I love being able to share my passion for nursing with all our nursing staff by supporting them to develop their skills and confidence on the unit.

Honoria Conway has been a blessing for us.

Just like the sisters at St. Paul’s 100 years ago, we continue to work in the community to help the most vulnerable people.

Every mother can understand how thankful I am. I have my son today because of the caring staff there.
Providence Health Care (Providence) is one of the largest faith-based health care organizations in Canada, operating 14 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 1,000 physicians and 6,000 staff deliver compassionate care to patients and residents in British Columbia, with a focus on six “populations of emphasis”: cardiovascular risks and illnesses, 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 teaching hospitals in the province and is renowned for its research in more than 30 clinical specialties. It’s home to the Heart + Lung Institute at St. Paul’s Hospital, the Heart Centre, the BC Renal Agency, the BC Centre for Excellence in HIV/AIDS, the Centre for Health Evaluation and Outcome Sciences, the iCAPTURE Centre for Cardiovascular and Pulmonary Research, 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 and Simon Fraser University.

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 centers, 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 (140 beds) and extended care services (100 residents), and is respected throughout the province for its multicultural focus and community programs.

Youville Residence is a multi-level care facility that is home to 84 residents. Located in a garden setting, the residence has a full complement of staff trained to care for seniors.

St. Vincent’s includes three residential care sites: Langara (a long-term care home to 221 residents), Brock Fahrni (an extended care home to 150 residents, many of whom are armed forces veterans) and our newest site, Honoria Conway-Heather (assisted living for 80 residents and supportive housing for eight young adults with disabilities). A new Campus of Care is currently under construction.

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 cardiac services, HIV/AIDS and kidney care. St. Paul’s Hospital has 520 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 454 hemodialysis patients at 99 dialysis stations in seven units operated under the St. Paul’s Hospital program.

At Providence, the source behind every patient’s treatment, every resident’s care and every research initiative is the power of collaboration and partnerships. Partnerships between physicians, nurses and medical staff. Collaborations between researchers, clinicians and educators. Communications between caregivers, patients and residents. Cooperation between health authorities, governments and universities.

Every day, thousands of these interactions occur in Providence’s care settings. We meet the physical, emotional, social and spiritual needs through patient-and-resident-focused care, teaching and research.

Our mission is our guide
Simply put, our mission is the totality of the work we do—whether it’s world-leading surgical innovations, breakthrough research, teaching medical students or caring for seniors and Downtown Eastside patients.

Through generations of effort, we have continually integrated all aspects of our resources and programs to enable the best care for our diverse populations.

“Providence has over a hundred-year history and tradition of working with community and provincial partners to meet the ever-changing needs of patients and residents.”

– Dianne Doyle, President & CEO, Providence Health Care

Our uniqueness comes from how we do our work and how we serve British Columbians. Our operations and our unique brand of caregiving are guided by our shared mission and deeply-rooted values as a faith-based care provider; respect for cultural, linguistic and religious differences; and traditions of social justice. Partnering with other faith-based providers in BC, we take pride in advocating for and serving the needs of the poor, voiceless, socially disadvantaged and marginalized.

Our historical distinctiveness and 100-plus years of health care experience in BC are at the foundation of our current reputation for innovation and excellence. The founding congregations of sisters of our hospitals demonstrated great vision, courage, independence, imagination and entrepreneurship in building and operating care facilities and developing close bonds with communities.

Through the decades, we have strived to live up to those high standards, continuously fostering our excellence, uniqueness and independence through a non-partisan
community board of directors, while working closely with successive governments and various health authority partners to meet the needs of British Columbians.

A central pillar of BC health care
Our partnerships and collaborations make us who we are today—a central pillar of BC’s health care infrastructure. And our integrated research, education and care programs in every corner of Providence support the work we do in BC and around the globe.

One of the highlights of the past year resulted from the provincial government’s initiative for health authorities and Providence to work jointly to improve systems across different jurisdictions. This resulted in Providence collaborating with Fraser Health (FH) and Vancouver Coastal Health (VCH) authorities on a series of pilot programs as part of a two-year, $75-million Lower Mainland Innovation and Integration Fund.

These collaborative initiatives included the creation of a new breast clinic (see page 14) at Providence’s Mount Saint Joseph Hospital; an MRI Capacity Building initiative to dramatically increase annual MRIs performed by thousands; the Distal Extremity Surgical Project at St. Paul’s Hospital to increase the number of foot and ankle, and hand and wrist patients that can be treated; and the Lower Mainland Colonoscopy Initiative to decrease waitlists and perform several thousand more colonoscopies for patients annually.

