

KGHFOUNDATION

2023/24 IMPACT REPORT

Giving Changes Everything

“ The smallest act of kindness is worth more than the grandest intention.”

— Oscar Wilde

Every day at Kelowna General Hospital (KGH) and in the community, we bear witness to what is at the heart of our promise to you; that giving is the catalyst for change. It is the force that drives excellence, the spark that ignites innovation, and the bond that connects us as a community. The impact of your generosity extends far beyond the immediate, creating ripples of transformation that reach every corner of the communities we serve.

Our mission — world-class health care, close to home — resonates deeply because it speaks to the heart of what we all desire: the assurance that no matter the circumstances, the best possible care is within reach for ourselves, our families, and our neighbors. This year, the stories that unfold across this report highlight the profound difference that giving makes in the lives of so many.

From the life-saving advancements in cardiac care, enabled by new technologies and the unwavering commitment of our health care teams, to the compassionate, family-centered environment of JoeAnna’s House, where loved ones find solace and support, each story is a testament to the power of giving. Your contributions have fueled innovation in perinatal and mental health care, addressing critical needs in our community and ensuring that no one is left behind.

Giving changes everything. It bridges the gap between what is and what could be. It transforms the ordinary into the extraordinary, turning hope into reality. When you give, you are not just providing resources; you are part of a movement that drives change where it is needed most, here, where we live.

But perhaps most importantly, giving changes us. It connects us, fosters empathy, and strengthens the fabric of our community. Through giving, we discover that the act of helping others ultimately enriches our own lives, reminding us that we are all in this together.

In these pages, we celebrate the change we have made together, and we look forward with hope and determination to the future we are building.



