Foundations

BUILDING EXCELLENCE IN HEALTH CARE

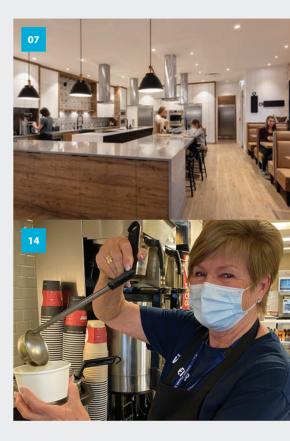


CONTENT

O2. Thank You, Resume Speed
A message from Allison Ramchuk,
CEO of the KGH Foundation.

O3. 2022 Day of GivingAdvancing mental health care right here at home.

- **05. Empowering Paramedics**To the heart of the matter... faster.
- **07. What's For Dinner?** Nourishing tired souls at JoeAnna's House.
- **09.** Advancing Regional Cancer Diagnostics KGH Pathology Lab to double its capacity.
- 11. Just a Little VeinThe little things are the big things.
- 13. Echoes of Excellence
 Advancements and innovation in cardiac care.
- **14.** National Volunteer Week Empathy in action.







"I'm inspired by the innovations and advancements that have been made possible by your generosity..."

Allison Ramchuk

A MESSAGE FROM KGH FOUNDATION CEO, ALLISON RAMCHUK

THANK YOU, RESUME SPEED.

Last month, I drove the Coquihalla Highway to Vancouver for the first time since the devastating weather events last November. I had heard about the extensive damage and seen pictures on the news and on social media, but this was the first time I had witnessed it with my own eyes. Driving the road I had navigated so many times before, seeing its brokenness despite months of the repair effort, it was shocking.

I reduced my speed and had to pay attention while moving through construction zones. I noticed that at the end of designated repair areas, there was always a sign... 'Thank you, resume speed'.

I found myself contemplating these words, the metaphor, in the way that one does when there are hundreds of kilometres of road in front of you and your last downloaded podcast just ended.

For the past two years, we've had to go slow. Navigate with extreme caution. This gave us time to see the brokenness in our health system. Indeed, it is no longer possible to refute or ignore the primacy of health care –if we don't have health, much like a broken highway, our world gets very small.

And yet, the extreme events of the last two years have also shown us what we can do. Innovate rapidly. Develop partnerships.

Pivot and implement changes in care. Think deeper about equitable care. Shift care from hospitals to the community. Reach into rural areas. Prioritize care for vulnerable communities. Embed virtual care and technology. It revealed the value of other industries and disciplines in the delivery and support of health care.

As I read through this issue of Foundations, I'm inspired by the innovations and advancements that have been made possible by your generosity, as we strive to repair and rebuild a health system that has faced crisis after crisis these past several years. Here, in the heart of the southern interior of British Columbia, Kelowna General Hospital is coming into its own. Because you give.

In our haste to 'resume speed', as individuals and communities, it's important to remember what we've seen as we've navigated the broken road. To remember we are still under repair. And most importantly, to have a clear vision of what will sustain us going forward.

And then, we must work together to build it.

In gratitude,

Allison Ramchuk, CEO KGH Foundation



DAYOF GIVING

March 10 marked the launch of the KGH Foundation's \$1.7 million campaign to advance mental health care in our communities.

The message was simple: We see you. And it came with the acknowledgment that mental health care affects us all, and that the crisis we are facing as a community has not gone unnoticed.

The campaign promises to provide the immediate funding so desperately needed for local mental health care programs and resources — a first-of-its kind collaboration in support of system innovation. The community has stepped up, uniting to support excellence in mental health care, right here at home.

GIOING

Being well is more than physical. Mental health care integrates various strategies and resources to support optimal thinking, mood, and behaviours that affect our lives and relationships. Mental health care is health care that affects us all.

An Emotional Day of Giving

Generosity is defined as "a willingness to give help or support, especially more than usual or expected." The KGH Foundation's annual Day of Giving is a one-day call to action for all who desire world-class health care right here at home. Year over year it proves that generosity is contagious – seeing others give is a catalyst for others to make a gift of their own, as was evident by the overwhelming support from so many individuals.

