

REPORT TO THE COMMUNITY

FISCAL PERIOD APRIL 1, 2019 – MARCH 31, 2020

ENHANCING HEALTH CARE SERVICES IN THE TRI-CITIES REGION
THROUGH PHILANTHROPY & ADVOCACY.



EXCEPTIONAL **COMMUNITY** |
OUTSTANDING **CARE**



EAGLE RIDGE
HOSPITAL
FOUNDATION

TRANSFORMING COMMUNITY HEALTHCARE. WITH YOUR SUPPORT.

A MESSAGE FROM EAGLE RIDGE HOSPITAL FOUNDATION'S EXECUTIVE DIRECTOR, CHARLENE GIOVANNETTI-KING

What an incredible year it's been for Eagle Ridge Hospital Foundation (ERHF), thanks to you, our exceptional community of donors, sponsors and volunteers – THANK YOU for your support!

This past year was not only exciting, it was unique, especially in how it ended. Some highlights from the year include the start of phase one of construction on the expansion of Eagle Ridge Hospital (ERH). Work progressed quickly through the summer of 2019 and resulted in opening two newly renovated spaces – Health Information Records on the lower level of ERH and Community Outpatient Services on the east side of the facility where in-patient rehabilitation was formerly located. We also saw construction begin on the new Bruce Kehler Cardiology Department and exterior preparation began for the Emergency Department expansion. To see the bright, new welcoming spaces come to life and then open to serve patients in our community has been a highlight of my career at ERHF.

We are thankful to each of you for partnering with us and Fraser Health on this exciting expansion journey – together, we are game changers. The total cost of the expansion has crept up to \$37.5 million and I am proud to share that we have reached 88% of our goal to raise \$5 million toward that total. Completing this goal will continue to be a main focus of the Foundation as we strive to raise the last \$600,000. Please consider joining me, my fellow Foundation board and staff, along with our health care team members, in supporting this new era of Emergency care – close to home.

I'd like to take a moment to touch on how the year ended, as this community did truly come together in a time of crisis and that should be celebrated. The COVID-19 pandemic was an unprecedented health care challenge that touched our community and this hospital in ways we haven't seen before. We all came together, while apart, to ensure our health care heroes at ERH had the tools and supplies needed to treat our most seriously ill patients and stay safe themselves. In a very short timeframe we raised \$100,000 for our COVID-19 Emergency Response Fund and purchased 10,000 surgical masks, 5,000 N95 masks, new equipment such as a portable ultrasound, glidescope, and oxygen concentrators, to name a few. All this while coordinating thousands of meals for the clinical staff and participating in the nightly 7 pm salute to our health care heroes. You touched our hearts - our front line health care workers and patients felt the impact of your support immediately.

Again, THANK YOU.

With appreciation,



Charlene Giovannetti-King
Executive Director, Eagle Ridge Hospital Foundation



WHEN YOU NEED US. LOCATION IS EVERYTHING.

COMMUNITY OUTPATIENT SERVICES OPENS TO PATIENTS AT ERH

Community Outpatient Services (COS) is an integral part of our hospital – designed for the treatment and diagnosis of patients in four key areas: Wound Care, Rapid Access Clinics (i.e. Psychiatry, Infectious Disease, Neurology, Internal Medicine and Respiratory), IV Therapy (i.e. Iron, Blood and IVIG) and Medical Daycare. The increased demand for outpatient services at ERH, combined with the population growth in the Tri-Cities, highlighted the fact that the former space housing COS was undersized and overcrowded. Given these patients often require regular visits to our hospital, their care and comfort is paramount. The new COS space at ERH has enabled increased efficiencies, capacity and improved patient outcomes. With 50% more treatment spaces, patients receive quicker follow-up, close to home, rather than having to travel to see specialists, all with the goal of promoting better healing.

The opening of COS gave us the opportunity to celebrate donors Glen & Kelly Hobbis (pictured left) and Drive for the Cure Foundation (pictured right), who along with family & friends officially “cut the ribbon” in January 2020 on spaces named in their honour and located in the new COS Department.



“Giving back to our community is an important part of who we are. This naming opportunity allows us to leave a “Hobbis Family Legacy” in the community that our family has been a part of for almost 100 years and to honour the exceptional care that I have received at ERH.”
– Glen Hobbis



“Drive for the Cure Foundation chose to support this particular space as it aligns with their values and philanthropic goals around enhancing the health, well-being, and quality of life for those individuals and families struggling with cancer or neurological illnesses, while also inspiring others.”
– Rob Jeeves

DID YOU KNOW?

LAST YEAR, OUR COMMUNITY OUTPATIENT SERVICES CLINICS
SAW 18,566 PATIENTS – THAT'S OVER 50 PER DAY!

