute care tower will be named the Yurkovich Family Pavilion. It will be home to a new surgical centre, medical imaging centre, emergency department, and more inpatient beds.

“Tony and Nancy have always been ahead of their time, having the foresight to tackle some of society’s most pressing issues including terminal illness and mental health,” explains Natalie Meixner, President and CEO, Richmond Hospital Foundation. “We are deeply grateful for their generosity toward Richmond Hospital Foundation to ensure the best health care will be there for local residents and generations to come.”

They found their calling as champions of care early on in life, and the rest is history. Thank you, Tony and Nancy, for being a huge part of our history and our future. ■

QUICK FACTS

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



COVID-19
RESPONSE
FUND



EDUCATION FOR
CLINICAL AND
SUPPORT STAFF



MEDICAL
IMAGING
CENTRE



SURGICAL
EQUIPMENT



MENTAL
HEALTH

Top left: Tony and Nancy have been long-time supporters of Richmond Hospital Foundation, dedicating themselves to bringing the best health care services to the Richmond community.

Top right: Tony and Nancy raised their three children in Richmond, and are now blessed with seven grandchildren.

Interpreter on Wheels Enables Patients to be Heard and Understood



“Everyone has embraced this new technology because it’s a reliable and effective resource.”



Top: Left to right, Dr. Matthew Kwok, Emergency Physician and Medical Lead, Continuous Quality Improvement, Richmond Hospital; Kris Thibault, Nurse, Emergency Department, Richmond Hospital.

Bottom: Interpreter on Wheels.

MORE THAN ANYTHING, PATIENTS WANT to be heard and understood. Unfortunately, language proficiency can create a barrier when it comes to receiving the best care possible, leading to less than ideal outcomes.

Serving a culturally diverse population, Richmond Hospital’s Emergency Department staff frequently encounter patients who have limited English proficiency and require interpretation.

Without a dedicated in-house interpreter, hospital staff are often called upon to interpret, taking them away from their regular responsibilities. Not only is this not optimal for patients, but it was taking a toll on staff productivity as well.

The Emergency Department recognized this ongoing challenge and set out to find a solution. Dr. Matthew Kwok, Emergency Physician and Medical Lead, Continuous Quality Improvement, at Richmond Hospital, explains, “We recognized that we could do better and improve the experience for patients and staff by having a dedicated interpreter for the Emergency Department.”

With the goal of improving the communication between Emergency Department staff and patients, Dr. Kwok and his team introduced Interpreter on Wheels, a mobile device providing 24/7 access to voice and video translation in over 200 languages. Interpreter on Wheels is an electronic tablet mounted on an adjustable rolling stand.

The two-month trial kicked off at the end of March 2020, and it was a success. Not only did it improve communication, but it also produced other benefits they hadn’t even considered:

- It limited unnecessary physical contact, reducing infection risks during the pandemic.
- Family and friends were no longer required for translation, increasing the privacy for sensitive conversations with patients.
- It reduced the need to take staff away from their roles to act as ad hoc interpreters.

Most importantly, it improved patient care, giving patients an opportunity to be heard and understood.

“The patient care journey has been improved because we’ve enabled better two-way communication between patients and physicians,” says Dr. Kwok. “Everyone has embraced this new technology because it’s a reliable and effective resource.”

With such positive outcomes, Interpreter on Wheels continues to be a permanent fixture in the Emergency Department, ready to interpret at a moment’s notice. ■



A Building Block for the Future:

New Medical Imaging Centre At Heart of New Hospital

WITH ADVANCES IN MEDICAL IMAGING, doctors now have a clearer picture of what's going on in your body. From CT scans and MRIs to angiograms and mammography, doctors rely on these imaging technologies for an accurate diagnosis of their patient's health.

The exciting news is that the future Yurkovich Family Pavilion at Richmond Hospital will incorporate not only inpatient beds and an expanded surgical centre, but also be home to a brand new Medical Imaging Centre.

This means more space, better design and the addition of new technologies to improve care and fulfill the increasing demand for imaging. The Medical Imaging Centre will be built to accommodate more than 200,000 visits per year, compared to just over 125,000 visits today.

With a \$20 million fundraising goal, Richmond Hospital Foundation invites you to help fund excellence and innovative technologies in the new Medical Imaging Centre. Your gift will be vital in ensuring that innovation is a foundation of the new Yurkovich Family Pavilion.

"The new Medical Imaging Centre will be at the heart of the future Yurkovich Family Pavilion," explains Natalie Meixner, President and CEO of Richmond Hospital

Foundation. "We invite you to join us in improving care. Your gift will make a difference for generations to come."

What started off as merely a wish for a new acute care tower has now become a reality. Together, thanks to the philanthropic gifts of many individuals, families, businesses and organizations, Richmond Hospital Foundation raised more than \$50 million for the new tower.

