



Report to Community

JUNE 2016



As a member of our community we want to keep you informed about some of the exciting things that are happening at Seven Oaks General Hospital.

Our role as the Foundation is to build awareness about the hospital and raise funds to improve our facility and services to better meet your needs.

You'll see in this report that Seven Oaks has a unique focus on preventing chronic disease, whether that is at Wellness Institute or in the medical research our Foundation supports at the new Seven Oaks Hospital Chronic Disease Innovation Centre, both of which are well integrated with patient care. You should also know that Seven Oaks serves communities well beyond the northwest corner of the city, with Ortho-Trauma Surgery, Kidney Health, Wellness and Emergency services for all of Winnipeg and even outside of Winnipeg.

*The Foundation and the hospital are grateful for the support you have provided, which has improved health services and the comfort of patients in the hospital. We invite your questions and feedback on this Report to the Community or any of our work by contacting the Foundation at **204-632-3552** or emailing info@sogh.mb.ca*

Community contributions helped to create booming new clinic

Your contributions to our Access to Care Campaign means thousands of patients now have a family doctor and Seven Oaks Hospital patients are getting a higher level of care.

With the generosity and support of you and our community, we transformed the main hospital entrance into a bright, welcoming space for visitors and patients. In the process, we also contributed to improved health in northwest Winnipeg by creating space for a new family medicine clinic called Prairie Trail at the Oaks.

Prairie Trail has seven physicians who split their practice between seeing patients in the clinic, seeing their own patients when admitted to Seven Oaks Hospital and looking after patients in the hospital that do not have a doctor.

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The clinic has a Primary Care nurse who can spend more time with patients for minor issues such as wound care or diabetes education and a Physician Assistant who is available to extend care for admitted patients under the direction of the Prairie Trail physicians.

“The result is increased follow-up, better response times, and an increase in our ability to manage sicker patients,” says Seven Oaks Chief Medical Officer Dr. Ricardo Lobato de Faria

They also partner with a private medical lab to provide on-site blood and other diagnostic testing.

Dr. Tamara Buchel, who is also Executive Director of the College of Family Physicians of Manitoba, was one of the first physicians to join the new clinic. She says it was unintentional that all seven of the family physicians at the clinic are female but their progressive approach approach to attracting and retaining physicians also brought in patients.

One of the managing partners, Dr. Kanwal Saran, a Sports Medicine Physicians at their Taylor clinic sees patients at the

Oaks location one half day a week. He grew up in the Maples (his brother and parents still live here) and is proud that the new clinic serves many of his friends, family, and former neighbours.

“You always want to give back to the community ... I’m very proud of it. It worked out well that the opportunity was here.”

The Prairie Trail physicians work together with Kildonan Medical Centre, the on-site University of Manitoba teaching clinic to train the medical residents at Seven Oaks Hospital.

Dr. de Faria says that the availability and participation of Prairie Trail physicians “has made us a leader in training family physicians ... (the new clinic) was slow to start, but it worked out well. It has turned out to be a very good investment.”

The clinic’s priority is patients who don’t have a family physician. They work with the provincial Family Doctor Finder Service to intake all of their new patients.

You can register your preference for physicians at

www.gov.mb.ca/health/familydoctorfinder

or by calling **204-786-7111**. 📞



A patient’s journey as an active older adult

Seven Oaks Hospital is a big part of Jack Raber’s life.

The impact of Jack’s health and well-being has been greatly influenced by the Wellness Institute. He has been a member since it opened and this played a big role in keeping him physically

active. Participating in exercise and swim programs contributed to his overall well-being and as health issues experienced in older age became a concern, both Cardiac Rehab and Diabetes Education classes helped him manage his own health.

Jack Raber’s journey with the Kidney Clinic at Seven Oaks goes back to the Fall of 2009 when he was initially diagnosed with end stage kidney disease. Accompanying Jack on this journey is his daughter, Janice Wilks who has been a nurse at Seven Oaks Hospital for over 23 years.

She has “walked the walk” with her Dad as a daughter, healthcare provider and caregiver. Jack has been a research participant in studies, knowing full well this will help and impact patients now and in the future.

Jack has battled cancer, heart disease, quadruple bypass surgery, heart attacks, diabetes, and chronic kidney disease. Despite all of this, and likely a result of his adherence to active aging, he is still going strong.

Jack has always believed in giving back to the community. He volunteered at Seven Oaks Hospital for over 8 years and due to a few too many hospital admissions, felt strongly about donating to Seven Oaks Hospital Foundation to help provide the best possible health care, prevention and wellness to our community. 📞

Hip Fractures Are Us: Seven Oaks High Performing Ortho-Trauma Unit

If you fall and break your hip in Winnipeg, there's a 50% chance you will have your surgery at Seven Oaks Hospital. The good news is you will get some of the best care in Canada.