DO SOMETHING. BE REMEMBERED.

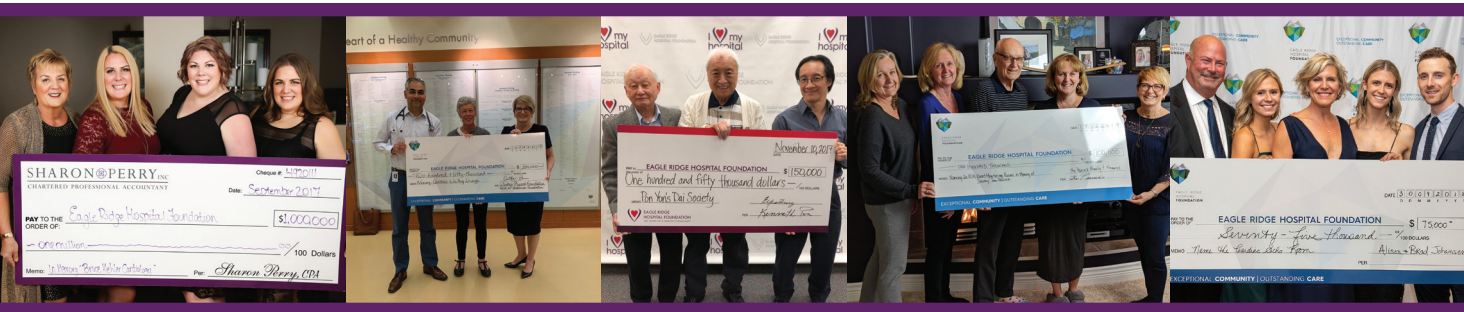
CONSTRUCTION ON THE NEW BRUCE KEHLER CARDIOLOGY DEPARTMENT IS UNDERWAY!

As our community ages and grows, so has the incidence of heart disease. The expansion of the cardiac care program at ERH means thousands of patients living within the Tri-Cities region will benefit from shorter wait lists, quicker follow up care, and access to much needed services not currently offered at ERH such as the Pacemaker Clinic. These expanded services, coming in June 2020, mean better health outcomes for our entire community - something we all deserve.

Bruce Kehler Cardiology will modernize cardiac care for our community, offering double the physical space for programs like electrocardiograms, exercise tolerance tests, holter monitor services to record patient heart activity, automatic blood pressure monitoring and cardiac event monitoring. The program will grow to include a fourth cardiologist, the opening of a Pacemaker Clinic and accommodate additional vital cardiac care equipment.

You, our donors, responded generously in support of the expansion of the new Bruce Kehler Cardiology Department - we are happy to highlight our benefactors who have chosen to name spaces, including:

- **GEORGINA KEHLER, ALONG WITH HER DAUGHTERS, SHARON PERRY, CORINNA AND DAWN KEHLER, ARE NAMING THE ENTIRE CARDIOLOGY DEPARTMENT IN LOVING MEMORY OF THEIR LATE HUSBAND/FATHER, BRUCE KEHLER:**
- **CATHY BROWN AND HER FAMILY FROM WINDSOR PLYWOOD FOUNDATION ARE NAMING THE CARDIAC WAITING LOUNGE:**
- **KEN PON, WAYNE AND EDDY YEASTING, MEMBERS OF THE PON YON'S DAI SOCIETY, HAVE CHOSEN TO NAME THE STRESS LAB:**
- **JIM PEACOCK, ALONG WITH DAUGHTERS KERRY, PEGGI AND VIRGINIA, ARE NAMING TWO ECG (ELECTROCARDIOGRAM) & EVENT MONITORING ROOMS, IN LOVING MEMORY OF WIFE AND MOTHER, JEAN PEACOCK:**
- **OUR VERY OWN BOARD CHAIR AND HER HUSBAND, ALISON & BRAD JOHANSEN, ARE NAMING A NEW CARDIAC ECHO IMAGING ROOM.**



PICTURED LEFT TO RIGHT: KEHLER FAMILY, CATHY BROWN OF WINDSOR PLYWOOD FOUNDATION, MEMBERS OF PON YON'S DAI SOCIETY, PEACOCK FAMILY, AND JOHANSEN FAMILY.

DID YOU KNOW:

LAST YEAR, WE PERFORMED OVER 19,770 TESTS DUE TO CARDIAC RELATED VISITS TO THE EMERGENCY DEPARTMENT.

LEGENDARY CARE. WE DESERVE IT.

Emergencies are not elective. People come to the Emergency Department at ERH because they are in crisis. Expanding our Emergency Department ensures we all have access to care when we need it the most.

