

Simonson, Kathy HLTH:EX

From: Minister, HLTH HLTH:EX [HLTH.Minister@gov.bc.ca]
Sent: Tuesday, April 12, 2011 8:54 PM
To: Health, HLTH HLTH:EX
Subject: FW: health care issue (CLIFF:877872)

From: s22
Sent: Tuesday, April 12, 2011 8:53:36 PM
To: Minister, HLTH HLTH:EX
Subject: health care issue
Auto forwarded by a Rule

Honourable Micheal de Jong

I am speaking on behave of a friend whc s22
s22 was airlifted to St. Pauls in Vancouver.
Her care there was sufficient. It is the story you should hear about how she was to get back home. If is very sad hear that this is how we are treated.
She would like me to give you her name: s22
She hoping someone would contact her so she could tell her story.
Please take the time to do so.
I thank you for your time, from s22

EMAIL RESPONSE

877872

s22

Dear s22

Thank you for your email of April 12, 2011, outlining your concerns about s22 experiences after being discharged from St. Paul's Hospital. I am responding on behalf of the Honourable Michael de Jong, Minister of Health.

The Ministry of Health Patient and Client Relations staff contacted s22 and are investigating this issue on her behalf.

Again, thank you for taking the time to write on your friend's behalf.

Sincerely,

Teri Collins
Executive Director

O:\HAD General\Correspondence\2011\Drafts\877872 s22 concerns about s22 experiences following discharge from St. Paul's Hospital.doc

Advocate for Patients LLC

Phone: 5038309837
Fax: 5035498998

Fax

To: Health Ministry

From: Joshua Schultz

Fax: 250-356-9587

Pages: 6

Re s22

Date: May 27, 2011

MINISTER'S OFFICE HEALTH	
#	883838
DRAFT <input type="checkbox"/>	REPLY <input checked="" type="checkbox"/>
REPLY <input type="checkbox"/>	MAY 27 2011
FYI <input type="checkbox"/>	FILE <input type="checkbox"/>
REMARKS	
<input type="checkbox"/> AA	<input type="checkbox"/> MA
<input type="checkbox"/> EA	<input type="checkbox"/> OCU

4739 SW Lowell Ct., Portland, OR 97221



FED ID: 27-0912762

Advocate for Patients LLC
4739 SW Lowell Ct.
Portland, OR 97221
Direct: 503-830-9837
Fax: 503-549-8998

VIA ELECTRONIC MAIL AND FACSIMILE – Return Receipt Requested

May 25, 2011

Kit Schindell
Director of Patient Relations
St. Paul's Hospital
Room 541, Burrard Building
1081 Burrard Street
Vancouver, B.C. V6Z 1Y6
Tel: (604) 806-8284
Fax: (604) 806-9299
E-mail: kschindell@providencehealth.bc.ca

Office of the Honorable Michael de Jong
Minister of Health
Room 337, Parliament Buildings
Victoria, B.C. V8V 1X4
Tel: (250) 953-3547
Fax: (250) 356-9587
E-mail: hlt.h.minister@gov.bc.ca

Re: Demand for reduction/cancellation of hospital charges and formal request
for all medical and billing records related to s22 and his
hospital charges for s22

Dear Ms. Schindell:

s22

St. Paul's Hospital
May 25, 2011
Page 2

s22

St. Paul's Hospital
May 25, 2011
Page 3

s22

St. Paul's Hospital
May 25, 2011
Page 4

Thank you in advance for your assistance in resolving this matter. For your convenience.
I am enclosing a signed FOI medical and billing records request from s22

Sincerely,



Josh Schultz
Advocate for Patients LLC

Enclosures

cc: Office of the Legal Counsel
St. Paul's Hospital
1081 Burrard Street
Vancouver, B.C. V6Z 1Y6

s22



How you want to be cared.

FREEDOM OF INFORMATION
REQUEST FOR ACCESS TO HEALTH RECORDS

s22

This authorization must be signed by the patient, the patient's personal representative or a person designated within 6 months of the request being submitted to Providence Health Care. The Freedom of Information & Protection of Privacy Act and the (30) Business Days to respond to the request.

Personal information contained on this form is collected under the 30 Freedom of Information and Protection of Privacy Act and is used only for the purpose of responding to your request.

Form No. PHC-MR31 (R. 5-05-06)

The Hon. Michael de Jong
Minister of Health Services
Room 337 - Parliament Buildings
Victoria, BC V8V 1X4

RE: Revitalization of St. Paul's Hospital

Dear Minister de Jong,

We would like to thank you and the provincial government for your commitment to keep St. Paul's Hospital in Vancouver's West End.

We believe that it was the responsible decision as this vital health care facility serves the needs of Canada's most densely populated community as well as those from across the province who come to St. Paul's for specialized care.

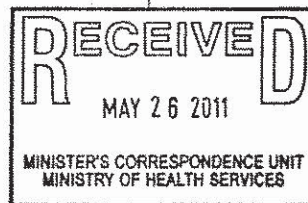
As we move forward in planning for the facilities redevelopment, we urge you to invest significant capital dollars to address the revitalization of St. Paul's award winning cardiac, renal, HIV/AIDS and other programs as well as to address the seismic safety, and elevator needs and support better primary care.

We recognize the many demands on already stretched health care dollars, but we believe that the proposed revitalization model is both financially responsible and responsive to community need.

Thank you for your ongoing commitment to maintain St. Paul's at its current site and to revitalize this crucial facility for generations to come.

Sincerely,

AIDS Vancouver
A Loving Spoonful
Positive Living B.C. (fmr. BCPWA)
Coal Harbour Residents Association (CHRA)
Dr. Peter AIDS Foundation
Downtown Vancouver Business Improvement Association (DVBIA)
Friends for Life
Gordon Neighbourhood House
The Health Initiative for Men (HIM)
McLaren Housing Society
Mole Hill Community Housing Society
Performing Arts Lodge (PAL)
Qmunity
Robson Street Business Association
St. Paul's Anglican Advocacy Office
Save St. Paul's Coalition
West End Business Improvement Association (WEBIA)
West End - Coal Harbour Community Policing Centre
West End Neighbours (WEN)
West End Residents Association (WERA)
West End / Coal Harbour Community Centre
Yaletown Business Improvement Association
MLA Spencer Chandra Herbert, Vancouver West End



Response required -
Topic - St. Paul's
MLA Spencer Herbert -
Spencer passed this
to Minister - to Michael
for processing
DB

MAY 26/11

883864

Mr. Spencer Chandra Herbert, MLA
Vancouver West End
923 Denman St
Vancouver BC V6G 2L9

Dear Mr. Chandra Herbert:

Thank you for your letter received May 26, 2011, regarding your support for the redevelopment of St. Paul's Hospital in Vancouver. I apologize for the delay in responding.

A draft copy of the St. Paul's Hospital renewal concept plan was received by the Ministry of Health (the Ministry) on February 2, 2011, and is now in the process of review. This is a significant undertaking that deserves time and attention to thoroughly review before a final decision is made.

The Ministry will continue to work with the Vancouver Coastal Health Authority and Providence Health Care to find the most appropriate and cost effective solutions for upgrading St. Paul's Hospital.

I appreciate the opportunity to respond on this matter.

Yours truly,

Michael de Jong, QC
Minister

pc: AIDS Vancouver
A Loving Spoonful
Positive Living BC (fmr BCPWA)
Coal Harbour Residents Association (CHRA)
Dr. Peter AIDS Foundation
Downtown Vancouver Business Improvement Association (DVBIA)
Friends for Life
Gordon Neighbourhood House
The Health Initiative for Men (HIM)
McLaren Housing Society
Mole Hill Community Housing Society
Performing Arts Lodge (PAL)
Qmunity
Robson Street Business Association
St. Paul's Anglican Advocacy Office
Save St. Paul's Coalition
West End Business Improvement Association (WEBIA)
West End – Coal Harbour Community Policing Centre
West End Neighbours (WEN)
West End Residents Association (WERA)
West End / Coal Harbour Community Centre
Yaletown Business Improvement Association

pc list for St. Paul's Letter

AIDS VANCOUVER
1107 SEYMOUR ST
VANCOUVER BC V6B 5S8

A LOVING SPOONFUL
100 – 1300 RICHARDS ST
VANCOUVER BC V6B 3G6

POSITIVE LIVING BC
2ND FLOOR, 1107 SEYMOUR ST
VANCOUVER BC V6B 5S8

COAL HARBOUR RESIDENTS ASSOCIATION
923 DENMAN ST
VANCOUVER BC V6G 2L9

DR. PETER AIDS FOUNDATION
1110 COMOX ST
VANCOUVER BC V6E 1K5

DOWNTOWN VANCOUVER BUSINESS
IMPROVEMENT ASSOCIATION (DVBIA)
325 - 1130 WEST PENDER ST
VANCOUVER BC V6E 4A4

THE VANCOUVER FRIENDS FOR LIFE SOCIETY
DIAMOND CENTRE FOR LIVING
1459 BARCLAY ST
VANCOUVER BC V6G 1J6

GORDON NEIGHBOURHOOD HOUSE
1019 BROUGHTON ST
VANCOUVER BC V6G 2A7

THE HEALTH INITIATIVE FOR MEN (HIM)
310 - 10333 DAVIE ST
VANCOUVER BC V6E 1M7

MCLAREN HOUSING SOCIETY OF BRITISH COLUMBIA
200 – 649 HELMCKEN ST
VANCOUVER BC V6B 5R1

MOLE HILL COMMUNITY HOUSING
SOCIETY'S BOARD OF DIRECTORS
1169 PENDRELL ST
VANCOUVER BC V6E 1L3

PERFORMING ARTS LODGE (PAL)
3RD FLOOR, 581 CARDERO ST

VANCOUVER BC V6G 3L3

COMMUNITY
1170 BUTE ST
VANCOUVER BC V6E 1Z6

ROBSON STREET BUSINESS ASSOCIATION
SUITE 412 1155 ROBSON ST
VANCOUVER BC V6E 1B5

ST. PAUL'S ANGLICAN ADVOCACY OFFICE
1130 JERVIS ST
VANCOUVER BC V6E 2C7

SAVE ST. PAUL'S COALITION
No address available – There is a space on Website to place an e-mail.

WEST END BUSINESS IMPROVEMENT ASSOCIATION (WEBIA)
411 1033 DAVIE ST
VANCOUVER BC V6E 1M7

WEST END – COAT HARBOUR COMMUNITY POLICING CENTRE
1267 DAVIE ST
VANCOUVER BC V6E 1N4

WEST END NEIGHBOURS (WEN)
EMAIL: info@westendneighbours.com

WEST END RESIDENTS ASSOCIATION (WERA)
306 1885 BARCLAY ST
VANCOUVER BC V6G 1K7

WEST END / COAL HARBOUR COMMUNITY ASSOCIATION
480 BROUGHTON ST
VANCOUVER BC V6H 3H4

YALETOWN BUSINESS IMPROVEMENT ASSOCIATION
003 1290 HOMER ST
VANCOUVER BC V6B 2Y5

Simonson, Kathy HLTH:EX

From: Minister, HLTH HLTH:EX [HLTH.Minister@gov.bc.ca]
Sent: Friday, May 27, 2011 8:43 AM
To: Health, HLTH HLTH:EX
Subject: FW: St.Paul's/VGH Press Release (CLIFF:885660)
Attachments: StPauls_VGH.pdf

From: danny.labbe@boehringer-ingelheim.com[SMTP:DANNY.LABBE@BOEHRINGER-INGELHEIM.COM]
Sent: Friday, May 27, 2011 8:41:22 AM
To: Bhullar, Barinder HLTH:EX; Menzies, Brian HLTH:EX; Minister, HLTH HLTH:EX
Subject: St.Paul's/VGH Press Release
Auto forwarded by a Rule

Hi Barinder and Brian:

Please find attached a copy of the joint press release issued by St.Paul's and VGH Hospitals re Boehringer Ingelheim's investments in the BI Physician Scholar Awards...Regards...Danny

<<StPauls_VGH.pdf>>



MEDIA RELEASE – FOR IMMEDIATE RELEASE

Boehringer Ingelheim establishes Physician Scholar Awards at St. Paul's Hospital and Vancouver General Hospital

VANCOUVER, BC, MAY 26, 2011 – Boehringer Ingelheim (Canada) Ltd., one of the world's top 20 leading pharmaceutical companies, announced today that it is making \$225,000 in donations to both St. Paul's Hospital and Vancouver General Hospital (VGH) to support the scientific development of young cardiology specialists.

"Boehringer Ingelheim believes in the importance of maintaining excellence in scientific research and training," said Dr. Theodore Witek Jr., President and CEO of Boehringer Ingelheim (Canada) Ltd., at an event held today to mark the occasion. "The establishment of the Boehringer Ingelheim Physician Scholar Awards will support this goal by equipping the next generation of cardiologists and cardiac surgeons with the tools they need to create a healthier future for the people of British Columbia."

The Boehringer Ingelheim Physician Scholar Awards will provide cardiologists and cardiac surgeons at each hospital with funding that will allow them to dedicate time to clinical research, in addition to the time they spend with patients. In particular, the awards were created to kick-start innovative research projects and maximize information gained from larger projects, as well as provide opportunities for mentoring. These donations will ultimately benefit the thousands of British Columbian heart patients who are treated at St. Paul's Hospital and VGH each year.

"We are pleased that a leading pharmaceutical company like Boehringer Ingelheim is supporting the continued growth of patient care and clinical research at St. Paul's Hospital," said Stephen Shapiro, President and CEO of St. Paul's Hospital Foundation. "The Boehringer Ingelheim Physician Scholar Award will play a vital role in helping the provincial Heart Centre at St. Paul's to attract and retain the world's top talent and to continue offering inspired care, research and teaching to our patients."

"We know that every year thousands of patients with heart disease and related conditions depend on the experts at VGH for specialized cardiac treatment and care," said Ron Dumouchelle, President and CEO, VGH & UBC Hospital Foundation. "Through their donation, Boehringer Ingelheim is helping young cardiology physicians and cardiac surgeons at our hospital do more for today's and tomorrow's patients."

- 30 -

Media contacts

Derek O'Toole
Director, Communications and
Corporate Affairs
Boehringer Ingelheim (Canada)
Ltd.
905-631-4757
derek.otoole@boehringer-
ingelheim.com

Brice Dare
Manager, Communications
St. Paul's Hospital Foundation
604-806-9850
bdare@providencehealth.bc.ca

Katherine Kosowan
Director, Marketing &
Communications
VGH & UBC Hospital
Foundation
604-875-5196 (office)
604-603-5847 (mobile)
katherine.kosowan@
worldclasshealthcare.ca

About Boehringer Ingelheim (Canada) Ltd.

The Boehringer Ingelheim group is one of the world's 20 leading pharmaceutical companies. Headquartered in Ingelheim, Germany, it operates globally with 145 affiliates and more than 42,000 employees.

Since it was founded in 1885, the family-owned company has been committed to researching, developing, manufacturing and marketing novel products of high therapeutic value for human and veterinary medicine.

As a central element of its culture, Boehringer Ingelheim pledges to act socially responsible. Involvement in social projects, caring for employees and their families, and providing equal opportunities for all employees form the foundation of the global operations. Mutual cooperation and respect, as well as environmental protection and sustainability are intrinsic factors in all of Boehringer Ingelheim's endeavors.

In 2010, Boehringer Ingelheim posted net sales of 11.7 billion euro while spending almost 24% of net sales in its largest business segment Prescription Medicines on research and development.

The Canadian headquarters of Boehringer Ingelheim was established in 1972 and the Research and Development Centre located in Laval, Québec, Canada since 1988. Boehringer Ingelheim (Canada) Ltd. is home to more than 700 employees including 160 scientists across the country.

For more information please visit www.boehringer-ingelheim.ca

About St. Paul's Hospital Foundation

St. Paul's Hospital Foundation raises funds to support inspired care, research and teaching at St. Paul's Hospital, a leading academic health science centre located in Vancouver, Canada. St. Paul's Hospital Foundation raised more than \$10 million for equipment, research and patient care last year.

For more information, visit www.helpstpauls.com.

About VGH & UBC Hospital Foundation

VGH & UBC Hospital Foundation is a registered charity that raises funds for medical equipment, world-class research and improvements to patient care for the Cardiac Sciences Program at VGH and many other specialized areas of care at VGH, UBC Hospital, GF Strong Rehab Centre, Vancouver Coastal Health Research Institute and Community Health Services across Vancouver.

For more information, visit www.worldclasshealthcare.ca.

Simonson, Kathy HLTH:EX

From: Minister, HLTH HLTH:EX [HLTH.Minister@gov.bc.ca]
Sent: Monday, July 4, 2011 11:51 AM
To: Health, HLTH HLTH:EX
Subject: FW: St Paul's Hospital (887890)

From: s22
Sent: Monday, July 04, 2011 11:51:22 AM
To: Minister, HLTH HLTH:EX; Herbert.MLA, Spencer P LASS:EX
Subject: St Paul's Hospital
Auto forwarded by a Rule

Dear Minister:

It has come to my attention that there are discussions about closing St Paul's Hospital in Vancouver.

Apparently, some of the buildings in the complex are outdated. I believe this happens to all hospital complexes.

I feel compelled to remind decision makers that downtown Vancouver, Yaletown, Downtown South, and the West End are some of the most densely-populated areas, not only in North America, but in the world.

No matter what the outcome, an emergency medical-treatment facility must remain in that strategic location, and must have sufficient capacity to handle worst-case scenarios caused by natural disasters such as earthquakes, and crowd-related incidents, such as those we recently witnessed during the hockey playoffs.

My question to you is, are you committed to ensuring a suitable emergency medical-treatment facility will remain on the site of St Paul's Hospital?

Regards,

s22

EMAIL RESPONSE

887890

s22

Dear

s22

Thank you for your email of July 4, 2011, regarding the future of St. Paul's Hospital in Vancouver. I am responding on behalf of the Honourable Michael de Jong, QC, Minister of Health.

The Ministry of Health (the Ministry), Providence Health Care and the Vancouver Coastal Health Authority (VCHA) are working together to ensure patients in that region receive sustainable, high-quality health care services in the most appropriate settings.

With regard to the future of St. Paul's Hospital, I can assure you that the hospital is not closing. A draft copy of the St. Paul's Hospital renewal concept plan was received by the Ministry on February 2, 2011. This is a significant undertaking, one that deserves the time and attention to thoroughly review. I can assure you that all concepts will be reviewed and considered before a final decision is made.

Again, thank you for taking the time to share your thoughts. I appreciate the opportunity to respond.

Sincerely,

Effie Henry
Executive Director

\\cabin\S15008\HAD General\Correspondence\2011\Drafts\887890 s22 future of st paul's hospital.docx

s22



2011-07-03

Graham Whitmarsh, Deputy Minister of Health
Ministry of Health, 1515 Blanshard Street,
Victoria BC V8W 3C8

Dear Mr. Whitmarsh,

The following letter will inform you of my appreciation for the health care services provided at Providence Health care- St. Paul's Hospital Adult Division of the Hemophilia Program of British Columbia. It also advocates for allocation of resources to enhance these services.

Please ensure that this program is prioritized in the British Columbia provincial government's designation of health care resources.

I appreciate your attention to my correspondence.

s22

I am writing this letter to support the HTC's need for comprehensive clinic space with sufficient staffing in order to adequately meet the needs of their patient population. HTC research initiatives which will enhance health care options/outcomes for persons with bleeding disorders also require support.

s22

s22

The interdisciplinary team are professional and empathetic. The services that they provide go well beyond expectations. Team members have communicated with me about my health care during and after clinic hours and on weekends. My inquiries have been dealt with promptly from the clinic, from team members homes and from out-of-town professional conference sites. Team members provide essential communication

s22

The St. Paul's Hospital HTC is one of twenty-five clinics under the auspices of the Canadian Hemophilia Society, whose efforts seek to improve the health and quality of life of all people with an inherited bleeding disorder in addition to ultimately finding a cure for these disorders. You can read more at www.hemophilia.ca/en/abouttheCHS
Persons with bleeding disorders, their families and a wide range of health care providers throughout British Columbia benefit from the expertise and collaborative clinical and research endeavours of the HTC at St. Paul's Hospital.

