



# Report to Community

JULY 2017



*Arlene, Glen and their nephew, Ryan*

*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 which is now one of the fastest growing areas in 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](mailto:info@sogh.mb.ca)*

## Arlene's Journey

Glen had diabetes; he also had chronic kidney disease (CKD) but Arlene and Glen didn't know that at the time.

But you should know. We need to start paying attention to CKD – it is a huge health concern in our province. It costs our health care system a lot. It cost Arlene her husband.

Back in 2012 when Glen started dialysis, they never thought this would be the outcome. But Arlene remembers his first day at Seven Oaks Hospital. From the moment they walked in the door, they experienced a level of care like no other

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place they had been to. She thought “are these people for real?” They were so open and treated us like part of the family.

Starting dialysis seemed like the end of the world for Glen and Arlene. Then Dr. Sean Armstrong walked in. He changed their lives.

Dr. Armstrong went over everything and explained why they were doing dialysis this way – Glen had too much fluid in his body and if it was not addressed right away, things could take a turn for the worse very quickly. Glen was wheeled into Dialysis Unit 1 and that was their introduction to the world of dialysis.

Dr. Armstrong and the team were very thorough and caring. His words stuck with Arlene. “We need to make Glen feel better and we are going to do all we can to do that.” And she can tell you, they did that and so much more. He **always** received the best care and treatment from the staff.

If you have kidney disease, or think you do, the team here is the best in their field. You want to be at Seven Oaks. All the hard work and research they are doing here is to prevent outcomes like Glen’s. We need to start speaking up loudly for the team,

the research and the care happening here right now. Arlene does not want people to go through what she went through.

If it wasn’t for the doctors here, Glen would not have had the quality of life he had. He left this world the way he found it – happy, knowing that they did everything possible for him. Glen got sicker and had to go back to regular dialysis in the hospital. But Dr. Armstrong, who was always their champion, told them about a portable Home Hemo Dialysis machine. He knew Glen could handle it. And he did – he could take the machine anywhere to do his dialysis, anytime. Holidays, trips, events, precious family moments were all possible.

Glen passed away in February 2016 but Arlene doesn’t want his death to be for nothing. People don’t realize the need for the dollars to be there. Don’t wait until you or a loved one is affected. Give now. The work they are doing is changing treatment and helping others live better lives. Take it from Arlene.

“Because of the people here, Glen had an incredible life. They do everything they can for you. They need to keep doing this research. They need all the support they can get.” 🍀



## Dear Donors and Community Members,

*Let me begin by saying thank you! We are extremely grateful for all the support that our Foundation continues to receive and please know that your generosity and support is having a tremendous impact on the health and well-being of our community members.*

*Despite all of the challenges that we as an organization currently face, we strive each and every day to provide the best care to our patients. We are here to serve our community, and through our commitment to research and innovation, we will continue to provide the best care and quality of life to our patients so that our community remains strong and vibrant.*

*We are extremely grateful to our care providers and our staff for their level of commitment to our organization and we are equally grateful to our donors and community members, like you. Your support and generosity have allowed Seven Oaks Hospital to flourish in a manner that best addresses the health and wellness needs of our community.*

*We remain committed to our patients, staff and community. We remain hopeful, that through your continued generosity and support, we will always play an integral role in the health and well-being of all that we are here to serve.*

*Thank you once again for all that you do for Seven Oaks Hospital and our community*

*Respectfully,*

**Rupinder Brar**  
Chair – Seven Oaks Hospital Foundation Council



# Innovation and Compassion: Meet Dr. Sean Armstrong

His patients call him Sean. He refers to himself as the guy who does catheters.

But this story is about more... it is about innovation and a trailblazer who looks forward to every single day at work and thinks of his patients as part of the family.

“Helping people. I love helping people. It’s a huge high.” Dr. Sean Armstrong blushes as he describes the best part of his job as one of the doctors of the Kidney Health team at Seven Oaks Hospital. Originally from Kenora, Dr. Armstrong has done all of his medical studies right here in Manitoba. Specializing in internal medicine and nephrology (kidney health), Dr. Armstrong has found and developed a niche in interventional nephrology.

In fact, he is one of a handful of doctors who is now in high demand, travelling around the world to teach his expertise. His knowledge is not only helping educate and shape kidney treatment elsewhere, he is saving our healthcare system a lot of resources and positively impacting the quality of life for his patients.

Dr. Armstrong identified a gap in care for kidney patients and perfected a technique called bedside catheter insertion. This gap was across Canada, but he learned the procedure and implemented it right here in Winnipeg.

