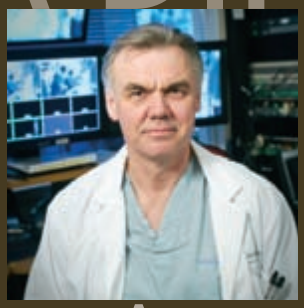
MAKING A DIFFERENCE



Providence Health Care Annual Community Report

2010-2011

Providence HEALTH CARE
How you want to be treated.

BRITISH COLUMBIA

Vancouver CoastalHealth
Promoting wellness. Ensuring care.

St. Paul's Hospital Holy Family Hospital Mount Saint Joseph Hospital St. Vincent's: Brock Fahrni, Langara, Honoria Conway - Heather Youville Residence Marion Hospice
Community Dialysis Clinics: Sechelt Vancouver Richmond Powell River Squamish North Shore East Vancouver

A Message from
Dianne Doyle and Geoff Plant

Health care has always been a complex field. And with each passing year, new discoveries, new technologies, new specialties and new treatments seem to increase this complexity, along with our knowledge and abilities to cure illnesses and heal the sick.

It can be easy to lose sight of the most important aspect of our system – that, at the heart of it, it's every individual's continuous and selfless contributions that have momentous impacts on the lives of patients and residents.

Our challenge becomes how to take the small daily differences each of us makes, and effectively add them up to make big differences that improve care and strengthen our complex system for the future.

It requires continuous improvements in planning and building integrated and inter-dependent systems and networks, where individuals, teams and technologies work seamlessly together to meet patient and resident needs.

Most importantly, success requires a common vision, shared values and a collective buy-in by all our care personnel and volunteers working with patients, residents and families to collaboratively deliver our mission.

At Providence Health Care, the unifying force and key enabler to our success is our unique, values-based organizational culture. It's a culture derived from the commonality of history of our five Founding Congregations of Sisters and the values they espoused in delivering their mission of care to society's most vulnerable.

Our culture inspires innovation, excellence and compassionate care and fosters collaboration – between individuals, teams, programs, health authority partners, governments and others – to ensure new knowledge and care solutions can be applied as widely and effectively as possible.

More and more, these solutions rely upon integration of diverse services, expertise, programs and processes to ensure patients get the right care, in the right place at the right time.

In this community report, we highlight only a small portion of the contributions and successes of our care providers and medical staff over the past year, in collaboration with the Ministry of Health, our partner health authorities and universities.

Importantly, we worked closer than ever with our key partner, Vancouver Coastal Health, to deliver high-quality services, improve care quality and outcomes, reduce costs, and find efficiencies through innovation and administrative cost reductions.

We placed great emphasis on patient- and resident-centered care, to enable better and safer care. We continued developing chronic disease management care models, and primary care and prevention strategies to enable earlier interventions and more cost-effective solutions. We continued to demonstrate provincial, national and international leadership in numerous research and care initiatives, including in the areas of HIV/AIDS, heart and lung, telehealth and seniors care.

We are proud that Providence has some of the finest individuals contributing to the province's health care system.

The difference they make in the lives of British Columbians is invaluable.

Geoff Plant, Board Chair and Dianne Doyle, President and CEO.

Providence HEALTH CARE

How you want to be treated.

PHC Board Members

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Who We Are

Providence Health Care (Providence, PHC) is one of the largest faith-based health care organizations in Canada, operating 15 facilities in Greater Vancouver, BC. Providence's programs and services span the complete continuum of care and serve people throughout BC.

Guided by the principle "How you want to be treated," Providence's 1,200 physicians, 6,000 staff and 1,600 volunteers deliver compassionate care to patients and residents in British Columbia, with a focus on six "populations of emphasis": cardiopulmonary risks and illness, HIV/AIDS, mental health, renal risks and illness, specialized needs in aging and urban health.

In coordination with its health partners including the BC Ministry of Health Services, Vancouver Coastal Health and the Provincial Health Services Authority, Providence operates one of two adult academic health science centres in the province and is renowned for its research in more than 30 clinical specialities. Research is conducted through the Providence Health Care Research Institute (PHCRI), which ensures research activities are aligned with Providence's priority care programs. With over 100 principle investigators, PHCRI enables the pursuit of real-life health solutions for the patients and residents cared for at our sites and across the province of British Columbia.

Providence is home to the Institute for Heart + Lung Health at St. Paul's Hospital, the Heart Centre, the BC Renal Agency, the BC Centre of Excellence in HIV/AIDS, the Centre for Health Evaluation and Outcome Sciences, UBC James Hogg Research Centre, and the Centre for Healthy Aging at Providence.

And while large enough to support the most advanced medical technologies, Providence remains in spirit a patient-focused, community-oriented organization that values leadership, independent thinking and courageous choices. Providence's teaching and research programs are affiliated with the University of British Columbia (UBC) and Simon Fraser University (SFU).

Holy Family Hospital is a recognized leader in the provision of specialized rehabilitation for older adults and residential care. As one of the largest provincial referral centres, patients from across BC come to Holy Family Hospital for rehabilitation. As well, the site is home to 142 extended care residents.