According to data posted by the Canadian Institute for Health Information, Seven Oaks leads the nation with above average performance on two important indicators of access and safety.

At Seven Oaks, patients with hip fractures are operated on within 48 hours more than 91.2% of the time. That's the highest in the Winnipeg region and way ahead of the national average of 84.4% for the same indicator. The time it takes to perform hip fracture is an important indicator because the patients are typically frail, elderly and with other medical conditions that can rapidly deteriorate if the fracture is not addressed quickly.

Seven Oaks is also ahead of the average with fewer deaths following major surgery than the Canadian average, and fewer readmissions after surgery than the average, both indicators of safety and good outcomes.

"We're quite proud that we have managed to pull together such an impressive team of surgeons, nurses, allied health professionals dedicated to serving the people who need us urgently. If your parents or grandparents break their hip, you can be assured they are in good hands at Seven Oaks," said Dr. James Vernon, Section Lead, Ortho Trauma.

This Ortho-Trauma role is relatively new for Seven Oaks Hospital and until a few years ago its Surgery Department concentrated mainly on elective hip and knee replacement cases along with General Surgery.

That changed in January 2012 when the Winnipeg Region decided to consolidate Orthopaedic Trauma Surgery at three sites: Seven Oaks, Health Sciences and Concordia, with Seven

Oaks receiving emergency Ortho-Trauma patients from across the region 4 out of 7 days per week, as well as serving its own catchment and Grace Hospital's catchment full-time.


An existing 30 bed elective unit and an adjacent rehabilitation unit were converted to a new 50 bed Ortho-Trauma Unit, and daytime slates were added to the Operating Room schedule to accommodate the influx of so many urgent cases.

Complex cases such as multiple injuries from motor vehicle crashes still go to Health Sciences but over 500 hip fractures per year are seen at Seven Oaks along with ankle and lower leg fractures needing surgery. The number includes patients from the Interlake and, during summer relief, from hospitals in Brandon and Morden.

That was a big change for Seven Oaks and its Surgery Department staff. Elective hip or knee replacement is relatively uncomplicated relative to Ortho-Trauma Surgery because the patients are worked up well in advance, are medically stable and typically leave hospital in 3 to 4 days.

In contrast most hip fractures occur with frail, elderly people with other medical conditions. Half arrive at the hospital in a delirious state and the other half become delirious while being treated. 64% are over the age of 80, and usually the fracture is a result of a fall, sometimes as a result of another condition such as arrhythmia or low blood pressure, often with osteoporosis as a contributing factor.

To establish the new unit, Seven Oaks implemented an interdisciplinary team approach with education sessions for nurses, healthcare aides and therapists led by the head Orthopaedic Surgeon.

"That initial effort to give staff the tools to meet the challenge is at the root of our success," said Program Director Kora Otto-Shannon. *"The inter-disciplinary education and collaboration has continued and become a part of the culture of what is now a high-performing Ortho-Trauma unit."* 

Wellness for the Future: leaving a legacy

Are you someone who has been helped by the Wellness Institute and want that same help to be available to more people?

The Wellness Institute is a self-supporting, charitable enterprise that makes programs available at below cost for many older adults with health challenges, and reinvests in health promotion and health education events at low or no cost for the community.

The Wellness Future Fund is a dedicated fund established through the Seven Oaks General Hospital Foundation. Just like the Foundation supports fund raising and philanthropic campaigns to support hospital initiatives such as the Emergency Redevelopment Project in 2008 or the Access to Care project in 2012, it also supports legacy and other donations to support Wellness.

Donations to the Wellness will directly help fund capital improvements, education programs, chronic disease management programs, and innovation, research and community healthy living events.

Members and others give to the Wellness Institute for many reasons. Whether it is a one-time or monthly gift or leaving a legacy through planned giving, the impact on the health and wellbeing of our community is huge.

Wellness Institute is recognized for delivering innovative programs to help in the prevention and management of chronic disease. Members and the community benefit from the expertise and knowledge in fitness programming, health education programs, sports injury rehabilitation and now, free diabetes counseling.

The Wellness Future Fund will ensure the work of Wellness Institute continues. It will ensure new equipment and technology is used. It will ensure future growth and expansion of the building so we can help more people in our community live longer lives

Gifts benefit members and the community now, but more importantly, will allow so many to benefit for years to come. 🌱



Foundation donations improving Seven Oaks Hospital

Wi-Fi – connecting patients

Patients will soon be able to use the Internet from their rooms using personal devices as a result of a project to install free Wi-Fi service throughout the hospital, funded by Seven Oaks General Hospital Foundation.