Patients were coming in who needed dialysis and would have to do in hospital dialysis instead of Peritoneal Dialysis (PD) which has so many benefits – the largest of which is the patient gets to stay at home instead of being in the hospital 3 times a week for 4 hours. This means they have the freedom to travel or work full time and the treatment is gentler on their body. Their quality of life improves plus there are significant cost savings to our healthcare system.

Patients who are starting PD can undergo the procedure under a local anesthetic and do not have to wait for a surgeon or operating room to become available. This means they can start their treatments sooner. To date, Dr. Armstrong has performed the procedure on over 3,000 patients.

But, there are a group of patients who have been impacted in another way. They are more elderly or frail patients who have cancer which can cause abdominal swelling because of fluid buildup. Many of these patients would have to repeatedly go to the Emergency Department or a clinic and wait to have the fluid drained. Dr. Armstrong does this procedure on many of these patients.

“Out of everything we do, we get the most satisfaction from helping these patients. Some of them do not have much time left and now they can have some quality of life and spend those few precious moments with loved ones” says Dr. Armstrong. The patient’s families can be trained in under an hour to help them at home which means no more lengthy hospital visits.

The procedure has few risks and is also saving our healthcare system money. In addition, it frees up time for patients who need more complex care. “It is awesome” is how Dr. Armstrong describes the impact of this procedure. “There is no recovery time, minimal discomfort and no scars.”

Dr. Armstrong says the interventional program at Seven Oaks Hospital is his biggest accomplishment. “It is an extremely friendly environment– it’s a community environment – you know everyone – for a community hospital we see a lot of patients and everyone knows everyone. We are like a big family.”

Because of the dedication and innovation of physicians like Dr. Armstrong, patients are getting the right treatment at the right time. He takes pride in knowing patients are getting the best care and the team is giving them something - explaining everything to them, relieving stress and making sure they have explored all treatment options. “We assure them their health will be looked after moving forward. Giving them answers – putting them at ease. I love that.” 🌱

Winnipeg fashion designer & artist, Lennard Taylor showcased his Spring/Summer 2017 collection at Runway 204



## Runway 204: Supporting local fashion and art in the community

For the second year in a row, it was a packed house in The Gallery at Manitoba Hydro Place for the Runway 204 fashion event.

Backstage was buzzing with fashion designers, make-up artists, hair stylists, photographers and models who all contributed to the energy and excitement that was Runway 204.

The fashion shows were the highlight of the evening and Seven Oaks Hospital Foundation is pleased to be able to support emerging artists in our community by providing a platform like Runway 204 for them to showcase their talent. The first show featured eight local boutiques; the second show highlighted the talented local fashion designers who are leaving their mark in the fashion world.

This year's event raised close to \$20,000 in support of mental health programming initiatives in the community. This is almost double what the event raised in 2016. "It is so wonderful to see so many hospital staff and the community take time to help

the Foundation support such a great cause" said Twylla Krueger, Foundation Executive Director. "This is one of the ways we give back as a hospital – by supporting local artists in our city."

One of the unique features of this event – beside the cool, urban location is the volunteer models. Seven Oaks Hospital staff from a variety of departments come together, put aside their own fears of modelling and take the runway by storm. They look polished, professional and confident but most of all, they are having fun.

The evening would not be a success without the artists who donate their time and talent in support of this great cause. Many of them take part in the event simply because they know it is making a difference in the lives of those in the community living with mental illness. 🌱

**UPDATE ON FUNDRAISING:**

# Annual Gala: 2016 was a sold out year!

The applause of 500 people who came out to support and celebrate Seven Oaks Hospital at the Fort Garry Hotel at our biggest Gala so far is unforgettable.

But it is the hospital and community support that brought the house down as Dr. Kevin Saunders delivered this thoughts on being part of the Seven Oaks story of building a community of innovation and wellness over the last 20 years to a standing ovation. His words brought a sense of pride and accomplishment to everyone in the room. Every guest knew they were part of something incredible; they knew that no matter how much they gave, their dollars have been hard at work helping others.

The Foundation is proud to have so much support from many of our physicians, managers and the community who buy tickets each year to help in our efforts to continue raising money to provide the best care to our patients. Proceeds from our Gala will go towards wellness programming and chronic disease research.

We are also fortunate to have continued support from our generous sponsors like The Platinum Jets, MacDon, Scotiabank and other Winnipeg businesses. They see the important work happening every day at Seven Oaks and they want to support the efforts of our staff and Foundation.