Mount Saint Joseph Hospital is located on the east side of Vancouver. The hospital offers both acute care (101 beds) and extended care services (100 residents), and is respected throughout the province for its multicultural focus and community programs.

Youville Residence is a complex residential care home to 42 residents and a specialized unit serving 37 older adult mental health clients. Located in a garden setting, the residence has a full complement of staff trained to care for seniors with advanced care needs.

St. Vincent's includes three residential care sites: Langara (a complex residential care home to 197 residents and a specialized unit serving 20 adult mental health clients), Brock Fahrni (a complex residential care home to 148 residents, many of whom are armed forces veterans) and our newest site, Honoria Conway-Heather (assisted living for 60 tenants and supportive housing for eight young adults with disabilities).

St. Paul's Hospital is an acute care, teaching and research hospital located in downtown Vancouver. It is home to many world-class medical and surgical programs, including heart and lung services, HIV/AIDS, mental health, emergency, critical care, kidney care and numerous surgical specialities. St. Paul's Hospital has approximately 500 acute care beds.

Marion Hospice has 12 hospice beds for people who are at the end of their lives. Located at Windermere Care Centre, it is the first hospice to be located on Vancouver's Westside.

Providence Dialysis Clinics serve a total of 489 hemodialysis patients at 115 dialysis stations in seven units operated under the St. Paul's Hospital program.

MAKING A DIFFERENCE IN...

Heart, Lung, Kidney Care and Research

Institute for Heart + Lung Health

In 2010, the Providence Heart + Lung Institute and UBC Centre for Lung Health came together with related partners to create the Institute for Heart + Lung Health (IHLH) – a community-wide, multi-centered framework of researchers, educators and clinician innovators dedicated to providing broad-based leadership for heart and lung health, risks, and disease, and encouraging international innovations in lung and heart research, clinical care, and education in British Columbia.

Internet Brings Specialized Care to Those Living in Remote Areas

Internationally-renowned Simon Fraser University and PHC researcher Dr. Scott Lear is using grants from the Canadian Institutes for Health Research to carry out a study of internet-delivered care – websites that help patients manage highly-specialized chronic diseases at home and in remote parts of the province. The websites will focus on five high impact chronic diseases: heart disease, heart failure, diabetes, chronic kidney disease and chronic obstructive lung disease; support patient self-management and monitoring; and allow patients to enter their vital signs and symptoms, track their progress, and receive real-time virtual therapy from specialized health professionals.

Patients Benefit From New East Vancouver Renal Unit

More patients from across the Lower Mainland are now able to receive better kidney care closer to home thanks to the opening of the new East Vancouver Community Dialysis Unit. The new unit features state-of-the-art equipment, including new dialysis machines with flat touch screens; a fully rotatable monitor display for fast and easy programming of therapies; a patient therapy card reader that stores and reads the patient's data when it is inserted in to the machine's card reader; and ultra pure water and stainless steel plumbing to all machines.

Enhanced Cardiac Services to Improve Wait Times for Diagnostic Tests

More than $387,000 was raised by Tapestry Foundation to purchase an echocardiography machine (ECHO) and Holter monitor analysis unit needed to establish new cardiac diagnostic and ambulatory clinics at Mount Saint Joseph (MSJ) Hospital. The rapid access, critically important diagnostic tests will better serve the needs of cardiac patients at MSJ, who were previously being sent to St. Paul's for ECHO's and then back to MSJ for treatment.

Nocturnal Hemodialysis Pilot

In collaboration with Vancouver Coastal Health and the BC Provincial Renal Agency, PHC launched the Nocturnal Hemodialysis Pilot Project at St. Paul's in January. The one-year pilot project provides extended eight-hour overnight hemodialysis treatments, rather than four-hour mid-day treatments, to evaluate the effectiveness of in-centre dependent treatment. Previous studies in the home hemodialysis population have demonstrated significant improvement in dialysis clearance, lowered medication requirements, improved quality of life and fewer complications; this pilot expects to see similar outcomes for those patients who are unable to dialyze at home.

Blood-based Biomarkers Monitor Organ Failure

PHC patients, clinicians and researchers, working with the federally-funded Centre of Excellence for the Prevention of Organ Failure (PROOF Centre), are developing new blood-based biomarker tests to better manage patients with heart, lung and kidney failure. As part of their COPD (chronic obstructive pulmonary disease) program, researchers from the PROOF Centre, Providence, UBC, GlaxoSmithKline and other partners are working to develop a blood-based biomarker test to help identify patients at high risk of exacerbation. COPD exacerbation is the leading cause of hospital visits in Canada and the main cause of death for people with COPD. If this program is successful, the tools will help guide patient management and could be used to develop new therapies.

Enhancing the Care of People with Chronic Conditions

At Providence, increased patient engagement is a key priority. Care outcomes improve when patients are involved in developing their wellness plans in partnership with care providers. Delia Cooper, a volunteer with Patient Voices Network, participates as a patient advisor with a chronic condition, on the Chronic Disease Management Shared Care Advisory Group, alongside family physicians and specialists who are working together to develop and implement tools and processes to optimize care for patients with chronic conditions.

