

2022/23 ANNUAL REPORT

Inspiring Innovation



Victoria Hospital
FOUNDATION
HEALTHIER FUTURES



OUR MISSION

We are dedicated to advancing healthcare at the Victoria Hospital and in our community. We engage our community, health experts and other stakeholders to identify, support and fund innovations that enhance patient care and improve the health and well-being of our community.

OUR VISION

Healthier futures for the people in our community.

OUR VALUES

- Have integrity, be transparent
- Build positive team spirit
- Engage & build strong partnerships
- Be empathetic & inclusive
- Pursue knowledge, learning and continuous improvement
- Embrace and drive change through innovation
- Deliver impact



Victoria Hospital
FOUNDATION
HEALTHIER FUTURES

Victoria Hospital Foundation is located in Treaty One Territory, the traditional territory of the Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and the homeland of the Métis Nation.



Nicole Chammartin,
Chief Executive Officer



Elizabeth Marr,
Chair, Board of Directors

Message From Victoria Hospital Foundation

When we look back on the past year, we're reminded that people like you who care about our community have the power to change lives – in fact, you already have.

Your kindness has made so much possible, this year and every year. Because of you, there are so many more people in our community who have access to mental health care when and where they need it. Thanks to your generosity, we opened the Manitoba Blue Cross Mental Health Assessment Unit here at our hospital and launched the Community Leveraging Technology For Innovation (CLTI) grants program to improve access to information and supports across our community.

Compassionate people like you are also helping to support the wellness and resilience of our over 1,575 healthcare workers at Victoria Hospital and ACCESS Fort Garry as they continue to provide the best care possible for our community. We are grateful to the teams we work with for providing such exceptional care in our community, and for being incredible partners. Though we were sad to see Rachel Ferguson, Chief Operating Officer of the Victoria Hospital move on to the Grace Hospital this year, we are thrilled to welcome and work with Ray Sanchez, former Chief Nursing Officer, in his new role as Chief Operating Officer.

Friends like you have been with us since the early days of our Victoria Lifeline medical alert service, and this year we are proud to be celebrating an incredible 35 years of empowering independence – and Victoria Lifeline's first year as an independent non-profit organization. Our Foundation will continue to be deeply engaged in Victoria Lifeline, and profits from Victoria Lifeline will continue to support our Foundation and healthcare right here in Manitoba!

We hope you enjoy reading more about the impact your generosity has made in 2022/23, and know that there are so many reasons to be excited about the year ahead. As our vision for the new Tranquility Trail greenspace at Victoria Hospital comes to life this summer, we'll be thinking of you and how your caring heart is changing lives for patients in our hospital's Mental Health program and supporting the wellness of our entire community.

On behalf of all of us at Victoria Hospital Foundation, thank you for being the kind of person who values the quality of healthcare available for our families, friends, and neighbours. You inspire innovation every day, and for that we are so grateful.



2022/23 Highlights

Advancing Mental Healthcare:

Manitoba Blue Cross Mental Health Assessment Unit

With an increasing number of people visiting our hospital's Urgent Care department experiencing mental health concerns, Victoria Hospital Foundation invested in the Manitoba Blue Cross Mental Health Assessment Unit. This dedicated space in Urgent Care opened in May 2022 and has been providing specialized mental health assessments in a private, safe, and supportive environment. Individuals receive care unique to their needs from an inter-professional team of Urgent Care and mental health professionals.

1,229 patients were assessed and received treatment and care at the Manitoba Blue Cross Mental Health Assessment Unit May 26, 2022 – April 30, 2023

"The quiet reprieve that the Manitoba Blue Cross Mental Health Assessment Unit provides can be very soothing. It's a time away from all distractions, and the hustle and bustle of the main department. I've heard from patients who are very appreciative for the lack of stimulation and a nice private room when dealing with personal and stressful situations."

— Andree Dube-Smith, RN



Improving Access To Care:

Community Leveraging Technology For Innovation Grants

In May 2022, Victoria Hospital Foundation announced over \$250,000 in new one-time technology grants to help seven local non-profits improve access to care and services through the Community Leveraging Technology For Innovation (CLTI) grants program. These grants recognized the vital role community-based non-profits play in the delivery of care, as well as the pandemic's role in highlighting the need for increased technological infrastructure to support keeping people safe at home. These CLTI grants help non-profits focused on mental health care and the care of older adults to enhance their digital capacity in order to improve access to information and support.

"Many of our community members depend on internet access for scheduling medical appointments, information gathering, and as a way to connect with family and friends; which are all critical aspects of nurturing and maintaining positive mental health. This funding will enable us to increase access to the tools our community members need to begin or continue their recovery journey."

— Tessa Blaikie Whitecloud,
Chief Executive Officer, Siloam Mission

CLTI grants were awarded to Klinik Community Health, Sara Riel Inc., Mount Carmel Clinic, Main Street Project, Siloam Mission, Artbeat Studio Inc., and Dakota Community Centre.



\$254,843

invested to improve access to information and supports for individuals in our community through the CLTI grant program.