With ever increasing demands the HTC requires all-inclusive clinic space similar to the existing units at most of Canada's other hemophilia clinics. An adequately staffed clinic which consolidates administrative offices, examining rooms and treatment rooms will decrease and/or eliminate current inappropriate use of the hospital's Emergency Room and medical short-stay units for HTC assessment and treatment. Clinical trials, also deserving of support, are being launched to determine improved management strategies for persons with bleeding disorders.

As Providence Health Care - St. Paul's Hospital responds to growing community needs I propose that you give thoughtful consideration to the requirements of the St. Paul's Hospital Adult Hemophilia Program and to the persons with bleeding disorders and diverse health care providers they serve. Enrichment of the clinic's unique and valuable assets will ensure long term provision of competent and economically viable services for a deserving population.

Yours sincerely,

s22

*Copies to:

Geoff Plant, Chair, Board of Directors, Providence Health Care
Dianne Doyle, President and CEO, Providence Health Care
Dr. Ron Carere, Vice President Medical Affairs, Providence Health Care
David Byers, Vice President, Acute Clinical Programs and Chief of Professional Nursing
Dr. Michael Barnett, Head, Division of Hematology
Dr. Linda Vickars, Medical Director, Hemophilia Program of BC, Adult Division, SPH
Honourable Michael de Jong, Minister of Health
Mr. G. Whitmarsh, Deputy Minister of Health
Dr. Perry Kendall, Provincial Health Officer
Kip Woodward, Chair, Vancouver Coastal Health
Bob Simpson, MLA, Cariboo

Text Attachment: Log ID 888194

assigned to LDBS

From: Coutts, Sarah HLTH:EX
Sent: Monday, July 11, 2011 3:10 PM
To: Baldwin, Brenda J HLTH:EX
Cc: Foley, Liana HLTH:EX; Grieve, Darlene E HLTH:EX
Subject: 888194 - Hemophilia Treatment Program (Clinic) at St. Paul's Hospital

Hi Brenda,

Please assign to staff to prepare a response to s22 re Hemophilia Treatment Program at St. Paul's.

This is a reply direct for the DM and can go out under Jane's signature, unless Jane feels otherwise.

Please return to the ADMO for Sheila's approval before mailing out. Due date July 28, 2011.

The assignment folder is now ready for pickup.

Thanks,

Sarah Coutts
Correspondence/Sharepoint Coordinator, Assistant Deputy Minister's Office
Medical Services and Health Human Resources Division, BC Ministry of Health
3-1, 1515 Blanshard Street / Telephone: 250-952-1414 / Fax: 250-952-3131

CONFIDENTIALITY NOTICE:

This email (and any attachment) was intended for a specific recipient. It may contain information that is privileged, confidential or exempt from disclosure. If you are not the intended recipient: *do not copy it, distribute it to another person or use it for any other purpose; please *delete it and advise me by return email or telephone.



888194

s22

Dear s22

Thank you for your letter received July 3, 2011, expressing your appreciation for the care you received from the Haemophilia Program at St. Paul's Hospital in Vancouver. I am responding on behalf of Graham Whitmarsh, Deputy Minister of Health.

I appreciate hearing of your positive experience with our health care system in British Columbia. I am pleased to receive your comments regarding the exceptional care you received from Dr. Shannon Jackson. The work of dedicated medical professionals is one of the reasons we can be proud of our health care system. I believe most British Columbians receive excellent health care services.

I am forwarding your comments to Dr. Jackson so that she too is aware of your encouraging comments.

In regard to your comments about funding for the Haemophilia Program at St. Paul's Hospital, you may know that the provincial government, through the Ministry, provides annual capital funding to the health authorities. The health authority prioritizes the needs of the health facility within its jurisdiction of responsibility and allocates capital funding accordingly.

Thank you for taking the time to share your experience and kind comments.

Sincerely,

Effie Henry
Executive Director

pc: Dr. Shannon Jackson, Providence Hematology

Simonson, Kathy HLTH:EX

From: Jukes, Shaina HLTH:EX
Sent: Friday, July 8, 2011 2:04 PM
To: Health, HLTH HLTH:EX
Subject: FW: St Paul's Hospital (CLIFF:888296)

Reply direct.

From: deJong.MLA, Mike [<mailto:Mike.deJong.MLA@leg.bc.ca>]
Sent: Friday, July 8, 2011 1:41 PM
To: Jukes, Shaina HLTH:EX
Subject: FW: St Paul's Hospital

From: s22
Sent: July-07-11 3:05 PM
To: deJong.MLA, Mike
Cc: Chandra Herbert.MLA, Spencer
Subject: St Paul's Hospital

July 7 2011

Dear Hon Michael de Jong Minister of Health

Cc Spencer Chandra Herbert

I would to show my support for upgrading St Paul's Hospital. Parts of the facility are become unreliable. I understood limited amount of work would be done. When there were plans to build a hospital outside the downtown core. Now that the hospital is staying, and I am glad it is, major upgrading needs to be done.

I use the hospital and have real concerns about a power failure. Going to the hospital is a tough enough without worrying about the building.

Regards

s22

EMAIL RESPONSE

888296

s22

Dear s22

Thank you for your email of July 7, 2011, regarding the future of St. Paul's Hospital in Vancouver. I am responding on behalf of the Honourable Michael de Jong, QC, Minister of Health.

The Ministry of Health (the Ministry), Providence Health Care and the Vancouver Coastal Health Authority are working together to ensure patients in that region receive sustainable, high-quality health care services in the most appropriate settings.

I can advise that a draft copy of the St. Paul's Hospital renewal concept plan was received by the Ministry on February 2, 2011. This is a significant undertaking, one that deserves the time and attention to thoroughly review. I can assure you that all concepts will be reviewed and considered before a final decision is made.

Again, thank you for taking the time to share your thoughts. I appreciate the opportunity to respond.

Sincerely,

Effie Henry
Executive Director

\\cabin\S15008\HAD General\Correspondence\2011\Drafts\888296 s22 future of st paul's hospital.docx

Simonson, Kathy HLTH:EX

From: Wakeling, Sandy HLTH:EX
Sent: Wednesday, July 27, 2011 11:19 AM
To: Health, HLTH HLTH:EX
Subject: FW: Revitalization of St. Paul's Hospital (890151)

Please reply direct.

-----Original Message-----

From:
Sent: July-25-11 11:19 AM
To: deJong.MLA, Mike
Subject: Revitalization of St. Paul's Hospital

The Hon. Michael deJong
Minister of Health Services
Room 337, Parliament Buildings
Victoria, BC V8V 1X4

Dear Minister deJong,

Thank you and the provincial government for keeping St. Paul's Hospital in Vancouver's West End.

We talk about the density of the West End, and with the increasing residential building in the downtown peninsula, plus the pressures exerted by the Downtown East Side, the need is only increasing to service this area. I am also aware of the HIV/AIDS and other programs that St. Paul's is recognized for.

I have been lucky not to require those services s22 I thought my care was exemplary, despite the obviously aging structure. Yet I read in the press about its failing infrastructure.

I urge the government to invest in the revitalization of St. Paul's Hospital to serve this growing community.

Thank you,

s22

EMAIL RESPONSE

890151

s22

Dear s22

Thank you for your email of July 25, 2011, regarding the future of St. Paul's Hospital in Vancouver. I am responding on behalf of the Honourable Michael de Jong, QC, Minister of Health.

The Ministry of Health (the Ministry), Providence Health Care and the Vancouver Coastal Health Authority (VCHA) are working together to ensure patients in that region receive sustainable, high-quality health care services in the most appropriate settings.

A draft copy of the St. Paul's Hospital renewal concept plan was received by the Ministry on February 2, 2011. This is a significant undertaking, one that deserves the time and attention to thoroughly review before a final decision is made.

Again, thank you for taking the time to share your thoughts. I appreciate the opportunity to respond.

Sincerely,

Effie Henry
Executive Director

Z:\HAD General\Correspondence\2011\Drafts\890151 s22 future of St Pauls Hospital.docx

From: Minister, HLTH HLTH:EX [HLTH.Minister@gov.bc.ca]
Sent: Wednesday, July 27, 2011 12:16 PM
To: Health, HLTH HLTH:EX
Subject: FW: St. Paul's revitalization (CLIFF:890156)

From: s22
Sent: Wednesday, July 27, 2011 12:15:46 PM
To: Minister, HLTH HLTH:EX; s.chandraherber.mla@leg.bc.ca;
Herbert.MLA, Spencer P LASS:EX
Subject: St. Paul's revitalization
Auto forwarded by a Rule

Dearest Health Minister and Spencer Chandra Herber,

I am a Vancouver downtown resident, who is feeling vulnerable and insecure regarding the deplorable state of the local St. Paul's Hospital. s22

It is a paradox that an institution of health is sick itself and causes illness, especially to the elderly patients, that deserve healthy inspired treatment.

Please put people s22 in your true hearts and motivate a change with respect to s22 health and the fact that you will age and deserve respect on all levels as you age. Thank you for this consideration.

Yours Sincerely with kind regards,

s22

Yours Sincerely with kind regards,

s22

EMAIL RESPONSE

890156

s22

Dear s22

Thank you for your email of July 27, 2011, regarding revitalization of St. Paul's Hospital in Vancouver. I am responding on behalf of the Honourable Michael de Jong, QC, Minister of Health.

The Ministry of Health (the Ministry), Providence Health Care and the Vancouver Coastal Health Authority (VCHA) are working together to ensure patients in that region receive sustainable, high-quality health care services in the most appropriate settings.

A draft copy of the St. Paul's Hospital renewal concept plan was received by the Ministry on February 2, 2011. This is a significant undertaking, one that deserves the time and attention to thoroughly review before a final decision is made.

Again, thank you for taking the time to share your thoughts. I appreciate the opportunity to respond.

Sincerely,

Effie Henry
Executive Director

Z:\HAD General\Correspondence\2011\Drafts\890156 s22 future of St Pauls Hospital.docx

Simonson, Kathy HLTH:EX

From: Jukes, Shaina HLTH:EX
Sent: Monday, July 25, 2011 3:43 PM
To: Health, HLTH HLTH:EX
Subject: FW: Revitalization of St. Paul's Hospital (891045)

FYI

-----Original Message-----

From: deJong.MLA, Mike [<mailto:Mike.deJong.MLA@leg.bc.ca>]
Sent: Monday, July 25, 2011 2:45 PM
To: Wakeling, Sandy HLTH:EX; Jukes, Shaina HLTH:EX
Subject: FW: Revitalization of St. Paul's Hospital

-----Original Message-----

From: s22
Sent: July-25-11 11:19 AM
To: deJong.MLA, Mike
Subject: Revitalization of St. Paul's Hospital

The Hon. Michael deJong
Minister of Health Services
Room 337, Parliament Buildings
Victoria, BC V8V 1X4

Dear Minister deJong,

Thank you and the provincial government for keeping St. Paul's Hospital in Vancouver's West End.

We talk about the density of the West End, and with the increasing residential building in the downtown peninsula, plus the pressures exerted by the Downtown East Side, the need is only increasing to service this area. I am also aware of the HIV/AIDS and other programs that St. Paul's is recognized for.

I have been lucky not to require those services s22
I thought my care was exemplary, despite the obviously aging structure. Yet I read in the press about its failing infrastructure.

I urge the government to invest in the revitalization of St. Paul's Hospital to serve this growing community.

Thank you,

s22

Simonson, Kathy HLTH:EX

From: Minister, HLTH HLTH:EX [HLTH.Minister@gov.bc.ca]
Sent: Monday, August 8, 2011 7:52 PM
To: Health, HLTH HLTH:EX
Subject: FW: St. Paul's Hospital, a community essential (CLIFF:891599)

From: s22
Sent: Monday, August 08, 2011 7:51:16 PM
To: Minister, HLTH HLTH:EX
Subject: St. Paul's Hospital, a community essential
Auto forwarded by a Rule

To Minister de Jong, Minister of Health Services in British Columbia:

Re: Revitalization of St. Paul's Hospital

I wanted to make my voice heard with my concern over the steady decline of services and potential elimination of the St. Paul's Hospital. Apart from having personal experience s22

I strongly urge the Provincial Government to do whatever is required to restore St. Paul's to a high level of safety and care. The investment is essential to maintaining a decent level of accessible care facility in the downtown core, as well as to providing the specialized care for which St. Paul's had become known.

I and my family urge you to make the necessary capital investments to restore and maintain St. Paul's Hospital as a mainstay of healthcare in this province and Vancouver in particular.

Sincerely,

s22

--

Simonson, Kathy HLTH:EX

From: Minister, HLTH HLTH:EX [HLTH.Minister@gov.bc.ca]
Sent: Tuesday, August 16, 2011 11:56 AM
To: Health, HLTH HLTH:EX
Subject: FW: St. Paul's Hospital,(CLIFF:891961)

From: s22
Sent: Tuesday, August 16, 2011 11:56:17 AM
To: Minister, HLTH HLTH:EX
Cc: chandraherbert.mla@leg.bc.ca
Subject: St. Paul's Hospital,
Auto forwarded by a Rule

Dear Sir,

I wish to express my full support for the importance of renewing St. Paul's Hospital in our community and certainly at its current location. The importance of St. Paul's to our community cannot be underestimated.

Our West End community is an aging community and therefore more needful of a facility that has proven its worth as has St. Paul's. The emergency department for example is second to none as are the heart and lung departments.

Sincerely.

s22



How you want to be treated.

September 7, 2011

Honorable Michael de Jong,
Minister of Health
Room 337
Parliament Buildings
Victoria, BC
V8V 1X4

Dear Michael,

It is my pleasure to provide you a copy of the Providence Health Care Annual Performance Report for 2010/11. Based on the PHC corporate indicators in our balanced scorecard, this document provides a broad perspective of PHC's performance up to March 31, 2011.

Once again, the 'Indicator Leaders' have been fully engaged in enhancing the analysis components of this report. My sincere thanks to all of them for the valuable contribution they have and continue to make to continually improving the reports.

This report is published annually as a supplement to the PHC online balanced scorecard. The online version is updated every fiscal period throughout the year and it enables the user to view the performance of an individual indicator, or group of indicators at any relevant level of the organization. The online balanced scorecard can be accessed via the Commitment to Excellence hyperlink on the PHC intranet homepage or more directly via the following intranet address: <http://excellence/>.

I would like to take this opportunity to acknowledge the excellent work of Karl Newholm and the entire Administration Decision Support team in developing and maintaining our online balanced scorecard as well as this particular report.

All of us would appreciate your feedback regarding this report and any suggestions you have for improving it.

Yours truly,

Dianne Doyle
President and Chief Executive Officer
Providence Health Care

Mail 582 - 1081 Burrard Street
Vancouver, BC Canada V6Z 1Y6

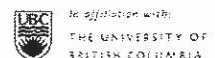
Tel 604 806 8020

Fax 604-806-8811

officeofthceo@providencehealth.bc.ca

www.providencehealthcare.org

MINISTER'S OFFICE HEALTH	
#	896392
DRAFT <input checked="" type="checkbox"/>	SEP 13 2011
REPLY <input checked="" type="checkbox"/>	
FILE <input type="checkbox"/>	
REMARKS	
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	<input type="checkbox"/> SA
	<input type="checkbox"/> DM





How you want to be treated.

PHC Annual Performance Report 2010/2011

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



Simonson, Kathy HLTH:EX

From: Sphfoundation [PH] [Sphfoundation@providencehealth.bc.ca]
Sent: Monday, April 18, 2011 4:44 PM
To: Sphfoundation [PH]
Subject: Invite to May 26th event in honour of Boehringer Ingelheim's gift to St. Paul's Hospital Foundation and VGH & UBC Hospital Foundation (CLIFF:878704)
Attachments: Map for invite.pdf

We are pleased to invite you to a special event at St. Paul's Hospital.

St. Paul's Hospital Foundation and VGH & UBC Hospital Foundation invite you to a special event announcing the establishment of the Boehringer Ingelheim Heart Centre Physician Scholar Award at St. Paul's Hospital and the Boehringer Ingelheim Scholar Award at VGH supporting Cardiac Sciences.

During the event, there will be an address by the President and CEO of Boehringer Ingelheim (Canada) Ltd., Dr. Theodore J. Witek, about the motivation that led to this gift. In addition, representatives of the Divisions of Cardiology at St. Paul's Hospital and VGH will speak about the impact of this award on patient care, research and education. A reception will follow.

**Thursday, May 26, 2011
3:00 – 4:30 pm
St. Paul's Hospital Villa**

Guests will be greeted outside the Foundation office
(Immediately inside the Burrard Street main entrance)
1081 Burrard Street

Map attached. Parking available in the Sheraton Wall Centre South Tower (enter from Hornby Street).

Please RSVP to: sphfoundation@providencehealth.bc.ca or call (604) 806-9107.

St Paul's Hospital
FOUNDATION



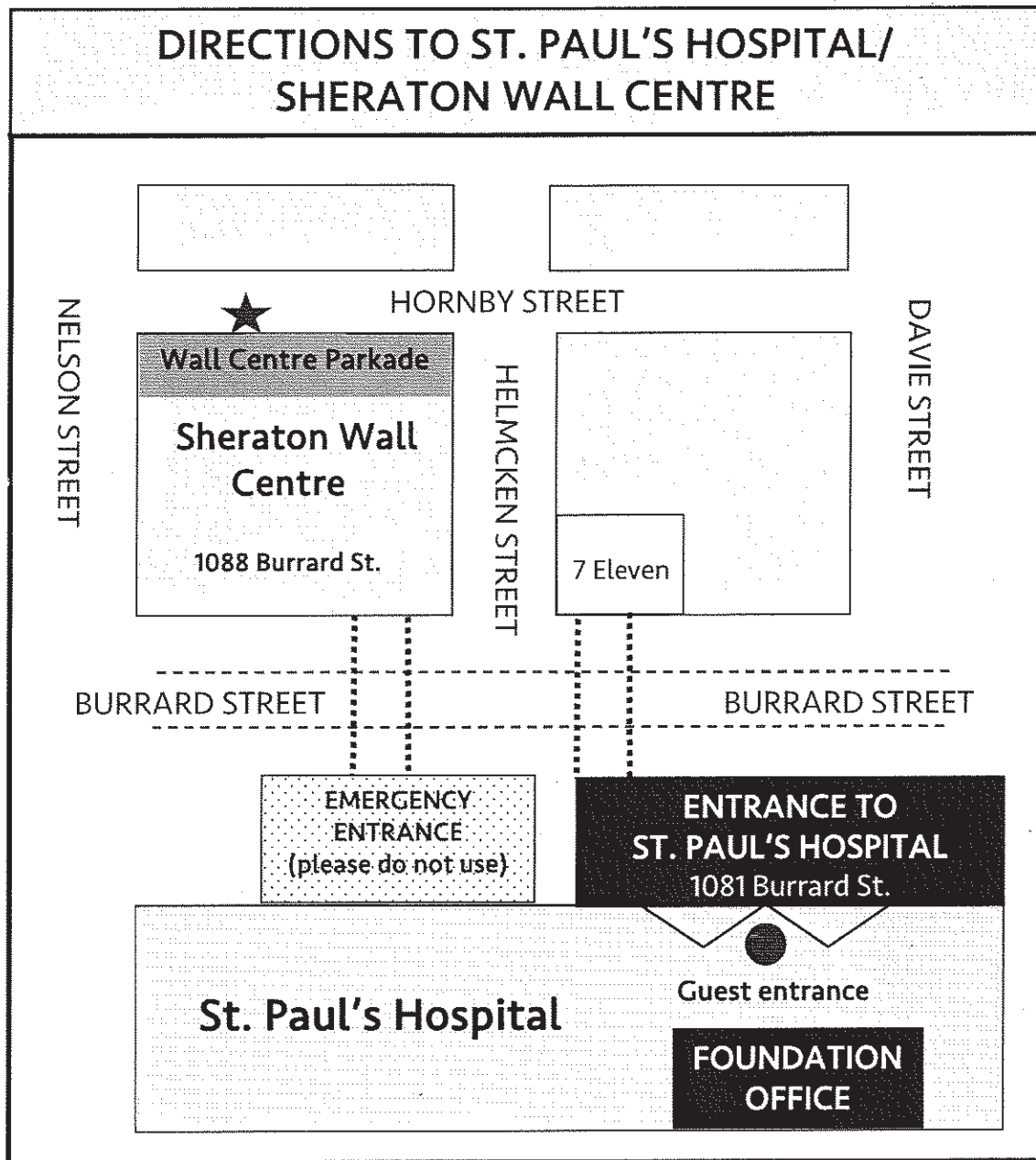
Inspired Care.