One of the initiatives of the advisory group is RACE – Rapid Access To Consultative Expertise – which increases access to specialists through telephone advice, resulting in faster referral and re-referral processes, and improving communication and knowledge transfer. Best of all, it strengthens patient-physician relationships, resulting in successful prevention and wellness strategies for populations of health, while reducing the costs of health care.

Delia Cooper, volunteer with Patient Voices Network and patient advisor with a chronic condition, Chronic Disease Management Shared Care Advisory Group.

MAKING A DIFFERENCE IN...

Urban Health, HIV/AIDS, Addictions, Mental Health and Research

Point-of-Care HIV Testing

St. Paul's Hospital is offering point-of-care, rapid, confidential, and free HIV testing, available through the BC Provincial initiative "Seek and Treat for Optimal Prevention of HIV/AIDS" (STOP HIV/AIDS). These HIV tests have the same accuracy as the conventional blood test; however, the person being tested receives the result within 60 seconds. Point-of-care HIV testing is offered to patients, staff, and visitors Monday to Friday from 8:30 a.m. to 4:00 p.m.

Expanded HIV Testing Guidelines

PHC, Vancouver Coastal Health (VCH), and the British Columbia Centre for Excellence in HIV/AIDS have expanded HIV testing guidelines as part of the STOP HIV/AIDS pilot project. Health care providers are encouraged to routinely offer HIV testing to individuals who present to acute or community care; have been sexually active and have not had an HIV test in the past year; have a history of sexually transmitted infection; or have been diagnosed with Hepatitis C, any sexually transmitted infection, or tuberculosis. By moving away from a risk-based approach, the new guidelines will help diagnose infections in individuals outside currently recognized risk groups.

Opening of 8C Mental Health Unit

September 2010 saw the opening of a 12-bed inpatient Mental Health Unit at St. Paul's Hospital, providing space to care for the many mental health patients coming into the Emergency Department daily. The unit provides patient and family-centered care and an equal working relationship between patients and interdisciplinary staff. The focus of the unit is to assess, treat, and monitor individuals with mental illness and addictions in a way that promotes maximum recovery.

Providence Crosstown Clinic

To help reduce harm to individuals and others from drug use, and to support recovery from addiction and mental illness, PHC funds and operates the Providence Crosstown Clinic. This clinic in Vancouver's Downtown Eastside, offers methadone maintenance treatment (MMT) to a complex group of patients suffering from opioid dependence. MMT is currently the gold standard treatment for opioid dependence, especially with respect to heroin addiction. Clients being treated at the clinic can access a variety of health care professionals and are offered life skills counseling, housing referrals and social assistance.

Tertiary Mental Health

As part of a provincial plan to provide more specialized mental health services within our communities in response to growing needs, PHC, in partnership with VCH and Fraser Health, opened the Alder unit at St. Vincent's Langara Residence. This is a new 20-bed tertiary (specialized) mental health unit designed to meet the needs of adults with complex brain disorders/injuries and mental illness. Later this year, another service will open at Youville Residence to accommodate a broader range of residential care needs for older adults with mental health challenges such as advanced dementia. Research and best practices indicate that individuals with mental health issues respond better to care in smaller, more home-like care settings or supported living arrangements within their own communities.

At Home/Chez Soi

PHC BC Leadership Chair in Addiction Research, Dr. Michael Krausz, is the Co-Lead Researcher of the Vancouver portion of At Home/Chez Soi. This national research project, launched by the Mental Health Commission of Canada, is exploring the best way to provide housing and services to people living with mental illness and homelessness. Over the next three years, 2,285 people who are homeless and living with mental illness will take part. Of those, 1,325 will receive new homes and support, with the remaining participants receiving services and supports already available in their communities.

Supporting HIV Treatment and Prevention in China

In China, a reported 740,000 people are currently infected with HIV and nearly 110,000 people have AIDS. The BC Centre for Excellence (BC-CfE) in HIV/AIDS, a program at Providence Health Care, is leveraging its expertise to support China's effort to curb the pandemic. In February 2011, China committed to implement a country-wide "treatment as prevention" strategy modeled on the pioneering work of the BC-CfE. The country's proposal calls for widespread HIV testing and treatment for all medically eligible individuals.

The BC-CfE, under the direction of Dr. Julio Montaner, is looking forward to working with China as it implements its treatment-as-prevention strategy based on the best available scientific evidence and maximizes individual and community health benefits.

Dr. Julio Montaner, Director, BC Centre of Excellence in HIV/AIDS at St. Paul's Hospital, and UBC/St. Paul's Hospital Foundation Chair in AIDS (left) with Dr. Zunyou Wu from the Chinese Centre for Disease Control.

Seniors, Rehabilitation, Residential Care and Research

Increased Access to Pool Therapy at Holy Family Hospital

Extensive renovations were undertaken on the 30-year-old Holy Family Hospital pool to make the pool safer and more accessible for a frail patient population requiring hydrotherapy services. The improvements doubled the number of patients that therapists can accommodate in group pool therapy sessions, helping reduce waitlists. A new overhead lift was also installed for rehabilitation staff to safely and comfortably lower patients into the pool in a seated position for therapy. The hospital's pool is a vital component of the rehabilitation process for patients suffering from stroke, loss of limb and arthritic conditions. Patients gain confidence in this aquatic environment as they work to regain lost mobility or re-learn motor functions.