It truly was a memorable evening! The live auction was something to see – people trying to outbid each other on some great prizes and when that was all done we raised over \$200,000!

It is clear that Seven Oaks Hospital matters. We impact lives in the community. We change the way people get care so they can lead better lives. We make a difference. Thank you for being part of the story so far – stay tuned to see what comes next! 🌱

## Comfort care rooms: A community effort

When a loved one is very ill, there is not much that can brighten the day for family and friends.

Recently, Seven Oaks Hospital looked to improve two comfort care rooms so those spending time with loved ones during the most difficult times can have a warmer, calmer environment. There was no space for family members to gather when they want to be with their loved one. The renos meant the rooms would allow a patients' family and friends to be together with them while making their last moments together as comfortable as possible.

The space was outdated and sparsely furnished; there were no blinds on the windows and a fresh coat of paint was badly needed. With the help of hospital staff and the community, Seven Oaks Hospital Foundation started a campaign to raise the money necessary to complete the renovations.

Because of the generosity of so many, the renovations were completed earlier this year and the new space will impact many people. The rooms were painted and furnished with more comfortable chairs and window coverings. Cots were also purchased so family members have a place to stay overnight. In addition, new TVs and a whiteboard were installed. Families can now leave photos or messages on the whiteboard, providing words of comfort and reminders of beautiful memories.

This campaign is another example of the determination and support of our hospital staff and community who always rally to help us continue to deliver the best care possible. Projects like this would not be possible without the donations we receive. Now, many patients and families will benefit from this upgraded space while coping through a difficult situation because donors like you chose to invest in community healthcare and make a difference. 🌱



## Making her mark and setting a record: 36 years of volunteering and counting

There aren't many who can claim to have been at Seven Oaks General Hospital since "Day 1" or had an award created specifically for over 30 years of service. Gloria Roccola is one of them.

Gloria was a stay at home mom with four kids. She was an avid volunteer at her children's school and when they moved on to junior high, she knew she wanted to keep volunteering. As luck would have it, a new hospital was being built in the neighbourhood; Gloria knew a hospital would need volunteers.

It was important for her to continue to give back to her community in a meaningful way. She began her volunteer career at Seven Oaks in 1980, in what was then the Admitting Department. She worked there for two years before transferring over to the Registration Department, where she has been ever since.

Registration department staff always look forward to Friday afternoons with Gloria. In many ways, she is like a member of their family - mother to some, and grandmother to others.

No other volunteer has had her longevity, and she still averages an amazing 100 hours of volunteering a year! Gloria is the only volunteer to have an award created specifically for her – our "Years of Service" awards previously only went up to 30 years. Gloria has no plans to "retire" from volunteering. "If I can still make it, I'll do it!" she jokes.

So what keeps Gloria coming back year after year? The people and the atmosphere. Gloria simply loves what she does and over the years, has had the opportunity to get to know many people. That remains her favorite part of volunteering. "It gives me a good feeling to know that I am doing something for someone else."

"But there have been a lot of changes since I started. There were no computers, we used typewriters!" Gloria remarks as she details how technology has evolved and changed the hospital environment since she started.

As much as Gloria gives back, so many in the community have benefited from her years of service and dedication. She is always willing to do whatever is asked of her, no matter the task.

After 36 years, Gloria feels good she has been able to do this for so long. "I come back like an old penny!" Volunteers are the heart and soul of our hospital, we're lucky to have a volunteer with as big of a heart as Gloria. 🍀

# Wellness is now Cam MacIver's fulltime business

Over 20 years ago, former business owner Cam MacIver made a commitment to invest in his wellness and the wellness of his community. The former owner of Parkside Ford and one of the original donors to the Wellness Institute credits his healthy aging to becoming a member so many years ago.

"I see the value in exercise. Wellness is a place that reaches out to everyone; it is place where you can go and feel better when you leave than when came in" says MacIver who saw the value to the community when Wellness was being built. Since then, he has continued to support Wellness and Seven Oaks Hospital financially and through donations of time.

For the past four years, MacIver has been a member of the Seven Oaks Hospital Foundation Council, contributing advice and championing the Foundations' efforts to fundraise and raise awareness. "I try to be as involved as possible. The Foundation does great work and I think the most crucial mandate that still remains is to make our community understand why prevention is important and what the hospital does and can do for them."