The call to action resonated. On April 21, KGH Day of Giving 2022, donations poured in from folks of all ages and stages, from across the Okanagan. Mid-morning, a young man named Jayes stopped by to drop off his gift. He also shared a piece of his artwork, explaining that it was how he coped with his own mental health

challenges. Ther e were many stories like Jayes'. Thev ery fir st gifto f the day, just after6a m, was from a gentleman who was passing by the donation station on Pandosy Street. He inquired as to what we were up to and upon learning about the cause, dug deep into his pockets and produced a few coins. "It's all I have," he said. "But I want to give it to you. What you're doing is important."

All gifts were matched dollar for dollar thanks to the generosity of three local families. At the end of the day, an incredible \$969,207 was raised for mental health care.

KGH Day of Giving, once again, also proved that generosity comes in many forms. So many amazing volunteers

donated their time to help take donations in person and over the phone. Others used their social or public platforms to promote and amplify the campaign message. KGH Day of Giving's lead partner, Bell Media, lent its support through airtime on Virgin Radio, Move, and AM1150. Sprott Shaw College provided volunteer 'Change Bandits' to collect change from passing cars. The management teams from local Save-On-Foods stores came to give some lucky drive-through donors gift cards to reward their generosity.

All this to say that what was accomplished on Day of Giving was only possible through collaboration, a commitment to mental health care, and genuine care for others.

Immediate Needs, Immediate Funding

A key campaign promise was an immediate impact. Recognizing the overwhelming demand that local mental health care service providers face, it was clear that funding would need to be disbursed quickly. Fortunately, thanks to the incredible support the campaign has received, some grants have been approved, and funding has been provided to community service providers.

The Canadian Mental Health Association (CMHA) – Kelowna has already received the funding requested for its Family Peer Supporter position at Foundry Kelowna.

"A Family Peer Supporter utilizes their own living/lived experience as a parent of a person who has experienced mental health and/or substance use challenges and has tried to access services and supports and navigate systems," explains Mike Gawliuk, CEO, CMHA Kelowna.

"This [funding] will allow us to provide another layer of support, offering families, parents, and caregivers direct, on-site assistance with connection to services, education and resource information, while providing individualized peer-based practical, emotional and social supports."

Funds raised on KGH Day of Giving will also support the Child Advocacy Centre (CAC) in Kelowna by boosting resources to support the CAC in providing upstream support for children who have experienced abuse and criminal trauma. "Like all not-for-profit agencies, our ability to service is always connected directly to

our funding," explains Ginny Becker, CAC CEO. "This funding allows us to expand on the important work we are doing to support these most vulnerable little members of our community when they need it most."

The mental health crisis permeates every aspect of our collective society," says Ginny. "It will truly take the entire community to make a difference and that's what happened here...the entire community stood together and profound good will come of it. We are deeply grateful to the KGH Foundation for their commitment to raising these funds and to every single person who answered the call. We See YOU!"



COLLABORATION & INNOVATION IN PATIENT CARE

CLOSER TO THE HEART – EMPOWERING PARAMEDICS

When it comes to matters of the heart, time is often of the essence.

An ECG, or electrocardiogram, is a test used to quickly detect heart problems and monitor the heart's health. Most often, one can expect to have this test applied within the hospital setting—in a care provider's office, an operating room, or the Emergency Department (ED).

But for patients suffering a cardiac emergency, Dr. Frank Halperin, a celebrated cardiologist at Kelowna General Hospital, had a better idea. What if the ECG technology was available in ambulances? So that when a patient or loved one calls 9-1-1, an ECG diagnostic could be performed while en route to the hospital, saving precious time in those instances when every moment matters.

"When a patient is picked up in the community by an Advanced Care Paramedic (ACP) crew, the paramedics are able to obtain and transmit an ECG from the ambulance to the ED, before hospital arrival," explains Dr. Halperin. "The ED physician analyzes the readings and instructs the paramedics on the best

course of action, which may be to bypass the nearest hospital and go directly to KGH and its specialized, Cardiac Cath Lab."

3,682 patients are cared for in the KGH Cardiac Cath Lab each year. (Apr. 2022 data)

Dr. Halperin proposed that Primary Care Paramedics (PCP) be trained to use ECG transmission devices so that they too could transmit ECG readings to ED physicians. Once trained, PCP crews would require ECG transmission devices in all ambulances to be able to transmit to ED Physicians, which would result in expedited treatment and provide better outcomes for patients experiencing a heart attack or other cardiac event.