VGH & UBC
HOSPITAL FOUNDATION
Advancing world-class health care
for people in British Columbia



**Boehringer
Ingelheim**



Parking: Complimentary parking is available at the Sheraton Wall Centre. Guests will be given a parking pass upon arrival to the hospital. Please enter the parkade from Hornby Street and park in the **South Tower**.

Where to go after parking: Take an elevator to the **lobby level**. Walk out of the hotel and walk across Burrard to St. Paul's Hospital.

Where to meet at the hospital: Guests will be greeted outside the Foundation office (immediately inside the Burrard Street main entrance)



The Best Place on Earth

**PERSONAL MESSAGE AND GREETINGS FROM
HONOURABLE MICHAEL DE JONG, QC
MINISTER OF HEALTH**

**BOEHRINGER INGELHEIM SCHOLAR AWARDS
MAY 26, 2011**

On behalf of the Government of British Columbia, I would like to thank Dr. Theodore J. Witek, the president and CEO of Boehringer Ingelheim Canada, for establishing a scholar award at St. Paul's Hospital and another at Vancouver General Hospital.

Thank you for your invitation to attend the event celebrating the creation of the Boehringer Ingelheim Heart Centre Physician Scholar Award at St. Paul's Hospital and the Boehringer Ingelheim Scholar Award at VGH, supporting cardiac sciences. I regret that previous commitments prevent me from joining you at St. Paul's Hospital.

The world renowned Heart Centre at St. Paul's Hospital focuses on prevention of heart disease and supports British Columbian's living with heart conditions. Vancouver General Hospital provides several clinics and services for cardiac care. It is home to one of B.C.'s largest and longest running cardiovascular surgery programs.

British Columbia is a global leader in health care research. This gift provided by Dr. Witek will ensure cardiac research and education will continue to expand, positively impacting the care British Columbians receive.

Sincerely,

Michael de Jong, QC
Minister of Health

Simonson, Kathy HLTH:EX

From: DMOFFICE, HLTH HLTH:EX
Subject: FW: April 2011 CEO Update (CLIFF:878858)
Attachments: 2011-04 Apr CEO Update.pdf

From: Office of the CEO [PH] [<mailto:Colleen.Narang@vch.ca>]
Sent: Tuesday, April 26, 2011 9:20 AM
Subject: April 2011 CEO Update

SENT ON BEHALF OF DIANNE DOYLE

Attached please find a copy of the April 2011 CEO Update

Thanks!
Colleen :)

Colleen Narang
Executive Assistant to Dianne Doyle, President and CEO
Providence Health Care
c/o St. Paul's Hospital | Room 582 - 1081 Burrard Street | Vancouver, BC V6Z 1Y6
Tel: 604-806-8020
officeofthceo@providencehealth.bc.ca | ddoyle@providencehealth.bc.ca
<http://www.providencehealthcare.org>

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CEO Update



by *Dianne Doyle*, President & Chief Executive Officer, Providence Health Care

APRIL 2011



Kudos for Great Care

I am writing to thank the wonderful staff of St. Paul's Hospital on the high quality of care that I have received over the past few weeks.

I was admitted to the emergency room on February 10. Over the next couple of weeks and several emergency room visits, it was confirmed that my pregnancy was most likely ectopic.

From the first day that I was admitted, through the countless nurses, staff and doctors that I have encountered, I have only been treated with the utmost in compassion and respect. Everything has been clearly explained to me through each step of the process, and all of my questions have been answered.

I especially want to thank the amazing emergency room team, the ultrasound technicians and the gynecological team.

Sincerely, Meagan



STRATEGIC DIRECTION LIVING OUR MISSION

Providence in the Park

PHC is blessed with people who live our mission and values everyday, not just in our care settings, but in their day-to-day activities out of the workplace and through the volunteer contributions they make in our communities.

The community and volunteer spirit of our staff and caregivers was once again in full display this past Saturday at Oppenheimer Park in the Downtown Eastside, at our twice-annual Providence In the Park event. I can't tell you how truly proud and impressed I was with the level of commitment and dedication demonstrated by PHC staff and volunteers. The positive energy and enthusiasm made for another successful event, as hundreds of homeless and marginalized people benefited from the donated clothes and food.



In my work role and in my activities outside of work, I have the benefit of meeting a broad spectrum of stakeholders and individuals. Not a week goes by that I don't receive some positive feedback from a member of the public or another health organization colleague or community group. The reputation we have of a caring, compassionate, innovative and ethical organization is directly a result of all of you and the service you provide.

Saturday's Providence In the Park was extremely well organized and coordinated. Thank you to everyone in Mission, Ethics and Spirituality and all the staff, volunteers and medical staff from across PHC for continuing to demonstrate our community leadership through this excellent event.

And thank you to everyone at PHC for your continued contributions in delivering our mission and sustaining the legacy of our founding congregations.



Researchers Abroad Series

Providence Health Care Research Institute is holding a Researchers Abroad lecture on Wednesday, April 27 at noon in the Hurlburt Auditorium.

The featured speaker is Dr. Richard Harrigan, Director of Research Laboratories at the BC Centre for Excellence in HIV/AIDS.

Dr. Harrigan's research focuses on HIV drug efficacy, drug resistance, and the human parameters that influence HIV disease progression.

Presentation: "Development and Application of Personalized Medicine Tools in HIV Monitoring"

Date: Wednesday, April 27, 2011

Time: 12:00 p.m. - 1:00 p.m.

Location: Hurlburt Auditorium, St. Paul's Hospital

A light lunch will be served, and space is limited, so please RSVP by email to research@providencehealth.bc.ca or call 604-806-9464 by April 20.

PHC is a Top Employer

I am proud to announce that Providence Health Care has once again been selected from hundreds of Canadian companies and organizations as one of the 35 Best Employers for New Canadians for 2011. PHC was selected on the basis of information contained in this year's application to the Canada's Top 100 Employers competition.

The Best Employer for New Canadians Award is presented to employers from across Canada that lead their peers in creating workplaces that welcome new Canadians and

allow them to make the most of their diversity, skills, education and talents.



Providence Health Care was recognized in 2011 for its progressive work policies, educational and training opportunities and competitive compensation that assist new Canadians in making the transition to a new workplace and a new life in Canada, with specific focus on

internationally-trained nurses. PHC also offers cross-cultural awareness training to all employees and provides employees who are newcomers with additional opportunities to job-shadow with staff as needed.

Our mission, vision and values respect the diversity, dignity and interdependence of all persons, which is reflected in our initiatives and programs that assist employees who are recent immigrants to Canada. It's our priority at Providence to provide our employees with the support they need to excel and that is why we are an employer of choice for leading health care professionals from around the world.

We will continue to enhance our support programs and services to remain an employer of choice for leading health care professionals from around the world. Congratulations to HR and our recruitment team for their continued good work toward people recruitment, retention, support and development.

Should you want to add mention of this award to your email signature, add the following sentence below your contact details: Providence Health Care is proud to be selected as a Best Employer for New Canadians (Mediacorp, 2008, 2009, 2010 & 2011).

To read more about the Best Employer for New Canadians Award visit: <http://www.eluta.ca/new-canadians-at-providence-health-care>.

Faye Meuser Award Nominations

Staff are reminded that the deadline for nominations for the Meuser Memorial Leadership Award is Monday, May 2, 2011. This award is open to all PHC staff holding permanent leadership positions and who have been employed at PHC for five years or more (Senior Leadership Team members are not eligible).



Great ER and CCU Care

I recently spent the better part of three days at St. Paul's with a family member dealing with an emergency medical situation.

From the moment we walked into the ER on a busy Friday evening until being discharged on the following Monday, I was most impressed with the level of care, compassion and knowledge of the staff.

From the Friday evening admission in ER to the discharge on the Monday from CCU, I acquired enough information to lead lengthy discussions about heart care, contributing factors, high risk populations and the general anatomy.

Every staff member; intake clerk, ER nurse, tending fellow, nurse, cardiologist, and CCU staff member were nothing less than caring, compassionate and knowledgeable.

At a time when health care is coming under so much criticism and staff must certainly be feeling all types of pressure, it is so reassuring that we have staff in our hospitals who can keep politics out of the line of care.

Sincerest regards, respect and thanks.

Adrian

Faye Meuser (pictured right) was an exceptional nursing leader who spent 27 years in various nursing management positions at Providence Health Care until her retirement. Upon retirement she continued to contribute to nursing by joining the BC History of Nursing Group as well as volunteering in the St. Paul's Hospital Archives. Faye was a well-known and respected nurse leader at PHC. She passed away in June 2007 and in recognition of her contributions to PHC and her strong leadership, Providence Health Care and St. Paul's Hospital Foundation have established this award in her memory.



The award recognizes a person who demonstrates exceptional leadership within the mission, vision, and values of the organization. Individual leaders may apply or be nominated by colleagues within PHC. Applicants should articulate how they meet the criteria listed in the application form and attach a letter of reference from their current supervisor.

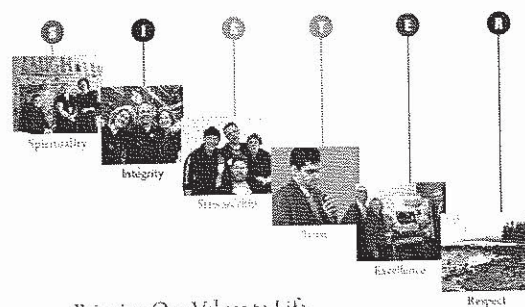
The award will be presented to the successful recipient at the PHC Annual General Meeting and will include a cash award of \$1500.00 thanks to generous donations from friends, family and colleagues, as well as, contributions from Providence Health Care and the excellent work of St. Paul's Hospital Foundation. Nominations forms can be downloaded from PHC Connect at: http://phcconnect/programs_services/phcnews/stories/page_91932.htm.

How Do We Build Respect Into Our Everyday Practices and Relationships?

We believe an ethically responsible organization is one that lives its deeply held values. Join us as we explore what living our value of respect at PHC looks like. Who we are as individuals and how we work together will continue to shape our workplace culture and the care we provide.

These one-hour sessions provide teams an opportunity to discuss and identify how best to bring our core values into everyday decision-making, behaviours, and interactions between colleagues, patients, residents and the public. The sessions will be facilitated by Thomas Salley, Carol Dixon or Rick Moyneur.

To register or arrange for a session, please contact Elizabeth Turtle at 68528 or email at eturtle@providencehealth.bc.ca.



Providence
HEALTH CARE
How you want to be treated.



Dialogue on Aging – Latest Research, Best Practices, Legal Matters, Ethical Issues

Mark your calendars for the 9th annual
British Columbia Geriatric Services
Conference, presented by Tapestry
Foundation for Health Care.

Friday, October 14, 2011

Vancouver Convention Centre

999 Canada Place

Vancouver, BC

Open to physicians, nurses and all
members of interdisciplinary teams.

Online registration will be available
soon at www.tapestryfoundation.ca.

For more information, or to be included
on our conference mailing list, contact
Jane Johnston at 604-877-8335,
jjohnston@providencehealth.bc.ca.



STRATEGIC DIRECTION

ADVANCE OUR LEADERSHIP IN HEALTH CARE

Providence Nurses Recognized as Best in Province

Our amazing caregivers continue to receive much-deserved external recognition. The College of Registered Nurses of BC (CRNBC) presented eight Providence registered nurses with Nursing Excellence Awards at a ceremony on April 7, 2011 at the Vancouver Convention Centre. The recipients were:

Award of Distinction in Nursing: David Byres, RN; and Margot Wilson, RN

Award of Excellence in Nursing Administration: Sharon Shewella, RN

Award of Excellence in Nursing Education: Jack Lan, RN

Award of Excellence in Nursing Practice: Heather Mak, RN

Award of Excellence in Nursing Research: Dr. Martha Mackay

Award of Advocacy: Rosemarie Riddell, RN

Rising Star Award: Kelly Lee, RN

Congratulations to all for their recognition. Biographies on these outstanding individuals are posted at: <http://www.crNBC.ca/crNBC/Awards/excellence/recipients/2011/Pages/Default.aspx>. Thirty-three awards were presented this year. Through the CRNBC Nursing Excellence Awards registered nurses honour colleagues for outstanding contributions to the nursing profession and for demonstrating excellence in relation to the CRNBC Professional Standards for Registered Nurses and Nurse Practitioners.



(pictured from left): Kelly Lee, Heather Mak, David Byres, Jack Lan, Sharon Shewella, Dr. Martha Mackay and Margot Wilson. Missing: Rosemarie Riddell.



How you want to be treated.

NEARR - Nursing Education and Research Rounds Presents:

Martha Mackay, PhD, RN, CCN (C),
Clinical Nurse Specialist, Cardiology,
Heart Centre, St. Paul's Hospital

Cardiovascular Outcomes Research
Fellow, Cardiac Services BC

Unstable Angina to MI: Better
Understanding for the Non-cardiac
Nurse

Date: April 28, Time: 2:00 – 3:00 p.m.

Venue: New Lecture Theatre, St.
Paul's Hospital and via webinar -
see below (there is no charge to
participate in NEARR events)

To attend via webinar:

NEARR presentations are provided
through sponsorship by InspireNet:
Innovative Nursing Services &
Practice Informed by Research &
Evaluation Network (the Nursing
Research network). To view the
presentation online you must join
InspireNet and the NEARR Action
Team (free to join) in two easy steps:

1. To join InspireNet, visit: www.inspirenet.ca and click the Join InspireNet link.

2. To join the NEARR Action Team,
send an email to: patherton@inspirenet.ca.

For NEARR Action Team members,
NEARR webinar events will be
recorded and available at this site
after the event:

<http://www.inspirenet.ca/wiki/archive-nearrsessions>

PHC Maternity Operations Leader Receives Recognition



ARAMARK Healthcare, Emerging Health Leaders (EHL) and the Canadian College of Health Leaders (CCHL) have awarded the 2011 Emerging Health Leader Scholarship to Jennifer Duff (pictured left), Operations Leader of Maternity Services at Providence Health Care. The scholarship includes complimentary registration and paid travel and accommodations to participate at the upcoming CCHL Sweden Study Tour.

The CCHL has planned the week-long study tour to bring together a small group of health care leaders to explore current developments in the Swedish health system. Colleagues

from the host country will guide the discussions. The intent is to exchange information, ideas and best practices that will foster relationships between Canadians and Swedish counterparts in Stockholm and Örebro. Feedback on previous Sweden study tours indicates that participants have gained important and timely lessons from examining the Swedish health system.

It is a great opportunity to learn about the delivery of health care in another part of the world. Sweden has one of the best health care systems in the world. Specifically, related to the Maternity Services program, Sweden has one of the lowest perinatal and neonatal mortality rates in the world. There is also a large focus on Sweden's National Strategy for eHealth. I am confident Jennifer will bring back exciting new learnings to PHC from this experience, while being an excellent health care ambassador for PHC and BC. Congratulations, Jennifer!

Providence Medical Staff Receive PHC-UBC Honours

The 2010-2011 Department of Medicine Awards have been announced and some very distinguished Providence physicians and researchers have been honoured. They are:

Dr. John Webb, Division of Cardiology - Recipient of the Providence Health Care, Department of Medicine Research and UBC Martin M. Hoffman Award for Excellence in Research.

Dr. Adeera Levin, Division of Nephrology - Recipient of the St. Paul's Hospital Howard B. Stein and UBC Master Teacher Award.

Dr. Rose Hatala, Division of General Internal Medicine - Recipient of the Donald M. Whitelaw Award for Outstanding Grand Rounds Presentation "Seeing the Forest and the Trees: Cognitive Factors and Diagnostic Error."

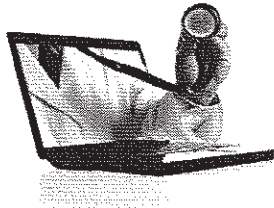
Dr. Adam Peets, Division of Critical Care Medicine - Recipient of the St. Paul's Hospital Graeme Copland and Fay R. Dirks Award for Excellence in Teaching at UBC.

Congratulations for this well-deserved recognition! The awards will be presented at the UBC Department of Medicine Annual Awards Night on May 24, 2011 at the Paetzold Auditorium, Jim Pattison Pavillion, VGH.

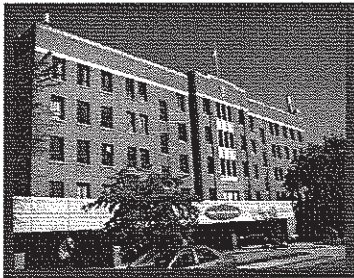


STRATEGIC DIRECTION

FOSTER A CULTURE OF INNOVATION AND IMPROVEMENT



MSJ Care is Outstanding!



To the fine folks of Mount Saint Joseph:

I was a patient on Feb. 24 at Mount Saint Joseph Hospital and I want to express my appreciation to the staff of the hospital and Dr. Tsang for the kind and professional treatment I received, during my short stay at the hospital -- from the nurse on reception, to everyone.

I have to tell you I'm somewhat fearful when it comes to medical issues.

I have never had a serious procedure done before, but the staff at this hospital is so caring and professional, I felt very good, before, during, and after it was all done. So, a heartfelt thanks to all of you.

With deep appreciation,

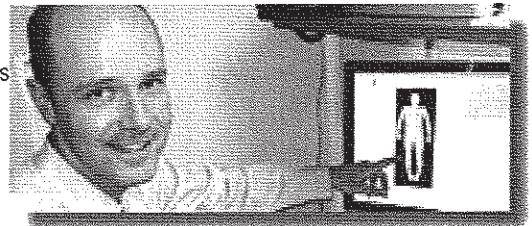
Leonard



Internet Brings Specialized Care to Remote Areas

Highly specialized chronic-disease care is now going where it hasn't gone before. Dr. Scott Lear, internationally renowned Simon Fraser University and Providence Health Care researcher is using \$1-million in research grants to carry out his latest study of internet-delivered care -- developing websites that help patients manage chronic diseases at home and in remote parts of the province.

Patients who live in large cities benefit from specialized clinics to help with their diseases. Despite access to health services and specialists being widely available in British Columbia's large centres, these services are not available in remote, rural and small urban. Patients either have to travel large distances or forego care, resulting in worse health.



Rural patients are especially vulnerable to the consequences of chronic diseases due to this reduced access to health care.

To help address this need, Dr. Lear (pictured above) is researching and developing websites that will allow patients to receive specialized care without having to leave home. The websites will be vital tools in supporting patients in their disease management and coordinating care with their family physician, he says. Working with PHC clinicians, the focus for the websites will be on five high impact chronic diseases: heart disease, heart failure, diabetes, chronic kidney disease and chronic obstructive lung disease (COPD).

These interactive websites will support patient self-management and patient monitoring, and allow patients to enter their vital signs and symptoms (i.e. weight, blood sugar), track their progress, and receive real-time virtual therapy (nutrition, exercise, psychological support, medication adherence and smoking cessation) from specialized health professionals.

Specialized health professionals and primary care physicians will be able to track their patients' progress and will be alerted in the case of changes in signs and symptoms that require further intervention.