At Providence, we are also very proud of our staff, physicians and leaders for successfully implementing the Access Manager Project—a critical evolution of Providence’s patient admissions, discharges and transfer system (ADT) as well as the triage and the clinic scheduling systems. It was the largest information technology upgrade of its kind in BC’s health care system history.

Patient safety, job one
At Providence, the safety of our patients and residents as well as of our staff, physicians and volunteers is paramount. We are actively building a culture that pursues excellence and innovation in patient safety and quality improvement and are constantly evaluating our practices to ensure we’re providing the best and safest care. We have often been recognized as a leader, provincially, nationally and internationally for our achievements in these areas.

For example, Providence’s Infection Prevention and Control team recently became the first team in North America to win an international award for excellence in infection control from Oxoid (a world leading manufacturer of diagnostic products).

Strong bonds; a commitment to health
In addition to all of this great work, we are also working with health, academic, community and provincial partners on the issue of renewing St. Paul’s Hospital. This is an ongoing priority for us and for many British Columbians.

Our relationships and interactions with groups and individuals across BC and around the world are critical to Providence’s work. Through these strong bonds and integrated approaches with partners we will be successful in improving the lives of British Columbians.

Sincerely,

Dianne Doyle, President and CEO

Kip Woodward, Board Chair

Our relationships and interactions with groups and individuals across BC and around the world are critical to Providence’s work. Through these strong bonds and integrated approaches with partners we will be successful in improving the lives of British Columbians.
Heart, Lung, Kidney Care + Research

As BC’s Heart Centre, home of the Heart + Lung Institute, and BC’s largest kidney transplant program, Providence Health Care is at the centre of leading heart/lung/kidney care for all British Columbians.

Long-standing partnership creates new milestones in critical cardiac care

As British Columbia marked its 20th year of heart transplantation, the Providence Heart + Lung Institute (HLI) at St. Paul’s Hospital continued to break new medical ground. The HLI integrates all of Providence’s heart and lung research, education and care programs under one umbrella.

In December, St. Paul’s Hospital reached a significant milestone with BC’s 200th heart transplantation. All heart transplants in British Columbia are performed at St. Paul’s, involving close coordination with BC Transplant and with care providers in each patient’s home community.

Sometimes, patients simply don’t have time to wait for a new heart. In cases where heart failure occurs quickly, the BC Acute Heart Failure Program (part of the HLI) may implant a ventricular assist device – commonly known as a mechanical heart pump – to relieve the symptoms of heart failure and keep a patient alive until a heart becomes available, or until the patient’s own heart recovers.

As the biggest and busiest program of its kind in Canada, the program implanted a record 26 heart pumps last year, including in North America’s youngest recipient, 13-year-old Sikander Sahota (see photo and story at right).

Donors fund latest technology for diagnosis and research

The HLI is at the forefront of cardiac technology, thanks to the acquisition of a powerful new Computed Tomography (CT) scanner for diagnosis and research. Available nowhere else in Western Canada, the $2.2-million scanner delivers unprecedented high-quality diagnostic images while using significantly less radiation than previous technology, allowing caregivers to look at the coronary arteries and make faster, more accurate diagnoses of heart disease.

Drawing on the CT technology and Providence’s specialized expertise, the HLI is also involved in international research collaborations to develop new non-invasive imaging techniques. The purchase of the CT scanner was made possible by the ongoing fundraising efforts of the St. Paul’s Hospital Foundation.

Integrated care for kidney patients

Up to 40 per cent of people with diabetes and 35 per cent of those with heart disease also suffer from some degree of kidney disease. In January 2009, Providence opened the Integrated Care Clinic, a clinic for kidney patients who also have diabetes and/or heart disease. The clinic integrates various specialists to address patients with these complex chronic illnesses, resulting in more comprehensive and streamlined care.

Providence teams up with Heart and Stroke Foundation

In March 2009, the HLI teamed up with the Heart and Stroke Foundation for the Heart Truth campaign. The national public health education campaign launched by the Heart and Stroke Foundation is designed to increase awareness around women’s risk of heart disease and stroke and empower women to take action to protect their heart health.

The new HLI partnership in this important initiative was made possible by contributions from St. Paul’s Hospital Foundation and Providence Health Care.

Saving lives

In late 2008, 13-year-old Burnaby resident Sikander Sahota was taken to BC Children’s Hospital’s Emergency Department with what were initially believed to be severe flu symptoms. But Sikander was diagnosed with viral myocarditis — a virus that can cause such severe damage that a heart transplant is needed. His mother, Mandeep, and his large extended family were in despair as Sikander clung to life.