Lee Silverman Technique

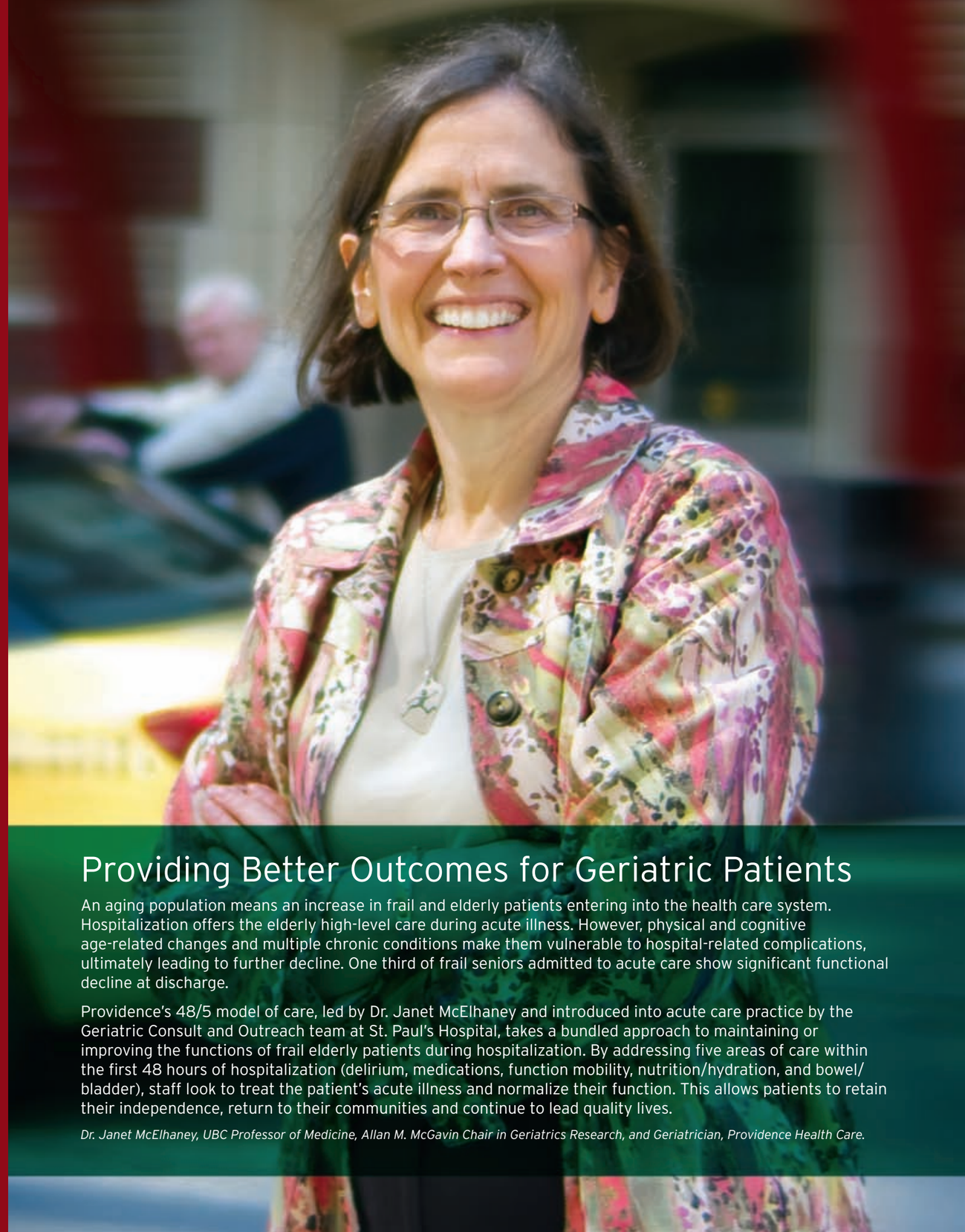
Parkinson's Disease (PD) is a progressive neurological condition that can have a devastating impact on the function of those living with it. Persons with PD often experience a range of symptoms that can result in falls, as well as reduced vocal range and clarity of speech. Conventional therapy programs can have limited benefit to this population. Staff at Holy Family Hospital now offer an evidence-based interdisciplinary approach – called LSVT (Lee Silverman Voice Training program) – for rehabilitating people with PD. LSVT incorporates principles of neuroplasticity (the notion that exercise has the potential to change the way the brain works, even in degenerative diseases like PD). LSVT is now an interdisciplinary program provided by speech-language pathologists, physiotherapists and occupational therapists aimed at helping people return to daily activities, and to maintain physical function and communication.

A Bright New Garden Set to Bloom at Brock Fahrni Pavilion

The main garden area at Brock Fahrni Pavilion was transformed to make it safer and more accessible for residents who were finding it difficult to navigate the uneven surfaces. Thanks to the support of Royal Canadian Legion groups, Veteran Affairs Canada, Tapestry Foundation, residents and families, and other generous donors, the outside green space is a key concept in the Eden Alternative, the guiding philosophy practiced throughout Providence's residential care community. The renewed garden is a place for residents to take family and friends for strolls, gardening and recreational activities. The transformation includes a pathway and bridge, a greenhouse suitable for use in all seasons, wheelchair accessible planters, private visiting spaces, child-friendly features, new furniture, plants and flowers.