Over the next few years, Dr. Lear will study patients from all over BC again to help determine if these websites can help improve patients' care and quality of life while reducing health care costs.

If proven effective, the model will be expanded to rural areas across the province. The Michael Smith Foundation for Health Research, in partnership with the BC Ministry of Health, Providence Health Care, Vancouver Coastal Health and the other health authorities of BC, are funding the research.



Landmark Study: Overdose Deaths Down 35 Per Cent

Illicit drug overdose deaths in Vancouver's Downtown Eastside declined dramatically after the establishment of Insite, North America's first supervised injection facility, according to the findings of a groundbreaking new study published today in *The Lancet*, a leading medical journal.

In the first peer-reviewed study to assess the impact of supervised injection sites on overdose mortality, researchers at the Urban Health Research Initiative (UHRI), a program of the BC Centre for Excellence in HIV/AIDS (BC-CfE) at St. Paul's Hospital, observed a 35 per cent reduction in overdose deaths in the immediate vicinity of Insite following its opening in September 2003. By contrast, overdose deaths in the rest of Vancouver declined only nine per cent over the same period. No overdose deaths have been recorded at Insite since the facility's opening.

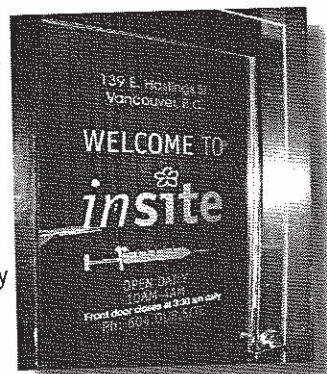
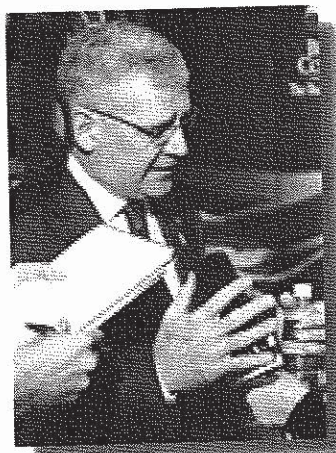
"This study clearly demonstrates that supervised injection facilities such as Insite are saving lives and playing a vital role in reducing the harms associated with illicit drug use," said co-author Dr. Julio Montaner (pictured left), director of the BC-CfE at St. Paul's Hospital and Chair in AIDS Research in the Faculty of Medicine at the University of British Columbia (UBC).

The researchers reviewed nearly 300 case reports from the British Columbia Coroners Service documenting all illicit drug overdose deaths in Vancouver between January 1, 2001 and December 31, 2005. Deaths were sorted geographically into two categories: those occurring within 500 metres of Insite and those occurring elsewhere in the city. Overdose mortality rates were then calculated for each category in the periods before and after Insite's opening.

The researchers noted that Insite operates at capacity, supervising over 500 injections on an average day. Larger reductions in overdose deaths will require an expansion of the facility. Currently, Insite is a pilot facility with only 12 injection seats in a neighbourhood with an estimated 5000 injection drug users.

Established in 2003 in response to an HIV epidemic and escalating overdose death rates in Vancouver's Downtown Eastside, Insite enables injection drug users to consume pre-obtained drugs under the supervision of nurses. Counsellors are also available onsite to provide support and referrals to programs, including addiction treatment. An extensive scientific evaluation by UHRI researchers has previously demonstrated the facility's ability to reduce HIV risk behaviour, increase access to addiction treatment and primary health care services and reduce health care costs in the long term.

The *Lancet* study abstract is available at <http://www.cfenet.ubc.ca/publications/reduction-overdose-mortality>.





ST. PAUL'S HOSPITAL
COMMUNITY FORUMS

Join medical experts from Providence Health Care for monthly community forums at St. Paul's Hospital. Each month features a different health topic with time to pose questions to the experts. The forums are free and open to the public and staff.

Let's Talk About: Heart Failure
Turning Failure into Success

April 20, 2011, 7:00 - 9:00 pm
Hurlburt Auditorium Level 2,
Providence Bldg, St. Paul's Hospital

Presenters: Dr. Mustafa Toma,
Clinical Assistant Professor,
Department of Medicine, Division of
Cardiology, PHC, UBC

and

Minette Walker RN, MSN, CCN(C),
Regional Heart Failure Coordinator,
VCH/PHC

The first part of the presentation will provide an overview of Heart Failure, including what it is, causes, incidence, prevalence, diagnosis, and treatments including medication and non-pharmacologic treatments. We will then focus the second half of the talk on self care strategies for people with Heart Failure. This will highlight key strategies that individuals can follow to improve their quality of life, improve survival, and stay out of hospital.

For more information and to register, please email ownyourhealth@providencehealth.bc.ca or call 604-806-8495. Please visit www.phcmedicine.ca for a full schedule.



How you want to be treated.



STRATEGIC DIRECTION
PROMOTE PARTNERSHIPS

Foundation News

Spring/Summer 2011 Promise Magazine Now Available

St. Paul's Hospital Foundation has just released the newest issue of Promise magazine.

The Spring/Summer 2011 issue highlights world-leading work at St. Paul's Hospital such as: the innovative work of our Respiratory Division, which sees more patients with



respiratory illnesses than any other BC hospital; a Virtual Teaching Laboratory that allows cardiologists and cardiac surgeons to teach their pioneering procedures to health care professionals around the world; the most recent provincial, national and global accolades awarded to Dr. Julio Montaner, director of the BC Centre for Excellence in HIV/AIDS; and innovations at the Teck Emergency Centre that are setting the pace for emergency medicine in hospitals across Canada.

Promise is mailed to Foundation donors and partners and can also be found in magazine holders throughout St. Paul's Hospital. An online version of the magazine

is available at www.helpstpauls.com/news/publications. To be added to the mailing list for future issues of our twice-monthly magazine, please call 604-806-8912 or email your name and mailing address to sphfoundation@providencehealth.bc.ca.

Tapestry Trailblazers Are Off and Running!

The Tapestry Trailblazers Team participating in the 2011 Scotiabank Vancouver Half-Marathon & 5K is now 46 members strong and has collected more than \$5,000 in pledges so far. Running or walking for Tapestry Foundation, team members hail from all eight Providence Health Care sites and from around the community. The team's goal this year is to raise \$60,000+ to support dementia care research conducted through the Centre for Healthy Aging at Providence.

With less than 12 weeks until the event on June 26, the Foundation is encouraging everyone to register and get fundraising. Contact Carolyn at 604.877.8187 / cth Thornton@providencehealth.bc.ca to find out how you can register for FREE. Together we're going to make a difference in the lives of those living with dementia!



Members of the Tapestry Trailblazers Team joined Scotiabank reps and Vancouver Canucks forward Mason Raymond (fourth from the right) for a skate at the Richmond Oval on March 15 for the official kickoff of the 2011 Scotiabank Group Charity Challenge.

Text Attachment: Log ID 879504

Incoming

From: Chandra Herbert.MLA, Spencer
Sent: March-22-11 10:11 AM
To: deJong, Michael; deJong.MLA, Mike
Subject: Meeting request

March 22, 2011

Hon. Michael de Jong - Minister of Health
Parliament Buildings
Victoria, BC V8V 1X4

Dear Minister de Jong,

Congratulations on your new appointment as Minister of Health.

I look forward to working with you on issues particularly relevant to Vancouver West End.

To that end, I am sure that you are aware of the status of St. Paul's Hospital and its pending renewal project.

I was hoping that we might meet briefly outside of the glare of the House so I could update you on the community perspective as I understand it and as it relates to this project.

All the best to you and your staff as you undertake this challenging and vitally important Ministry.

I wish you great success.

Sincerely,

Spencer Chandra Herbert, MLA

c.c.: Brian Menzies, Barinder Bhullar

Simonson, Kathy HLTH:EX

From: DMOFFICE, HLTH HLTH:EX
Subject: FW: 2011 May CEO Update (CLIFF:882760)
Attachments: 2011-05 May CEO Update.pdf

From: Office of the CEO [PH] [<mailto:Colleen.Narang@vch.ca>]
Sent: Monday, May 16, 2011 9:49 AM
Subject: 2011 May CEO Update

SENT ON BEHALF OF DIANNE DOYLE

Attached please find a copy of the May 2011 CEO Update

Thanks!
Colleen :)

Colleen Narang
Executive Assistant to Dianne Doyle, President and CEO
Providence Health Care
c/o St. Paul's Hospital | Room 582 - 1081 Burrard Street | Vancouver, BC V6Z 1Y6
Tel: 604-806-8020
officeofthceo@providencehealth.bc.ca | ddoyle@providencehealth.bc.ca
<http://www.providencehealthcare.org>

This e-mail is privileged and confidential. Any distribution of this e-mail without consent by Providence Health Care is prohibited.

CEO Update



by Dianne Doyle, President & Chief Executive Officer, Providence Health Care

MAY 2011



Patient Kudos for PHC Care Teams

I would like to extend my appreciation, praises and kudos to Dr. Sam Wiseman and his team in Surgical Daycare, Out Patients and Post Op for the exceptional service I received before, during and after my surgery.

I was very impressed with the efficiency and professionalism of all included. The nurses in pre-op; Carol, Sue, Debbie and, Jackie on the front desk in Surgical Daycare were great on all occasions that I was to be admitted as well as on the day I finally was, as well as to Tanya and Lucie in Post Op for helping me through the "thawing out process" with what was my first experience with a spinal. Kudos and thank you to Dr. Wiseman's assistant Lindsay who did her best to accommodate me each time as best she could. Please pass my comments to them all as they deserve to know how wonderful and appreciated they all are.

Cheers and many thanks, Thomas



How you want to be treated.



STRATEGIC DIRECTION

LIVING OUR MISSION

PHC Nurses Receive Much-Deserved Recognition

National Nursing Week is a time to celebrate and show appreciation for the unique contributions of nurses across the country and the vital role they play in the life of every Canadian.

Each year, PHC's Professional Practice Office hosts the Nursing Awards Ceremony in recognition of nursing excellence at our organization. A list of this year's winners is below.

The PHC Awards for Outstanding Clinical Nursing Practice

The PHC awards for Outstanding Clinical Nursing Practice are a group of awards that recognize

nurses who provide exceptional care to patients, residents and families across Providence Health Care sites. Collectively, the nurses we honour today have been recognized by peers and leaders.

The Rossi Award recognizes a nurse working at Providence Health Care that provides direct patient care and has been employed for a period of at least 5 years. The recipient this year is **Hilda Pabustan**, Geri- Psych, MSJ.

The Bodnar Award recognizes a nurse working at St Paul's Hospital who provides direct patient care. The recipient this year is **Jenna Baumgartner**, Maternity, SPH.

The Sheila Ryan Award recognizes a nurse working in Mount Saint Joseph or residential care who provides direct patient care and has been employed by PHC for at least 5 years. The recipient is **Emily Elovarez**, Medicine, MSJ.

The Anne J. Tolg Nursing Award recognizes a nurse who is new to practice at SPH. The recipient is **Neil Penalosa**, Renal, SPH.



The recipients of this year's PHC Awards for Outstanding Clinical Nursing.

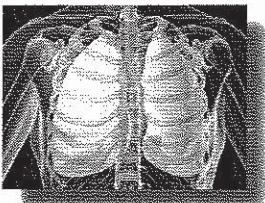


Dialogue on Aging – Latest Research, Best Practices, Legal Matters, Ethical Issues

Mark your calendars for the 9th annual British Columbia Geriatric Services Conference, presented by Tapestry Foundation for Health Care. Friday, October 14, 2011, Vancouver Convention Centre, 999 Canada Place, Vancouver, BC.

Open to physicians, nurses and all members of interdisciplinary teams. Online registration will be available soon at www.tapestryfoundation.ca.

For more information, or to be included on our Conference mailing list, contact Jane Johnston at 604.877.8335, jjohnston@providencehealth.bc.ca.



Progress and Directions in Funding Programs for the Circulatory and Respiratory Sciences

CIHR's SPOR Initiative - "What? So What? Now What?"

Dr. Jean Rouleau, Scientific Director, CIHR Institute of Circulatory and Respiratory Health Professor of Medicine, Past Dean, Faculty of Medicine, University of Montreal

Date: Tuesday, May 17, 201

Time: 8:30 a.m. -11:30 a.m.

Location: Gourlay Conference Room

St. Paul's Hospital

There are two Evelyn Gail Ireland Bursaries that are awarded for educational purposes to nurses working in Maternity or Neonatal intensive care. The recipients are **Jane LaPorte**, Maternity SPH, and **Madelene Anderson**, Maternity, SPH.

The Andrew Johnson Award of Advocacy recognizes a nurse working for PHC for a minimum of one year who has demonstrated outstanding advocacy for one of PHC's populations of emphasis. The recipient is **Maria Luisa Desaliza**, Renal, SPH.

The Terina Werry Awards are two awards that recognize nurses who have demonstrated outstanding clinical practice, within the Cardiac Program and one within the Advanced Practice area of Nursing. The recipients are **Beverly McCarthy**, Cardiac, SPH; and **Stan Marchuk**, Renal, SPH.

2011 RBC Nursing Education Awards



The St. Paul's Hospital Foundation, through the generosity of RBC Foundation, is supporting ongoing nursing education and professional development for SPH nurses. The RBC Nursing Education Awards are available for SPH RNs, RPNs or LPNs to put towards nursing studies, conference fees, or any other educational expense related to nursing. The recipients this year are:

Agnes Stann; Alice Chung; Alyssa Shook; Amanda Mitchell; Amy Cronmiller; Andrea Navratil; Arlin Quitoras; Brynn Grierson; Cathy Gorczyca; Cathy MacDonell; Cheri Jeffs; Colin McWilliams; Elaine Morwood; Ella Garland; Elyse Vani; Jackie Forman; Jenna Morgan; Jennifer Gibson; Joanna Dunlop; Jocelyn Hill; Julia Santucci; Julie Kille; Kate McNamee Clark; Kelly Lee; Kent DesRochers; Marco Gnoato; Marie McCoy; Melissa (Mei-Chuan) Jao; Nassim Adhami; Samina Jinnah; Sandra Lauck; Serena Kutcher; Stephanie Lum; Steven Roth; William Findlay; Yueh-Hsin (Cyndi) Chen; and Tracy Gwozd.

2011 Bengt and Barbara Kihlman Awards

The St. Paul's Hospital Foundation, through the kindness and generosity of the late Mr. and Mrs. Bengt and Barbara Kihlman, is pleased to be able to offer an annual grant of \$500.00 to RNs or RPNs working towards their BSN or Masters degrees. The recipients are:

Alice Chung; Amanda Mitchell; Amy Cronmiller; Brynn Grierson; Cathy Gorczyca; Ella Garland; Jackie Forman; Jennifer Gibson; Jocelyn Hill; Julie Kille; Kelly Lee; Marie McCoy; Samina Jinnah; Yueh-Hsin (Cyndi) Chen; Huifang (Afia) Min; and Jacqueline Koufie.



The 2011 Bengt and Barbara Kihlman Award recipients.



Stay Up To Date!

UpToDate® is an evidence-based clinical decision support tool designed to provide actionable information to physicians at the point-of-care and is also a helpful resource to nurses and allied health professionals.

UpToDate offers:

- Over 9,000 topics in 17 specialties
- Graded treatment recommendations
- Links to full text for referenced articles
- Drug database and drug interactions program
- Medical calculators
- "What's New" by specialty (summary of important findings since the last release)
- Practice Changing UpDates
- Patient information

You can access UpToDate from any hospital or clinic computer by clicking on the UpToDate link found under the Clinical tab on the PHC Connect intranet site and the Nursing Homepage or by visiting www.uptodate.com/ online from any PHC computer. No user name or password is required.

If you would like to see a demonstration of this tool, please go to <http://www.uptodate.com/home/help/demo/institution/flash.html>

A plan for Education by an UpToDate resource person is being developed.

It is hoped that this tool will be a helpful resource and support to you in providing safe, evidenced based care to your patients /clients/residents.

2011 Pauline Mayer Award

The St. Paul's Hospital Foundation, through the generosity of the family of Pauline Mayer, is pleased to offer a grant of \$1500 to a nurse for the purpose of professional education or research. The recipient this year is **Jennifer Lindenberg**.

Congratulations to all our nurses for continuing to provide the best care to our patients and residents.

Celebrating Providence Day and our 2011 Mission Award Recipients

The 2011 Individual Mission Award for Acute Care has been awarded to **Annemarie Kaan**, Clinical Nurse Specialist for Heart Failure and Transplantation, Cardiac Transplant Clinic, St. Paul's Hospital. Quoting from her nomination: *"Annemarie holds magical value for life. Her character*

– one of extraordinary warmth, generosity and happiness – flows into all others who work with her. She brightens lives, perspectives and rooms in which she walks. Her effective caring professional ways are enabled by enormous intellectual and emotional depth. She is an amazing coach and mentor."



The 2011 Individual Mission Award for Residential Care goes to **Mike Macdonald**, Resident Care Aide from St. Vincent's Langara. Quoting from the nomination

submitted for Mike: *"Mike enriches the lives of our elders and does his best to make St. Vincent's Langara Residence a home for our elders and their families. In the past few years he has cooked the whole Christmas dinner on-site for our elders, families and staff to enjoy. Passion for his work is evident in his interactions with the residents, families and his co-workers. Residents and families ask for him when he is away from work."*

The 2011 Team Mission Award goes to the **St. Paul's Hospital Maternity Services Program (Nursing, Family Physicians, Midwives, Obstetricians and Operations Leader)**. The

following is an excerpt from the nomination: *"The Maternity Team works collaboratively with families in hospital and bridges support to their community resources and with off site care providers. As a team they are dedicated to working collaboratively to achieve excellence in family centered care. Moms and babies are supported emotionally and physically, and families are empowered with the necessary parenting skills."*

The recipients of the 2011 Mission Awards, including the Research and Mission award winner Dr. John Webb, and the recipients of the Faye Meuser Memorial Award and the "Best" Safety Award, will be acknowledged at the Annual Community Meeting on June 15 along with a video highlighting these recipients and their great work. Together let us congratulate our members of the Providence community for their inspiration, creativity and commitment.

Great PHC Participation in Stem-Cell Cause

The "Thanks Mom Multi-Ethnic Stem Cell Drive" was a great success for a first-time event. More than 400+ people were newly registered with OneMatch (Canada's stem cell and bone



**St. Paul's Hospital Heart Centre Nursing
Presents:
Cardiac Nursing Day 2011**

Putting the Pieces Together. Linking the foundations of cardiac nursing and patients' perspectives with a changing practice environment.

- Pacemakers, Pulses & People
- Pacemaker basics and innovations in cardiac resynchronization therapy
- Ischemia, Interventions & Individuals
- Review of coronary ischemia and advances in reperfusion
- Faulty, Fixed & Functional
- Valvular heart disease and options for management

Thursday, June 2, 2011

University Golf Club

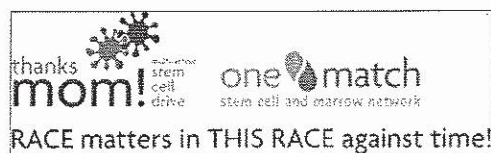
Vancouver, BC

Visit www.heartcentre.ca to register!

marrow network). Much publicity (see website www.thanksmom.org "In the News" link) was garnered around the event to raise public awareness of the dire need for more registrants especially from ethnically diverse backgrounds.

If you were not able to attend the event, you can also register on-line at www.onematch.ca to fill out a medical questionnaire. A swabbing kit is sent out a few weeks later to you to complete in your home. Visit the website www.thanksmom.org for more info as well. Get swabbed and register with OneMatch to help save a life.

Thank you to PHC staff for your interest and continued support for this important cause.



BC Health Sector Organ Donor Awareness and Registration Campaign 2011 Wrap Up

Congratulations and thank you to all Providence employees who participated in the BC Health Sector Organ Donor Awareness and Registration Campaign 2011. Over 900 health-sector employees registered their decision on organ donation during the two-week campaign.