Therefore, two critical funding components would be necessary to make this game-changing innovation possible. First, the purchase of the equipment: ECG transmission devices called LP15 monitors. And second, resourcing advanced training for primary care paramedics to administer the test.





The innovation continues...

PCP-CHAMP (Primary Care Paramedics Collaborative Heart Attack Management Program) is a regional initiative born out of Dr. Halperin's initial concept, with its primary goal being to reduce cardiac ischemic time (the time that the heart is not getting enough blood and oxygen) through the use of ECGs in PCP ambulances in the Okanagan.

Working together with the Provincial Health Services Authority (PHSA) and BC Emergency Health Services (BCEHS), the KGH Foundation, Vernon Jubilee Hospital (VJH) Foundation, and South Okanagan Similkameen (SOS) Medical Foundation provided the funding for the equipment (16 monitors in total). BCEHS provided numerous hours of training to educate PCPs to use the equipment.

What began as an investment in innovation to enhance quality patient care and save lives with the purchase of six LP15 monitors through generous donors to the KGH Foundation, developed into a collaborative regional initiative that has saved numerous lives since its implementation.

Before the implementation of ECGs and training for PCPs, there was a notable 20-minute difference in treatment time between ACP and PCP ambulance crews. With the LP15 monitors installed and the PCPs trained, this time difference has been eliminated.

Dr. Anders Ganstal is the BCEHS Regional Medical Director for the Interior and helped develop and deploy the training program for the PCPs. "The significant contributions from KGH Foundation, VJH Foundation, and SOS Medical Foundation towards the purchase of LP15 monitors for the IH/BCEHS PCP CHAMP collaborative have resulted in direct patient care benefits to those having heart attacks within Kelowna, Vernon and Penticton, Summerland and Armstrong regions."

"Paramedics are so excited about the meaningful patient engagement as a result of this initiative," adds Dr. Ganstal's partner in the initiative, Jonathan Deakin, Paramedic Practice Leader with BCEHS. "They are encouraged and feel empowered and invigorated with this project."

At the time of writing, 21 patients have been treated since the program was initiated in May 2021.

This profound and ongoing improvement to quality patient care in our region would truly not be possible without donor support.

"I am alive because of what they did," says one of the program's patients. "Not just the doctors, but the donors to the Foundations. There are no words to describe the depth of my gratitude."

Implementation of ECGs and training of PCPs has eliminated a 20-minute difference in treatment time, leading to faster diagnosis and treatment for patients experiencing a heart attack or other cardiac event.



JOEANNA'S HOUSE

WHAT'S FOR DINNER?



For more information about JoeAnna's House, please visit **joeannashouse.com**

JoeAnna's House was built with the sole purpose of providing out-of-town families with safe, compassionate, reliable, and affordable accommodation while their loved ones received advanced medical care at Kelowna General Hospital (KGH). The doors to JoeAnna's House first opened in 2019, thanks to an incredibly generous community.

When guests arrive at the doorstep to JoeAnna's House, it is a final stop in what has often been a harrowing journey. They are a long way from home, and someone they love has experienced a health crisis, or requires advanced, specialized treatment

at KGH. The last thing on their minds is themselves, and especially, what's for dinner.

But eventually, they begin to settle in. A hot shower, a good nights sleep or a much-needed nap, a walk along the beautiful Strathcona Beach of Okanagan Lake. And soon, tummies begin to rumble.

While some guests of JoeAnna's House have access to a vehicle, others do not, which can make grocery shopping a challenge. Long visits to the hospital and emotional exhaustion means that meal prep is a necessary but quite 'unpalatable' task.

Thankfully, NHL All-Star, Duncan Keith, does have dinner on his mind. In 2011, he founded Keith Relief, a project dedicated to alleviating the financial and emotional burdens of families and individuals suffering from a medical crisis. Keith Relief gave a generous gift to support the purchase of pre-made meals by Meal Prep





GOOD NEWS DELIVERED

Sign up for *Good News*, a regular email update from the KGH Foundation, and stay in the loop on breaking news, heartwarming stories and proof that giving really does change everything.

Sign up at kghfoundation.com

for You, a local meal prep service that creates healthy and balanced meals.