The Role of Video Technology in Residential Care

An innovative study by the Centre for Healthy Aging at Providence (CHAP) and the Primary Care of the Elderly Research Group is investigating how new technology can help seniors with advanced dementia. The study, called "Windows," uses video images to explore how familiar Vancouver scenes can be used to keep residents connected to their communities. The study will examine how the same technology can be used to help staff redirect residents who may wander. This study, funded by the Tapestry Foundation, is part of PHC's Elder Care program's ongoing efforts to champion new approaches in dementia care.



Providing Better Outcomes for Geriatric Patients

An aging population means an increase in frail and elderly patients entering into the health care system. Hospitalization offers the elderly high-level care during acute illness. However, physical and cognitive age-related changes and multiple chronic conditions make them vulnerable to hospital-related complications, ultimately leading to further decline. One third of frail seniors admitted to acute care show significant functional decline at discharge.

Providence's 48/5 model of care, led by Dr. Janet McElhaney and introduced into acute care practice by the Geriatric Consult and Outreach team at St. Paul's Hospital, takes a bundled approach to maintaining or improving the functions of frail elderly patients during hospitalization. By addressing five areas of care within the first 48 hours of hospitalization (delirium, medications, function mobility, nutrition/hydration, and bowel/bladder), staff look to treat the patient's acute illness and normalize their function. This allows patients to retain their independence, return to their communities and continue to lead quality lives.

Dr. Janet McElhaney, UBC Professor of Medicine, Allan M. McGavin Chair in Geriatrics Research, and Geriatrician, Providence Health Care.

MAKING A DIFFERENCE IN...

Education, Innovation and Knowledge Translation

Best Practices in Hand Hygiene Compliance

PHC's Infection Prevention and Control (IPAC) team recently celebrated the recognition of the Cardiac Surgery Intensive Care Unit's (CSICU) successful demonstration of hand hygiene compliance. In accordance with PHC's mandate to reduce the spread of infection by improving hand hygiene practices across the organization, the CSICU team took the challenge to heart.

Through combined efforts of raising awareness across the multi-disciplinary team, advocating for best practices, and providing creative educational opportunities for team members, hand hygiene compliance has improved steadily over the last several months to an impressive 95 per cent compliance in December 2010.

New Teck Emergency Department Opens at St. Paul's Hospital

St. Paul's Hospital in Vancouver now has one of the most efficient and technologically advanced emergency departments in the country with the completion of a $14.7-million multi-phase emergency department redesign and renovation project, thanks to funding from the Province of British Columbia through Vancouver Coastal Health and donations to St. Paul's Hospital Foundation. The redesigned emergency department will further reduce wait times and hospital admissions, while improving around-the-clock patient care and staff morale. The expansion includes a new high-tech trauma unit that is double the size of the old one and will act as a mini intensive care unit (ICU) to treat the most urgent, life-threatening conditions.

Accreditation 2010 Completion

In November 2010, Providence opened its doors to surveyors from Accreditation Canada, who met with staff, patients, residents, volunteers and family members and observed practices across the organization to see how PHC was meeting Accreditation standards at our sites. We are proud to say that Providence received 97% and was awarded Accreditation with Conditions. Surveyors commented on the organization's tendency to go above and beyond in service delivery and care on a daily basis. The surveyors reported that Providence "values its partnerships, networks, and community relationships to develop the best in patient care."

IDC Clinic Seeing More Patients

The Immunodeficiency Clinic (IDC) team within the HIV/AIDS Program at St. Paul's Hospital has been provincially recognized by the BC Patient Quality and Safety Council for providing accessible, flexible and quality patient-centered HIV/AIDS care. In 2005, data showed that only 30 per cent of patients were being screened and actually receiving optimal immunization as described in current HIV clinical guidelines. The IDC team set about making changes in service delivery to improve clinical and patient outcomes. Six key process changes were introduced to increase screening and immunization; setting a target greater than 95 per cent of patients receiving optimal immunization. With their commitment and drive toward continuous improvement, IDC caregivers are enhancing the lives of hundreds of more HIV/AIDS patients every year.

Virtual Teaching Laboratory Provides Unprecedented Access to Operating Room

St. Paul's Hospital has created a state-of-the-art television broadcasting and production centre that will enable cardiologists and surgeons to teach their innovative and leading procedures to colleagues at the hospital and around the world – without ever having to leave the hospital. Known as the Virtual Teaching Laboratory, it will dramatically increase the number of health care practitioners who can benefit from the training provided by our cardiologists and surgeons. The system can now transmit high-definition images from procedures performed at St. Paul's and broadcast them in real-time to designated education rooms within the hospital and to venues outside the hospital.