Suffering from acute heart failure, Sikander was rushed to St. Paul’s Hospital. There, he became North America’s youngest recipient of a tiny temporary heart pump, inserted through an incision in the leg to follow an artery to his heart. The BC Acute Heart Failure Program was the first in North America to use such a device, which has since radically changed the treatment of conditions like Sikander’s because it’s so small and non-invasive.

Only seven millimetres in length, the Impella pump made by the Massachusetts-based company Abiomed, helped move blood through his heart, allowing the organ time to rest and recover. After just two days, Dr. Anson Cheung, surgical director of cardiac transplantation at the HLI, was able to remove the pump, setting Sikander on the road to recovery. Today at 14, Sikander plays soccer and rugby to strengthen his heart, saying he feels healthier now than before his dramatic illness. His mother just can’t stop hugging him.
Partnerships with biotech and research companies allow Providence's patients to access the newest technologies.

I'm so thankful for the heart pump and for the care we received at St. Paul's. Every mother can understand how thankful I am. I have my son today because of the caring staff there.
Providence is researching and treating increasingly complex mental illnesses and addictions faced by some of the most vulnerable people in society.

Groundbreaking evidence for treating addiction
Providence has a long-standing tradition of caring for the most vulnerable members of society, including those who have been “written off” as impossible to treat. Nowhere is this more evident than in our addictions research and treatment programs.

Over the past three years, the North American Opiate Medication Initiative (NAOMI), headed by Dr. Martin Schechter, has conducted a rigorous clinical trial in Vancouver and Montreal evaluating and comparing the effectiveness of prescription heroin and methadone maintenance therapy for chronic heroin addiction. Their findings—that both treatment methods, particularly heroin, resulted in remarkable retention rates and significant decreases in illicit heroin use, and in illegal activity and enhanced health for participants—offer solid evidence for the need for research while offering these therapies to people who have not benefited from standard addiction treatments.

As another part of the study, researchers found that participants taking the licensed pain-killer hydromorphone (also known as Dilaudid) had similar positive outcomes to the people on prescribed heroin. Further study of this interesting observation is needed to garner conclusive results, but this is a potentially exciting finding for people struggling with their addiction to heroin.

AccolAIDS for St. Paul’s Immunodeficiency Clinic
At the seventh annual AccolAIDS Awards in April 2008, Providence’s John Ruedy Immunodeficiency Clinic (IDC) was presented with an award for Innovative Programs and Services. The British Columbia Persons with AIDS Society offers this award based on the demonstration of a unique, progressive and/or creative approach to assisting people affected by HIV/AIDS.

As BC’s only clinic offering specialized and primary HIV care for adults, the IDC provides health services to a rapidly-growing and diverse population, including people with multi-drug resistance, intolerance to antiretrovirals, or with multiple diagnoses such as hepatitis, mental illness or addictions.

Establishing the first nationwide HIV/AIDS antiretroviral research network
Dr. Robert Hogg, director of the Drug Treatment Program at Providence’s BC Centre for Excellence in HIV/AIDS at St. Paul’s Hospital and a professor at Simon Fraser University, was appointed head of a new national research network aimed at boosting antiretroviral treatments for the 58,000 HIV-positive people in Canada. The Canadian Observational Cohort (CANOC) will facilitate information and knowledge sharing across Canada and the development of a national strategy to provide effective, consistent treatment for all Canadians with HIV/AIDS.

A typical work day for Providence psychiatrist Dr. Steve Mathias is anything but ordinary. Through the Inner City Youth Mental Health Program, he spends as much time visiting 16 to 24-year-olds in community settings as he does at his outpatient clinic at St. Paul’s Hospital. Thanks to a unique partnership with Covenant House, Dr. Mathias and other care providers, like social worker Stephanie Gillingham, are reaching out with mental health support for the estimated 700 street youth in Vancouver—an at-risk population that often lacks the stability and roots to access mainstream mental health services on a consistent basis.

Through a coordinator at Covenant House, youth living in shelters can access psychiatrists who are available on-site four days a week for medication management, therapy, crisis management and service referrals. Once they move out of the shelter, the relationship continues—mental health service providers continue to visit them in supported housing, in their own homes or back in the community.

The common goal for St. Paul’s and Covenant House is to assertively intervene as early as possible, offering integrated supports to help youth make positive progress in their mental health, addictions, housing and employment.
Teaming up with community organizations helps us care for all British Columbians—where and when they need us.

Just like the sisters at St. Paul’s 100 years ago, we continue to work in the community to help the most vulnerable people. This approach gives us a much better chance of diverting at-risk youth from a life of chronic mental illness.
East of Eden at Providence
In all of our residential care facilities, the Eden Alternative Philosophy guides our work – this means providing opportunities for elders to be honoured for their wisdom, to participate in their daily care and the structure of their environment, to give back to their community and be engaged in daily activities they find meaningful every day.