2,600

more computer opportunities available for clients at Siloam Mission to access information and supports.

2

new employment opportunities created at Siloam Mission's Progressive Services Area to support individuals experiencing homelessness.



"[I] was nervous to see a new provider and was very happy with how it went! Felt super comfortable and heard."

Your Voice Is Helping To Improve Care

In 2021, Victoria Hospital Foundation invested in two innovative real-time HappyOrNot feedback kiosks at Victoria Hospital and ACCESS Fort Garry. ACCESS Fort Garry became the first community site in Manitoba to use this technology, and Victoria Hospital was the second hospital in our province to use this innovative technology. The healthcare teams analyze the feedback to identify opportunities to improve care for patients and clients. Users have the opportunity to rate their overall experience, their experience in specific areas such as staff friendliness/professionalism and wait times, and to provide long form feedback.

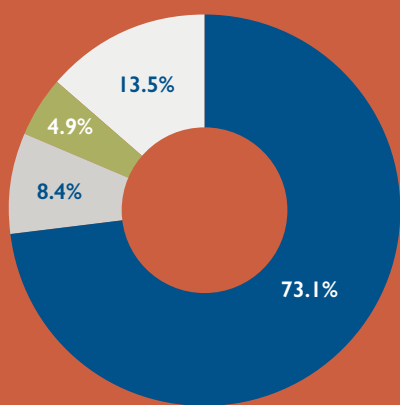
"The most positive experience I have ever had at a medical facility. Dr. Woo is the best! All of the staff were awesome."

2,086

responses from patients, clients, families, and other visitors to Victoria Hospital and ACCESS Fort Garry.

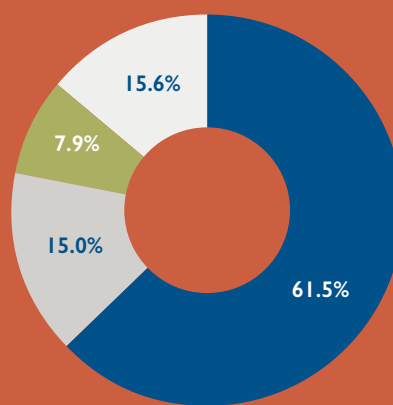
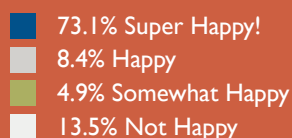
80%

positive feedback from patients, clients, families, and other visitors at Victoria Hospital and ACCESS Fort Garry.



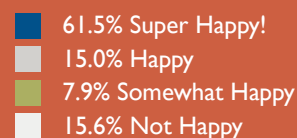
Victoria Hospital HappyOrNot Feedback 2022/23

1,541 responses



ACCESS Fort Garry HappyOrNot Feedback 2022/23

545 responses





Taking Mental Health Care Outside

"I have always felt that I wanted to do something to help someone else."

— Ted Foreman



Image credit: HTFC Planning & Design

Victoria Hospital Foundation has a proud history of investing in unique outdoor spaces to support the mental health of patients, families, healthcare workers, and our community. In 2014, we invested in the Victoria Hospital Miracle Garden, an award-winning healing garden designed to nurture mental, physical, and spiritual health.

Ted Foreman, a longtime Foundation supporter and local philanthropist, recognized the importance of ensuring the long-term sustainability of the Miracle Garden and allocated over \$72,000 to establish The Heather Foreman Miracle Garden Endowment. The interest from this endowment will be re-invested in the Miracle Garden to support the ongoing maintenance needs of this community space today and in the future.

Victoria Hospital Foundation is also investing in a new outdoor space on the grounds of Victoria Hospital to help bring mental health care outdoors. Tranquility Trail, opening in Summer 2023, will be a unique outdoor space designed to support the mental wellness of our entire community and facilitate outdoor programming for patients in Victoria Hospital's Mental Health program. The space will offer outdoor arts and crafts, recreation therapy activities, yoga and exercise programs, cultural ceremonies, and gardening.

Supporting Our Healthcare Workers

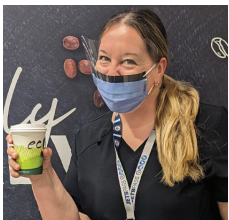
Our healthcare workers at Victoria Hospital and ACCESS Fort Garry are at the heart of what we do, which is why it is so important to us to invest in their well-being. Over the past year, we have invested in numerous initiatives to support their wellness including Victoria Hospital Health & Wellness Committee activities, the ACCESS Fort Garry staff wellness program, new bike lockers at Victoria Hospital and ACCESS Fort Garry, as well as Foundation Free Coffee Friday on the first Friday of each month.



Over

\$130,000

invested to support the well-being of healthcare workers at Victoria Hospital and ACCESS Fort Garry.



Over

1,575

staff at Victoria Hospital and ACCESS Fort Garry receiving support through health and well-being investments from Victoria Hospital Foundation.



\$44,000

in education & professional development grants funded **18** learning opportunities to support staff at Victoria Hospital and ACCESS Fort Garry.