In turn, Meal Prep for You offered a generous discount on the purchase of their meals for JoeAnna's House guests.

In less than a year, together, Keith Relief and Meal Prep for You have provided over 640 meals for guests staying at JoeAnna's House and helped alleviate some of the financial burden and stress for families as they stay close to their loved one(s) at Kelowna General Hospital.

"This collaboration helped to put minds at ease for those staying at the house and provided them with healthy, fresh meals to nourish them when they needed it the most," says Darlene Haslock, Director of JoeAnna's House.

It's yet another way that our generous community continues to support this homeaway-from-home and proving yet again that we are always *Better Together*.

"I am truly grateful for the donated meals I received from JoeAnna's House during my lengthy 12-week stay. After spending a tiring 7-8 hours at the hospital each day, coming back to the house and deciding what to cook for my meal was not what I wanted to do. These meals were delicious and very much appreciated. Thank you."

Judy, Enderby







ADVANCING REGIONAL CANCER DIAGNOSTICS

PATHOLOGY: PUTTING TOGETHER THE PIECES

Every year, dozens of patients arrive at Kelowna General Hospital's Emergency Department (ED) feeling very unwell and following initial diagnostics, are admitted to the hospital with suspected lymphoma.

For anyone who has ever found themselves waiting for pathology results, the wait is excruciating. Unbearable. Every moment seems like an eternity. In the case of suspected lymphoma, the biopsy tissue must be sent to Vancouver, and a definitive answer may not be possible for several days.

Now, thanks to the generosity of a significant family estate gift, patients from

across the southern interior will get the answers they need within a few hours. The gift funded the purchase of two new IHC (immunohistochemistry) stainer instruments for the KGH Pathology Lab.

Immunohistochemistry (IHC): A valuable process used to diagnose some types of cancer.

The procedure involves locating antigens in sampled tissue through the use of a visual marker (i.e., an antibody with attached dye). It helps in the classification of a tumour, and can also distinguish whether a tumour is benign or malignant.

"IHC stainers are specialized instruments used to characterize cancer cells primarily, but also perform tests for diseases other than cancer," says Dr. Dante D'Urbano, a Pathologist at KGH. "Our IHC stainers had limited capacity with only 30 slides for testing. The new machines can test against 60 slides each at one time. This significantly shortens the testing time – and ultimately – patient diagnosis delays."

The new IHC stainer models also include the technology and capacity to detect biomarkers that were previously

"The library of stains in the KGH Pathology Lab was limited to only 50 antibodies whereas other sites have 250. This is akin to attempting a 250-piece puzzle with only 50 pieces."

Dr. Dante D'Urbano



unavailable with the outdated equipment in Pathology. The only option Dr. D'Urbano and his colleagues across the Interior Health region had was to send the samples to the BC Cancer Agency (BCCA) in Vancouver... up to 25 every day! This prolonged diagnosis and treatment planning due to the five to seven day wait for results whereas if performed on-site, the results would be available a few days (or hours, in an emergency situation).

"The library of stains in our lab was limited to only 50 antibodies whereas other sites have 250," says Dr. D'Urbano. "The is akin to attempting a 250-piece puzzle with only 50 pieces."

"The new IHC stainers significantly expand our antibody menu and reduce the need to send samples to Vancouver," says Dr. D'Urbano. "This has a huge impact for our patients. It greatly accelerates our ability to present a diagnosis for close to 100% of our cases."

KGH IHC stainers serve nearly the entire Interior BC population. Given the significant population boom in the region over the last 10 years, the volume that the

outdated IHC stainers could handle was at its limit

The new instruments allow the KGH Pathology Lab to double its capacity.

Given that most cases requiring IHC stainers are cancer cases, every day counts in getting access to treatment for patients.

"It's more than just test results," Dr. D'Urbano explains. "For our patients, there is so much relief in knowing. Anything we can do to alleviate the mental anguish and suffering of our patients during that extremely difficult time is truly a priceless gift. We are grateful to the family who chose to make a gift in their Will to improve patient care in this way. Thank you."

ESTATE GIFTS

It's all about taking care.

Taking care of your heirs. Taking care of your community's health care. Taking care of your own peace of mind.

You can change healthcare with a charitable gift in your Will, while still supporting those you love.