As an example, one of our Eden-related projects is a studio art program for war veterans, funded by Veterans Affairs Canada. The program allows residents at Brock Fahrni to apply their creativity while learning new skills. The studio benefits seniors by fueling their creative interests, maintaining their fine motor skills and offering a change of scenery.

Improving functional health among at-risk seniors
The ability for seniors to get back on track after hospitalization is a key concern for Providence. Caregivers were alarmed at Canadian statistics showing that upon discharge, one in three patients 70 years and older have less functional ability than before they were hospitalized, experiencing reduced mobility and independence.

To prevent increasing disability and functional deterioration of vulnerable patients over 70 years of age, Providence began implementing responsive acute care for elders called the Goal Assessment, Treatment and Follow-up clinic sites. The clinics provide psychiatric care to patients over the age of 65 with cognitive impairment, dementia, depression, anxiety or a combination of these symptoms.

The clinic is an expansion of the geriatric psychiatry services currently offered at Mount Saint Joseph Hospital, which serves as the central intake for both geriatric psychiatry clinic sites. The clinics provide assessment, treatment and follow-up care for older patients, working with them and their support systems to maximize their quality of life.

Seniors, Rehabilitation and Residential Care + Research

Providence’s Elder Care Program provides a wide spectrum of services for BC’s seniors at all of our sites, including residential care, acute care, geriatric psychiatry, physical rehab and end-of-life care. At Providence we are committed to working closely with seniors and their families to involve them in their care.

New geriatric psychiatry clinic at St. Paul’s
Providence increased its geriatric psychiatry services last year with the opening of a second clinic, located at St. Paul’s Hospital. The clinic provides psychiatric care to patients over the age of 65 with cognitive impairment, dementia, depression, anxiety or a combination of these symptoms.

The clinic is an expansion of the geriatric psychiatry services currently offered at Mount Saint Joseph Hospital, which serves as the central intake for both geriatric psychiatry clinic sites. The clinics provide assessment, treatment and follow-up care for older patients, working with them and their support systems to maximize their quality of life.

Emergency nurses and geriatric physicians. Working closely with St. Paul’s Emergency Department, hospital staff, community services, family physicians and patients, the team ensures that the required treatment, rehabilitation and community supports are in place to help seniors regain mobility during and after their hospital stay.

Keeping families together
Jeryl Taylor and his wife Audrey have always looked after each other. While Jeryl had some sight left on his wedding day, he eventually lost his eyesight due to childhood glaucoma, fueled by undiagnosed diabetes. In her elder years, Audrey slowly developed dementia. For a while, they looked after each other and coped, happy to be together. However, as her dementia worsened, it became clear that Audrey could not live independently, and due to his lack of vision, neither could Jeryl.

When a space was offered to him at Honoria Conway-Heather, Providence’s newest site offering assisted living for seniors, Jeryl seized the opportunity although due to his wife’s very different needs, she could not be cared for at the same location. Providence staff worked hard to move Audrey into a secure space for adults with dementia at Youville Residence, just across the street from Honoria Conway. Providence caregivers showed Jeryl a safe route to get from Honoria Conway to Youville to visit Audrey, something he does almost every day, happily and independently.
Providence staff work closely with residents and families to help them stay connected while in care.

My wife and I have always been close. Now, thankfully, despite being apart, we're still close... Honoria Conway has been a blessing for us.
In 2008-09, successful collaborations with federal, provincial and private funders allowed Providence researchers and educators to innovate and invigorate research and teaching efforts.

**PROOF of research excellence**

Organ failure is reaching epidemic proportions, costing Canadians more than $35 billion a year in economic, social and personal losses. April 2008 saw the public launch of the new Centre of Excellence for the Prevention of Organ Failure (PROOF Centre), located at St. Paul’s Hospital. Funded with a $14.95-million federal grant, the PROOF Centre is a UBC-affiliated collaboration led by Dr. Bruce McManus.

The PROOF Centre focuses on the development of biological markers (biomarkers) to aid in the prevention and early detection of major diseases that cause heart, lung and kidney failure. Its partners include other universities in Western Canada as well as the private sector and researchers around the world.

**Developing cholesterol therapies**

A new Lipid Research Laboratory opened at St. Paul’s Hospital in April 2008, made possible by a grant from the Heart and Stroke Foundation of BC & Yukon. The laboratory aims to develop new therapies to increase “good” high-density lipoprotein (HDL) cholesterol, which has been shown to provide protection against cardiovascular disease. Lipid expert Dr. Gordon Francis was recruited from the University of Alberta to head the new research laboratory.

