

Providence
HEALTH CARE

D VINE

How you want to be treated. P R O V I D E N C E

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Providence Health Care President and CEO Dianne Doyle joined Tapestry Foundation staff to help distribute poinsettias to patients and residents throughout Mount Saint Joseph (MSJ) Hospital.



From left to right: MSJ residents Norman Chan and Lai Ying Wong; Yolanda Bouwman, Senior Development Manager, Major Gifts and Planned Giving, Tapestry Foundation (standing); and Dianne Doyle, President and CEO, Providence Health Care.



Caring Hearts

Dear PHC,
Unfortunately, I had to pay a visit to your emergency department at St. Paul's Hospital in November. From the time I arrived at the triage nurse to when I got to see a doctor was only about 20 minutes. The triage nurse was very helpful and was genuinely concerned about me and the pain I was experiencing. The ECG technologist was also very nice and had a caring manner. I was seen by Dr. W. Skinner, who was very patient and explained everything to me thoroughly about why I was experiencing my particular symptoms and how I should deal with them. He put my worried mind to rest. I want you to know of the good care I received at the St. Paul's Hospital emergency department.

Regards, Tim B.

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Christmas & New Year's Message from President and CEO Dianne Doyle



This time of the year leads us to reflect on those things that are truly important to us: family and friends, compassion for others and being a part of something larger than ourselves.

As the President and CEO of Providence Health Care, I cannot fully express in words the sense of appreciation and fulfillment I feel to be a part of this great organization.

There is a common energy that continues to bind and strengthen our unique organizational culture, and it is demonstrated in the way all staff, physicians, researchers and volunteers live our values and mission on a daily basis.

The past year was both a challenging and rewarding one for PHC. The challenges included continuing consolidation of administrative and clinical support areas, the need for capital investments and infrastructure upgrades, and the need to meet

increasing service pressures, while reducing costs and improving patient outcomes.

The excellent work all of you continue to do – the innovative new models of care delivery, the high level of compassionate care, the scientific breakthroughs – was noticed and admired by peers and external parties, including provincial and national media, and our provincial government.

We made great contributions to the planning and delivery of care during the 2010 Winter Olympics. We have prepared for accommodating new tertiary mental health beds from Riverview into our Langara and Youville residences by ensuring comprehensive engagement with residents and families. We had tremendous success with our new rapid access breast clinic at Mount Saint Joseph Hospital, and we demonstrated nationally renowned innovation and leadership in reducing wait times in our distal extremity clinic (hand/wrist and foot/ankle) at St. Paul's Hospital. Our BC Centre for Excellence in HIV/

This time of the year leads us to reflect on those things that are truly important to us: family and friends, compassion for others and being a part of something larger than ourselves.

AIDS, (BC-CfE) through the leadership of Dr. Julio Montaner, continued to receive global recognition for pioneering Highly Active Anti-Retroviral Treatment (HAART). The BC-CfE was also chosen to lead the "Seek and Treat" initiative to care for more BC HIV/AIDS patients, through a \$48-million contribution by the provincial government.

Our caregivers, leaders and researchers focused their energies on improving patient flow and access, better patient-and-resident-centered care, new chronic disease management models, shared-care models of care and prevention strategies, and continuing to integrate care, research and teaching programs in our heart + lung areas,

establishing important partnerships with external stakeholders and health care partners. And finally, PHC people throughout the organization worked hard to get ready for our Accreditation survey in late November.

Throughout it all, our focus was to always meet the physical, emotional, social and spiritual needs of British Columbians through excellent care, teaching and research. The year ended with a great validation for our collective commitment – a very positive Accreditation survey, the preliminary findings of which indicate that we met an impressive 97 per cent of the required survey criteria (see last page for more details).

As another year comes to a close, I want to take a moment to sincerely give thanks. I know how hard everyone is working to accomplish our shared goals, and I am truly grateful for your commitment.

Please take advantage of the holiday season. It is a time to spend with family and friends and to reflect on the many things we have to be thankful for.

On behalf of the Senior Leadership Team of PHC, I want to wish you and all your loved ones a Merry Christmas and a safe holiday season.