Currently free Wi-Fi service is available on the main hospital level, but not all patients are able to get to the main level to use the service to Skype with grandchildren or keep in touch with friends and family using email or Facebook.

The \$150,000 project, expected to finish this summer, will extend Wi-Fi throughout the entire patient tower so that reception is available to every patient room.

We know that contact with family, friends and community is part of healing so this is going to make recovery and the overall patient experience much better.



Music and art for patient expression

Art and music are an important component of patient care and the Foundation recognizes the impact both can have on patients and staff.

This year the Foundation is providing \$4,500 to the hospital's Art and Music program. That will include art therapy and music for patients, but also public art in our hallways and music in our atrium for visitors and staff.

Art, whether on display or created by patients, helps them cope with being in the hospital. When we bring in an artist patients have a chance to express their feelings, connect creatively with past experiences and forget the stress of being in the hospital.

Music is another way patients can connect to their memories; especially those who do not communicate well or are experiencing dementia. Music is something that often remains after other memories fade, and patients can find calm and solace from familiar sounds.

The positive benefits of this program for patients are enormous, particularly in relation to the relative low costs.

Wellness for mental health in-patients

The Foundation is leading a fundraising campaign to renovate the common areas of Seven Oaks in-patient Mental Health Unit in partnership with the Wellness Institute.

The new unit will be a model for patient interaction promoting community connection, health and wellness. New computer stations will be installed in the unit so patients can stay in touch with family and friends, learn about their condition online and entertain themselves between therapy sessions.

The real innovation to the space will be the addition of a fitness area with cardio-equipment donated by the Wellness Institute. Many patients on an acute in-patient mental health unit are not well enough to leave the unit safely, but they are physically capable of exercise.

Exercise has many benefits for people dealing with mental health issues, including helping with anxiety and depression, the same energy benefits that anyone gets from exercise and the opportunity to reduce their relatively higher than average risk of chronic disease, such as Type 2 Diabetes, hypertension and obesity.

The investment will provide an impactful transformation to the unit and patient experience. New areas, such as the TV and Internet Lounge will have warmer, soothing finishes, and along with the fitness area will help make patients more comfortable and heal faster so they can return to their homes and jobs sooner. 🌀



CHIEF MEDICAL OFFICER PROFILE:

Physician, Innovator & Organization Leader

You've probably heard that Seven Oaks Chief Medical Officer Dr. Ricardo Lobato de Faria is a leader and innovator in Emergency and in-patient medical care in Winnipeg, but you might not know that he has eclectic interests that extend from Lego to ballroom dancing.

"Ballroom dancing brought me to Winnipeg" recalls Dr. de Faria who taught the art of dancing as a way to fund his medical education.

Originally from South Africa, Dr. de Faria practiced rural family medicine when he first moved to Manitoba. For the last 15 years, he has led the second busiest Emergency Department in the city and also serves as Chief Medical Officer, overseeing the medical teams in all areas of the hospital.

When asked why he chose Seven Oaks Hospital, his response is simple "because it's where I can do all the cool stuff." By that he means that he is in a hospital that is open to change and improvement, and he is able to put his interest in process engineering through his Masters of Business Administration, to good use.

With a busy Emergency Department and a small bed base to admit patients to, Dr. de Faria and his team have been able to identify ways to save time for patients, for instance by initiating lab tests and common procedures at triage rather than waiting for a doctor to see patients.

Dr. de Faria describes his job as both challenging and rewarding. He thrives on variety and being busy. He loves

what he does and says it is like playing with Lego; he gets to build things and come up with new ideas and plans. Inspired by a tough puzzles and complicated issues, Dr. de Faria approaches everything from a patient perspective.

One of the biggest challenges in Emergency Medicine is that patient expectations have changed. The Emergency Department team at Seven Oaks keeps up because they are efficient, effective and resourceful. Their biggest accomplishment is that the department has been able to manage a 40% increase in patients over the last ten years, with some of the best outcomes – a lower length of stay and better patient flow.

Dr. de Faria and his team are open to change and always trying out new technologies and processes to improve patient service and experience.

You can usually find Dr. de Faria running from place to place in his funky socks and cool sneakers; his commitment to his patients is clear in everything he does. He continues to create a vision to ensure our community has access to the best care and experience in our Emergency Department. When asked how he is going to do this, his answer is "by surrounding myself with great people." 🌱

Changing the way healthcare is delivered



Chronic Disease
Innovation Centre

Most of the time you hear about medical research you think of genetic testing and laboratories at large university medical faculties but did you know that world class research and the doctors who do the research are right at your doorstep, right here in your community?