**Partnerships for physician training**

Last year the University of British Columbia celebrated the graduation of the largest class of physicians in the university’s history—195 newly trained doctors. This expansion of UBC’s medical school was made possible through partnerships with government, BC universities and health authorities.

Providence continues to be a major partner in training the next generation of physicians. All of UBC’s Family Practice graduates undertake their residency training in the St. Paul’s Hospital Emergency Department, and approximately 300 UBC medical students per year spend time training at St. Paul’s. Every year, Providence also provides the opportunity for 50 to 100 medical students from other Canadian universities to train with us.

**International doctors train at Providence**

Providence radiologist Dr. Jonathon Leipsic and cardiologist Dr. Brett Heilbron (R) are using their specialized cardiac imaging training to diagnose and research heart problems with a new high-definition CT scanner at St. Paul’s.

Nursing veteran Cheryl McDonald is excited about the development of a program devoted to supporting on-the-job training and mentoring. As one of Providence’s nursing mentors, she knows that her 30-plus years of experience as a critical care nurse are invaluable to younger nurses just starting out. She’s also convinced that the program will have a significant impact on retaining nurses—whether they’re junior nurses eager to learn new skills, or senior nurses who want to contribute their wealth of knowledge and skills to training the next generation.

**Embracing mentorships**

Nursing is at the heart of innovative and compassionate care at Providence. Now, thanks to a $1-million gift from the RBC Foundation to the St. Paul’s Hospital Foundation, the training, recruitment and retention of nurses will reach a whole new level.

The RBC Foundation grant is one of the largest donations in support of nursing education ever made to a Canadian hospital. It will enable St. Paul’s to establish the RBC Leadership Program for Nursing Innovation, a unique initiative focusing on the practical mentoring of new nurses and nursing education.

Nursing veteran Cheryl McDonald is excited about the development of a program devoted to supporting on-the-job training and mentoring. As one of Providence’s nursing mentors, she knows that her 30-plus years of experience as a critical care nurse are invaluable to younger nurses just starting out. She’s also convinced that the program will have a significant impact on retaining nurses—whether they’re junior nurses eager to learn new skills, or senior nurses who want to contribute their wealth of knowledge and skills to training the next generation.
New nurses often feel overwhelmed when they enter the real world of a busy, stressful, acute care setting. I love being able to share my passion for nursing with all our nursing staff by supporting them to develop their skills and confidence on the unit.
Providence Health Care attracts and nurtures exceptional people. The number of recognition awards that we receive each year speaks to this incredible talent pool. But the awards are only icing on the cake. Our people do this work to benefit our patients and residents. That’s the real reward.

**The year 2008 was momentous for Dr. Julio Montaner, physician and Director of Providence’s BC Centre for Excellence in HIV/AIDS. In August 2008, Dr. Montaner was appointed President of the International AIDS Society, the world’s leading independent association of HIV/AIDS professionals and lead organizer of the International AIDS Conferences. In September, he became one of three recipients worldwide to receive the inaugural Avant-Garde Award from the US-based National Institute on Drug Abuse, with a $2.5-million grant over five years to support his research. In December, due to his care, research and advocacy, Vancouver Magazine named Dr. Montaner in its annual list of Vancouver’s 50 most powerful people. Finally in early 2009, Dr. Montaner received a Leadership Award from LifeSciences BC for his career in developing lifesaving therapies for treating and preventing HIV/AIDS.**

**Cardiovascular expert recognized**
Dr. Andrew Ignaszewski, head of the Division of Cardiology at Providence, was awarded the Individual Award for Excellence in Health Promotion from the British Columbia Medical Association. Dr. Ignaszewski has helped launch several innovative programs at Providence to promote or improve cardiovascular health in BC, including St. Paul’s Healthy Heart Program, Canada’s first Metabolic Syndrome Program and the Heart Function Clinic. He also helped establish a new endowed research chair in Cardiovascular Prevention Research, supported by Pfizer, the Heart and Stroke Foundation of BC & Yukon and Simon Fraser University.

**Right place, right time for saving a life**
Catherine Clark, a patient educator in the Heart Function Clinic, was joined last fall by her colleagues in the 5K Run/Walk for the Cure to End Breast Cancer. A team of 23 Heart Centre staff came out to support Catherine in her personal fight with the disease.

During the walk, team members came to the rescue of a man having a heart attack; his heart had stopped and he was not breathing. Catherine, nurse practitioner Carol Galte and former transplant coordinator Sue Mortimer, initiated CPR on the man until paramedics arrived. Together, they successfully revived the stricken walker amid the throng of people.
Our contributions to treating HIV/AIDS gives Providence global recognition; other experts seek us out to collaborate.