The intent of this campaign was to promote organ donor

awareness in BC and encourage employees to register their decision on organ donation. PHC proudly partnered with the Ministry of Health, BC's other health authorities, the David Foster Foundation and BC Transplant on this important initiative.

Those who registered their decision before May 2, had the opportunity to enter for the prize draws. Congratulations to Lisa Galbraith of Interior Health on winning the grand prize including two tickets to the David Foster & Friends Gala in Victoria in 2012.

If you, or someone you know, would still like to register, this can be done any time on the BC Transplant website at: www.transplant.bc.ca.



STRATEGIC DIRECTION

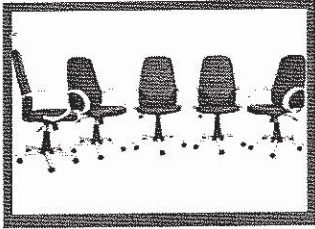
ADVANCE OUR LEADERSHIP IN HEALTH CARE



New blood tests to bring new solutions to combat global burden of COPD

The PROOF Centre of Excellence at St. Paul's Hospital is working with GlaxoSmithKline Inc. on one of the world's major killers and the leading cause of hospitalization in Canada – chronic obstructive pulmonary disease (COPD) exacerbations (i.e. "lung attacks").

Drs. Don Sin and Wan Tan of the University of British Columbia and St. Paul's Hospital will be leading the PROOF Centre in a multi-million dollar program to discover and develop new tools and biomarker blood tests to help clinicians predict which COPD patients will experience life-threatening "lung attacks."



Fine Selections at the St. Paul's Hospital Office Furniture Donation Program

This is a Furniture Donation Program by Space Planning and Facilities Management. All Furniture is free – there are costs to have it moved only. Furniture viewing times are usually: Tuesdays and Thursdays between 8:00 a.m. – 9:00 a.m.

Note *** (Doors close at 9 a.m.)
IMPORTANT ** Times are subject to change without notice. Please call PHC/VCH Moves before arriving.
 For location and directions (the former "Dusk to Dawn" space), please contact:

Diane Roy
 Cell: 604.657.1854 phcmoves@providencehealth.bc.ca



Pathways – Patient + Family Information Sessions @ MSJ hospital

Join staff from Social Work and Pastoral Care as we speak about common patient pathways in Acute Care from admission to discharge, and the different roles of resources. Everyone welcome. Questions encouraged.

Every Thursday @ 4:00 – 5:00 p.m.
 Location: Harvest Room B – 3rd Floor
 Sponsored by Social Work and Pastoral Care MSJ.



COPD is a serious lung disease that makes it hard to breathe. It is estimated that 210 million people have COPD worldwide and over 1.4 million in Canada. The disease kills one person every ten seconds. COPD exacerbations, often referred to as "lung attacks," are a leading cause of death for people with COPD. Similar to heart attacks in cardiovascular disease, lung attacks can permanently damage the lungs. In Canada alone, the direct costs related to COPD exacerbations are \$736 million a year. Hospital admissions for serious COPD lung attacks in Canada average a 10-day length of stay at a cost of \$10,000 per stay.

"We are delighted to have GlaxoSmithKline and leading COPD research clinicians like Drs. Sin and Tan working with us in our COPD biomarkers program," says Dr. Bruce McManus, Director of the PROOF Centre. "Little progress has been made in battling this devastating disease and its impact on society and our health system continues to grow. The PROOF Centre aims to change that situation."

"With the PROOF Centre's approach of bringing together the critical partners from all sectors concurrently and early in the process, we hope to discover and develop better solutions faster, more effectively, and efficiently."



Dr. Bruce McManus

COPD is a disease without a cure, and exacerbations are extremely difficult to treat. There is currently no method to diagnose COPD in patients early in their course, and no way to predict exacerbation among COPD patients with robust reliability. Treatment for COPD patients is mainly about controlling or minimizing the impact of the symptoms and avoiding lung infections.

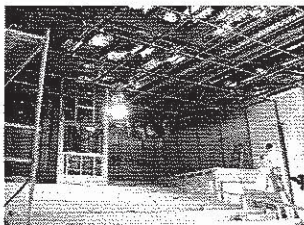
The discovery phase of the program is already underway, with researchers working to identify blood-based biomarkers – sets of expressed genes and proteins – that can be used to identify COPD patients at high risk of exacerbation. If successful, this information may help guide patient management and may be used to help facilitate the development of new therapies to better treat COPD. The PROOF Centre expects to have candidate biomarker sets identified by the end of 2011.

NIH Study Supports Findings of BC Centre for Excellence in HIV/AIDS

The National Institute of Health's National Institute of Allergy and Infectious Diseases (NIAID) has announced the results of a landmark international study evaluating the impact of highly active antiretroviral therapy (HAART) on the transmission of HIV within sero-discordant heterosexual couples.

The results confirmed that the use of HAART decreased HIV transmission by over 90%. Additionally, the study showed that earlier initiation of HAART was associated with a greater than 40% reduction in the rate of disease progression.

"This US study highlights the effectiveness of the made-in-B.C. solution in reducing the transmission and spread of HIV/AIDS through treatment," said Michael de Jong, B.C. Minister of Health. "These results may assist other jurisdictions in the world to consider adopting this treatment as a prevention model to stop HIV disease progression and to prevent HIV transmission."



New Lecture Hall Renovations

The New Lecture Hall is now closed for extensive renovations and upgrading and will re-open on Tuesday, September 6, 2011.

The renovations will include the complete replacement of the lecture hall's audio-visual systems, after 20 years of faithful service. The upgrades will include a state-of-the-art, dual-channel video teleconferencing system.

All events normally held in the New Lecture Hall have already been rescheduled to the Hurlburt Auditorium on the 2nd floor of the Providence Building, or to other facilities for the duration of the renovations.

Please remember to check with your program organizer for the temporary new location and/or any time changes.

For further information please contact Cherie Hankinson in Room Bookings at 604-806-8564 Local 68564 or by email at roombooking@providencehealth.bc.ca.

The findings confirm those previously reported by the BC Centre for Excellence in HIV/AIDS (BC-CfE) at St. Paul's Hospital. In 2009, BC-CfE investigators reported a greater than 90% reduction in HIV incidence among injection drug users in the Downtown East Side of Vancouver as a direct result of the introduction of HAART in that community. More recently, on July 18, 2010, the BC-CfE published in the *Lancet* a long-term study demonstrating a greater than 60% reduction in HIV new diagnoses in the province of British Columbia, as a result of the introduction of HAART in 1996 and a subsequent expansion of HAART coverage starting in 2003.

"The BC-CfE celebrates the successful completion of this important study that definitively confirms the secondary preventive value of HAART, as it not only decreases HIV disease progression, it also dramatically decreases HIV transmission," said Dr. Julio Montaner, BC-CfE director. "These results clearly support continued efforts to expand HIV testing and treatment initiatives to curb the impact of HIV/AIDS as pioneered by the BC-CfE, and currently being adopted in San Francisco, New York, and Washington, DC in the USA and in China."



Dr. Julio Montaner



STRATEGIC DIRECTION

PROMOTE PARTNERSHIPS

Community Garden Partnership Grows Intercultural Dialogue

On Saturday, May 7, the Intercultural Community Garden Project celebrated its Grand Opening on the roof-top of St. Paul's Hospital. The YMCA of Greater Vancouver, Gordon Neighbourhood House and the West End Residents Association (WERA) have worked together since 2009 to create organic gardens that bring Vancouver's diverse community



From left to right: Isabelle Baillie, DIGS Member; Marija Romic, DIGS Board Member; Ana Maria Bustamante, Multicultural & Community Development Coordinator, Gordon Neighbourhood House; Brent Granby, Executive Director, WERA; and Geoff Plant, Chair, PHC Board of Directors

together. Providence joined the partnership last year. The St. Paul's garden and its symbolic spade have been handed over to the Downtown Intercultural Gardeners Society (DIGS). More than 50 gardeners are involved in the project, 40 per cent of who are new Canadians.

The garden inspires Vancouver citizens to take ownership of their community's health. This includes the responsibility of the garden passing from the community partners to the gardeners themselves. DIGS is the new non-profit society that the gardeners have formed to continue the work that has begun.

Through workshops in governance and organic gardening, the group is more than ready, willing and able to take this garden into the future as a positive way to make Vancouver more inclusive. Congratulations to everyone for enabling the success of this partnership!



ST. PAUL'S HOSPITAL
COMMUNITY FORUMS

Own Your Health Community Forum on Blood Cancers May 18th, 2011

Let's Talk About: Blood Cancers -
Progress and Promise

May 18, 2011, 7:00 - 9:00 p.m., Hurlburt
Auditorium Level 2, Providence Bldg

Presenters:

Dr. Michael Barnett, Clinical Professor,
Department of Medicine, Head, Division
of Hematology, Providence Health Care,
Vancouver General Hospital, University
of British Columbia

and

Dr. Khaled Ramadan, Clinical Assistant
Professor, Department of Medicine,
Division of Hematology, Providence
Health Care, University of British
Columbia.

Intended for patients (and their family
members), who have been affected by
blood cancers (types of cancer that
involve the blood, bone marrow and
lymph nodes) and those who just want
to know more about these medical
conditions. The presentations will focus
on the types (leukemia, myelodysplasia,
lymphoma and myeloma), new cases per
year in BC, possible causes, problems
arising and basics of management. The
presentations will also highlight the
latest in treatment and the ongoing
research at St. Paul's Hospital.



How you want to be treated.



STRATEGIC DIRECTION

ENGAGE AND DEVELOP OUR PEOPLE

Providence Health Care's staff
collaboratively sustain the Mission, heart
and soul of our organization. A highly
engaged workforce enables us to be
innovative and continue the excellence
in care and service we pride ourselves in providing. Ensuring we keep our focus on continually
improving our staff's level of engagement is paramount to our success and we do this in many ways
every day.

One of our approaches is through the PHC Check-Up Employee Engagement survey and
subsequent action of addressing items that are important to individual work groups. On June 6th
PHC will launch our third survey which we hope will be our most successful to date.

Each one of us have a daily role in creating an environment of engagement. You will be hearing

Year	Participation	PHC Grand Mean
2007	55%	3.48
2009	51%	3.62
2011	100% Goal	4.00 Goal

PHC Check-Up
Engage to make a difference

more about the PHC Check-Up
and how we can all encourage staff
participation in this continuing
initiative. We would love to see our
participation rate reach our target of
100 per cent. Reminding your staff

of the meetings each area had in 2009 and the action plans that were created and followed through
on is one step everyone can take to encourage participation. Thank you for your cooperation
with this important initiative. For further information, please contact Lori Nolan (63443) or Helen
Roberts (68446).

PHC in the News

PHC and our caregivers, physicians and researchers continue to be spotlighted regularly in local,
provincial, national and international media. The recognition is well deserved and further promotes
BC's stellar health care system to the rest of Canada and beyond.

Innovation

PHC researcher **Dr. Scott Lear** received media interest from **Global TV BC**, the **Vancouver Sun**
and the **Globe and Mail** around his work developing websites to help patients manage chronic
diseases at home and in remote parts of the province.

HIV/AIDS, Urban Health, Mental Health, Addictions

Metro Canada News credited the **BC Centre for Excellence for HIV/AIDS at SPH's** "Treatment
as Prevention" strategy for helping prevent future cases of HIV around the world.

Media from across Canada, including the **Globe and Mail**, **National Post** and **Maclean's**, reported
on a **BC Centre for Excellence for HIV/AIDS at SPH** study that found Insite reduces overdose
deaths by 35 per cent. The Insite research conducted by the BC Centre for Excellence for HIV/AIDS
at SPH's has also received international media attention as the Supreme Court of Canada begins
hearing arguments concerning the fate of Insite.

continued on following page



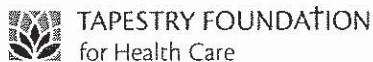
Trailblazing for Dementia Care

Anyone who works at Providence Health Care recognizes something special in the way we come together and work as a team. Let's show everyone just how much PHC employees can achieve when they band together!

Please join the Tapestry Trailblazers Team and fundraise to support dementia care research for our patients and residents. You can form your own team, join an existing PHC team or just sign up as an individual at www.tapestryfoundation.ca.

There are currently 72 team members fundraising for the Tapestry Trailblazers Team. Many of these people are your colleagues from all eight of the PHC sites. Together our PHC team is unstoppable when we band together - come out and sweat with us!

Questions? Call or email Carolyn Thornton at 604-877-8187 or CThornton@providencehealth.bc.ca



SENIORS CARE | HOSPITAL CARE | PHYSICAL REHABILITATION



Heart, Lung, Kidney Care

Hospital News and **Kamloops News** featured the story of a St. Paul's Hospital heart transplant recipient, who is currently participating in a research program through the **Centre of Excellence for the Prevention of Organ Failure (PROOF Centre)** at SPH called "Biomarkers in Transplantation (BiT)."

Other Areas Receiving Coverage



Dr. Marc Romney, PHC's Medical Director of Infection Prevention and Control, received international media attention after publishing a preliminary study that suggests a potential connection between bed bugs and MRSA/VRE. Over 700 media outlets including **CNN**, **NBC**, **Reuters** and **USA Today** covered the story.

St. Paul's Hospital was profiled in special by **CTV BC**, the **Georgia Straight** and **Vancouver Magazine** to commemorate Vancouver's 125th birthday.

Fairchild TV interviewed **Dr. Shannon Jackson**, a PHC hematologist on the topic of thrombosis.

The recently deceased **Dr. Herb Fitterman**, who was the former head of the department of ophthalmology at St. Paul's Hospital and a Canadian pioneer in cataract removal and lens implantation surgery, was profiled in the **Vancouver Sun**.

PHC's Director of Nursing, **Barb Lawrie** and PHC's Head of Orthopaedics, **Dr. Stephen Pinney** were interviewed for nursing week by **Xinhua News**, China's official media outlet.

The BC Catholic published a story on **Providence in the Park**.

The Vancouver Courier reported on the official opening of an organic garden on the rooftop of St. Paul's Hospital. The project was designed to build a more welcoming, inclusive and engaged downtown peninsula by allowing community members of all demographics to tend the garden.



PHC's **Dr. Romaine Gallagher** was interviewed by **CBC TV** and **CTV BC** about the health effects of going a long time with little food and water. The interest arose after a missing BC woman was found alive after seven weeks with minimal access to food and water.

Foundation News

Recognizing Our Donors

In late April, St. Paul's Hospital Foundation held its inaugural event for members of its new annual giving club, the Gourlay Society. The afternoon tea was an opportunity for members of the Foundation and PHC to meet with and express their appreciation to many of our donors. St. Paul's Hospital Foundation created the Gourlay Society last year to formally acknowledge and recognize donors who give \$1,000 or more to St. Paul's Hospital during a fiscal year. Gourlay Society members play an important role in helping to support more than 20 departments and areas in the hospital, including world-leading work in heart + lung, HIV/AIDS, mental health, and kidney. The support of donors allows us to continue to be world-class on a daily basis. It gives us hope, it gives us inspiration, and it helps us continue our work.



**St Paul's Hospital
FOUNDATION**
Inspired care.

Simonson, Kathy HLTH:EX

From: DMOFFICE, HLTH HLTH:EX
Subject: FW: 2011 June PHC CEO Update (CLIFF:887117)
Attachments: 2011-06 June CEO Update.pdf

e of the CEO [PH]
, June 24, 2011 11:40 AM
2011 June CEO Update

SENT ON BEHALF OF DIANNE DOYLE

Attached please find a copy of the June 2011 CEO Update
<< File: 2011-06 June CEO Update.pdf >>
Thanks!
Colleen :)

Colleen Narang
Executive Assistant to Dianne Doyle, President and CEO
Providence Health Care
c/o St. Paul's Hospital | Room 582 - 1081 Burrard Street | Vancouver, BC V6Z 1Y6
Tel: 604-806-8020
officeofthceo@providencehealth.bc.ca | ddoyle@providencehealth.bc.ca
<http://www.providencehealthcare.org>

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By Dianne Doyle,
President &
Chief Executive Officer,
Providence Health Care



JUNE 2011

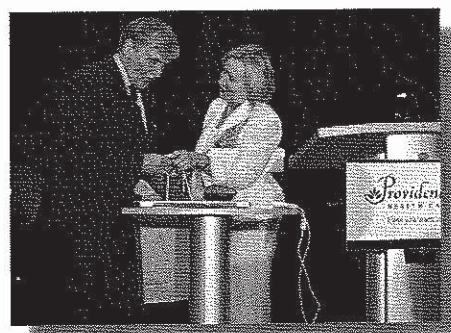


STRATEGIC DIRECTION LIVING OUR MISSION

PHC's Annual Community Meeting

With the theme "Making a Difference," PHC's annual community meeting on June 15 celebrated the past-year achievements of staff, physicians, and researchers with over 200 attendees.

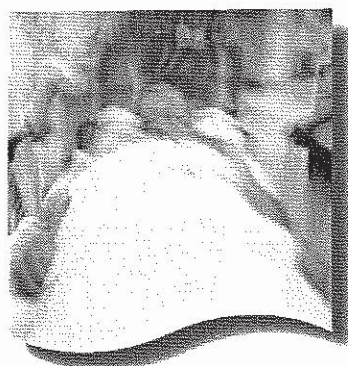
The event included representatives from our numerous health authority partners, community and business stakeholders, municipal leaders, faith-based community organizations and parishes, as well as Providence staff, physicians and researchers, members of our founding congregations, the Vancouver Archdiocese, our Foundations, our Research Institute's Board, our Board and our Society. PHC distributed its annual community report to the attendees (the report can be found at PHC's website: http://www.providencehealthcare.org/about_annual_report_ar.html).



LGen Romeo Dallaire receiving thank-you gift from
Dianne Doyle.

Keynote speaker LGen Romeo Dallaire (Ret.) made an impassioned and inspirational presentation of his varied life experiences, especially those in the Canadian armed forces. His accounts of the challenges and key learnings from the devastating events in Rwanda in the 1990s were thoughtful and inspirational. His presentation made appeals to every individual's spirit to "make a difference" in the world for social justice and through good, selfless actions to help the most vulnerable in society.

The main highlight once again this year was the celebration of PHC people through the presentation of the 2011 Faye Meuser Memorial Leadership Award, the new "Best" Patient Safety & Quality Award, the Mission Awards and the Research and Mission Award. This year's recipient for the Faye Meuser award is Jennifer Duff, operations leader, Maternity and the Neo-natal Intensive Care unit. She was nominated for being a highly respected, visionary leader with a solid reputation as a mentor, role model, colleague and change agent.



Great Emergency Care!

I am writing to let you know how much I truly appreciate the care I received at St. Paul's Emergency and Radiology departments. I was treated in the ER with a fractured elbow. I cannot stress how amazing a job Dr. Krystaleah Lindsay did in helping me understand how they assessed my injury and how it was to be treated. Her bedside manner is truly remarkable and deserves to be commended. Even though I was in a great amount of pain, she treated me like a human and spoke with me as though I was more than just "symptoms" or "pathology." I greatly appreciate and will have a positive lasting impression as a direct result of her care. Thank you very much and have a wonderful day!

A very pleased patron,

Kevin M.



Dialogue on Aging – Latest Research, Best Practices, Legal Matters, Ethical Issues

Mark your calendars for the 9th annual British Columbia Geriatric Services Conference, presented by Tapestry Foundation for Health Care. Friday, October 14, 2011, Vancouver Convention Centre, 999 Canada Place, Vancouver, BC.

Open to physicians, nurses and all members of interdisciplinary teams. Online registration will be available soon at www.tapestryfoundation.ca.

For more information, or to be included on our Conference mailing list, contact Jane Johnston at 604-877-8335, jjohnston@providencehealth.bc.ca.