Strategic Direction:
Promote
Partnerships

Teck Donates \$2.5 Million to Complete Funding for Emergency Area at St. Paul's Hospital

Teck Resources Limited has donated \$2.5 million to complete the funding for the recently renovated and redesigned emergency area at St. Paul's Hospital.

The gift is the single largest corporate and capital donation ever made to the hospital and will be recognized by naming the area the Teck Emergency Centre at St. Paul's Hospital. Furthermore, a fund to support research, academic productivity and the development of best practices at the hospital will be called the Teck Emergency Centre Innovation Fund.

"We are pleased to support the innovative emergency programs and services at St. Paul's," said Don Lindsay, President and CEO of Teck Resources Limited, during a special ceremony on October 27. "We recognize the vital long-term role that St. Paul's will continue to play in caring for British Columbians, as well as the impact it has on making Vancouver one of the world's most livable cities."

The donation ensures that the emergency department – one of the most technologically advanced in the country – will continue delivering leading care to patients from across BC. Last year, the emergency department at St. Paul's Hospital was among the busiest in the province, treating approximately 65,000



An artist's rendering of possible signage for the Teck Emergency Centre is unveiled by (left to right): Dr. Eric Grafstein, Department Head, Emergency Services, PHC; Terry Selzler, Project Coordinator at Teck; Don Lindsay, President and CEO of Teck; 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.

emergency patients – 12 per cent of whom came from outside the Lower Mainland.

"We thank Teck for their leadership in stepping forward with this transformational gift for St. Paul's award-winning emergency department," said Stephen Shapiro, President and CEO of St. Paul's Hospital Foundation. "The continued support from our many donors, including Teck, will keep the future of St. Paul's bright as the hospital prepares to serve British Columbians for many more years to come from the heart of downtown Vancouver."

Teck's donation concludes a highly successful fundraising campaign to complete the hospital's \$14.7-million renovation of its emergency area. The redesigned emergency area was officially opened by

Teck has demonstrated tremendous vision and we are extremely grateful for its generous gift to the hospital.

Dianne Doyle

former Health Services Minister Kevin Falcon in July. In addition to Teck's gift, the Province of British Columbia, through Vancouver Coastal Health, also provided \$10 million in funding support, while 1,200 individuals and other corporate donors combined to give more than \$2.4 million.

"St. Paul's Hospital provides care to a wide range of patients, including some of our most vulnerable and

marginalized individuals," said Falcon. "This redesign incorporates leading-edge, innovative technologies and best practices to reduce wait times and increase access for those patients, while providing emergency staff with a more efficient and effective work environment."

"Teck has demonstrated tremendous vision and we are extremely grateful for its generous gift to the hospital," said Dianne Doyle, President and CEO of Providence Health Care. "Our redesigned and improved emergency centre is now one of the most advanced in the country and ensures that the tens of thousands of patients who come to St. Paul's for emergency care each year will continue to receive the high-quality care they have come to expect."



St. Paul's Hospital Turns on the Lights of Hope for 13th Year

People looking for some holiday cheer will be able to enjoy the Lights of Hope at St. Paul's Hospital until January 7, 2011.

Every year, the Lights of Hope campaign illuminates the exterior of St. Paul's with a spectacular display of holiday lights to invite the community to give generously to the hospital's greatest needs. This year, the campaign has a goal to raise at least \$1.95 million.

The 2010 Lights of Hope display was turned on for the first time on November 25, during a special Lighting Celebration attended by hundreds of people outside the hospital on Burrard Street. The display was built by 129 volunteers using donated materials, including 10 kilometres of holiday lights and hundreds of stars featuring the names of donors to the campaign.

Light the way to a brighter future for St. Paul's Hospital. Make a donation to the Lights of Hope campaign by calling 604-662-HOPE (4673) or visiting www.helpstpauls.com.



Strategic Direction: Foster a Culture of Innovation and Improvement

Enhanced Cardiac Services Coming to Mount Saint Joseph Hospital

Heart patients treated at Mount Saint Joseph Hospital (MSJ) will soon have rapid access to two critically important diagnostic tests through a \$300,000 fundraising campaign being launched by Tapestry Foundation for Health Care.