Dr. Julio Montaner, HIV/AIDS Researcher and Physician

The impact of this HIV research team is felt internationally. As President of the International AIDS Society, I feel like I’m an ambassador for the great work we do here at St. Paul’s Hospital.
Steadfast partners in care, Providence Health Care’s two foundations help us connect with individuals, families, organizations and companies that want to help us provide the best care.

St. Paul’s Hospital Foundation:
Inspired giving, inspired care
St. Paul’s Hospital Foundation’s ability to support inspired care, teaching and research at St. Paul’s wouldn’t be possible without its many donors and partners. This past year was no exception.

In the midst of the worldwide economic downturn last fall, the foundation carried out its 11th annual Lights of Hope campaign. Thanks to overwhelming generosity from businesses, individuals, and dedicated volunteers, Lights of Hope 2008 raised more than $1.77 million. With a generous $1-million gift from the RBC Foundation, the RBC Leadership Program for Nursing Innovation was created to enhance education and mentorship opportunities for St. Paul’s nurses (see page 10 for story).

Last year, important partners, the Mr. & Mrs. P.A. Woodward’s Foundation, Variety-The Children’s Charity and the Auxiliary to St. Paul’s Hospital, achieved significant funding milestones with the foundation. The foundation also raised more than $1.4 million last year for state-of-the-art diagnostic and research equipment for the Providence Heart + Lung Institute at St. Paul’s, including Western Canada’s first high-definition, low-radiation CT scanner (see page 4 for story).

To augment the $10-million commitment from the BC government and Vancouver Coastal Health, the foundation continued to raise $4.7 million for St. Paul’s Emergency Innovation Project, to equip the Emergency Department with innovative work areas and the latest equipment to treat more than 65,000 patients this year and, as the designated hospital for spectators and visitors during the Vancouver 2010 Olympic and Paralympic Winter Games, for sports fans in need of emergency care from around the world.

In all, the foundation was able to support more than 20 different departments and programs throughout the hospital, including leading initiatives in mental illness and addictions, kidney disease and palliative care.

By fostering current partnerships and forging new ones, the foundation will continue to support the many urgent needs at St. Paul’s Hospital. www.helpstpauls.com

Tapestry Foundation for Health Care:
Stronger in Your Community
When the foundation was first launched in 2007, it set its sights on building a stronger health care fundraising organization integrated within the community. From that day forward Tapestry Foundation developed partnerships with key corporate groups, donors and organizations towards expansion of progressive, innovative health care programs within the seven Providence sites it supports.

This past year, with help from a renewed partnership with Scotiabank, Tapestry Foundation completed a $750,000 campaign for a digital tomosynthesis mammography machine for Mount Saint Joseph Hospital (MSJ). MSJ will be the first Metro Vancouver health care facility to offer this revolutionary technology that has the capacity to detect up to 28 per cent more breast cancers. The acquisition of the equipment helped Providence leverage $1.3 million in funding from the Lower Mainland Innovation and Integration Fund to establish a “one-stop” breast clinic at MSJ that offers rapid access to breast cancer diagnosis through a single location.

Four such clinics are planned for BC, with MSJ’s breast clinic the first to open its doors in May 2009. Working in close collaboration with Providence, the foundation continues raising funds for further development and expansion of the breast care program at MSJ. Further support for MSJ came through the second annual Scotiabank Feast of Fortune, which raised $126,000 and launched a campaign for additional critical care equipment for the hospital’s Emergency Department.

As a long time advocate for seniors care, Tapestry Foundation strengthened donor support of seniors living in Providence’s five residential care sites, and also for Providence’s new assisted living residence. The foundation rallied support for dementia research and care through the 20th Anniversary Pacific Spirit Run, and was also influential in establishing the Dining Program at Providence, an initiative to enhance the dining experience for residents. www.tapestryfoundation.ca

Statement of Financial Position
As at March 31 (in thousands of dollars)