Supporting Breast Cancer Patients Every Step of the Way

Nearly 79 per cent of the women who walk through the doors of Mount Saint Joseph (MSJ) Hospital's rapid access breast clinic are diagnosed within 21 days, as opposed to the average wait time in BC of about 43 days. MSJ has cut the average diagnosis times in half by conducting the multiple diagnostic tests required under one roof. In addition to improving the chance of better outcomes, the real difference is in addressing the emotional uncertainties. Patients are assigned a nurse navigator to organize the diagnostic and surgical process and assist them every step of the way.

Elisa Montagliani and Imelda Villeneuve work as nurse navigators in the clinic. As a breast cancer survivor herself, Villeneuve understands firsthand how important it is to have someone there with you throughout what can be a very emotionally confusing journey.

Elisa Montagliani and Imelda Villeneuve, patient navigators in the Rapid Access Breast Clinic at Mount Saint Joseph Hospital.

Living our Values

Partnership Sends Staff to Malawi for Volunteer Program

Thanks to a three-year commitment and donation by the St. Paul's Hospital Foundation, with additional one-time resources provided by the Tapestry Foundation for Health Care, a donation from a people-development trust fund of Mission, Ethics & Spirituality, and non-operating-fund donations through the palliative care program, Providence was able to send two participants on a three-week volunteer program with Uniterra called Leave for Change (L4C) at Mulanje Mission Hospital. Jenica Burns and Nadine Griggs spent three weeks volunteering at the hospital in Malawi, Africa and will be looking forward to sharing their learnings and experiences with staff here at home through lunch-and-learns, palliative care education day and other educational opportunities.

Roof Garden Grows Community, Health and Understanding

PHC, the YMCA, Gordon Neighbour House and the West End Residents' Association have just completed the first year of a unique partnership - the Intercultural Community Gardens Project. The initiative helps residents of Vancouver's Downtown Peninsula build more welcoming, inclusive and engaged neighbourhoods by creating and tending community gardens together. The partnership enhances the well-being of participants through gardening activities and improves understanding of the needs of new Canadians residing in our community, while building intercultural competencies in the Downtown Peninsula community and with PHC.

Providence in the Park

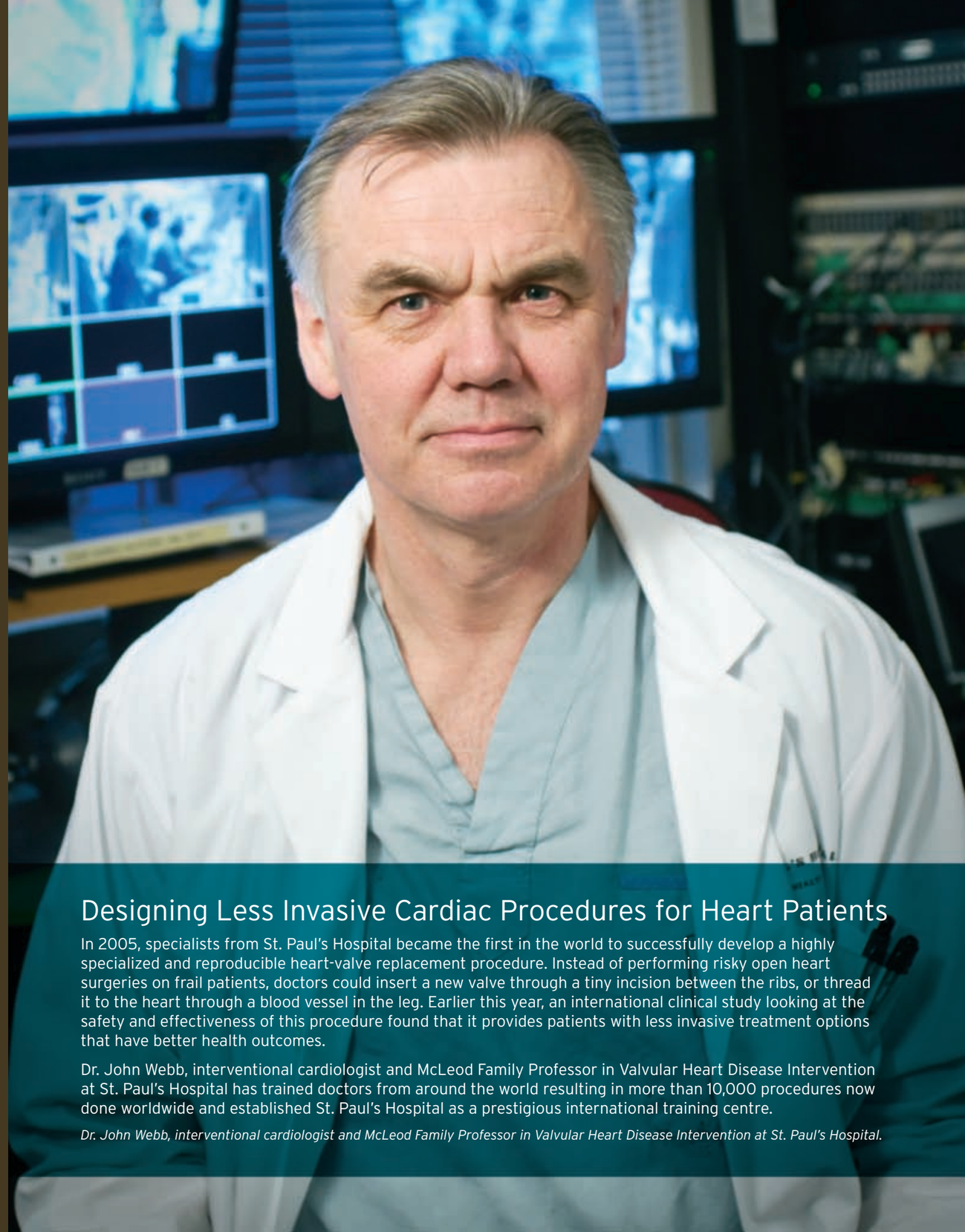
PHC is blessed with people who live our mission and values everyday, not just in our care settings, but in their day-to-day activities out of the workplace and through the volunteer contributions they make in our communities. Twice a year, PHC staff, physicians and volunteers gather at Oppenheimer Park in the Downtown Eastside at our Providence In the Park event, to hand out donated clothing, food and personalized care kits to hundreds of homeless and marginalized people.