The Emergency Department at ERH has served our community well. Built in 1984, to treat less than half what it sees today, it has seen many lives saved and hundreds of thousands of patients relieved of their pain and suffering. Unfortunately, our community and technology have outgrown our current undersized and overcrowded space resulting in less than ideal delivery of care.

The new design addresses and corrects these deficiencies. Our community is getting a new state-of-the-art facility; one that can manage greater volumes of patient visits, resuscitate the critically unwell, respect the sensitivity of mental illness, provide our children welcoming care and waiting spaces, and assess and contain the evolving world of infectious disease. It's our turn to benefit from the very best design and equipment available.

The estimated cost to expand ERH is \$37.5 million. Funding, in the amount of \$32.5 million, will be provided by Ministry of Health/Fraser Health and through a \$5 million private sector fundraising campaign led by Eagle Ridge Hospital Foundation.

YEAR	# OF PATIENTS ADMITTED TROUGH EMERGENCY	# OF EMERGENCY DEPARTMENT VISITS
2011/12	3,913	44,864
2012/12	3,092	45,932
2013/14	4,424	47,455
2014/15	4,439	49,529
2015/16	4,361	51,380
2016/17	4,403	50,610
2017/18	4,326	52,817
2018/19	4,331	53,057
2019/20	3,791	51,450*

*VISITS WERE DOWN DUE TO THE COVID-19 PANDEMIC IMPACTING MARCH, 2020 VISITS.

WHY IS THIS NEEDED

1. Population growth continues
2. One entry for ambulances and walk-ins
3. Insufficient waiting room spaces
4. Treatment spaces lack of privacy
5. No negative pressure isolation rooms
6. Insufficient safe, secure care spaces for psychiatric/substance use
7. Insufficient decontamination space
8. Resuscitation space is visible to other patients
9. Design and layout are inadequate
10. Insufficient space for pre-triage, ambulance, police and patients
11. Lack of private washrooms
12. Three cardiologists serve a growing cardiac care program

WHAT IS GOING TO BE BETTER

1. Increased patient and service capacity
2. Separate entry for ambulances and walk-ins
3. Three patient waiting areas, with a dedicated family and child centered space
4. Patients have the privacy, care and attention they deserve
5. Safely contain contagious diseases, protect staff and all patients
6. Proper stabilization space for patients in crisis
7. Decontamination in a safe, secure manner
8. Minimized fear and anxiety for patients and their loved ones
9. Increased treatment spaces from 19 to 39
10. Patient registration is confidential
11. Decontamination suites have private ensuite thus improving infection control
12. Addition of a fourth cardiologist enables the opening of a pacemaker clinic



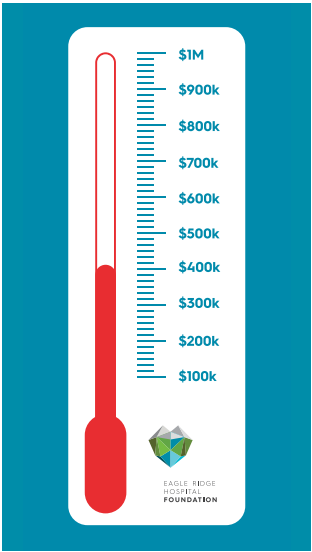
"ALONE WE CAN DO SO LITTLE.
TOGETHER WE CAN DO SO MUCH." – HELEN KELLER

WE’VE REACHED A FUNDRAISING MILESTONE!

Our entire Foundation team has been busy closing in on our goal to raise \$5 million to support the expansion at Eagle Ridge Hospital – we have \$600,000 to go to get to the finish line. We need your help to get there! Please contact us to learn how you can get involved and leave a legacy in your community.

2019-2020 HIGHLIGHTS

Beyond helping us close in on our goal to support the expansion of ERH, you helped us hold record-setting events with our Ryan & Lucas Johansen Charity Golf Classic raising over \$210,000 and our 29th annual Evening of Caring Gala raising over \$1,475,556. In addition, we were able to purchase the following tools & equipment needed to help our health care team, not only at the hospital, but within the community itself.