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<thead>
<tr>
<th></th>
<th>Unaudited 2009</th>
<th>Restated 2008</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Cash and investments</td>
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<td>35,557</td>
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<td>Accounts receivable</td>
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<td>Inventories of materials and supplies</td>
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<td>21,363</td>
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<td><strong>Total Assets</strong></td>
<td>292,095</td>
<td>281,150</td>
<td>10,945</td>
</tr>
</tbody>
</table>

| **Liabilities & Net Assets (Deficiency)** |          |               |        |
| Accounts payable and accrued liabilities | 72,600    | 78,294        | (5,694) |
| Deferred operating contributions         | 3,483     | 3,014         | 469    |
| Deferred contributions for designated purposes | 9,455    | 10,069        | (614)  |
| Current portion of long-term debt         | 168       | –             | 168    |
| Current portion of retirement allowance   | 2,398     | 2,632         | (234)  |
| Current portion of long-term disability benefits | 1,548 | 1,548 | –      |
| **Total Current Liabilities**             | 89,652    | 95,557        | (5,905) |
| Long-term debt                           | 11,910    | –             | 11,910 |
| Retirement allowance                     | 28,911    | 27,152        | 1,759  |
| Long-term disability benefits             | 3,130     | 4,393         | (1,263) |
| Reserves                                 | 302       | 261           | 41     |
| Deferred capital contributions            | 225,633   | 213,221       | 12,412 |
| Net assets                               | (67,443)  | (59,434)      | (8,009) |
| **Total Liabilities & Net Assets (Deficiency)** | 292,095   | 281,150       | 10,945 |

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

Statement of Operations
For years ended March 31 (in thousands of dollars)

<table>
<thead>
<tr>
<th></th>
<th>Unaudited 2009</th>
<th>Restated 2008</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vancouver Coastal Health Authority contributions</td>
<td>437,221</td>
<td>410,545</td>
<td>26,676</td>
</tr>
<tr>
<td>Pharmacare</td>
<td>80,374</td>
<td>69,254</td>
<td>11,120</td>
</tr>
<tr>
<td>Medical Services Plan</td>
<td>55,156</td>
<td>53,232</td>
<td>1,924</td>
</tr>
<tr>
<td>Patients, clients and residents</td>
<td>26,751</td>
<td>23,320</td>
<td>3,431</td>
</tr>
<tr>
<td>Investment Income</td>
<td>564</td>
<td>1,053</td>
<td>(489)</td>
</tr>
<tr>
<td>Amortization of deferred capital contributions</td>
<td>28,760</td>
<td>26,669</td>
<td>2,091</td>
</tr>
<tr>
<td>Other</td>
<td>30,626</td>
<td>33,382</td>
<td>(2,756)</td>
</tr>
<tr>
<td>Designated contributions</td>
<td>5,869</td>
<td>4,178</td>
<td>1,691</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>665,321</td>
<td>621,633</td>
<td>43,688</td>
</tr>
</tbody>
</table>

| **Expenses**           |                |               |        |
| Compensation and benefits | 407,226       | 386,002       | 21,224 |
| Drugs                   | 99,896         | 87,852        | 12,044 |
| Supplies                | 74,655         | 65,759        | 8,896  |
| Sundry                  | 13,895         | 17,643        | (3,748) |
| Equipment and building services | 15,529    | 15,668        | (139)  |
| Referred out and contracted services | 26,170    | 24,260        | 1,910  |
| Depreciation of capital assets | 5,869          | 4,178         | 1,691  |
| **Total Expenses**      | 673,330        | 628,654       | 44,676 |

| **Deficiency of Revenues over Expenses** | (8,009) | (7,021) | (988) |

* Certain comparative figures have been restated to conform with the presentation adopted in the current year.
Patient Care Volumes
For years ended March 31

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2008</th>
<th>Inc./Dec.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient Admissions</td>
<td>23,056</td>
<td>22,206</td>
<td>850</td>
<td>3.8%</td>
</tr>
<tr>
<td>ER Visits</td>
<td>82,033</td>
<td>77,419</td>
<td>4,614</td>
<td>6.0%</td>
</tr>
<tr>
<td>Dialysis</td>
<td>78,778</td>
<td>76,747</td>
<td>2,031</td>
<td>2.6%</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>213,410</td>
<td>192,501</td>
<td>20,909</td>
<td>10.9%</td>
</tr>
<tr>
<td>Day Care Surgery</td>
<td>23,338</td>
<td>21,717</td>
<td>1,621</td>
<td>7.5%</td>
</tr>
<tr>
<td><strong>Total Patient Encounters</strong></td>
<td><strong>420,615</strong></td>
<td><strong>390,590</strong></td>
<td><strong>30,025</strong></td>
<td><strong>7.7%</strong></td>
</tr>
</tbody>
</table>