Well Wishers Deliver Email Greetings to Patients

Volunteers across Providence Health Care sites are hand-delivering email greetings to patients and residents from families and friends. This new initiative, called the Well Wishers program, is a welcome means of staying in touch with loved ones. Due to the scope of this program, patients are not able to reply; however it is similar to sending a get well card to a patient or resident. It is a great way for people who are unable to visit to send their best wishes.

Angel's Cradle

In an effort to address the needs of mothers and their babies, St. Paul's Hospital has returned to an old solution by introducing the Angel's Cradle, a foundling wheel – the first of its kind in Canada, to provide a safe place for women in the Lower Mainland to anonymously give up their newborn baby in the event that they feel unable to care for the child. The Angel's Cradle is located just outside of the Emergency Department entrance on Burrard Street, where an angel sign, visible from the street, indicates where the door to the cradle can be found. Once the door is opened, a delay of thirty seconds gives the mother time to leave the premises before an alarm notifies Emergency Department staff.



Designing Less Invasive Cardiac Procedures for Heart Patients

In 2005, specialists from St. Paul's Hospital became the first in the world to successfully develop a highly specialized and reproducible heart-valve replacement procedure. Instead of performing risky open heart surgeries on frail patients, doctors could insert a new valve through a tiny incision between the ribs, or thread it to the heart through a blood vessel in the leg. Earlier this year, an international clinical study looking at the safety and effectiveness of this procedure found that it provides patients with less invasive treatment options that have better health outcomes.

Dr. John Webb, interventional cardiologist and McLeod Family Professor in Valvular Heart Disease Intervention at St. Paul's Hospital has trained doctors from around the world resulting in more than 10,000 procedures now done worldwide and established St. Paul's Hospital as a prestigious international training centre.

Dr. John Webb, interventional cardiologist and McLeod Family Professor in Valvular Heart Disease Intervention at St. Paul's Hospital.

St. Paul's Hospital Foundation

St. Paul's Hospital continues to be a strong and vital academic health science centre with the help of thousands of donors who support our world-leading patient care, research and teaching. This year, donors demonstrated their ability to make a difference in the lives of our patients by helping complete the renovation of the hospital's emergency area. The Province of British Columbia, through Vancouver Coastal Health, provided $10 million to the project while more than 1,200 individuals and corporate donors completed the remaining $4.7 million funding commitment.

Vancouver-based mining company Teck Resources, made a $2.5-million gift to the project – the single largest corporate and capital donation in the history of the hospital. In recognition, the area was named the Teck Emergency Centre. Part of the donation will also be used to create the Teck Emergency Centre Innovation Fund to support research, academic productivity and the development of best practices at the hospital.

Donors from the community, businesses and the St. Paul's Hospital family also helped make the 13th annual Lights of Hope campaign a success. The campaign raised $2.23 million for the hospital's greatest needs, surpassing the campaign goal of $1.95 million.

(Left to right): Dr. Eric Grafstein, Department Head, Emergency Services, PHC; Terry Selzler, Project Coordinator, Teck Resources; Don Lindsay, President and CEO, Teck Resources; Kevin Falcon, former Minister of Health Services; Dianne Doyle, President and CEO of PHC; Stephen Shapiro, President and CEO of St. Paul's Hospital Foundation, at the naming of the Teck Emergency Centre.

Donors played a vital role in world-leading work in areas such as heart and lung, HIV/AIDS, mental health and addictions, renal (kidney) and organ transplantation research. The Foundation is truly grateful for the generosity of donors and all those who inspire this support through their excellent and compassionate service.

www.helpstpauls.com

Tapestry Foundation for Health Care

Over the past year, donors helped change the landscape at Providence sites supported by Tapestry Foundation for Health Care. Through extensive upgrades and renovation projects, creative ingenuity was employed to expand, enhance and refresh spaces for the greater benefit of patient and resident care.

Transformations began at Holy Family Hospital with upgrades to the hydrotherapy pool in the rehabilitation wing. With safety the top priority, the pool was made shallower for frailer patients accessing the pool for therapy.