\$182 M
Raised since 1999



3,624
Donors gave last year



\$18.79 M
In revenues generated by the Foundation last year



CENTRAL OKANAGAN & SURROUNDING COMMUNITIES

HEALTH CARE AT A GLANCE

 **870,719** PEOPLE SERVED BY INTERIOR HEALTH
ACROSS BC'S SOUTHERN INTERIOR

6,004

PATIENTS RECEIVED
COMPASSIONATE CARE
AT HOSPICE HOUSE IN TOTAL



22,382

TOTAL OVERNIGHT STAYS
AT JOEANNA'S HOUSE



81,649 HOURS
CONTRIBUTED LAST YEAR
BY **809** KGH FOUNDATION
VOLUNTEERS

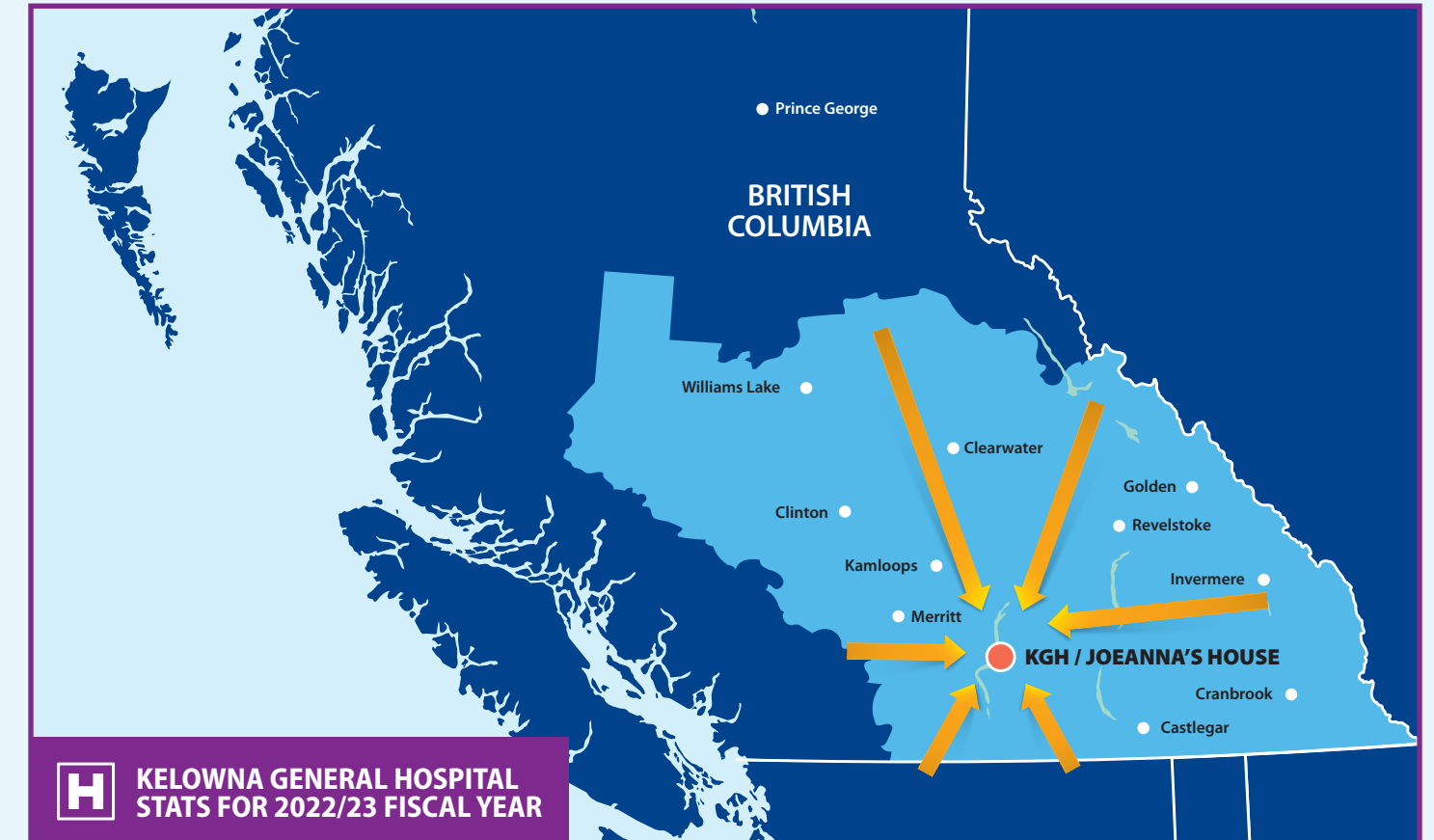


FOUR
KGH FOUNDATION
BUSINESSES
STAFFED BY VOLUNTEERS

97 PROJECTS
FUNDED
LAST YEAR



6,586 FOUNDRY
APPOINTMENTS
SUPPORTED YOUTH MENTAL HEALTH LAST YEAR



452
HOSPITAL BED
CAPACITY



103
SURGEONS



2,562
INPATIENT DAYS RELATED
TO MENTAL HEALTH



1,682
TOTAL BIRTHS



113%
OCCUPANCY
RATE



7,533
CANCER CASES



88,034
EMERGENCY
ROOM VISITS



190,629
INPATIENT DAYS

A generous heart that needed a little extra TLC

Matthew Huff's full-circle story

Matthew Huff is a Disneyland loving father of three, husband of 25 years, and Kal Tire employee you may recognize. We first introduced Matthew in 2019, while he was in KGH's Cardiac Unit waiting to be transferred to Victoria for ICD implantation – a cardiac procedure which, among others, we were hoping to bring to KGH.

Thankfully, donor support for the Right Here at KGH campaign meant that in 2020, we were able to complete Interior Health's cardiac program by funding advanced heart rhythm services like Electrophysiology (EP). Since then, hundreds have benefited from accessing the cardiac care they need, close to home. Little did Matthew know that he would soon be back at KGH as one of them.

Once Matthew returned from his surgery in Victoria, life went back to normal until his health started to decline once again. A persistent chest infection sent Matthew to St. Paul's in Vancouver, to one of only two surgeons in the province equipped to handle such complex surgery. The emotional and physical toll of being away from his family was immense.

"It felt like I was stuck again in a never-ending cycle of waiting – for my body to heal, to see my family, to have surgery, to feel better," Matthew recalls.