Her Heart Her Way: Women's Heart Health Prevention Program

Women's heart disease is one of the most significant health challenges facing women in Manitoba, with many women being under-aware, under-diagnosed and under-treated.

In October, we joined the Government of Manitoba and Reh-Fit Centre in launching Her Heart Her Way, a free women's heart health prevention program. Victoria Hospital Foundation will invest \$300,000 over three years to enable the delivery of this innovative program with the goal of reducing heart disease for women in Manitoba through early intervention.

The 12-month program provides both virtual and group sessions for women aged 30 and older who are at risk for cardiovascular disease. For more information on how to participate, visit HerHeart.ca

"Preventing heart disease risk in women is incredibly important and we know that simple evidence-based interventions, such as increased physical activity and lifestyle coaching, are key to prevention." – Sue Boreskie, CEO, Reh-Fit Centre

Victoria Lifeline: Empowering Independence For 35 Years

In April 2023, our medical alert service Victoria Lifeline became incorporated as an independent non-profit organization, a change which maximizes the net proceeds available to be invested in Victoria Hospital Foundation to make an even greater impact on patient care at Victoria Hospital and the health and well-being of our community.

What has not changed is our ongoing partnership with Victoria Lifeline and our shared commitment to empowering independence in older adults. Over the last decade, Victoria Lifeline has raised over \$8 million to advance healthcare at Victoria Hospital and in our community. The service offers peace of mind for clients like Helen, who credits Victoria Lifeline with saving her life after a devastating fall.

In the Victoria Lifeline area,

6,198

button presses required some assistance.

Through Lifeline's quick help and shortened lie times, hospital visits and hospital stays are reduced, thus saving healthcare resources.

Of the alarms that required assistance,

53%

of them were resolved without EMS.

Celebrating 35 Years!

Victoria Lifeline is celebrating 35 years of safe and independent living in Manitoba! What started as a service for discharged patients from the Victoria Hospital back in 1988 has grown exponentially and Victoria Lifeline now provides their medical alert service to 350 communities across the province. From the early days of a push-style help button that only worked in the subscriber's home, Victoria Lifeline now offers fall detection technology, GPS enabled mobile help buttons that work outside the home and a monitored medication dispenser. Victoria Lifeline remains deeply committed to providing Manitobans with access to products and services that support independent living, while engaging a network of partners. The future looks very bright as technology brings with it the potential to change the way people age and Victoria Lifeline is poised on the edge of that innovation.



VICTORIA LIFELINE
Safe and independent living.



"I would have been a goner if it wasn't for Victoria Lifeline. Instead of lying in there in extreme pain and possibly bleeding out...I pressed my button and five minutes later the first responders were there. Victoria Lifeline has paid for itself many times over. I've lived an extra five years so far because of it." – Helen, age 88

3,914

Volunteer hours of service last year.

58,445 kms

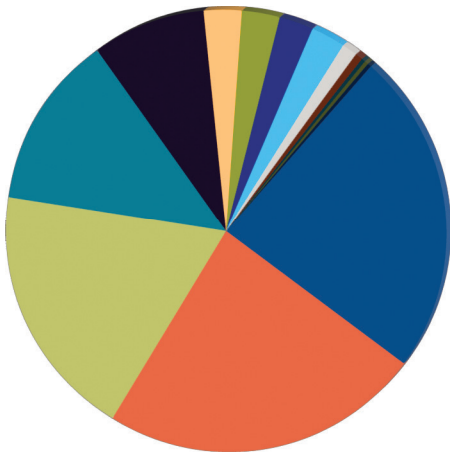
traveled to help last year.

3,946

clients assisted last year.

Your Gifts At Work

Victoria Hospital Foundation invests in mental health care, innovative care, and accessible care initiatives to advance healthcare at Victoria Hospital and in our community. We are committed to ensuring financial transparency and accountability to our supporters. In 2022/23, we invested over \$1.2 million in vital initiatives to create healthier futures for the people in our community.



- **\$378,000** Manitoba Blue Cross Mental Health Assessment Unit
- **\$300,000** Her Heart Her Way
- **\$205,000** Community Leveraging Technology for Innovation (CLTI) Grants
- **\$130,000** Staff Health & Wellness (Victoria Hospital & ACCESS Fort Garry)
- **\$47,000** Research
- **\$45,000** Staff Education & Professional Development Grants
- **\$40,000** Tranquility Trail
- **\$36,700** Other
- **\$19,000** Miracle Garden Maintenance
- **\$8,000** Hospital Leadership Development
- **\$6,000** Care Of Older Adults – Be A Santa To A Senior
- **\$5,000** HappyOrNot Kiosks
- **\$1,000** Mental Health Outpatient Hamper
- **\$800** COVID-19 Memorial

OUR SUPPORTERS

We are grateful for the generosity of our supporters. For a list of our 2022/23 donors, please visit TheVicFoundation.ca.

GIVE. INVEST. CHANGE LIVES.

TheVicFoundation.ca





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