At a media conference at MSJ in November, cardiologist Dr. Sammy Chan, Associate Director of the Healthy Heart Program at St. Paul's Hospital, explained MSJ's need for an echocardiography machine (ECHO) and holter monitor analysis unit to better serve the needs of its cardiac patients. "Right now we're sending patients who are already unwell to St. Paul's Hospital for ECHO's, then

back to MSJ for treatment," said Chan. "We need diagnostic equipment on-site to deliver more timely treatment for these patients."

Tapestry Foundation is committed to raising funds for the ECHO and holter monitor analysis unit through its annual Scotiabank Feast of Fortune on Friday, January 28, 2011 at The Westin Bayshore Hotel in Vancouver. Now in its fourth year, the event has been instrumental in funding the latest technology for MSJ including a revolutionary digital mammography machine for the radiology department, a difficult airway intubation cart for



\$20,000 was donated to Tapestry Foundation for Health Care by Sing and Patricia Yeo and Dr. Miriam Yu to help launch the foundation's annual Scotiabank Feast of Fortune event. (L - R) Ann Corrigan, CEO, Tapestry Foundation; Dr. Sammy Chan; Sing Yeo, honorary chair, event fundraising committee; Dr. Miriam Yu, committee member; Anita Law, co-chair, fundraising committee; and Patricia Yeo, committee member.

emergency care, and a surgical video system for the operating rooms.

To launch the campaign, donations totaling \$20,000 were presented at the media

conference by members of the event fundraising committee.

For more information about purchasing tickets to the event or how to participate as a sponsor,

advertiser, auction donor or volunteer, contact Doreen Lam at 604-877-8336.

Donations in support of the Scotiabank Feast of Fortune can be made online at www.tapestryfoundation.ca.

Angels Offer the Gift of Sight This Christmas



Alcon Canada helped launch Tapestry Foundation's annual Angel Campaign through a recent donation of \$5,000 to support the purchase of a new vitrectomy unit. From left to right: Dr. Andrew Merkur, Vitreo-Retinal Surgeon; Frank Piechnik, Territory Manager, Surgical Products; and Dr. Pierre Faber, Chair, Department of Ophthalmology, Providence Health Care.

Seeing is believing this Christmas as Angel Campaign donations to Tapestry Foundation for Health Care support the purchase of a new vitrectomy unit for retinal surgical procedures. "Vic," as the unit is

affectionately known, is a device that allows eye surgeons to perform a variety of surgeries, including ones to correct detached retinas, remove blood, and peel scar tissue to restore vision to eyes

that would otherwise remain blind. These are common problems for people with diabetes or high blood pressure, and for the elderly.

While Vic has helped save the sight of more than 5,500 people in Vancouver and area, the unit is now 11-years-old and is in need of replacement in order to avoid costly repairs and surgery delays. An upgraded vitrectomy unit will allow surgeons to perform more complex surgeries to restore sight.

To launch the foundation's annual Christmas appeal, a donation of \$5,000 was

received from Alcon Canada to support fundraising efforts for the equipment.

To recognize campaign donations, Angels bearing the name of each donor will be displayed on Angel Trees throughout the Christmas season at Tapestry Foundation supported sites. Donations can be made by cheque, credit card or by calling the Foundation office at 604-877-8335.

Donations can also be made online at www.tapestryfoundation.ca. This year's donors can also send Angel greetings to family and friends.

Resourceful Actions

Positive You're Not Positive?

St. Paul's Hospital now offers point of care HIV testing. This is a rapid, confidential, and free HIV test. The rapid test has the same accuracy as the conventional blood test; the only difference is that you get your results within 60 seconds!

The tests are available through the BC Provincial initiative "Seek and Treat for Optimal Prevention of HIV/AIDS" (also known as STOP HIV/AIDS). By offering rapid and accessible testing, the aim is for more individuals to get tested and be aware of their HIV status. The point of care HIV testing is being offered to patients, staff, and/or visitors. The testing is available Monday to Friday from 8:30 a.m. to 4:00 p.m.

For a point of care HIV test simply call 604-561-4896. A certified HIV nurse will answer the call and arrange a time and place for a discrete, confidential, rapid, and free HIV test.



Expanded HIV Testing Guidelines Will Improve Early Diagnosis

Providence Health Care (PHC), Vancouver Coastal Health (VCH), and the British Columbia Centre for Excellence in HIV/AIDS (BC-CfE) are pleased to announce a significant expansion of HIV testing guidelines as part of the STOP HIV/AIDS pilot project.