Thankfully, once his body had healed, his second surgery took place at KGH in the very Cardiac Suite he had helped support!

"When I arrived at KGH, it felt like a full-circle moment," shares Mathew. "I couldn't help but smile as I was put under – it was the very room my story had helped raise funds for. Everything was new, cutting edge, and modern."

He credits the support from family and friends, home-cooked meals, modern technology, and exceptional care, all with having a profound impact on his recovery.

Thanks to generous donors, a state-of-the-art Electrophysiology (EP) Lab is helping the increasing number of individuals in the region with heart issues. This support has equipped KGH's innovative EP team with the tools to treat patients with more complex cases, and more

patients in general, closer to home. Patients just like Matthew.

"You gave me the gift of time with my family and the comfort of being surrounded by my loved ones when I needed it the most," he shares.

“

I truly cannot thank Donors to the KGH Foundation enough. As a dad, with a child that also has this gene, I am brought great comfort knowing that KGH will be here to help him live a normal life and navigate his condition with the best care and best equipment available.”

— Matthew Huff, KGH Cardiac Patient



553

Cardiac Surgeries performed on average every year at KGH



1 in 12

Canadians aged 20 and up diagnosed with heart disease



1,057

EP procedures at KGH since the program started in 2020

Enhanced hospital care through technology

Central Monitoring Systems

Hospitals are often described as one of the most unpredictable and fast paced settings to work in. Efficiency is key to ensure the best care possible at a moment's notice.

There are software systems that help streamline hospital care by displaying essential patient data in one central location. While the price of these Centralized Monitoring (CM) Systems is high, the value is undeniable.

Donors to 2016's Giving Giggles campaign may recall that CM was part of the advanced equipment funded for the Kelowna General Hospital's new Perinatal Unit. Thanks to continued donor support for technological advancement, two additional CM systems have recently replaced aging equipment in both the Pediatric Unit and Emergency Department at KGH.

Previously, teams could only access a patient's vitals, including pulse, blood pressure, respiration rate, and more, right at their hospital bed. If an alert went off, staff would have to listen and follow the sound to identify the patient and check their vitals. With so many hospital beds for teams to manage,

the outdated technology sometimes contributed to an already stressful environment.

The new, proactive CM systems provide real-time data and alerts in centralized locations, enabling teams to respond swiftly. The updated software also provides quick access to patient history, making it faster to determine treatment plans.

In the Pediatric Ward, children are often intimidated and scared with so many people coming and going. It's important for teams to minimize the number of times they step into a younger patient's room. CM systems have greatly helped limit 'touch times'.

"These new Central Monitoring Systems give us the ability to see what's happening for our patients at the nursing station and throughout the ward. Now nurses can be more cognizant of the status of all patients on the unit in a more effective manner. It provides a feeling of safety and comfort for both our nurses and patients," shares Lyndsay Thomson, KGH Pediatric Patient Care Coordinator.

On average, the KGH Emergency Department sees 260 patients a day. With the implementation of the new CM system, teams can monitor each other's patients in a more supportive and collaborative work environment. The results include reduced wait times for those needing emergency medical treatment.

The upgrade to Central Monitoring systems has improved efficiency, collaboration, patient outcomes, wait times, and staff morale in the Pediatrics and Emergency Wards. This donor funded technology has brought enhanced care closer to home for the tens of thousands of patients who rely on these wards every year.



“

As Kelowna grows and evolves, we are providing care for sicker children. Central Monitoring allows us to monitor these kiddos more acutely and ensure that the entire team is aware of the status of the child, leading to more collaborative care.”

— Lyndsay Thomson,
KGH Pediatric Patient Care Coordinator



88,034

Emergency Department visits at KGH*



23.7%

Of emergency visits needed to see a physician within 15 minutes*



1,208

Inpatient pediatric hospitalizations*

Joining forces to further our impact

Partnering with KCR to enhance mental health care

The most hidden and stigmatized health challenge, and the one least talked about. Mental health problems continue to escalate across all populations, often left unseen until the point of crisis. To truly transform our mental health care system, we must extend our reach beyond the hospital to include preventative community programs.