Marjorie Sawatzky receives hydrotherapy at Holy Family Hospital from physiotherapist Fatima Inglis.

A remodeled dining room in Holy Family Residence included improved wheelchair access, a new kitchen for family meal preparation, a cozy alcove for private visits, and bright lighting to significantly enhance the heart of this seniors' home. Two new palliative care suites were also established at the residence, providing a quiet refuge for end of life care. Following months of planting, a new garden is set to bloom at Brock Fahrni Pavilion. Tremendous support for the project came from Royal Canadian Legion groups, as well as residents and their families.

Heartfelt support from the community is helping open doors for new cardiac diagnostic clinics at Mount Saint Joseph Hospital. Through the Scotiabank Feast of Fortune, the Foundation's signature fundraising event, record funds were raised for an echocardiography machine and Holter monitoring system needed to establish the new clinics.

The Foundation continues to make seniors a priority by striving to enhance the living and care experience for hundreds of seniors throughout PHC's residential care community, and through funding innovative elder care research through the Centre for Healthy Aging at Providence.

www.tapestryfoundation.ca

Statistics & Financial Statements for 2010-2011

Providence Health Care Statement of Financial Position as of March 31 (in thousands of dollars)

Assets	Unaudited 2011	2010*	Change
Cash and short-term investments	38,109	33,948	4,161
Accounts receivable	22,685	20,557	2,128
Inventories of materials and supplies	7,690	7,187	503
Prepaid expenses	2,145	4,434	(2,289)
Total Current Assets	70,629	66,126	4,503
Promissory notes	8,002	8,002	-
Capital assets	186,523	200,344	(13,821)
Total Assets	**265,154**	**274,472**	**(9,318)**
Liabilities & Net Assets (Deficiency)			
Accounts payable and accrued liabilities	78,410	74,352	4,058
Deferred operating contributions	3,830	3,115	715
Deferred contributions for designated purposes	13,168	11,020	2,148
Current portion of retirement allowance	3,031	3,679	(648)
Current portion of long-term mortgage	193	187	6
Current portion of long-term disability benefits	435	1,548	(1,113)
Total Current Liabilities	99,067	93,901	5,166
Retirement allowance	30,357	28,675	1,682
Long-term mortgage	11,523	11,716	(193)
Long-term disability benefits	3,142	8,999	(5,857)
Reserves	396	361	35
Deferred capital contributions	192,431	204,635	(12,204)
Net assets	(71,762)	(73,815)	2,053
Total Liabilities & Net Assets (Deficiency)	**265,154**	**274,472**	**(9,318)**

Statistics & Financial Statements for 2010-2011 contd.

Providence Health Care Statement of Operations for years ended March 31 (in thousands of dollars)

Revenues	Unaudited 2011	2010*	Change
Vancouver Coastal Health Authority contributions	476,642	460,871	15,771
Pharmacare	97,064	90,564	6,500
Medical Services Plan	58,073	58,707	(634)
Patients, clients and residents	30,524	28,748	1,776
Investment Income	882	1,221	(339)
Other	30,118	28,380	1,738
Amortization of deferred capital contributions	31,623	35,910	(4,287)
Designated contributions	5,381	4,978	403
Total Revenues	**730,307**	**709,379**	**20,928**
Expenses			
Compensation and benefits	418,236	420,830	(2,594)
Drugs	118,116	110,785	7,331
Supplies	76,473	74,460	2,013
Referred out and contracted services	34,544	29,171	5,373
Equipment and building services	21,417	15,832	5,585
Sundry	21,550	16,209	5,341
Depreciation of capital assets	32,537	36,996	(4,459)
Designated expenses	5,381	4,978	403
Total Expenses	**728,254**	**709,261**	**18,993**
Excess of Revenues over Expenses	**2,053**	**118**	**1,935**

Providence Health Care Patient Care Volumes for years ended March 31

	2011	2010*	Inc./ (Dec.)	%
Inpatient admissions	21,858	21,897	(39)	(0.2)
Emergency room visits	88,822	84,603	4,219	5.0
Dialysis	83,648	83,049	599	0.7
Outpatient visits	251,278	234,996	16,282	6.9
Day care surgery	15,348	15,075	273	1.8
Total patient encounters	**460,954**	**439,620**	**21,334**	**4.9%**
Special procedures				
Open hearts	917	903	14	1.6
Heart transplants	17	17	0	0.0
Internal defibrillators	466	439	27	6.2
Angioplasties	1,365	1,376	(11)	(0.8)
Angiograms	2,893	2,963	(70)	(2.4)
Kidney transplants	107	78	29	37.2
Inpatient days				
Acute patient days	213,812	215,171	(1,359)	(0.6)
Residential patient days	242,238	250,649	(8,411)	(3.4)
Residential patient days (assisted living)	21,151	21,407	(256)	(1.2)
Total Inpatient Days	**477,201**	**487,227**	**(10,026)**	**(2.1)**

* Certain comparative figures have been restated to conform with the presentation adopted in the current year.

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Providence Health Care,
Communications Department
1081 Burrard Street
Vancouver, BC V6Z 1Y6
General line: 604-806-9090
Communications: 604-806-8022
www.providencehealthcare.org

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