

Joyful Giving

FALL/WINTER 2023



ENHANCING EMERGENCY RESPONSE

To provide even more efficient and effective care in critical situations

EMBRACING TECHNOLOGY FOR HEALTH & HAPPINESS

Quality of life for long-term care older adult residents and their families

EFFECTIVE DIALOGUE IN THE SOUTH ASIAN COMMUNITY

Cultural adaptations essential for serious illness conversations



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

Joyful Giving. Joyful Living.

Message from The CEO

It gives me immense joy to highlight the incredible impact our amazing community of donors and volunteers has made possible for Richmond health care.

Through the generosity of our donors, Richmond Hospital's Code Blue team is now equipped with a new chest compressor system and upgraded crash carts to assist in medical emergencies. Within the community of care, residents in Richmond's long-term care facilities are embracing the day-to-day use of devices such as PARO Seals and Telepresence Robots that help foster connection and enhance quality of life.

And, cultural sensitivity and understanding play a crucial role in the effective delivery of health care. With the support of a research grant, Richmond's palliative care team has gathered insights to help our health care team facilitate and improve serious illness conversations within the South Asian community.

The impact of our donors' generosity goes beyond what can be expressed in words. Your philanthropic support provides hope and joy for patients, residents, and their families, all while demonstrating your gratitude to those who work in Richmond Hospital and throughout the Richmond Community of Care.

Thank you. Together we are building a better and healthier future for Richmond.

Yours in health and wellness,

A handwritten signature in black ink that reads "Natalie".

Natalie D. Meixner
President & CEO



Culturally Inclusive Conversations: Serious Illness Care in the South Asian Community

AS RICHMOND IS A DIVERSE COMMUNITY, cultural sensitivity is essential to the effective delivery of health care for those who live here. This is particularly true with respect to how conversations around serious illnesses are conducted and interpreted by patients and their families. Previous research done in the Asian community has already provided insight towards improving important health care discussions and decisions.

Recently, in partnership with Vancouver Coastal Health Research Institute, Richmond Hospital Foundation co-funded a serious illness and palliative care conversation study focused specifically on the South Asian community. The purpose of the research was to help the health care team provide patient-centered care by improving the cultural knowledge and awareness of potential barriers to difficult discussions, with a focus on language and terminology.

Within South Asian communities, family plays a central role in the decision-making process, with decisions influenced by senior household members, and made collectively for the benefit of the family. Since conversations with elders about failing health are considered taboo, serious illness and death-related discussions are often avoided to the extent where they may not share realistic information.

Dr. Amrish Joshi and Lara Musa, palliative care physician and nurse educator respectively with the Richmond Integrated Hospice Palliative Care Team at Vancouver Coastal Health, with assistance from

Olina Wang, registered nurse and Dr. Sukaina Kara, palliative care physician from Fraser Health, found the language used in the Serious Illness Conversation Guide (SICG) holds potential barriers to communication for South Asian communities. They identified recurring limitations related to the use of certain words and the way questions are asked. Words such as “abilities” and “goals” are considered to be individualistic and do not necessarily reflect South Asian family dynamics, while questions asking patients individually about how they would like to be cared for are oftentimes confusing for those accustomed to having decisions made for them by professional authorities or senior family members.

The SICG developed by a team of researchers at Harvard Medical School, is an evidence-based communication tool universally used by health care teams. It combines the individual patient’s right to make health care decisions with the Western idea of autonomy.

However, research concludes that a cultural lens is needed for the use of such Western tools when facilitating advance care discussions, and further examination of language and approach is recommended.

While more work and research in optimizing cultural awareness is necessary, insights gained from this study have already been incorporated within the Richmond Tertiary Palliative Care unit, enabling health care team members to provide better, more culturally appropriate care for patients and their families. ■



Enhancing Emergency Response Equipment

WORKING IN A FAST-PACED ENVIRONMENT, Richmond Hospital's Emergency Department and the Code Blue Team are often faced with critical, time-sensitive crises. When a patient suffers a cardiac arrest or any type of sudden medical emergency, the words "Code Blue" are broadcasted throughout the hospital alerting everyone of a life-threatening situation. The Code Blue team, comprised of Emergency Department physicians, nurses, and respiratory therapists, rushes to the patient's location with vital lifesaving medical equipment and medicine to resuscitate the patient.

With generous donor support, Richmond Hospital Foundation recently helped fund crucial crash cart upgrades and a new chest compressor system required to assist in treating "Code Blue" medical emergencies, in both the emergency department and throughout the hospital.

Crash carts are an essential piece of hospital equipment; they carry defibrillators, chest compression and intubation equipment, along with other emergency medical supplies. Located

throughout Richmond Hospital, the upgraded crash carts are standardized to increase efficiency in a Code Blue event. Having identical physical design and layout eliminates any barriers to use and ensures fast and efficient access for optimal patient care.

The new chest compression system supports the health care team with cardiopulmonary resuscitation when longer term resuscitation is required. Its technology enables the team to administer automated and rhythmically consistent artificial compressions in life-threatening situations. The system helps keep oxygenated blood flowing to the brain and other vital organs until other medical treatment can be provided. Thanks to its automation, the chest compression system not only frees up hospital staff to focus on performing other lifesaving tasks but also reduces staff fatigue in these circumstances.