And we must work together.

In 2022, our We See You campaign raised \$1.7 million for local mental health resources and programs. It also brought key organizations and thought leaders together to collaborate, support, and re-imagine our mental health care system.

One of the Foundation's partner organizations is KCR Community Resources (KCR). This charity offers programs and resources within community, employment, immigrant, and family & adoption services. Funding from the campaign was allocated to KCR to help them weave trauma-informed counseling and enhanced mental health supports throughout their offerings.

"We've seen an increase in requests for counseling and other mental health supports," shares Katelin Mitchell, Director of Services at KCR. "Thanks to the KGH Foundation and generous donors, hundreds of participants struggling with their mental health have accessed supports. The campaign also helped in de-stigmatizing mental health, recognizing we all may need these supports at some point."

As frontline human-service workers encounter more volatile interactions and suicide ideation, KCR created a new Suicide Awareness and Crisis Response Training program. This training, made possible by the campaign, empowered over 100 community workers with the tools and resources to support those facing crises.

Funding has also enabled KCR to hire individuals for their Suicide Crisis Helpline for shifts that are difficult to fill with volunteers. Since the pandemic, calls have greatly increased. These additional paid shifts help ensure the line remains available 24/7 and that no calls from those contemplating suicide or facing crisis go unanswered.

"One of the reasons my suicidal thoughts came back was because I was extremely lonely at school and barely had any friends. Now that I've talked to someone and got some things out, I feel lighter and much better. Thank you so much for caring", says one Suicide Crisis Helpline caller.

But KCR also aims to help individuals before reaching these extremes. They provide accessible supports to families with young children experiencing high levels of anxiety and dysregulation, as well as culturally appropriate counselling services specifically for immigrants and refugees with trauma.

By joining forces with community organizations, including KCR, we amplify our impact. Together, we can create a stronger and more holistic support system for those facing mental health challenges.



“

Our team is able to help more participants before they reach the point of crisis, and are better equipped to deescalate those already in crisis. The impact of this campaign on our most vulnerable participants is truly inspiring.”

— Katelin Mitchell, Director of Services at KCR



11,818
Interactions came into the Suicide Crisis Helpline last year



2
Suicide is the second leading cause of death among young people



1 in 4
Adults report moderate to severe symptoms of PTSD, depression, or anxiety

Not just a house, but a home for thousands

JoeAnna's House five year anniversary

IT'S HARD TO BELIEVE IT'S BEEN FIVE YEARS SINCE JOEANNA'S HOUSE OPENED ITS DOORS. SINCE THEN, THE MEMORIES MADE, MEALS SHARED, TEARS CRIED (BOTH HAPPY AND SAD), AND CONNECTIONS FORGED HAVE TRANSFORMED THE HOUSE INTO A HOME FOR MANY.



Caring for a loved one in the hospital can be all consuming, especially when away from one's home community. Guests spend most of their time providing the care, support, and presence needed by their loved ones.

JoeAnna's House serves as a sanctuary to help support the caretaker(s) and to keep families together. Ensuring that neither the patient, nor the caretaker, need to feel alone during such difficult times.

"The support we've received since day one has been nothing short of extraordinary," shares Darlene Haslock, Director of JoeAnna's House. "Our guests are often overwhelmed by the fact that the community cares enough to make this place possible for them. We care for these families deeply, and to see how much the community also cares feels incredible."

As KGH and the population of BC's Interior both continue to grow, so does the need for JoeAnna's House. There is almost always a

waitlist to get in, proving how essential this donor-funded resource truly is for BC families.

The home was fully built, and fully operates, by the hearts and hands of this very generous community. What started as a vision of Joe and Anna Huber's family years ago, has now blossomed into a 'home away from home' for thousands of guests during their time of need.

Once again, proving we are always Better Together.



“

What would I say to the donors who made this possible? 'Thank you' just seems too feeble. I am grateful beyond measure. You have given me the most precious gift... being together with my children while staying close to Cam.”