Special Procedures

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2008</th>
<th>Inc./Dec.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Hearts</td>
<td>835</td>
<td>966</td>
<td>(131)</td>
<td>(13.6)%</td>
</tr>
<tr>
<td>Heart Transplants</td>
<td>12</td>
<td>24</td>
<td>(12)</td>
<td>(50.0)%</td>
</tr>
<tr>
<td>Internal Defibrillators</td>
<td>468</td>
<td>355</td>
<td>113</td>
<td>31.8%</td>
</tr>
<tr>
<td>Angioplasties</td>
<td>1,384</td>
<td>1,296</td>
<td>88</td>
<td>6.8%</td>
</tr>
<tr>
<td>Angiograms</td>
<td>2,665</td>
<td>2,367</td>
<td>298</td>
<td>12.6%</td>
</tr>
<tr>
<td>Kidney Transplants</td>
<td>85</td>
<td>85</td>
<td>0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Inpatient Days

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2008</th>
<th>Inc./Dec.</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute Inpatient Days</td>
<td>220,501</td>
<td>220,813</td>
<td>(312)</td>
<td>(0.1)%</td>
</tr>
<tr>
<td>Residential Patient Days</td>
<td>248,183</td>
<td>246,641</td>
<td>1,542</td>
<td>0.6%</td>
</tr>
<tr>
<td>Residential Days (Assisted Living)</td>
<td>11,372</td>
<td>0</td>
<td>11,372</td>
<td>%</td>
</tr>
<tr>
<td><strong>Total Inpatient Days</strong></td>
<td><strong>480,056</strong></td>
<td><strong>467,454</strong></td>
<td><strong>12,602</strong></td>
<td><strong>2.7%</strong></td>
</tr>
</tbody>
</table>

Congratulations to the following Providence award winners:

**Sandra Barr** - 2009 CRNBC Award of Excellence in Nursing Administration, College of Registered Nurses of British Columbia

**Dr. Andrew Ignaszewski** - 2008 Individual Award for Excellence in Health Promotion, British Columbia Medical Association

**Andrew Johnson** - 2009 AccolAIDS Award, Unsung Heroes, British Columbia Persons With AIDS Society (posthumously)

**Harold McCarthy** - 2009 CRNBC Award of Excellence in Nursing Practice, College of Registered Nurses of British Columbia

**Dr. Bruce McManus** - 2008 David F. Hardwick Lifetime Achievement Award, UBC Department of Pathology and Laboratory Medicine; 2008 Distinguished Medical Research Lecturer Award in Basic Sciences, UBC Faculty of Medicine

**Janne Mui** - 2009 CRNBC Award of Advocacy, College of Registered Nurses of British Columbia

**Peter D. Paré** - Ludwig Engel Visiting Professorship Award, Westmead Millennium Institute for Medical Research

**Dr. Bob Schellenberg** - 2008 Jerry Dolovich Award, Canadian Society of Allergy and Clinical Immunology

**Dr. Mark Tyn dall** - 2009 AccolAIDS Award for Science, Research & Technology, British Columbia Persons With AIDS Society

**Dr. Evan Wood** - 2008 American College of Physicians Award for Best Clinical Research Project and Governor General’s Award, American College of Physicians and Surgeons

PHC Society Members 08-09

Janet Brown, Chair
Monsignor Stephen Jensen, Vice Chair
Sister Margaret Vickers, Secretary
Michael Crean (June 08 – March 09)

PHC Board Members 08-09

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Doug Brown, Vice Chair
Daniel Nocente, Vice Chair
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Sister Maria-Vie Chua
Michael Crean (April – June 08)
David Dumaresq
Sister Anne Hemstock
Frank Hollier
Delores Holmes
Hari Varshney
Les Johnson
Sister Margaret Vickers
Doug Wilkes (June 08 – March 09)

Please support Providence through our foundations:

St. Paul’s Hospital Foundation
178 – 1081 Burrard Street
Vancouver, BC V6Z 1Y6
Phone: 604 682 8206
Fax: 604 836 8326
www.helpstpauls.com

Tapestry Foundation for Health Care
(supporting all other Providence facilities)
3080 Prince Edward Street
Vancouver, BC V5T 3N4
Phone: 604 877 8335
Fax: 604 877 8124
www.tapestryfoundation.ca

2008 – 09 Annual Report, published June 2009 by Providence Health Care
Communications Department
1081 Burrard Street
Vancouver, BC V6Z 1Y6
General Line: 604 806 9090
Communications: 604 806 8022
www.providencehealthcare.org

Health Services Senior Scholar Award, Michael Smith Foundation for Health Research

Dr. Andrew Ignaszewski – 2008 Individual Award for Excellence in Health Promotion, British Columbia Medical Association

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Dr. Julio Montaner – 2008 Avant-Garde Award, National Institute on Drug Abuse (NIDA); 2009 Leadership Award, LifeSciences British Columbia

Janice Muir – 2009 CRNBC Award of Advocacy, College of Registered Nurses of British Columbia

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