"The newly upgraded crash carts and the automated compression system will allow our Code Blue Team to provide even more efficient

From left to right: Samuel Wang, Registered Nurse; Dr. Eric Juneau, Emergency Physician; Miguel Del Rosario, Registered Nurse; Dr. Barinder Brar, Emergency Co-Department Head & Physician, Richmond Hospital pictured here with the new chest compressor system and crash cart

and effective lifesaving care to the sickest patients,” shares Dr. Eric Juneau, Emergency Physician. “Every second in these situations can mean the difference between life and death, and this equipment will provide us with a better chance of having successful outcomes during these critical moments.”

Together with our donors, Richmond Hospital Foundation strives to ensure the emergency department at Richmond Hospital is equipped with the resources and technologies required to provide the best care possible to patients who come through the doors.

“On behalf of myself and the entire emergency department team, I would like to thank donors for their generosity,” says Dr. Juneau. “Every day in the ED, we use equipment and tools purchased by the Foundation. We could not provide the high quality of care that we do without their support, so from the bottom of our hearts, thank you to every donor who contributes.”

Looking forward, a brand new, expanded Emergency Department will be opening in the Yurkovich Family Pavilion, the new acute care tower at Richmond Hospital, to further elevate the quality of care available for Richmond residents. ■

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From left to right: Dr. John Bining, Radiologist; Dr. Ian Wong, Radiologist; Dr. Ciaran Keogh, Head, Medical Imaging Department, Richmond Hospital; Dr. Tracy Chandler, Radiologist; Dr. Simon Armstrong, Radiologist; Dr. Andy Chan, Radiologist

Older Adults Embracing Technology for Health and Happiness



WITH ONE OF THE FASTEST GROWING seniors' populations in B.C., ensuring Richmond health care services can enhance seniors' quality of life is a priority. Thanks to the generosity of our donors, residents at Richmond Lions Manor and Minoru Residence now benefit from the day-to-day use of new technologies and music therapy that helps them stay connected.

The use of iPads play an important role in improving connection between residents and their families. With over 35 iPads now available, long-

term care residents and their loved ones can use them to bridge language barriers and provide customized experiences such as accessing travel videos, music, games, puzzles, news and sports.

Double Robotics Telepresence Robots not only enable social interaction between residents and their families, but also help facilitate virtual health visits with health care professionals, and connect people with religious and other organizations important to the resident. Moving about on a programmable Segway, these mobile robots

Top: Older adult using Double Robotics Telepresence Robot

provide opportunities for residents to connect with their loved ones without having to rely on staff assistance.

Another interactive robot, the PARO Seal, lets residents experience the proven benefits of animal therapy. The PARO Seal perceives people as well as their environments; they can recognize light and dark, sense being stroked or held, and recognize voice direction and words. Proven to help reduce stress levels and stimulate interactions, PARO Robots also have positive psychological effects, improving relaxation and motivation while being easy to clean to meet Infection Prevention and Control standards.

Several Active Passive Trainers (APT's) are also now available in Richmond Lions Manor and Minoru Residence thanks to donors. These trainers enable residents to improve their mobility, particularly those who may have suffered strokes, or live with physically limiting conditions. By providing the opportunity to participate in therapeutic exercises that match their abilities, all patients can benefit from strengthened heart and lungs, increased range of motion, and improved overall health.

The introduction of music therapy and its interactive programs has greatly assisted residents in maintaining both physical and cognitive activities in Richmond's long-term care facilities, bringing joy to all residents and often decreasing the need for medication amongst those with cognitive impairment.

Through the generosity of our donors, the combination of iPads, PARO Robots, Double Robotics Telepresence Robots, and Active Passive Trainers, along with the therapeutic benefits of music, has truly helped enhance quality of life for long-term care older adult residents and their families. ■



Top: Resident with PARO Seal
Bottom: Double Robotics Telepresence Robot

Story of a Visionary Legacy Donor



FOR CHRISTA Schneider, moving to Richmond, B.C., in 2009 was not only the beginning of a new life, but also of a sense of renewed purpose. Like many of her neighbours, she has grown to love the community of Richmond. In looking for a meaningful

way to give back, Christa came across the Richmond Hospital Auxiliary, now known as Volunteer Resources. For a decade, Christa dedicated her time to volunteering for Richmond Hospital and eventually Richmond Hospital Foundation. It was during this period that she discovered the profound significance of the Richmond Hospital Foundation's legacy giving program.

To Christa, writing a will and making charitable bequests had always seemed like something that was accessible only for the affluent. However, with the passing of her mother three years ago, she was brought face-to-face with the daunting reality of managing a loved one's affairs without a will. It was a grueling and time-consuming process that left Christa with a determination to ensure her own affairs

were in order. By putting her wishes in writing, she found peace of mind and the assurance that her family would be able to honour her final wishes.

In crafting her will, Christa reflected on the organizations that had left an impact on her life. Not surprisingly, Richmond Hospital Foundation stood out as a natural choice. She had come to realize that every contribution, no matter how modest, could collectively make a tremendous difference. It was a revelation that filled her heart with joy, knowing that for years to come, she could continue her support for a cause that holds tremendous importance for her.

Above all, Christa feels that true happiness lies not only in the accumulation of wealth or possessions, but in the act of giving back to the community. By leaving a gift in her will to Richmond Hospital Foundation, she knows she will touch the lives of countless individuals within her community, experience a deeper sense of fulfillment and joy in her own life.

"It's never too early to start planning – no matter the age. As it has done for me, and will do for others, the act of giving not only creates a lasting impact, but also brings about a sense of joy and purpose to my life. Embrace it – just do it." ■

Top: Christa Schneider, Legacy Giving Donor



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