Under the new guidelines, health care providers are encouraged to routinely offer an HIV test to individuals who meet any of the following criteria:

- Anyone who presents to acute or community care who has ever been sexually active and has not had an HIV test in the past year.
- Individuals with a past history of sexually transmitted infection.
- Anyone tested for or diagnosed with Hepatitis C, any sexually transmitted infection, or tuberculosis.

These additions supplement existing guidelines based on the presence of HIV symptoms and provider awareness of a patient's HIV risk factors. By moving away from a risk-based approach to testing, the new guidelines will help diagnose infections in individuals outside currently recognized risk groups.

"Including HIV testing as a part of routine preventive health care will help alleviate the stigma around testing and promote early diagnosis of new



Nancy Chow, IDC Patient Educator and Brynn Grierson, IDC, CNL, share information with staff, patients, and visitors, about point of care HIV testing at a World AIDS day fair on December 1, 2010.

infections," said Dr. Patricia Daly, Vice-President, Public Health and Chief Medical Health Officer, Vancouver Coastal Health.

An estimated 25 per cent of the approximately 13,000 British Columbians living with HIV are unaware of their infection. These undiagnosed individuals are not connected to appropriate treatment or support services and remain a significant risk to continue transmission of the virus.

"Our made-in-BC research has shown that antiretroviral treatment is not only life-saving for those infected but also a powerful tool to decrease infectiveness and therefore reduce rates of HIV transmission," said Dr. Julio Montaner, Director of the British Columbia Centre for Excellence in HIV/AIDS at St. Paul's Hospital. "Expanding access to HIV testing is a critical first step in identifying and linking patients to care and

treatment through the STOP HIV/AIDS pilot project."

STOP HIV/AIDS (Seek and Treat for Optimal Prevention of HIV/AIDS) is a four-year, \$48-million program funded by the British Columbia Ministry of Health Services to improve access to HIV testing, treatment, and support services in Vancouver's Downtown Eastside and Prince George. Diagnosing HIV infection early and providing treatment to eligible individuals has the dual benefit of improving the health of patients and reducing the likelihood of HIV transmission.

"These updated guidelines reinforce the important work we have already initiated through STOP HIV/AIDS," said Dianne Doyle, President and CEO, Providence Health Care. "Along with expanded point-of-care testing, these guidelines give us the tools to dramatically improve the way we screen for HIV."



Dr. Marla Kiess

Healthy Heart Team "Superb"

Dear PHC,
This comes to express my deep appreciation for the Healthy Heart Program at St. Paul's Hospital. After being diagnosed with Atrial Fibrillation, my cardiologist, Dr. Marla Kiess, got me into the exercise and education program. Although I was initially very nervous, figuring that any sustained exercise would throw me back into Atrial Fib, the competent staff in the Healthy Heart Program quickly reassured me. Soon I was working comfortably in class exercises, using various fitness machines, learning a fresh new diet and even trying my hand in the weight room—something I've never done.

The Healthy Heart Team is superb. They were patient, professional, caring and exquisitely supportive.

Each member of this team personifies excellence. I know their work is helping to save the lives of those of us fortunate enough to have spent time in the Healthy Heart Program.

Name withheld



EDEN CORNER

Resident Witnesses Son's Wedding at Marion Hospice

submitted by son Joseph

My father moved to Marion Hospice in September 2010. During his stay, your team of staff demonstrated care with open hearts toward my father and our family, making his last journey peaceful and with dignity. Although he passed away on Oct 17, he will always be with us.

Knowing that he was walking towards the heavens, our family did our best to have one of his children stay with him 24/7. During the time that I spent with my father at the facility, I often thought back to past times we spent together; foods we enjoyed together; even arguments we had. And, I realized that none of those things mattered. His life was ending.

On Oct 10, my fiancé and I got married at Marion Hospice. Your staff was very accommodating and supportive of the event and on the morning of the wedding day, my father was well-groomed by your



Joseph and Joie with their father at Marion Hospice.

staff. This was probably one of his happiest days.