When you are planning how to donate, our team is here to provide expertise and leadership.

To learn more about KGH Foundation gift planning options, including leaving a gift in your Will, please contact Colleen Cowman, our Director of Planned Giving, at 250-862-4300 x. 27011 or colleen.cowman@interiorhealth.ca.



ENHANCING PATIENT CARE

JUST A LITTLE VEIN

Sometimes, the little things are the big things. And if you are someone with little veins, you know size matters.

Many medical treatments and (increasingly) diagnostic procedures, require medication, fluids or a contrast agent (a special dye used to make organs or tissues more visible in diagnostic scans) to be administered to patients intravenously. Commonly referred to as an IV, a small needle attached to a tube is inserted into a patient's vein to deliver the fluids. When people have large, visible veins, inserting an IV is relatively straightforward. But for those with less visible veins or veins which have been repeatedly used by previous treatments, lab draws, or other complications, an IV start is not only challenging for the clinician but can be quite uncomfortable for the patient.

"Nobody wants to be that person who is doing ten attempts," explains Dr.

Neil Long, an Emergency Physician at Kelowna General Hospital (KGH). "But until now there was no other choice."

Innovation in ultrasound, an imaging method that uses sound waves to produce images of structures in the body, means that the technology that allows us to see babies in utero is now also being used to help those special patients with the tiniest or most vulnerable veins.

Over the past seven months, gifts to the KGH Foundation have enabled the purchase of over \$250,000 in new, state-of-the-art ultrasound machines for several departments at KGH including the Emergency Department (ED), Eye Care Centre, and Renal Services.

"Patients come into the ED for various reasons, but one of the key things we do is investigate their conditions, often using CT scanning," says Susan Kirwin, an RN, ENC(C) and Clinical Practice

Educator in the ED at KGH. "These new ultrasounds will allow the clinical team to advance the IV process and get the diagnostics done quickly and efficiently."

Dr. Long explains the myriad benefits of acquiring the ultrasound equipment. "At KGH, thanks to the generosity of donors, multiple departments are now utilizing ultrasound to locate veins and reduce our attempts down to one or two tries. This will not only save thousands every year in wasted IV cannulas, but more importantly, it will expedite the time to administer urgently needed antibiotics, analgesia, and produce advanced imaging for our patients. And, it really makes the experience much less stressful for clinicians and their patients."

"In the KGH Eye Care Centre, we see 15-30 patients a day who require IV access prior to surgery," says Dr. Elizabeth Ling, a KGH anesthesiologist. "Oftentimes there are patients for whom we have

"I know coming to the emergency department can be the worst day in someone's life. I also know our clinical team cares deeply about delivering the best care to our patients —often in very challenging conditions."

Dr. Neil Long



significant challenges inserting an IV on for various reasons. The ultrasound equipment has been absolutely instrumental in improving our patients' experience."

One KGH emergency physician recently used one of the new ultrasound machines on a six-monthold baby in order to avoid administering an intraosseous needle (where a needle is inserted into the tibia in order to access the bone marrow) for an IV access.

Janice Marques is a vascular access hemodialysis nurse at KGH. "We received two Sonosite L25 probes through the KGH Foundation and they have made a marked difference in our department," she says. "All patients undergoing dialysis require vascular (vein) access. The ultrasound system, and the L25 probe in particular, improve visualization and precision and greatly enhance vessel visibility during line insertion procedures by our nephrologists."

Having access to an ultrasound for PVAD (peripheral venous access device) initiation is an excellent option for obtaining IV access in more difficult situations. And now, many KGH IV patients and their medical caregivers no longer must 'struggle in vein'. Because you give.

Dr. Long and his colleagues are grateful. "I can't express it enough. It really is the simple things that make such a big difference to our patients. Thank you."



GIFT OF SECURITIES

Find out how giving can be strategic as well as generous. Increase your tax benefits by donating shares to the KGH Foundation. We're here to help you realize your philanthropic vision.

Learn more at **kghfoundation.com/ways-to-give**

ADVANCEMENT & INNOVATION IN CARDIAC CARE

ECHOES OF EXCELLENCE

Imagine being able to see a tiny, new human before it has even taken its first breath. Or precisely locating a tumour without having surgery. Or seeing your own beating heart, right there on the screen next to you.