Patient Impressed with Care

I was admitted by ambulance on Friday May 27 around two-ish. I had an anaphylactic reaction. I just wanted to say thank you to all the emergency staff including Dr. Christenson. I loved the summary printed report. I was out that night and read it all the next morning.

Kulvinder S.

The "Best" Patient Safety & Quality Award is named for Lynette Best, who worked at Providence until her retirement in 2007 as Chief of Professional Practice and Nursing. This year's recipients are the team members for the Building a Culture of Medication Safety in Residential Care initiative.



"Best" Award winners (l to r): Kushma Nand, Tina Ross, Myrna Guevara, Ali Nazeem, Bill Moore, Anna-Marie Afable, Julia Duda, Heather Mak, Ruth Stout and (in back row behind Julia and Heather) Grant McCullough and Pam Kelly.

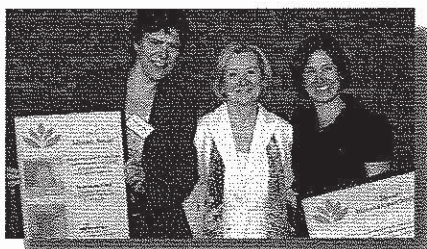
This team set out to continuously improve the medication delivery system in residential care, create a workplace culture of safety and build capacity at the point of care to enable both timely communication and staff engagement. The team was represented by Heather Mak, interim program director for Elder Care; Grant McCullough, professional practice consultant; Julia Duda, quality improvement specialist; Ruth Stout, nurse educator in Residential Care; Bill Moore, clinical nurseleader, Residential Care; Pam Kelly, pharmacy section head; Myrna Guevara, nurse educator, and residential care assistants Ana-Marie Afable, Kushma Nand, Ali Nazeem, and Tina Ross. All residential care staff and leadership who participated

on the Residential Pharmacy Nursing Committee and cross-site Medication Safety Improvement Working Groups are also to be acknowledged.

The success and sustained improvements from this initiative would not have been possible without them.

The Mission and Research & Mission Awards had been previously announced internally and were celebrated during Providence Day in May and during other recognition events. The annual community meeting provided an opportunity to further spotlight the award recipients to a broader community. The recipients were:

- Annemarie Kaan, clinical nurse specialist for Heart Failure and Transplantation, Cardiac Transplant Clinic, St. Paul's Hospital – Recipient of the 2011 Individual Mission Award for Acute Care.



(l to r) Annemarie Kaan, Acute Mission Award recipient; Dianne Doyle; and Jennifer Duff, Faye Meuser Memorial Leadership Award recipient.

- St. Paul's Hospital Maternity Services Program (Nursing, Family Physicians, Midwives, Obstetricians and Operations Leader) – Recipient of the 2011 Foundress Mission Team Award. At the event, the team was represented by Jennifer Duff, operations leader, and Dr. Geoff Cundiff, head, Department of Obstetrics & Gynaecology; Cheri Jeffs, registered nurse, Maternity; Jenna Baumgartner, Registered Nurse; and Dr. Antoinette vanden Brekel, pediatrician.



2011 Foundress Mission Team Award Winners - Maternity Team (accompanied by Dianne Doyle, far left): Jennifer Duff, Amy Cronmiller, Cheryl Bishop, Stephanie Harries, Dr. Antoinette vandenBrekel, Cheri Jeffs, Linda Knox, Jenna Baumgartner, Dr. Geoff Cundiff, Jackie Koufie, and Melanie Simpson.



**St Paul's Hospital
FOUNDATION**
Inspired care.

**Enhanced Patient Care Fund
Applications**

The St. Paul's Hospital Foundation invites applications for funding for initiatives or items/equipment that will directly enhance patient care on the St. Paul's Hospital site.

An application form is attached to this e-mail. If you have more than one project, please submit a separate application for each project. If you have any questions, or if you do not have access to e-mail and you need an application sent to you, please contact Chris Fisher in the Foundation office at 604-806-8923.

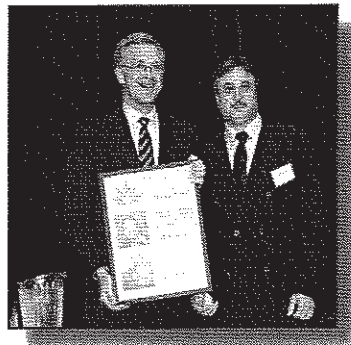
Complete applications are to be received by the Foundation not later than 5:00 p.m. on Friday, July 15, 2011. Applications are reviewed in the order in which they are received.

There are several ways to submit your application:

- By email to cfisher@providencehealth.bc.ca
- By fax to 604-806-8326
- By internal mail to the Foundation at #178 Burrard
- By dropping off in person to the Foundation office at either #178 Burrard Building, St. Paul's Hospital

The Enhanced Patient Care Fund gives precedence to requests that not only enhance patient care, but are also unlikely to receive funding through any other means. Proposals will be reviewed and funding recommendations made by the multi-disciplinary Enhanced Patient Care Committee.

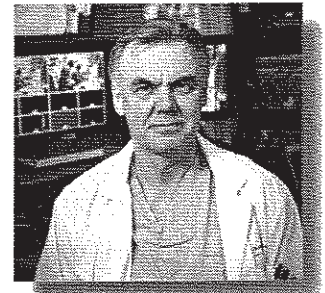
Applications are available at: http://phcconnect/programs_services/phcnews/_docs/binary_94572.doc



(l to r) Geoff Plant, PHC Chair, and Mike Macdonald, recipient of 2011 Individual Mission Award for Residential Care.

• Mike Macdonald, resident care aide from St. Vincent's Langara – Recipient of the 2011 Individual Mission Award for Residential Care.

The Research and Mission Award recognizes a scientist in the organization who demonstrates the mission and values of Providence Health Care while conducting outstanding research. This year's recipient is John Webb, MD, director, Cardiac Catheterization, St. Paul's Hospital. Dr. Webb is also the McLeod Pro-



Research and Mission Award recipient Dr. John Webb.

fessor of Heart Valve Intervention, University of British Columbia.

Congratulations to all recipients once again and a very special thank you to everyone.

Langara's Canucks Fever Shared By All

I found the following message from a Langara resident's family member very touching and symbolic of the strong relationships staff have with residents and family members. Langara has gone through many changes over the past 18 months (such as the opening of the Alder Unit) and it's great to see the spirit of compassion and camaraderie continues to be a fixture at the residence.

"My brother Murray and I have been part of the Langara family for 13 years. When we first came to Langara, we noticed right away that the residents and staff were great supporters of Vancouver sports teams. Langara has a tradition of loving sports, but without a doubt the number one sport here is hockey! Last year, residents counted down the days to the 2010 Olympic Games and Langara rehab staff decorated the atrium and dining room in grand style. The Tapestry Foundation kindly donated a large screen TV so that the Langara community could watch the events on a regular basis. This year, the Langara cheer zone agreed that the Canucks looked poised to win the Stanley Cup and we really took the 2011 playoffs and Stanley Cup final to heart.



"Our weekday receptionist Roni began decorating the atrium in April as the first round began. I began decorating the Aspen Halls with the posters from each edition of the Province newspapers and made a Canuck fan to sit in the atrium. We put up a sign that said "Canuck Street" and decorated this "street" all the way down the hall. Most of PHC is unaware that Langara Residence has a special claim to fame as one of our former staff members was named Luongo! The residents always say they are glad that they can enjoy the fun we have together, as so many of them are life long sports fans! We will take just a few days of rest following the end of the hockey season and then BC Lions football and Vancouver Canadians baseball begins! We are never without a Vancouver sports team to cheer for. Sincerely, Linda, Daughter of a Langara resident."



Canadian Association of Suicide Prevention 2011 National Conference

New Conversations on Suicidality
October 3 - 5, 2011

The Coast Plaza Hotel and Suites
1763 Comox Street, Vancouver, BC

Conference Description:

The intention of this conference is to generate inclusive dialogue and stimulate new conversations on all aspects of suicidality.

Please visit www.casp2011.ca to:

- View conference brochure
- Register online
- Book accommodation
- View Conference Committee Listing; and more

Contact Info:

Jennifer Vellenoweth
Phone: 604-822-7708, Fax: 604-822-4835,
Email: jennifer.ipce@ubc.ca



STRATEGIC DIRECTION

LEAD EXCEPTIONAL CARE, SERVICE, TEACHING AND RESEARCH

Tremendous Riot Response by Emergency Staff

I am very grateful and extremely proud of the professionalism and commitment to excellence and compassionate care each of you demonstrated throughout the very long and busy night we experienced as a result of the post-Game 7 riot in downtown Vancouver on June 15.

It is always difficult to single out individuals when it is really a critical team response, but special kudos to Amber Appleby (Incident Commander), Warren Hart, Scott Harrison, David Brown, Miriam Stewart, Jean Carne, Dr. Eric Grafstein, the St. Paul's Hospital emergency staff and physicians, Paladin security, radiology, everyone working in the emergency operations centre (EOC), our communications team, and physical plant for their response, cooperation and leadership during this time.



Dr. Eric Grafstein

Also to the Healthy Heart Centre for opening its doors to serve as a space for pastoral care workers to provide psychosocial support to people accompanying injured patients and to the Surgical Daycare Unit for serving as a holding area to transfer patients from Emergency. The preparedness and anticipation of our emergency preparedness team, lead by Jeanette Beattie leading up to the Stanley Cup Final, ensured our successful operation and continued focus on patient care, safety and services. The added challenges of dealing with a Code Orange and Code Grey on top of a "typical" work day puts an added stress on staff and operations, but you all demonstrated calm resolve and focus throughout the night. I would also like to thank the numerous staff who were called in for added support, as well as all those who selflessly called in to work, asking if they could volunteer in any capacity to help their colleagues throughout the night. This demonstrates the extraordinary commitment and caring nature of our PHC family.



STRATEGIC DIRECTION

ENGAGE AND DEVELOP OUR PEOPLE

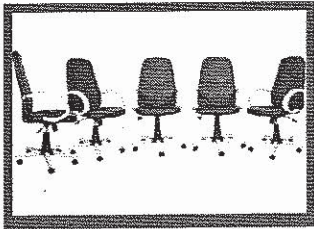
Speak Up Through PHC Check-Up

The PHC Check-Up – our major staff engagement initiative – closes June 29, 2011 so please complete your survey as soon as possible.

It is important to me as CEO, to PHC as an organization and to your individual leaders that we hear from all PHC staff. Our goal in the PHC Check-Up survey is 100% participation and we still have some way to go.

If you have any questions or concerns about participating, I encourage you to refer to the Questions and Answers document posted in your unit or talk with your leader, a member of the PHC Check-Up team (Local 63443) or your union steward. Using the internet to complete

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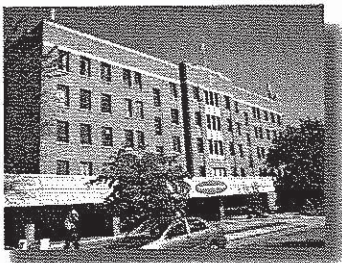


Fine Selections at the St. Paul's Hospital Office Furniture Donation Program

This is a Furniture Donation Program by Space Planning and Facilities Management. All furniture is free – there are costs to have it moved only. Furniture viewing times are usually: Tuesdays and Thursdays between 8:00 a.m. – 9:00 a.m.

Note *** (Doors close at 9 a.m.)
IMPORTANT ** Times are subject to change without notice. Please call PHC/VCH Moves before arriving.
 For location and directions (the former "Dusk to Dawn" space), please contact:

Diane Roy
 Cell: 604-657-1854; email: phcmoves@providencehealth.bc.ca



Pathways – Patient + Family Information Sessions @ MSJ Hospital

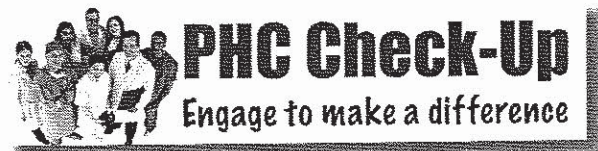
Join staff from Social Work and Pastoral Care as we speak about common patient pathways in Acute Care from admission to discharge, and the different roles of resources. Everyone welcome. Questions encouraged.

Every Thursday @ 4:00 – 5:00 p.m.
 Location: Harvest Room B – 3rd Floor
 Sponsored by Social Work and Pastoral Care MSJ.



the survey is a very easy and quick way to participate and avoid the delay of mailing. If you have not received an access code or you have misplaced your survey, please contact Gallup Client Support directly to retrieve your access code either by sending an email to q12help@gallup.com or by calling 1-800-788-9987.

Support is available 24 hours a day from 4:00 p.m. Sunday through 3:00 p.m. Friday, U.S. Pacific Time. Thank you for your participation. Results will be shared with all staff when they are received by PHC in September/October 2011.



STRATEGIC DIRECTION

ADVANCE OUR LEADERSHIP IN HEALTH CARE



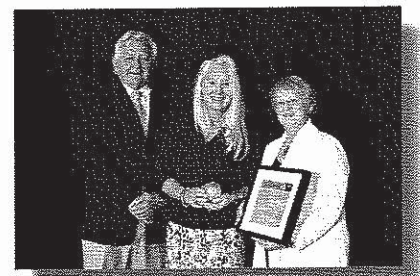
PHC Innovators Recognized at Health Awards

Congratulations to two PHC award recipients recognized by the Health Employers Association of BC (HEABC) at its 5th annual Excellence in BC Health Care Awards on June 20.

Providence's Rapid Access to Consultative Expertise (RACE) project won the Gold Apple this year in the Top Innovation: Affiliate category, and the Infection Prevention and Control (IPAC) Link Nurses project won an Award of Merit in the same category.

RACE increases access to specialists through telephone advice, resulting in faster referral and re-referral processes, and improving communication and knowledge transfer. Best of all, it strengthens patient-physician relationships, resulting in successful prevention and wellness strategies for populations of health, while reducing the costs of health care.

RACE is one of the outcomes of PHC's continuing partnership with the provincial Shared Care Committee (a joint committee of the BC Ministry of Health Services and the BC Medical Association) in cooperation with Vancouver Coastal Health to facilitate a new collaboration between specialists and family physicians (FPs) for improving and transforming care for patients with complex chronic conditions.



PHC's Margot Wilson (centre) accepted the Gold Apple Award on behalf of her RACE team from Lee Doney, HEABC President and CEO (left) and Alice



The Centre for Healthy Aging at Providence presents the:

8th Annual Leadership Program for Medical Directors in Long Term Care

"Navigating in LTC: What works? What doesn't?"

November 4 - 5, 2011, Metropolitan Hotel, Vancouver BC

This is a unique leadership development program and a great opportunity to come together to learn, problem solve, network and address issues and challenges specific to LTC in Canada. The program, featuring two full days of interactive presentations and panel discussions and a number of informal networking opportunities, aims to stimulate discussion and provide practical solutions to issues that are common to many of Canada's LTC sites.

The program is open to Medical Directors, Medical Coordinators and Physicians working in LTC in Canada. The program may also be of interest to Directors of Care, Administrators and Managers in LTC.

Every year the program applies for accreditation from The College of Family Physicians of Canada, The Royal College of Physicians and Surgeons of Canada and The Canadian Geriatrics Society.

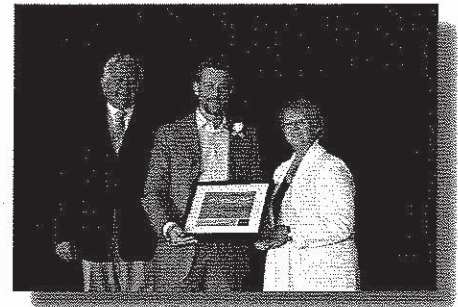
Early Bird Registration deadline is Friday, September 30, 2011.

For more information, registration form & program agenda please visit:

http://www.centreforhealthyaging.ca/initiatives_lead.html or contact Anna Haliakova at 604-876-7112 (601) or by email at chap@providencehealth.bc.ca

The Shared Care initiative facilitates interaction between FPs and specialist champions to develop and implement tools and processes to streamline care for patients with chronic conditions. The initiative aims to redefine the role of specialty teams to support FPs in providing comprehensive care to patients, as well as to increase access to specialists through telephone advice prototypes, expedited referral and re-referral processes, with a focus on improving communication, knowledge translation and developing role clarification for FPs and specialists.

Congratulations to all the RACE winning team members Clay Barber, Shared Care Committee Member, BCMA; Carole Gillam, Executive Director, Primary Health Care, VCH; Dr. Gordon Hoag, Co-Chair Provincial Shared-Care Committee; Dr. Scott Lear, SFU-PHC Chair in Cardiovascular Disease Prevention Research; Dr. Bob Levy, Specialist Lead, Chronic Disease Management Strategy, PHC; Dr. Garey Mazowita, Family Practice Lead, Chronic Disease Management Strategy, PHC; Helen Roberts, Change Leader, PHC; Camille Rozon, Change Specialist, PHC; David Thompson, VP Seniors Care & Clinical Support Services, PHC; Valerie Tregillus, Co-Chair Provincial Shared-Care Committee; and Margot Wilson, Director, Chronic Disease Management Strategy, PHC.



Dr. Marc Romney (centre) accepted the Award of Merit on behalf of PHC's IPAC team for the Link Nurses initiative, from Lee Doney, HEABC President and CEO (left) and Alice Downing, HEABC Chair.

The IPAC Link Nurses initiative was recognized for establishing over 100 nurses as local, unit-based infection prevention and control resources. Link Nurses have been found to be proactive educators, positive role models and an effective resource for staff to turn to with infection control related questions at the front lines. While IPAC Link Nurses are common in Europe, the PHC program is one of the first in North America, and is demonstrating great improvements at PHC. From June 2009 to December 2010, hand hygiene compliance rates increased by 40 per cent. The Link Nurses program continues to enhance PHC's culture of patient safety by reducing the spread of health care associated infections.

Congratulations to the winning IPAC team members: Infection Control Practitioners Celia Ambery, Jim Curtin, Wayne Gilbert, Mary McNaughton, and Craig Pienkowski; Dr. Elisa Lloyd-Smith, epidemiologist; Howard Green, leader, Infection Control; and Luz Vierende, clerk, Infection Control. And kudos also to Dr. Marc Romney for his continued leadership of IPAC, and to the more than 100 Link Nurses for their ongoing important contributions to better health care at our sites.

Study of Aboriginal Youth Signals Need for Prevention Programs

A new study indicates high rates of injection drug use in urban Canadian Aboriginal youth, particularly in women, and points to the need for culturally-specific prevention programs. The study was recently reported in the prestigious Canadian Medical Association Journal.

Named the Cedar Project, the study was conducted by researchers from the School of Population and Public Health, University of British Columbia; Simon Fraser University; Centre for Health Evaluation and Outcome Sciences at Providence Health Care; the Wuikinuxv Nation,



ST. PAUL'S HOSPITAL
COMMUNITY FORUMS

Own Your Health Community Forum

July 20, 2011

Let's Talk About: Air Pollution

How Does It Affect Your Lung, Heart,
and Blood Vessels?

Presented by:

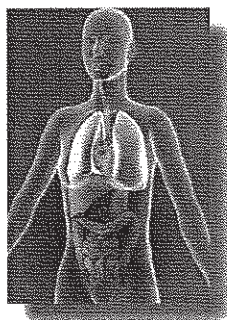
Stephan F. Van Eeden, MD, PhD,
FRCPC(C), Professor of Medicine,
Division of Respiratory Medicine,
Principal Investigator, iCapture Centre,
Providence Health Care, University of
British Columbia

and

Dr. Michael Brauer, Professor, School of
Population and Public Health, University
of British Columbia

The forum will be held in the Hurlburt
Auditorium, Level 2 of the Providence
Building, St. Paul's Hospital from 7-9 pm.

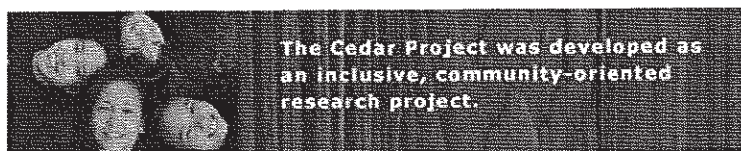
For more information and to register
email your name and contact
information to ownyourhealth@providencehealth.bc.ca or call 604-806-8495.