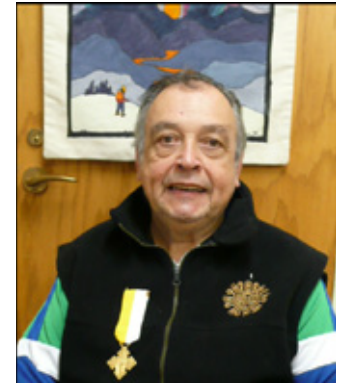
We cannot express our gratitude in enough words towards your staff at Marion Hospice. We cannot imagine what we would have done without your team's dedication.



Strategic Direction: Live Our Mission

Papal Honour for Resident

On October 3, 2010 Patrick Buckley, a resident of the Brock Fahrni Pavilion, was presented with the Benemerenti Medal by Archbishop Michael Miller during a special Mass at Holy Rosary Cathedral in downtown Vancouver at Richards and Dunsmuir. The Benemerenti Medal was instituted by Pope Gregory XVI in 1832, and is granted to those who have exhibited long and exceptional service to the



Brock Fahrni resident Patrick Buckley wearing his Benemerenti Medal.

Catholic Church, their families and community. Patrick Buckley, of Cree descent, has served in music ministry since the 1960's. He is highly involved with the First Nations people of the Archdiocese of Vancouver, participating in many special celebrations, liturgies, and most notably, funerals for aboriginal people. In this respect, Patrick has been particularly devoted to the Musqueam people.

For over 20 years Patrick has provided music for the weekly Mass at Brock Fahrni and has been generous in providing music for liturgies at other residential centers as well within Providence Health Care.

The entire Brock Fahrni Community congratulates Patrick on receiving this special recognition and prays that God will bless him abundantly in the years to come.

A Refuge for End of Life Care

Making people feel at home is an important goal for those who work in residential care; and that goal is never more important than when residents face the end of their lives.

Thanks to donations to Tapestry Foundation for Health Care, two new palliative care suites in the extended care unit at Holy Family Hospital are now providing the comforts of home and a quiet refuge

for residents and their families, whose greatest needs during this difficult time is simply privacy.

The suites were dedicated at a November 30 celebration event honouring Sister Catherine McKinley, foundress of the Sisters of Providence of St.

Vincent de Paul who established Holy Family Hospital. Donors, residents and staff gathered to hear family members express their sincere thanks for the comfort and privacy that these suites offered to them.

"We spent many hours over a three-week period as my father finished his journey," recounted Shirley Kennedy, whose father was a resident at the site for two years. "The care was so amazing. I've never seen staff with such a personal touch. Even nurses who were ending their shifts stopped in to say goodbye. We really appreciated their care and the private room."



Father Bruce John Hamilton, Chaplain at Holy Family Hospital, blesses the new Mother Catherine McKinley Palliative Care Room at the residence. (L to R) Family members Dave and Shirley Kennedy, Father Hamilton, Tapestry Foundation donors Barbara and Mark Cullen.

Brock Fahrni Veterans Honoured with Special Poppy Decal

Submitted by Rev. Melanie Gonder-Benoit, Pastoral Care, Brock Fahrni

Veterans, upon hearing today's news, will often say "Why did we fight? What we did made no difference". Veterans who come to us with unresolved trauma, who have had to leave spouses and homes, who face broken mental or emotional or physical health, often say, "My life is meaningless. I have made no difference. I do not matter."

Mr. Brownlee, a Veteran and Brock Fahrni resident, was missing his home and his wife who had passed on, and he was questioning his own significance in the world. We affirmed his wartime sacrifices and with gratitude thanked him; however, he was not convinced.

So, we went to some of our wonderful supporters in the community to find a way to affirm our Veterans and to reinforce that their sacrifices continue to be of importance. Bev Topham from The Vancouver Poppy Fund and Joanne Henderson from The Royal Canadian Legion designed a special decal for our Veterans – a beautiful big red poppy with the words "I AM A VETERAN" for their rooms.

A small group of us took the first decal to Mr. Brownlee who, with tears



Mr. Brownlee holds a photograph of he and his wife in uniform during World War II.

in his eyes, showed us where to post the decals and showed us a beautiful picture of him and his wife (also a Veteran).

You've heard the saying – "It takes a community to raise a child"? It takes a community to thank a Veteran. And we at Brock Fahrni are thankful for our Veterans and our supporters.