Ultrasound technology makes it possible. Ultrasound is part of a suite of technologies used to see inside the body to support the early diagnosis of many diseases. Early diagnosis saves lives.

Cardiac ultrasound, or Echocardiography, uses sound waves to image the complex terrain of the heart, allowing sonographers and physicians to see with remarkable clarity in a safe, comfortable, and noninvasive manner. When it comes to testing the action of the heart to diagnose or monitor heart disease in a cardiac patient, the echocardiogram is the gold standard.

"We follow many cardiac patients with complex valve or heart failure requiring surveillance echocardiograms (Echo) as frequently as every six months," says Dr. Kathryn Brown, Medical Director for Cardiology at Kelowna General Hospital. "It is a lifesaving tool."

As the region's population continues to grow and age, the demand for echocardiograms is increasing.

KGH Cardiac Services has seven Echo units currently in use, several of which are reaching the end of their service life. While sonographers still produce high diagnostic quality scans using these machines, the increased need for maintenance and repairs can affect service delivery. But now, thanks to KGH Foundation donors, a new



Echo cart and ultrasound system is making a world of difference for cardiac patients across the region.

The new Echo cart and ultrasound system allows KGH sonographers to view high-quality images in line with any modern hospital in the world.

"The new system is more powerful and efficient and produces exceptional images with more clarity and sharpness," says Dr. Brown. "This dramatically improves our ability to make diagnostic assessments for our patients."

KGH is also one of the few Interior Echo sites offering pediatric ultrasound, a clinical service that is seeing growing demand. Patients often have to travel long distances to receive pediatric diagnostics and the addition of this new equipment allows the KGH lab to facilitate 5-10 cases per week. Moreover, the state-of-the-art pediatric imaging package which facilitates this clinical service also provides sonographers

with the necessary tools for continuing education and building competency.

"The new machine has the ability to support the full spectrum of echo studies, and has become the backbone of our KGH Echo lab," concludes Dr. Brown. "We are so grateful to Foundation donors. This is all possible because of them."

> "Heart disease runs in our family and we have experienced life-saving technology at KGH. We want to give back in gratitude and to help support updating the necessary equipment for future generations."

> > Lee and Jack Gibson, Donors

EMPATHY IN ACTION

NATIONAL VOLUNTEER WEEK

The theme for this year's National Volunteer Week is Empathy in Action and no one embodies this mindset more than our KGH Foundation volunteers.

Every year, as a direct result of the gift of their time, proceeds from the four, volunteer-staffed Foundation venues, total over \$1 million. That's \$1 million that goes right back into supporting excellence and world-class health care, right here in our communities.



GETTING RIGHT TO WORK

Maureen Anderson had barely settled herself into her new home in Kelowna four years ago when she signed on as a volunteer for the Perking Lot at KGH. "I worked in healthcare, I have lots of family in nursing, and I just wanted to lend a hand at the hospital," says Maureen. "The Perking Lot is a super fast-paced and fun environment to work in and the physicians, nurses, patients, and staff we serve are always so appreciative."

In 2019, when JoeAnna's House opened, Maureen was one of the first volunteers to sign-up. "JoeAnna's House is a different environment compared to the Perking Lot – it's more low-key and you are there to support people through conversation, or just listening, if they are up for it."

These days, while Maureen spends most of her volunteer hours at JoeAnna's House, she is still 'on-call' for the Perking Lot – supporting the venue if it's in a bind. "I feel that it's important to volunteer and to help where you can, and it's amazing the people's lives you touch," says Maureen. "I've been fortunate to meet and support people staying at JoeAnna's House, who are from my hometown in Cranbrook, and it gives me such a warm feeling."

Did you know that our hospital venues, the Perking Lot, the Royal Bistro and the KGH Gift Shop, have been supporting local businesses and vendors from the very beginning? These businesses breathe life into our community and we want to help ensure they thrive. We are proud to #SupportLocal #LoveLocal #ShopLocal



BECOME A VOLUNTEER

Join a team of people just as committed as you to giving back and advancing local health care. There are many opportunities to get involved – from a regular shift at a hospital venue to assisting at an upcoming fundraising event.

Learn more at kghfoundation.com/volunteer





Giving Changes Everything.

KGHFOUNDATION