Additional community support for the new Medical Imaging Centre will help ensure that innovation and the acquisition of new technologies will be the building blocks of the path forward. ■

Top: Technician prepares patient for medical imaging at Richmond Hospital.

Bottom: Dr. Juan-Carlos Guijon, Head, Medical Imaging Department, Richmond Hospital.



Small but Mighty Lab Pivotal in Patient's Journey

IN BUSINESS, GOOD DECISIONS ARE based on good information. Well, this is no different in medicine.

When a patient comes to Richmond Hospital, doctors assess how well organs are working, and if there are any signs of disease. More often than not, they send blood, body fluid, or tissue samples to the lab for analysis. Timely and accurate lab results are critical to helping doctors make good decisions about care.

“Richmond Hospital Laboratory is pivotal in a patient's journey,” says Dr. Patrick Wong, General Pathologist at Richmond Hospital. Dr. Wong oversees one of the highest volume labs of its size, analyzing approximately 700 samples each day.

“About 80 per cent of the information needed to make an accurate diagnosis for patients comes from the lab,” adds Dr. Wong. “Both doctors and patients are waiting for us to determine their next steps in disease treatment or management, so we're doing everything we can to be as efficient as possible.”

Over the past several years, Richmond Hospital Laboratory has been one of the most efficient labs in the province. For example, in comparison to the industry standard of 80 percent within 72 hours, the Richmond Hospital Lab delivers results for over 90 per cent of patient biopsy samples within 72 hours of receiving a specimen.

Making this possible are five pathologists, plus over 60 medical laboratory technicians and assistants, and the generous support of the community to ensure continued enhancements.

“The support from Richmond Hospital Foundation has been so impactful,” says Dr. Wong. “Donors' contributions improve our ability to care for patients and the Richmond community for years to come.”

Thanks to new lab equipment courtesy of donors, patients such as those needing cancer care, transfusion and biopsy are being diagnosed quicker and more reliably than ever before.

For example, the lab is now able to preserve more patient tissue with new microtome equipment, eliminating the need to perform second procedures for more tissue. This increases the lab's efficiency, delivering results to physicians faster, and saves valuable time for patients in their care journey.

With your generous support, it's a win for the lab, physicians and patients. ■



Top: Dr. Patrick Wong, General Pathologist, Richmond Hospital.

Bottom: One of three microtome tissue slicers funded by Richmond Hospital Foundation donors.

Lorraine Palmer: Leaving a Lasting Legacy

“IT TAKES A VILLAGE TO KEEP THE VILLAGE GOING.” These are words from long-time Richmond resident Lorraine Palmer, who recognizes the long-lasting impact one can make by giving back during and after your lifetime.

Over the years, Lorraine and her family, the Kronier family, have given back to Richmond Hospital Foundation by helping to fund new equipment, operating rooms, the new acute care tower, and creating an education bursary for clinical staff to advance their professional skills and knowledge. Most recently, Lorraine made a legacy gift – a donation that would be included in your Will – to support the future of health care.

“There will be an even greater need for the hospital as the population increases and ages,” explains Lorraine. “I want to give what I can because the hospital will be needed forever. A legacy gift is a wonderful way to secure the future for your community beyond your lifetime.”

For Lorraine, giving back to her local community is not only being true to her heart, it also runs in her blood.

Having lived in Richmond since she was four years old, she grew up with parents who quietly did good wherever they could. Her mom, Betty Kronier, volunteered at the school, with the activities and clubs in which her children were involved in, and later for the cancer agency. Her dad, Al, was involved in the Lions Club, supported sports teams, school scholarships, and other community charities while quietly helping many neighbours or other members of our community that were in need.

These gestures of generosity and kindness had an everlasting influence on Lorraine, who has supported Richmond Hospital Foundation the past 25+ years.

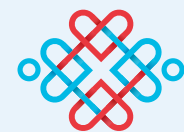
“My family and I have received great care from Richmond Hospital over the years, and I’ve realized how important it is to have a local hospital. Lifesaving care that is close to home makes all the difference,” says Lorraine. “With a legacy gift to Richmond Hospital Foundation, I get to help others and be part of something special, making me grateful to be able to be part of the future of health care in Richmond. Ordinary people like you and me are able to leave an impactful legacy beyond our lifetime.”

All of us have an opportunity to be a part of something bigger than ourselves that will support future generations. If you’d like to leave a lasting legacy, consider a legacy gift for Richmond Hospital Foundation.

For more information about our Legacy Giving Program, contact Endora Fan endora.fan@vch.ca or **(604) 368 1078**. ■



Clockwise from top left: Lorraine with husband John Palmer, daughter Jennifer Wittenberg, and granddaughters Ava and Zoe Wittenberg.



**Richmond
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