This poppy decal was designed by the Vancouver Poppy Fund and Royal Canadian Legion for Brock Fahrni Veterans.

Veterans, upon hearing today's news, will often say -

"Why did we fight? What we did made no difference."

Holy Family Hospital Veterans Share Stories and Honour Those Who Served



Resident and Veteran Alice Clayton lays a wreath during a Remembrance Day celebration at Holy Family.

Every year at Holy Family Hospital (HFH), a Remembrance Day Service is celebrated on November 11 to honour the veterans who are living at the site, and to pray for deceased veterans of resident families, often spouses of residents. Rehabilitation patients are also invited to the service and are given prominence if they are veterans or if they have veterans in their family they wish to honour.

This year, Corporal Alice Clayton, WWII veteran, was one of the residents who laid a wreath. She served in the war as an equipment assistant where she worked in the hangar, ordering equipment needed at #5 Bombing & Gunnery in Dafoe, Saskatchewan. "I only wished that I could have served overseas," recalled Clayton.

Everyone at the service received a red carnation and a poppy, and had an opportunity to share stories and testimonies.

As resident Tony Steenhuisen said, "I practiced reading "In Flanders Field" for two weeks prior to this service...I studied it so that I could recite it by memory in honour of my six uncles who were veterans. This service has so much meaning to all of us, because we all know someone who is a veteran of the war."

Residents and patients helped lead the service, taking part in the readings of passages including, opening and closing prayers, and the laying of the wreaths. The Weinkam family assisted with the music - with Linda on the piano and brothers Peter on violin and Joseph on trumpet.

Don't Freak Out... ShakeOut!

The BC Coast, and in particular, the south-western portion of the province, is considered to fall within a highly seismic area; making it important for citizens to be appropriately prepared to respond to and recover from potential earthquake hazards.

At 10:00 a.m. on Wednesday, January 26, 2011, thousands of British Columbians will "Drop, Cover and Hold On" in The Great British Columbia ShakeOut; the largest earthquake drill in Canadian history. Providence Health Care encourages involvement

and participation across all PHC sites.

At PHC, it is anticipated that, wherever possible, staff, physicians, volunteers, patients, residents and visitors will "Drop, Cover and Hold On" during the two minute drill on January 26. If it is not possible to physically "Drop, Cover and Hold On", staff are encouraged to spend the moment thinking about what they might do if the earth were to start shaking.

January 26, 2011 marks the 311th anniversary of one of the world's largest earthquakes. On January 26, 1700, a magnitude 9.0 megathrust earthquake

occurred along the west coast of North America. The undersea Cascadia thrust fault ruptured along a 1,000 km length, from the middle of Vancouver Island to northern California in a great earthquake, producing tremendous shaking and a huge tsunami that swept across the Pacific.

The Great British Columbia Shakeout is an initiative of the BC Earthquake Alliance. Comprised of membership from local, provincial, and federal governments, utilities, and non-government agencies, the aim of the BC Earthquake Alliance is to promote earthquake



and tsunami awareness, preparedness and education to communities and organizations across BC. The BC Earthquake Alliance has collaborated with The Great California ShakeOut, held annually on October 21, to ensure success and continuity for

the ShakeOut brand.

In order to track participation in The Great British Columbia ShakeOut, it is important for every individual to register online. To learn more and register yourself and your family, please visit www.shakeoutbc.ca.

PHC's Centre for Health Evaluation and Outcome Sciences

A Year-End Recap on Mental Health and Addiction

It has been a busy year for PHC's Dr. Michael Krausz and his research team at the Centre for Health Evaluation and Outcome Sciences (CHEOS), and it doesn't look like things are going to slow down in 2011. The team has recently finalized the NAOMI trauma study showing the dramatic prevalence of childhood trauma among intravenous drug users and its impact on current trauma and acute psychopathology, as well as substance use. The team also completed the BC Homelessness survey, which showed the extreme level of mental and physical illness,



(l to r) Dr. Eugenia Oviedo-Joekes and Dr. Michael Krausz, (CHEOS).

trauma and substance use among homeless in BC. A final report of the findings from the homelessness survey will be available in the upcoming New Year.