MacIver says giving back to the community is important; he focuses close to his home and business and gives back as much as he can to help others. He also believes that being a Wellness member is also a way to give back to your community, colleagues and family. MacIver goes to the Wellness four times per week and says he does it just as much for his mental health as his physical health.

He used exercise as a tool for managing the stress associated with being a business owner. The added benefit of exercise for him was the hour he was tuned out, giving his mind a chance to reset. "It makes you a better person for everyone in your life." MacIver says "why would you not want to be fit? Really, there is no excuse!"

Now retired, the only aspect of visits to the Wellness Institute that has changed for MacIver is social. He has more time now to chat with friends and is thinking of trying yoga – it is one of the things he likes about Wellness – it pushes you to try new things. He also sees the integration of Wellness with the hospital as one of the reasons this unique model of care has been so successful.

MacIver urges others to take charge of their health and says it has to be a personal commitment to lifestyle change. He also encourages other members and the community to invest in their health and wellness. "If you're a participant, you know the benefits and value of a place like Wellness. It is good to support what you're involved in, especially when it can have so much positive impact."

So what is next for this community-minded, "exercise freak"? He has tuned a page in his Wellness history and looks forward to enjoying another 20 years. 🌱



# Attracting the Research Stars of the future

Seven Oaks Hospital's Chronic Disease Innovation Centre (CDIC) is more like a start-up with young, entrepreneurial staff collaborating in small groups, consulting over a computer screen or working away at a terminal while wearing headphones.

Like any innovative start-up, CDIC staff and students see themselves on the forefront of something interesting and meaningful. CDIC has been built around a core group of young clinician researchers who are emerging as world leaders in several fields of medical research related to:

- *Predicting individual risk of disease*
- *Screening and early identification of disease*
- *Process and treatment effectiveness*
- *Economic effectiveness*

CDIC's newest Graduate Researcher is an Emergency department physician from Colombia who is working towards a medical license in Canada.

Silvia Leon is currently enrolled in the McMaster University Clinical Epidemiology Program (online) and will start her Masters of Community Health Sciences with the University of Manitoba in September.

Over the summer she will work as a Research Coordinator on two CDIC studies that hope to demonstrate the clinical use of wearable technology.

Silvia is enthusiastic about the opportunity to work at CDIC because of the large and varied patient population served by Seven Oaks Hospital and the opportunity to answer questions that arise in clinical practice.

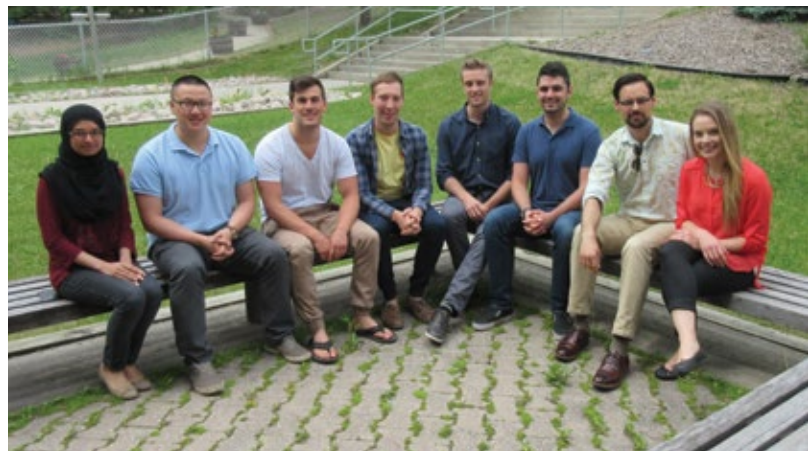
"You can see face to face the problems your patients are having, and the problems you are having as a physician and you can take these problems into your research work and try to find solutions," she said.

Over the long term she hopes to continue to focus on medical research but also return to clinical practice as a physician.

Silvia joins a bright, new and engaged group of medical students who will also be working at CDIC over the summer. The students have a wide range of academic interests and will work on various projects under the mentorship of CDIC principal investigators and research staff.

Undergrad and med students are attracted by the opportunity to make a difference by participating in studies from inception to publication, including the possibility of seeing applications of their findings translated into improved patient care.

They are enthusiastic to be part of the intellectual discovery process and make real contributions with their ideas as the start of a future career in medicine and medical research. This can all be part of their experience in just one summer. 🌱



**Your donation will make a difference.** Your gift to the Foundation will build on public funding by supporting enhancements and patient care that otherwise would not be possible. To donate, call **204-632-3552**, visit **sogh.ca/foundation** or complete the enclosed card. Thank you for your support.