— Heather Klassen
First ever guest at JoeAnna's House



22,383
Overnight stays
since opening



2,316
Families welcomed
in total



308
BC Interior cities and
towns served

Feature Projects

Enhancing community health through prevention and innovation



SAVE BC

An ounce of prevention is worth a pound of cure. With heart disease on the rise, a preventative program named SAVE BC has seen remarkable success at KGH. This donor initiated and funded research program focuses on early detection, intervention, and education, supporting those at risk of developing premature atherosclerotic cardiovascular disease.

Researchers study those living with extremely premature heart disease, and their family members, over decades. This not only benefits participants, but the research expands knowledge of heart disease in general. An additional \$156,000 has been allocated to continue this imperative research program at KGH. SAVE BC helps patients, families, and health care professionals better identify, treat, and prevent premature heart disease.



Breathe Well with the YMCA

The hospital can't do it all, and though KGH offers a pulmonary rehabilitation program, patients must move on to community programs eventually. Luckily the YMCA of Southern Interior BC offers a 'Breathe Well' program with fitness sessions and exercise plans tailored for those with mild chronic obstructive pulmonary disease (COPD) and other respiratory conditions. The only downfall is with the extensive waitlist, many individuals regress back into the medical system before even accessing the YMCA program.

Thanks to generous donors, we've secured \$210,800 in funding to partner with our local YMCA in expanding the program, increasing capacity from 50 to 240 participants per year for the next two years. These donations will reduce waitlists, prevent relapses, and improve health outcomes for hundreds of community members living with COPD and respiratory conditions.



EVE Manikin

Meet EVE, she's not your average manikin but a highly advanced patient simulator. EVE comes with a 3D heart, online courses, over 10,000 pathology variations, on-board system tutor, and SO much more. Despite the high cost, investing in innovative technology like EVE greatly advances the innovative educational environment necessary for world class health care, right here in Kelowna.

Over \$124,000 was allocated to bring this state of the art patient simulator to the Pritchard Simulation Centre at KGH to help students and physicians fine tune their diagnostic skills, and perform true to life patient examinations. Being the second medical centre in Canada to have this system will help train and retain medical students and physicians, establish KGH as an innovative leader in health care, and ultimately enhance patient outcomes.

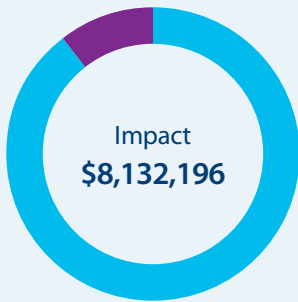
Financials



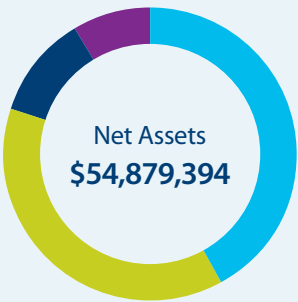
- Donations
\$9,027,641
- Investment Income
\$3,464,985
- Gaming, Sponsorship & Other
\$3,083,164
- Social Enterprises
\$3,050,775
- JoeAnna's House
\$159,350



- Amortization, Administration, Salary & Benefits
\$3,482,589
- Social Enterprises
\$2,123,966
- Gaming
\$1,349,689



- Donation Disbursements
\$7,292,521
- JoeAnna's House Operations
\$839,675



- Restricted for Endowment Purposes
\$23,054,258
- Restricted for Specific Purposes
\$20,988,399
- Unrestricted
\$6,244,969
- Invested in Capital Assets
\$4,591,768

\$6.35 Return on Investment
for each dollar spent

\$0.16 The Foundation's Cost
to Raise a Dollar

Donation Disbursements	
Equipment	\$5,389,831
Program Support	\$816,813
Quality Improvement Projects	\$446,722
Patient & Family Experience	\$250,383
Research	\$228,674
Clinician Education & Wellness	\$160,098
TOTAL	\$7,292,521

“

The smallest act of
kindness is worth
more than the grandest
intention.”

— Oscar Wilde

KGH FOUNDATION

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