Moving Forward

In order to gain progress in addiction research, scientific findings need to be based on strong epidemiology, basic neuroscience and cutting-

edge clinical research. In many instances, addiction research is further complicated by concurrent mental illnesses; therefore, needing a more intensive dialogue to tackle questions such as:

- What are the most appropriate approaches to better understanding the close relationship between trauma and addiction, and the related development of effective interventions?
- What is the best format

for structural integration of the multiple scientific and clinical approaches to the full understanding and treatment of addiction?

Encouraging the development of the most relevant questions can often be an issue in itself. In February, the UBC Department of Psychiatry, Canadian Institute of Health Research and Canadian Centre on Substance Abuse is hosting Lost in Translation, a conference on seeking answers in addiction and concurrent disorders. This conference seeks to find answers through translation, focusing on matters that are not only lost but also found in the translation from

issue to understanding to treatment. We invite all colleagues to be a part of this dialogue to help create some momentum in a vibrant field of study.

Conference: Lost in Translation

February 15 – 17, 2011
UBC

Registration for this conference has now begun! Register online at www.cheos.ubc.ca. You can also print off a registration form from the website and fax it to 604-806-8210 or mail it and cheque payable to PHC Research Institute, Attention Ida Chan, CHEOS, 620B-1081 Burrard Street, Vancouver, BC, V6Z 1Y6.

PHC Kudos



D.I. Rice Award

PHC's Dr. Garey Mazowita, (pictured above) Head, Department of Family & Community Medicine was recently awarded the D.I. Rice Award by the College of Family Physicians of Canada.

The Donald I. Rice Merit Award was established for presentation to a family physician who is well regarded nationally or internationally. Its purpose is to allow the recipient to visit different parts of Canada, through arrangements made with college chapters and departments of family medicine. The recipient may give talks, share in workshops and meetings, and generally provide stimulus for sharing ideas to promote new directions in family practice.

The award provides funding that will allow Dr. Mazowita to visit Canadian Residency training sites to meet with faculty and residents to discuss strategic issues, over the next two years.

According to Dr. Mazowita, the award

was not only an unexpected honour and acknowledgement from peers, but a unique opportunity to engage in dialogue with teachers of family medicine, and future practitioners of family medicine across the country, "This is a time of national, widespread recognition of the importance of general practitioners (such as family doctors) as the cornerstone of a sustainable and publicly funded health care system. I am pleased to have this opportunity to showcase some of the innovative primary care initiatives that have come from BC."

Excellence in Quality and Patient Safety – Staying Healthy Award

PHC's Metabolic Syndrome Program has been recognized by the BC Patient Safety & Quality Council with the "Staying Healthy Award." The award is given for significant achievement in quality or patient safety.

The need for better care of people at risk for heart disease and diabetes led to the Metabolic Syndrome Program team at St. Paul's Hospital designing and implementing the first program of its kind in Canada.

The program's multi-disciplinary team delivers comprehensive care to people aged 18 onwards from all social, economic and spiritual/religious backgrounds. Intensive interactive

lifestyle interventions and self-management strategies are integrated in this innovative model, targeting reduction of MS. The expanded chronic care model is used to focus on the determinants of health incorporating variables of community action, supportive environments, public policy, self-management, delivery system, decision support and information systems.

Over 1,000 patients have entered this 18-month program which has shown that 38 per cent of patients at 12 months and 48 per cent at 18 months have reversed their diagnosis of Metabolic Syndrome.

Congratulations to everyone in the Metabolic Syndrome Clinic, especially Susanne Burns, Clinical Nurse Specialist who made the submission, for continuing to demonstrate PHC's excellence and commitment to quality patient care. The award includes a \$2,500 contribution from the Council to support the Metabolic Syndrome Clinics' services.

Jean-Francois Bowden Fund

Congratulations to this year's Jean-Francois Bowden Fund recipients Lise Matzke and Paul Hiebert.

Lise Matzke received the Technology Award for her proposal to use technology for remote pathology or "telepathology", using the



From left to right: Lise Matzke and Paul Hiebert (recipients of the 2011 Jean-Francois Bowden Award) stand on either side of a plaque commemorating the recipients of last year's inaugural recipients.

Aperio XT ScanScope. This use has the potential for faster diagnosis of a number of diseases and can be used to link communities outside the walls of St. Paul's Hospital to pathology specialists.