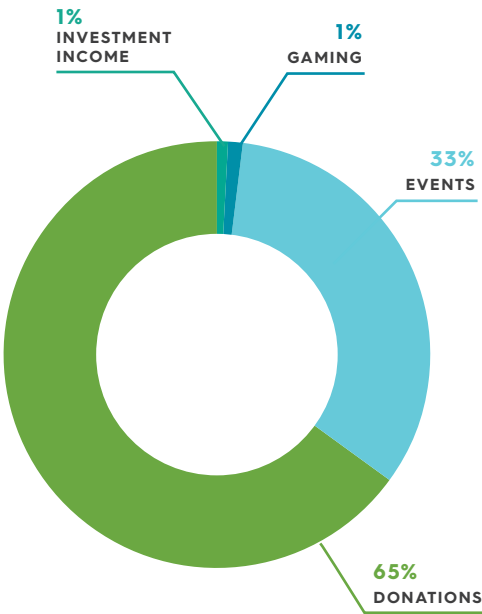
- SURGICAL HYDRAULIC CHAIR FOR THE NEW EMERGENCY DEPARTMENT
- PEDIATRIC GLIDESCOPE FOR THE OPERATING ROOMS
- BIPAP VENTILATOR, AIRVO/OPTIFLOW KITS, AND NEOPUFF FOR THE EMERGENCY DEPARTMENT
- LIKEPAK 15 TRANSPORT MONITOR WITH DEFIBRILLATOR FOR THE NEW EMERGENCY DEPARTMENT
- COLONOSCOPE FOR AMBULATORY CARE
- BLADDER SCANNER FOR AMBULATORY CARE
- ENDOEYE FOR THE OPERATING ROOMS
- HYSTERASCOPIES X3 FOR THE OPERATING ROOMS
- WORKSTATIONS FOR ERH’S CHAMPIONS OF CARE PROGRAM
- COMMODE, CUSHIONS AND GARDEN SHED FOR THE ERH MANOR
- FUNDING FOR THE AREOLA TATTOO CLINIC AT ERH – A COMPLETELY DONOR FUNDED PROGRAM
- FUNDING FOR THE HOPES & DREAMS PROGRAM RUN AT THE RIVERVIEW LODGES



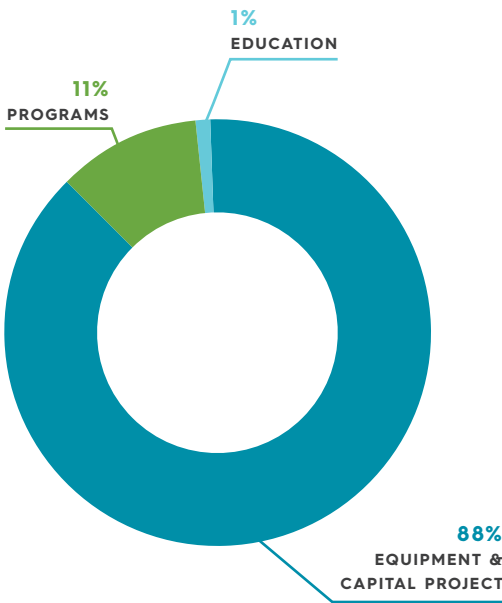
PICTURED LEFT TO RIGHT: BLADDER SCANNER, BIPAP VENTILATOR, PEDIATRIC GLIDESCOPE, AND LIFEPAK 15 TRANSPORT MONITOR WITH DEFIBRILLATOR

GIVE. WHERE YOU LIVE.

REVENUE SOURCES
FOR THE FISCAL PERIOD ENDING MARCH 31 2020



DOLLARS DISBURSED
FOR THE FISCAL PERIOD ENDING MARCH 31 2020



A MESSAGE FROM EAGLE RIDGE HOSPITAL FOUNDATION’S BOARD CHAIR,
ALISON JOHANSEN



This past year, my last as Board Chair, has me reflecting on how privileged I feel to be part of the Foundation’s volunteer Board of Directors – a group that every day showcases their passion for our hospital and acts as strong advocates in helping to inspire our community to greater health!

Eagle Ridge Hospital holds a special place in my heart. I am proud of all that we have accomplished in my tenure; one thing in particular is the expansion of ERH. What a journey it has been! We started exploring the dream of an expanded hospital back in 2009, and it’s almost surreal that we are here 11 years later, celebrating that dream now being a reality. I can actually see the construction progressing and the new Emergency Department coming to life.

The amount of work that has gone into this project, and is still going on, is thanks to this community, the Foundation, the health care teams, and Fraser Health partnering together to make this happen. Our courage to pursue it is truly amazing – thank you for allowing me to serve you and be part of it!

As I sign off as Board Chair, I am excited for the next chapter for the Foundation. I know the Board and Foundation team will continue in our collective commitment working together to reach our momentous goal of raising \$5 million to support the expansion. I am confident that together we can do this; together we can be game changers!

In closing, **THANK YOU** for the incredible journey the past 12 years!



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Suzana Cardoso - Development Assistant
Kailah Knittle - Manager of Communications &
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Kristina Murray - Major Gifts Officer
Gabriela Slade - Database Coordinator



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