Providence
HEALTH CARE

How you want to be treated.

Port Hardy, BC; and the
Splat's'in/Secwepemc
Nation, Enderby, BC.
The project studied
605 Aboriginal youth



The Cedar Project was developed as
an inclusive, community-oriented
research project.

in Vancouver and Prince George, British Columbia conducted from 2003 to 2007 and sought to understand use of illicit drugs, particularly relating to infection with HIV. Participants were between the ages of 14 and 30 years and had smoked or injected illicit drugs, other than marijuana, in the month before enrolment. The median age was 23 and 292 (48%) were women. At the start of the study, 292 (48%) of participants injected drugs. Injection drug users were more likely to be women, older, identify as gay, lesbian, bisexual or two-spirited; have experienced sexual abuse; have a parent who attended a residential school; and have other risk factors. In participants who had no history of injection drug use and who attended at least one follow-up visit (197 out of 270), 39 people (18 men, 21 women) began to inject drugs. Young Aboriginal women were twice as likely to inject drugs as men.

"We observed that approximately 11 participants per 100 person-years will transition to injection drug use, a rate almost twice as high as the only other available longitudinal study undertaken in Canada addressing transition to injection among young people (6.8 per 100 person-years in Montreal)," says Dr. Patricia Spittal, Providence Health Care and the School of Population and Public Health, University of British Columbia, with coauthors.

"This study documents an unacceptable number of young Aboriginal people transitioning to injection drug use every year; however there are no prevention programs tailored specifically for at-risk Aboriginal young people," states Chief Wayne Christian and coauthors. "Support for community-based programs that address the potential for drug dependence within the context of gendered experiences of sexual trauma must be prioritized to respond to the dual epidemics of injection drug use and blood-borne infection among Aboriginal people," they conclude.



STRATEGIC DIRECTION

PROMOTE PARTNERSHIPS

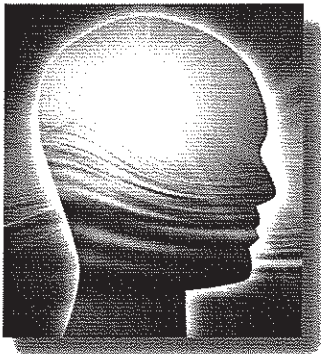
Rotary Club of Vancouver's RHF Foundation Donates \$30,000 to St. Paul's Hospital Audiology Department

The Rotary Club of Vancouver's Rotary Hearing Foundation recently donated \$30,000 to St. Paul's Hospital for new state-of-the-art audiology equipment. With a matching donation from the St. Paul's Hospital Foundation, the Audiology department was able to purchase an IHS Evoked Potential System, an Otodynamics OAE System, an Immittance Bridge and a Real Ear Measurement System.

Cindy Gustin, professional practice leader, Audiology, St. Paul's Hospital; and coordinator, BC Adult Cochlear Implant Program, says the department is very grateful for the support of the Rotary Foundation.

"This generous donation has opened up many options for our hearing centre. The new equipment allows us to provide the most up-to-date audiological testing in a more efficient manner. The features, which allow us to better educate and counsel our patients and their families about the

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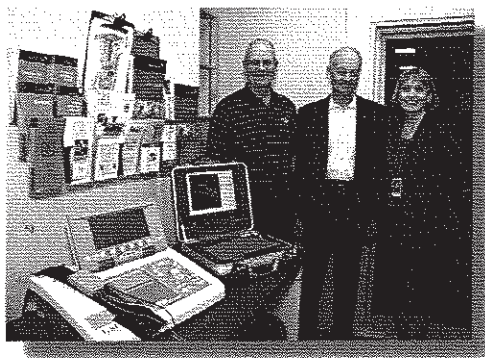
Spirituality: The Invisible Ingredient in Health and Healing

May 3 and 4, 2012, Coast Plaza Hotel and Suites, Vancouver, British Columbia

Providence Health Care of Vancouver, British Columbia invites you and your colleagues to participate in our fourth bi-annual conference that explores the integral relationship between spirituality, health and healing.

The conference will be held at the Coast Plaza Hotel and Suites in the heart of Vancouver's colourful and cosmopolitan West End.

Call for Workshop Proposals – Application Form & Guidelines for workshop proposals were emailed to staff in late May, but if you need more, please contact Elizabeth Turtle at eturtle@providencehealth.bc.ca. The submissions deadline is Friday, October 14, 2011 ~ 4:00 p.m. By submitting your abstract, you are granting Providence Health Care permission to list your name and workshop in our program.



(l to r) Jack Zaleski and Don Waters from the Rotary Hearing Foundation with Cindy Gustin, professional practice leader, Audiology, St. Paul's Hospital and coordinator, BC Adult Cochlear Implant Program on a recent visit to the St. Paul's Hospital audiology department to view newly purchased equipment.

cochlear implant services to adults in British Columbia. Audiological testing is a crucial part of determining cochlear implant candidacy, in monitoring the progress of our recipients and for evaluating potential soft failures of the cochlear implant.

Large Garden and Public Space Brings Added Purpose to Brock Fahrni

Residents, staff members, volunteers and family members at Brock Fahrni Residence celebrated the opening of a beautiful, brand new terrace and garden in June. The sizeable space includes three storage locker sheds, native plants and shrubbery, donor thank you wall, and a covered pavilion draped with wandering kiwi plants.

Members of the Royal Canadian Legion joined residents on the sunny afternoon to celebrate the completion of the area, following a two-year fundraising campaign. The garden was made possible through the efforts of Tapestry Foundation for Health Care, with enormous support from Canadian Legion, Veterans Affairs Canada and numerous residents and family members.

Veteran Affairs Canada purchased a collection of patio furniture for residents to enjoy as they bask in the summer sun, visit with family and friends and enjoy the company of their fellow residents and staff members.

Gardening has an important function at Brock Fahrni, whose 148 residents include many armed forces veterans. Numerous studies have found that gardening is therapeutic for those with post traumatic stress disorder from World War II and that the activity helps with the healing process.

impact of hearing loss, can make a big difference in the day-to-day lives of our patients."

The Audiology Department at St. Paul's Hospital is a centre of excellence which has provided comprehensive audiological services to hard of hearing individuals for over 30 years. Staff in the department assess hearing loss, provide specialized site-of-lesion testing, evaluate central auditory function, and monitor hearing loss related to ototoxic medication in special populations. Audiological testing is a cost effective tool which assists ear, nose and throat specialists (ENT) in diagnosing the underlying causes of hearing loss. The B.C. Adult Cochlear Implant Program is also located at St. Paul's Hospital and is the only centre providing



Brock Fahrni resident Bob Cholyk (front) helps cut the ribbon for the opening of the garden with grandsons (l to r) Eric and Peter, and Royal Canadian Legion zone commander Ken Harvey.

Providence Health Care Research Project Award in Women's Health Research

The Providence Health Care Research Project Award in Women's Health Research is seeking applications.

This award supports investigators affiliated with Providence Health Care pursuing studies in women's health. Preference will be given to new investigators and proposals which aim to generate preliminary data and test new approaches, methodologies or tools. This funding competition is held every two years and supports activities that will enable the pursuit of more ambitious studies and foster further funding applications.

The amount awarded for this grant is up to \$5,000 over one year or \$10,000 over two years.

Applicant Eligibility:

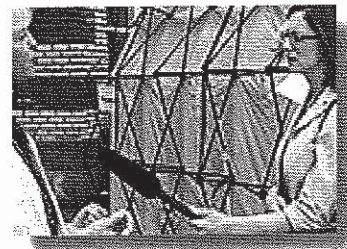
- Principal applicants must be residents of BC with an affiliation to Providence Health Care.
- Principal applicants must be independent researchers/clinicians (including scientists, midwives, nurses, social workers and physicians) and/or must have completed a post-graduate degree (Masters, PhD or MD).

Application Deadline: Tuesday, August 2, 2011 by 4:00 pm; Notice of Decision: Thursday, Sept. 15, 2011.

The application package can be found at: http://phcconnect/programs_services/phcnews/_docs/binary_94740.pdf

PHC in the News

PHC and our caregivers, physicians and researchers continue to be spotlighted regularly in local, provincial, national and international media. The recognition is well deserved and further promotes BC's stellar health care system to the rest of Canada and beyond.



HIV/AIDS, Urban Health, Mental Health, Addictions

The New York Times, Associated Press and Globe and Mail

featured a story on preliminary results from a large clinical trial released in early June that states that early H.I.V. therapy sharply curbs transmission. **Dr. Julio Montaner** was quoted in the story as saying that this evidence is consistent with research that has taken place in British Columbia for close to a decade.

Vancouver's Safe Injection Site was in the news this month when its future went to the Supreme Court of Canada. **The Province** newspaper, **CBC** and **National Post** spoke with **Dr. Thomas Kerr** about the benefits of the supervised injection site, confirmed by over 40 peer-reviewed studies.

On June 14, the City of Vancouver held the Health of the Homeless Summit focusing on vulnerabilities and responses to youth homelessness. CTV, CBC French TV, the Province and the Tyee covered the event, profiling former homeless youths and speaking with PHC's **Dr. Michael Krausz** on the need for supports for issues like sexual abuse, mental illness and addiction, which are all factors that can increase youth homelessness.

Heart, Lung, Kidney Care

Nineteen-year-old heart transplant recipient Tyler Smith was profiled in **Hospital News** when he received a new heart after being diagnosed with hypertrophic cardiomyopathy. The youth, who ran the Vancouver Sun Run two months after his transplant, had huge praise for **St. Paul's Hospital's Pre-Heart Transplant Clinic** and is now participating in a research program through the Centre of Excellence for the Prevention of Organ Failure (PROOF Centre) called Biomarkers in Transplantation.

Seniors, Rehabilitation, Residential Care

Canuck fever ran wild in our residential care homes during the Stanley Cup playoffs with staff and residents decorating units across our sites. **News1130** and **Vancouver Courier** featured stories on long-time residential hockey fans, with primary focus on Langara Residence.

Other

Our staff, physicians and contract services really stepped up to the plate on the evening of June 15, 2011 following the Stanley Cup final. The **St. Paul's Hospital Emergency Department** saw a large increase in visitors due to rioting in the downtown core. Publications around the world mentioned the hard work of St. Paul's Hospital staff during the event including the **CBC, Globe and Mail, Vancouver Sun, Province, West Australian, CBS, Fox News, The View** talk show, **New York Times, Sports Illustrated** and **Radio Netherlands**. Quoted in the media were **Dr. Eric Grafstein**; **Justin Karasick**, Leader, Communications; **Shaf Hussain**, Corporate Director, Community & Stakeholder Engagement; and **Amber Appleby**, First Commander.

Dr. Eric Grafstein, department head, SPH Emergency, was a guest on the Bill Good Show on June 21, followed by the Minister of Health Mike de Jong and Save St. Paul's proponent and MLA Spencer Herbert, to discuss renewal issues. **The Province, X-tra West, CTV** and **24 Hours** also picked up the story when Herbert called a media conference over the weekend to discuss the question.

Trailblazing for Dementia Care



The Scotiabank Vancouver Half-Marathon & 5k Event is set to go. Have you made your pledge yet?

Here is your chance to support one of the six populations of emphasis within PHC - "People with Specialized Needs in Aging". It's easy to give - just click on the Tapestry Trailblazers fundraising team link and pledge one of over 95 team members or make a team donation.

The link to make donations can be found at <http://www.tapestryfoundation.ca/>

Full event information:

Date: Sunday June 26, 2011

Start Time: 7:00am Half, 9:15am 5k

Location: Thunderbird Arena at UBC to Stanley Park

5k: at Stanley Park Fish House

Course: UBC to Stanley Park

Kit Pickup: 11am-7pm Friday June 24

10am-5pm Saturday June 25

Pickup at: Empire Landmark Hotel, 1400 Robson St., Vancouver

Providence Health Care provides a wide variety of residential and medical services for elders. Five sites are home to more than 700 residents who require medical and personal assistance to cope with the activities of daily living. Please help Tapestry Foundation for Health Care support our seniors!

 **TAPESTRY FOUNDATION**
for Health Care

SENIORS CARE | HOSPITAL CARE | PHYSICAL REHABILITATION

 **Providence**
HEALTH CARE

How you want to be treated.

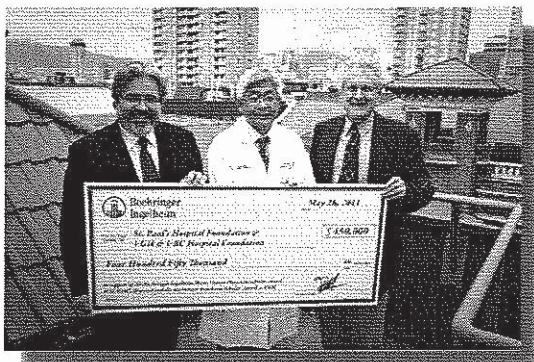
Foundation News

Boehringer Ingelheim Establishes Physician Scholar Awards at St. Paul's Hospital and Vancouver General Hospital

Boehringer Ingelheim (Canada) Ltd., one of the world's top 20 leading pharmaceutical companies, is making \$225,000 in donations to both St. Paul's Hospital and Vancouver General Hospital (VGH) to support the scientific development of young cardiology specialists.

"Boehringer Ingelheim believes in the importance of maintaining excellence in scientific research

and training," said Dr. Theodore Witek Jr., President and CEO of Boehringer Ingelheim (Canada) Ltd., at an event held May 26 to mark the contribution. "The establishment of the Boehringer Ingelheim Physician Scholar Awards will support this goal by equipping the next generation of cardiologists and cardiac surgeons with the tools they need to create a healthier future for the people of British Columbia."



Pictured with the \$450K cheque are (l to r) Dr. Theodore Witek Jr., President and CEO of Boehringer Ingelheim (Canada) Ltd.; Dr. Ken Gin, Head of the VGH and UBC Division of Cardiology; and Dr. Bruce McManus, Co-Director of the Institute for Heart + Lung Health and Director of the UBC James Hogg Research Centre at St. Paul's.

The Boehringer Ingelheim Physician Scholar Awards will provide cardiologists and cardiac surgeons at each hospital with funding that will allow them to dedicate time to clinical research, in addition to the time they spend with patients. In particular, the awards were

created to kick-start innovative research projects and maximize information gained from larger projects, as well as provide opportunities for mentoring. These donations will ultimately benefit the thousands of British Columbian heart patients who are treated St. Paul's Hospital and VGH each year.

"We are pleased that a leading pharmaceutical company like Boehringer Ingelheim is supporting the continued growth of patient care and clinical research at St. Paul's Hospital," said Stephen Shapiro, President and CEO of St. Paul's Hospital Foundation. "The Boehringer Ingelheim Physician Scholar Award will play a vital role in helping the provincial Heart Centre at St. Paul's to attract and retain the world's top talent and to continue offering inspired care, research and teaching that benefit our patients."

"We know that every year thousands of patients with heart disease and related conditions depend on the experts at VGH for specialized cardiac treatment and care," said Ron Dumouchelle, President and CEO, VGH & UBC Hospital Foundation. "Through their donation, Boehringer Ingelheim is helping young cardiology physicians and cardiac surgeons at our hospital do more for today's and tomorrow's patients."



St Paul's Hospital
FOUNDATION
Inspired care.

Simonson, Kathy HLTH:EX

From: DMOFFICE, HLTH HLTH:EX
Subject: FW: PHC CEO Update - August 2011 (CLIFF:892677)
Attachments: 2011-08 Aug CEO Update.pdf

From: Office of the CEO [PH] [<mailto:Colleen.Narang@vch.ca>]
Sent: Friday, August 19, 2011 11:29 AM
To: Office of the CEO [PH]
Subject: PHC CEO Update - August 2011

SENT ON BEHALF OF DIANNE DOYLE

Attached please find a copy of the August 2011 PHC CEO Update
Thanks!
Colleen :)

Colleen Narang
Executive Assistant to Dianne Doyle, President and CEO
Providence Health Care
c/o St. Paul's Hospital | Room 582 - 1081 Burrard Street | Vancouver, BC V6Z 1Y6
Tel: 604-806-8020
officeofthceo@providencehealth.bc.ca | ddoyle@providencehealth.bc.ca
<http://www.providencehealthcare.org>

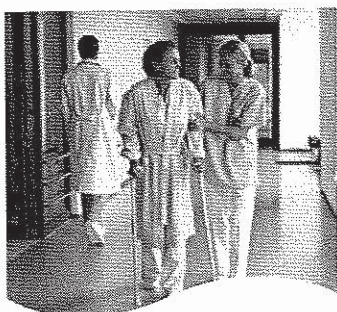
This e-mail is privileged and confidential. Any distribution of this e-mail without consent by Providence Health Care is prohibited.

CEO Update



by Dianne Doyle, President & Chief Executive Officer, Providence Health Care

AUGUST 2011



Patient Impressed with Care

While my sister was a patient in the Family Practice units in St. Paul's and also at Mount Saint Joseph Hospital, she received competent, compassionate, outstanding health care from Dr. Illing and Dr. Botting, and the splendid nurses and all other staff members. I also want to mention how supportive and kind the staff were to me and my niece and friends during this sad and difficult time. As her sister, I want the hospital administration department to know how important such care is and hope it will continue and spread to other hospitals.

Sincerely, Joan D.



STRATEGIC DIRECTION

LEAD EXCEPTIONAL CARE, SERVICE, TEACHING AND RESEARCH

VCH and PHC Patients Benefit from Expansion of Cardiac Rehab

More Vancouver Coastal Health (VCH) and Providence Health Care (PHC) patients and families have access to specialized heart care, closer to their homes, thanks to an innovative cardiac rehabilitation program that officially opened in three Vancouver community centres on August 9.

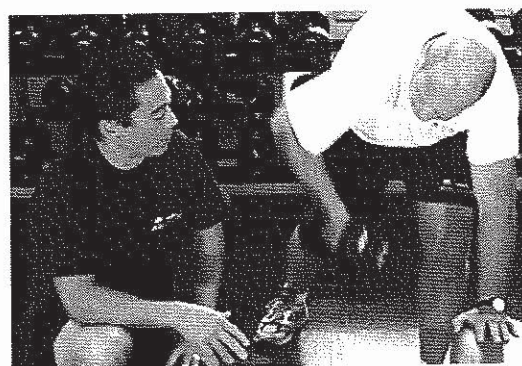
Happy Hearts is a community-based program focusing on monitored exercise, nutrition counselling, emotional support and lifestyle change education. The program, designed to help patients and their families recover after a heart attack or other forms of heart disease or surgery, is now offered at the Robert Lee YMCA and the Kensington and Dunbar community centres.

"The cardiac rehab programs will help keep people out of hospital by focusing on prevention, in turn reducing the strain on the health-care system," said Hon. Mike de Jong, Minister of Health.

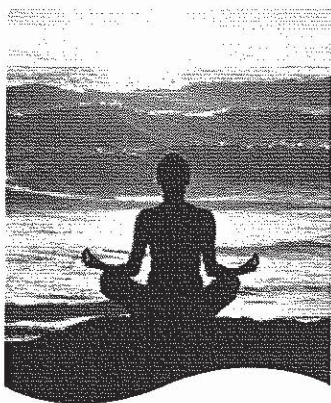
"We want to make the healthy choice the easy choice and I'd like to encourage all British Columbians to lead healthier lifestyles. In fact, I've made a personal commitment to live healthier and it's my hope everyone follows suit."

The program was developed by PHC and VCH, in partnership with Cardiac Services BC (an agency of the Provincial Health Services Authority), the YMCA of Greater Vancouver and the Vancouver Board of Parks and Recreation, with the primary goal of increasing the number of patients able to benefit from cardiac rehab.