Paul Hiebert received the Graduate Student Award for his research into the role of a specific enzyme (granzyme B) related to ageing and the disease of the skin through the degradation of extracellular matrix proteins. This research contributes to the progress of treating and preventing age-related diseases which results in increased longevity and quality of life.

Both award recipients received \$2,500 in recognition for their innovative achievements to improve the health and quality of life of patients within PHC and beyond.

This annual award is meant to recognize the work of the late Dr. Jean-Francois Bowden

(Francois). Francois completed his post-doctoral fellowship in the early 1990's investigating lipid metabolism and became the lab manager for the Atherosclerosis Specialty Laboratory. Moving on to make numerous contributions to the way the clinics functioned, Francois spearheaded the 'technological revolution' of the Healthy Heart Program leading to the establishment of the HeartNet network, the SoftHeart database and the Healthy Heart Program website, making the Healthy Heart Program a frontier in technology at St. Paul's Hospital at the time. He also provided the early phase development of the Healthy Heart Society of British Columbia, which has gone on to make substantial contribution to the management of patients throughout British Columbia.

Accreditation 2010 Recap

Congratulations Providence Health Care for all the hard work each and every one of you put into

Accreditation 2010. The commitment witnessed from all was extremely tremendous!

Surveyors from



President & CEO Dianne Doyle and Geoff Plant, Board Chair, PHC

Accreditation Canada presented an initial overview of their visit to PHC's residential and acute care sites, community dialysis clinics and administrative sites on the final day of the Accreditation Survey on November 26.

The Accreditation Canada surveyors were most impressed by PHC's level of commitment to live our mission and act in accordance with our values and culture, demonstrating our commitment to care, teaching and research. Of 1,763 criteria that we were evaluated on, we met 1,715 of them, for a total of 97 per cent

Surveyors indicated that this is a pretty incredible achievement for an organization of our size. In addition, all recommendations from our 2007 Accreditation were met; evidence of our continuous commitment to improving services and care.

Initial feedback from surveyors focused on the four pillars of the Qmentum process – Quality Improvement, Patient Safety, Risk Management and Ethics. Highlights include our culture of caring and the ways in which we live our values; our interdisciplinary team capacity with significant physician engagement; our focus on quality and patient safety; encouragement and supports for ongoing learning; and the wonderful group of volunteers that support pastoral, linguistic and other services to patients. We are elated with

the initial results from this most recent survey visit to PHC's sites which highlighted a number of key strengths as well as areas for improvement.

We will be communicating the results of the final report and forecasted accreditation decision early in January. The final report will serve as a baseline, from which PHC can work on continuous improvement over the course of the three-year accreditation cycle.

Yours truly,
Dianne Doyle
President and CEO, PHC

Geoff Plant
Board Chair, PHC

Dear Mrs. Doyle,

This spring, I was a patient at St. Paul's Hospital. Like millions of other patients who have serious diagnosis for a disease such as Colon Cancer, I was worrying about a lot of things. I had heard all the noise in the media about our failing health care system, so I was pre-conditioned for the worst. Once diagnosed, the system of preparing me for my visit to surgery was put into place. The process was very organized and very well explained. And then the day of surgery – it was amazing! When you're in a position in your life where you feel so helpless but rely on fellow human beings to help you, to explain to you in the simplest of terms, to encourage you, and treat you like no question is too small...I go about my days now with such respect for those people who work in your hospital and I tell everyone who wants to know how I am doing about the help and enthusiasm. What was so stunning to me was the number of people involved in making the care as good as it could be. We only seem to hear about negative experiences in the media and forget about the other 99 per cent - the good ones. All I know is that the people at St. Paul's hospital gave me the courage to fight harder and get better, and I only wish I could thank each one of them individually.

Charles G.

St. Paul's Hospital staff serve an early Christmas meal to their fellow colleagues. As always, the holiday meals, which were served across PHC sites, had staff lining up early in the halls in anticipation.



WE WANT TO HEAR FROM YOU

Send in your stories, ideas, photos, thank-yous and events (to a maximum of 200 words please) to share with staff across Providence Health Care.

Your submission may be edited for length.

You can mail material to:
Jennifer Laidlaw
Communications
5th floor, Hornby
Ph: 604-806-8350
or email:
d*vine@providencehealth.bc.ca