Seven Oaks Hospital doctors and researchers are receiving global recognition for their work into managing and preventing chronic diseases such as kidney, heart disease and diabetes.

A leader in prevention for over 20 years, Seven Oaks Hospital is now also the home for the Seven Oaks Hospital Chronic Disease Innovation Centre (CDIC) with a vision to change the way healthcare is delivered by leading the way in chronic disease management and prevention.

Unchecked diabetes and high blood pressure are leading to kidney failure which is costing patients their independence and costing the healthcare system billions in expensive hospital-based treatment.

There is no other research institute in Manitoba and very few in the world with this focus on early identification, management and prevention of the diseases that are principal reasons for admission to a hospital in Canada.

CDIC is using sophisticated data analysis to predict risk, and to find these chronic diseases earlier so people can be treated sooner at home in their own community instead of hospital as their condition worsens.

The CDIC is a research and development hub where the brightest minds work collaboratively to create and apply next-generation disease prevention and management treatments. The work here is already improving and saving lives including teaching kidney patients their actual risk of kidney failure and the steps they need to take to prevent it from happening.


Our researchers are already making a difference globally. The Kidney Failure Risk

Equation, used to accurately predict which kidney patients are at highest risk of kidney failure, is now used in 230 kidney clinics in Canada as well as in many other countries.

CDIC Researchers are developing a promising new hand held device to screen for kidney disease that will provide immediate results in the field with one finger prick of blood. If proven, that device will lead the way to easier, cheaper and effective screening for kidney disease. It will also lead to similar advances in screening and testing for other chronic diseases.

Researchers are also developing new ways of tracking and monitoring with wireless to involve patients in their treatment and with healthy aging behaviour so they can stay well out of hospital.

CDIC will work to improve the health and well-being of our community, create new innovations that benefit patients by improving their quality of life and provide local, national and international knowledge that will unite experts from many sectors.

You will not have to go far to see how the CDIC will benefit patients and our community. All of this is happening right here right now at Seven Oaks Hospital. 

Improving the patient journey

Screening	Triage	Treatment
Early and accurate detection of at risk individuals	Determining optimal personalized treatment pathway	Providing advanced and improved care to patients
Patient benefit Prevent, delay, and minimize severity of disease	Patient benefit Rapid access to the most appropriate specialists, care and resources	Patient benefit Improved patient outcomes, experience, and quality of life
Health system benefit Ease of administration and high reliability leads to cost saving throughout the system	Health system benefit Improved efficiency, optimization of resources and reduced back log	Health system benefit Dramatically reduce costs and improve outcomes

The Wellness Institute: Where Healthy Aging Never Gets Old

The Wellness Institute facility and programs were designed from the start with the safety, accessibility and expertise required to help prevent and manage the health challenges that can occur as we age.


New members start with an assessment and consultation with an exercise specialist. Programs were built around abilities and health status and supported by medical oversight, health and lifestyle change expertise and instructors certified to modify exercises to individual needs.

As a result of our unique ability to serve diverse needs, almost 60% of current members are ages 55+.

Over the past 20 years, the Wellness Institute has become known for contributions to healthy aging ... from coordinating fully-funded chronic disease management programs for all Manitobans to adapting the Wellness model to help foreign health authorities with the world-wide problem of chronic disease.

This year alone, 1,260 people learned to better manage their health in programs partly subsidized by Wellness while weight loss programs helped participants significantly reduce their health risks by losing over 1,800 lbs the healthy way.

“The research is clear that being physically active is one of the best things you can do for your health, regardless of your age. But older adults often require additional supports such as the medical fitness expertise at the Wellness Institute,” says Dr. Kevin Saunders, Winnipeg Family Physician and founding Medical Director for the Wellness Institute.

Over the next twenty years, Wellness Institute will continue to refine its work in healthy aging through integration with Seven Oaks Hospital and research in conjunction with the Seven Oaks Chronic Disease Innovation Centre. 



WELLNESS COMMUNITY IMPACT BY THE NUMBERS:

- 6 million visits to Wellness Institute since 1996
- 40% of 6500 members are over 60 years of age
- 8500 heart attacks prevented by Cardiac Rehab
- \$6 million in avoided hospital visits by Pulmonary Rehab
- 8450 people learned to manage diabetes
- 4500 children learned about active living
- 121,000 pounds lost by Fitter, Firmer, Faster participants
- 3400 learned to set goals and manage their own condition