Traditionally, cardiac rehab programs are located in hospital settings and require patients to return to the hospital two to three times a week. This can be demanding for many heart patients, and they often choose not to go. By offering this program in the community, participation of patients and families who are seeking convenient, accessible and timely care closer to where they live, work and play, is expected to increase.



YMCA trainer Min Naruki-van Velzen led health minister Mike de Jong through exercises at the Happy Hearts program opening.



Spirituality:

The Invisible Ingredient in Health and Healing

May 3 and 4, 2012, Coast Plaza Hotel and Suites, Vancouver, British Columbia

Providence Health Care of Vancouver, British Columbia invites you and your colleagues to participate in our fourth bi-annual conference that explores the integral relationship between spirituality, health and healing.

The conference will be held at the Coast Plaza Hotel and Suites in the heart of Vancouver's colourful and cosmopolitan West End.

Call for Workshop Proposals – Application Form & Guidelines for workshop proposals were emailed to staff in late May, but if you need more, please contact Elizabeth Turtle at eturtle@providencehealth.bc.ca. The submissions deadline is Friday, October 14, 2011 – 4:00 p.m. By submitting your abstract, you are granting Providence Health Care permission to list your name and workshop in our program.

Regional Structural Heart Disease Program

The Transcatheter Aortic Valve Implantation (TAVI) program pioneered at St. Paul's Hospital (SPH) has been expanded to the Regional Structural Heart Disease Program under the medical leadership of Dr. John Webb, MacLeod Professor of Structural Heart Disease.

Since 2005, over 450 higher risk patients with severe aortic stenosis have undergone TAVI at St. Paul's Hospital. As new scientific evidence emerges to support TAVI, and our referral volumes and wait times continue to grow, we want to ensure that our program is prepared to respond to patients' needs. In addition, transcatheter approaches to the management of mitral and pulmonary valve disease are becoming available, as well as existing approaches to ASD and VSD closures, perivalvular leaks and left atrial appendage isolation. These developments warrant a comprehensive structural heart disease program.

Under the auspices of the regional program, transfemoral TAVI procedures will be performed at both SPH and Vancouver General Hospital (VGH) by late summer. The TAVI program processes developed at SPH will be expanded and adapted to VGH to ensure the standardization of practices and program evaluation.

This program is a perfect example of a true interdisciplinary-team collaboration involving Interventional Cardiology, Cardiac Surgery, Echocardiography, Radiology, Anaesthesiology, Nursing, Allied Health team members and Perfusion. In her role as Clinical Nurse Specialist for the SPH TAVI program, Sandra Lauck will provide clinical support to the VGH team over the next few months. Sandra will ensure that the required practice guidelines and processes of care are in place to provide safe patient care from referral to discharge. In addition, Sandra will work with the VGH team to meet staff learning needs and engage the various stakeholders required to make this expansion successful.

The expanded program will maintain a centralized waitlist system housed at SPH, standardized and coordinated work-up at both centres led by Leslie Achtem, the TAVI Nurse Coordinator, common interdisciplinary patient review and triage decision and use of a common database. SPH will provide mentoring and training support for the VGH staff and physicians. Cardiac Services BC is providing funding for this expanded service.

For more information about this initiative please contact Dr. John Webb at jwebb@providencehealth.bc.ca or Sandra Lauck at slauck@providencehealth.bc.ca.



Karimah Es Sabar

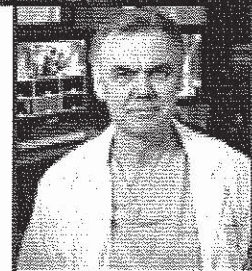
PHCRI Appoints New Chair

Providence Health Care Research Institute (PHCRI), home to several world-renowned research groups, has named Ms. Karimah Es Sabar as the new Chair of the Board of Trustees. In affiliation with the University of British Columbia, the Research Institute's main objective is to improve the health



Above top: TAVI procedure;

Above: Dr. John Webb



The Centre for Healthy Aging at
Providence presents the:

8th Annual Leadership Program for Medical Directors in Long Term Care

"Navigating in Long Term Care (LTC): What works? What doesn't?"

November 4 - 5, 2011
Metropolitan Hotel,
Vancouver BC

This is a unique leadership development program and a great opportunity to come together to learn, problem solve, network and address issues and challenges specific to LTC in Canada. The program, featuring two full days of interactive presentations and panel discussions and a number of informal networking opportunities, aims to stimulate discussion and provide practical solutions to issues that are common to many of Canada's LTC sites.

The program is open to Medical Directors, Medical Coordinators and Physicians working in LTC in Canada. The program may also be of interest to Directors of Care, Administrators and Managers in LTC.

Every year the program applies for accreditation from The College of Family Physicians of Canada, The Royal College of Physicians and Surgeons of Canada and The Canadian Geriatrics Society.

Early Bird Registration Deadline is Friday, September 30, 2011.

For more information, registration form & program agenda please visit us at:

http://www.centreforhealthyaging.ca/initiatives_lead.html
or contact Anna Haliakova at 604-876-7112 (601) or by email at chap@providencehealth.bc.ca



and treatment of patients and residents of PHC through relevant, ethical and inspired health research.

Ms. Es Sabar, currently the Senior Vice President, Business and Strategic Affairs at The Centre for Drug Research and Development (CDRD), also serves as a board member for a number of organizations, including the Michael Smith Foundation for Health Research and The Vancouver Prostate Centre, a UBC and Vancouver General Hospital Centre of Excellence. As the new Board Chair for PHCRI, Ms. Es Sabar brings with her strong ties to the local and international research communities as well as experience from her dynamic career in the life sciences industry.

Under the leadership of two exceptional past chairs, Dr. Simon Pimstone and Dr. Michael O'Shaughnessy, research funding at PHCRI has consistently grown over the past six years. As the research arm of Providence Health Care, PHCRI includes laboratory, clinical and epidemiological research in several fields, such as HIV/AIDS, heart and lung disease, urban and mental health and elder care. Ms. Es Sabar's appointment will support growth of scientific discovery and funding at PHCRI by furthering partnerships with the biotech community, government agencies and other research organizations throughout the Lower Mainland, the province and the world. Under Ms. Es Sabar's direction, PHC Research Institute will strive to reach new heights in exploring innovative areas of research and funding sources.



STRATEGIC DIRECTION

ENGAGE AND DEVELOP OUR PEOPLE

Providence Health Care and provincial health authorities completed their Gallup employee engagement surveys over the summer. The results were as follows:

- Interior Health Authority - 74.42%
- Provincial Health Services Authority - 63.85%
- Vancouver Coastal Health - 56.91%
- Providence Health Care - 56.11%
- Northern Health Authority - 51.24%
- Vancouver Island Health Authority - 43.95%
- Overall Provincial Participation Rate - 59.01%.



This is our third survey for PHC, and this time we had the highest number of staff participation in the survey. Thank you to everyone for encouraging staff and colleagues to return their surveys.

Gallup will be analyzing the data and these results will be available at the end of September to PHC programs.



STRATEGIC DIRECTION

ADVANCE OUR LEADERSHIP IN HEALTH CARE

Geriatric Medicine Team at MSJ Wins 2011 John F. McCreary Prize

The John F. McCreary Prize for Interprofessional Teamwork in the Health Professions Prize was developed to recognize and promote interprofessional teamwork in the health and human service professions.

continued on following page

Langara College and the Canadian Holistic Nurses Association present:

Nurses: The Leaders in Integrative Health Care.

Conference:
October 14 & 15, 2011

Langara College,
100 West 49th Ave., Vancouver

This conference features
speakers from across Canada
and aims to:

- Increase awareness regarding energy-based healing
- Provide evidence-based research related to mind-body-spirit healing
- Provide inspiration and confidence for nurses to embrace these healing modalities.

Conference is open to everyone
interested in holistic health care
and energy-based healing.

Keynote speakers:

James Oschman, PhD. Author of
*Energy Medicine: The Scientific
Basis and Energy Medicine
in Therapeutics and Human
Performance.*

Janet Quinn, PhD, RN. Director
of Haelan Works in Colorado
and Associate Adjunct Professor
at the University of Colorado
School of Nursing.

For more information contact
Catherine Ralphs, RN, in
Post Anaesthetic Care Unit,
St. Paul's Hospital at cralphs@providencehealth.bc.ca.
Catherine will be speaking on
pre and post operative energy-
based nursing care at one of 9
breakout sessions.

Register now:

Linda Turner at lturner@langara.bc.ca

www.langara.bc.ca/holistic-nurses

This year's winner is the 4 East Geriatric Medicine Team at Mount Saint Joseph (MSJ) Hospital, thanks to a nomination by Alison Hoens, Research, Education & Practice Coordinator, Physiotherapy at PHC. The Geriatric Medical Unit on 4East at MSJ provides comprehensive geriatric medical assessment and treatment to approximately three hundred and forty patients annually. This in-patient unit has 22 beds, with 4 beds designated for psychiatric patients with acute medical problems. The Geriatric Medicine Team on 4 East provides care to geriatric patients with complicated multiple co-morbidities, that impact on the patients' functional abilities in the acute care setting. The goal of the program and the team is to treat and stabilize the patients' medical and psychiatric conditions while actively trying to maximize patients' functional level back to pre-admission/pre-illness levels.

The interdisciplinary care team for Geriatric Medicine is an exemplary model of evidence-informed interprofessional collaborative practice focused on meeting the needs of the geriatric patient in the acute care setting, with complicated multiple co-morbidities. This high-functioning interdependent team of physicians, nurses, physiotherapists, occupational therapists, rehabilitation assistants, speech and language therapists, social workers, pastoral care, transition services and pharmacy has demonstrated a lengthy history of quality improvement strategies targeting continuous quality improvement and effective intervention for this complex patient population. Their recent commitment, extraordinary efforts and impressive outcomes in systematically 'renovating' the "Activities of Daily Living wall chart" (a shared communication tool for directing the care plan for mobility and activity of patients) and incorporating it as part of functional team rounds have positioned this team to be respected throughout the organization as a model for collaborative patient-centered care.

The McCreary award is named after Dr. John F. McCreary, the first Coordinator of Health Sciences at the University of British Columbia. It is intended to draw attention to Dr. McCreary's vision of interprofessional collaboration in clinical work and education and the value of a team approach in meeting the health care needs of British Columbians.

PHC Researchers Help Identify New Treatment Target for Deadly Lung Virus

Researchers at Providence Health Care's St. Paul's Hospital, the University of British Columbia, the University of Toronto and the Hospital for Sick Children (SickKids) have identified a new treatment target for the human respiratory syncytial virus (or RSV).

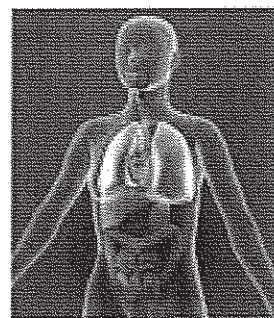
This virus causes severe lung infections and an estimated 10 per cent of common colds.

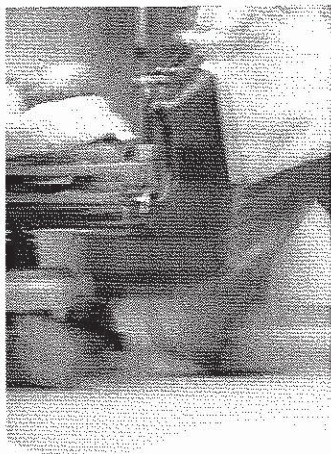
It is also the leading cause of hospitalization of infants and children under the age of two.

This discovery furthers our understanding of how the virus enters healthy cells and causes infection, offering hopes for the development of new treatment therapies. There is no known effective therapy or vaccine for RSV.

Results of this research were published in the current edition of *Nature Medicine* journal.

Congratulations to Farnoosh Tayyari and David Marchant from the James Hogg iCAPTURE Centre at St. Paul's Hospital and the entire research team for their work in advancing treatments for a virus which annually affects 64 million people (causing 160,000 deaths) worldwide!





Great Emergency Care

On July 30th, 2011, my eldest daughter was married in Gastown. At 11:00 p.m., my mother unexpectedly collapsed at the reception, and was transported to St. Paul's by ambulance. From beginning to end, we had an amazingly good level of service. From the woman in admissions who took our details and kept us calm, to the nurses in the emergency room who were kind and reassuring, to the security guard who managed the rowdy and busy waiting room, to the Doctor who ran all the tests we could imagine – we were in awe of your staff. They worked with compassion and efficiency in a very challenging situation (it was a fireworks night, and there were 4 stabbing victims who arrived while we waited).

Thank you for your efforts – they are much appreciated!

Sincerely, Marie R.



STRATEGIC DIRECTION

PROMOTE PARTNERSHIPS

Welcome to All HIM Staff

After months of planning and staff engagement, Health Information Management (HIM) is building on its strengths and entering a new era of excellent, efficient customer service.

On August 5, 2011, all Lower Mainland HIM staff at Fraser Health, the Provincial Health Services Authority, and Vancouver Coastal Health transferred to Providence Health Care as the single employer.

HIM encompasses services and staff of Transcription Services, Records Management and Registration, and Coding and Abstracting for FH, PHSA, VCH, and PHC located over 35 sites, with approximately 1,450 staff.

There are no impacts to service levels through this staff transfer and the consolidated HIM structure. The transferred employees will continue to support operations within the partner organizations.

Lower Mainland HIM is part of the Lower Mainland Consolidation (LMC) initiative that has been underway for the past two years to improve the efficiency of key corporate and clinical support services, maximize the resources that can go to direct patient care and support a sustainable healthcare system.

The department has worked with staff and leaders from the four organizations over the past months to prepare for the transfer and a consolidated structure that will result in streamlined processes, improved customer service and, ultimately, better patient care.

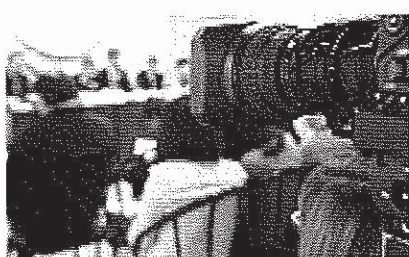
Service will be enhanced through improved turnaround time and data quality; ensuring appropriate levels of HIM resources for each location; and reducing variation among staff positions, classifications and titles. The changes will strengthen our ability to protect patient information by having more consistent and coordinated processes in place.

A special kudos to key internal departments for their support throughout the planning of this major initiative – Human Resources, the LMC Program Management Office, Change Initiatives, and Communications – and for ensuring all questions, issues and transfer needs are addressed for this transition.

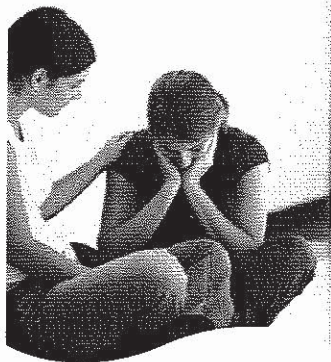
The goal is to make these transitions and staff transfers as seamless as possible for all clients. Should you have any questions or concerns, please email HIM@providencehealth.bc.ca.



PHC In the News



PHC and our caregivers, physicians and researchers continue to be spotlighted regularly in local, provincial, national and international media. The recognition is well deserved and further promotes BC's stellar health care system to the rest of Canada and beyond.



Canadian Association of Suicide
Prevention 2011 National Conference:

New Conversations on Suicidality

October 3 - 5, 2011

The Coast Plaza Hotel and
Suites

1763 Comox St., Vancouver, BC

Conference Description:

The intention of this conference
is to generate inclusive
dialogue and stimulate new
conversations on all aspects of
suicidality.

Please visit www.casp2011.ca to:

- View conference brochure
- Register online
- Book accommodation
- View Conference Committee
Listing and more

Contact Info:

Jennifer Vellenoweth

Phone: (604) 822-7708, Fax:

(604) 822-4835,

Email: jennifer.ipce@ubc.ca



HIV/AIDS, Urban Health, Mental Health, Addictions

Dr. Julio Montaner and Providence's Centre for Excellence in HIV/AIDS
at St. Paul's Hospital received international media coverage throughout the
World AIDS conference that took place in July.

Heart, Lung, Kidney Care

PHC staff and physicians played a significant role in the BC Government's sodium reduction
campaign that included six public service announcements that aired on **Global TV BC**
numerous times throughout the summer.

The official launch of Providence Health Care's Happy Hearts community cardiac rehab
program was covered by **CBC TV, City TV Vancouver, Global TV BC, CTV Vancouver**, the
Vancouver Province and various ethnic media outlets.

Seniors, Rehabilitation, Residential Care

Designer Sandra Sung held a closeout sale of her wedding dresses and other inventory and
donated all of the proceeds to the Tapestry Foundation for MSJ's Rapid Access Breast Clinic.
Media that covered this campaign included **CKNW, CBC Radio, Global TV BC, OMNI BC**
TV and **Sing Tao**.

Other

BC Business magazine ranked Providence Health Care as one of the Top 100 companies in
British Columbia (based on revenue). We were number 44.

CTV National, the Vancouver Sun and **Hospital News** all ran stories highlighting St. Paul's
Hospital's extensive emergency preparedness planning and how it paid off during the recent
riots.

The appointment of **Karimah Es Sabar** as the new Chair of the PHC Research Institute was
covered in the **Vancouver Sun, Dallasnews.com, www.bctechonology.com** and **Canada**
com.



Pictured (left to right): St. Paul's Hospital
Foundation Past-Chair Paul Hollands, Chef
Hidekazu Tojo and Dr. Michael Krausz.

Foundation News

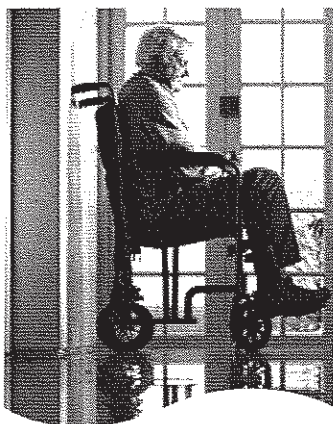
Inaugural St. Paul's Supper Club Raises Funds and Awareness for St. Paul's Hospital

Supporters across Metro Vancouver opened up their homes
and restaurants and donated their time and services as part
of the inaugural St. Paul's Supper Club in June.

The first edition of the St. Paul's Supper Club featured five
private dinner parties held at either the home of a local
philanthropist or at one of the city's finest restaurants.

Guests at each party enjoyed a truly unique dining
experience featuring a customized meal prepared by one of
the city's premier chefs.

The dinners raised funds to support the world-leading



**Dialogue on Aging – Latest
Research, Best Practices,
Legal Matters, Ethical Issues**

Mark your calendars for the
9th annual British Columbia
Geriatric Services Conference,
presented by Tapestry
Foundation for Health Care.

Friday, October 14, 2011;
Vancouver Convention Centre,
999 Canada Place,
Vancouver, BC

Open to physicians, nurses and
all members of interdisciplinary
teams.

Online registration will
be available soon at [www.
tapestryfoundation.ca](http://www.tapestryfoundation.ca).

For more information, or to be
included on our Conference
mailing list, contact Jane
Johnston at 604.877.8335,
[jjohnston@providencehealth.
bc.ca](mailto:jjohnston@providencehealth.bc.ca).

patient care, research and teaching taking place right here in Vancouver at St. Paul's Hospital. Guests at each dinner had the opportunity to learn more about this innovative work through an intimate evening of conversation with some of St. Paul's brightest physicians and researchers, including Andy Ignaszewski, Michael Krausz, Adeera Levin, Bruce McManus, Don Sin, Nancy Van Laeken and John Webb.

St. Paul's Hospital Foundation thanks everyone who helped make this year's St. Paul's Supper Club a success, including Cecile and Gurval Caer, Chantelle and George Wong, Jake and Judy Kerr, Fleuri Restaurant and Chef Michael Deutsch, Hawksworth Restaurant and Chef David Hawksworth, Tojo's Restaurant and Chef Hidekazu Tojo, West Restaurant and Chef David Gunawan, and YEW restaurant + bar.