

ANNUAL REPORT 2017-18



TOGETHER

MAKING A
DIFFERENCE

ENHANCING
PATIENT CARE
AND QUALITY OF LIFE
FOR THE HHS COMMUNITY

MESSAGE FROM THE VOLUNTEER ASSOCIATION



Trevor Stooke
President,
HHSVA Board of Directors



Tina Cooper
Executive Director, HHSVA



The HHSVA's history reaches back over 100 years and, through hard work and valued partnerships, we have continued to grow and evolve to meet the needs of the hospitals and people we serve. In 2017-18 we reached new heights with record net contribution of over \$14.8 million. Funds were donated to purchase critically needed surgical and diagnostic patient capital equipment, patient services equipment for wards and clinics, support therapeutic patient care programs, and provide recognition and support for our volunteers across our family of hospitals.

In addition to our contributions to HHS, our long-term strategic plan includes annual investment in both parking infrastructure and our retail areas. In October 2017, we completed the renovation of the cafeteria at McMaster site and opened the doors of our new cafeteria - the Baywest Café. The new servery was designed to allow for better customer flow, create a bright and welcoming atmosphere, and provide new menu options. At the Juravinski and General sites, our parking garages underwent construction to install new membrane surfacing on drive ramps and parking levels, and convert to new energy efficient lighting at the Poplar garage.

In the fall, we held our new HHSVA customer service training program 'Inspired to Make a Difference'. It was a great opportunity to bring staff together from across the organization to learn and grow as a team. The focus of the training was how to elevate our service to the next level and seek opportunities to continuously exceed our customers' expectations.

Our vision to be the 'Best Support for Patient Care' at HHS continues to be our north star as we strive for excellence in the many different aspects of our organization. Our HHSVA staff, volunteers, Board of Directors and hospital partners work together every day to ensure that the HHSVA

continues to be a key component in the overall patient, visitor and staff experience here at HHS. Through the passion and commitment of our team and the support of our customers, we will see our successes grow well into the future.

MESSAGE FROM HAMILTON HEALTH SCIENCES



Rob MacIsaac
President & CEO, HHS



Hamilton Health Sciences reached some important milestones this past year in our process to redevelop our facilities for the needs of tomorrow. The Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) endorsed our overall vision for programs and services over the next 20 years. We also provided a detailed plan for facilities redevelopment to the Ministry of Health and Long-Term Care.

As important as it is to plan for the long-term needs of the communities we serve, we never lose sight of today's issues and opportunities to improve the patient experience. This is why we are so indebted to the Hamilton Health Sciences Volunteer Association. Last year, total donations from the HHSVA of close to \$15 million allowed us to improve care today, including the purchase of anaesthesia and echo machines, ultrasound units and more. It also funded the purchase of specialized equipment such as wheelchairs, walkers and sleeper chairs for families spending the night at their loved one's bedside.

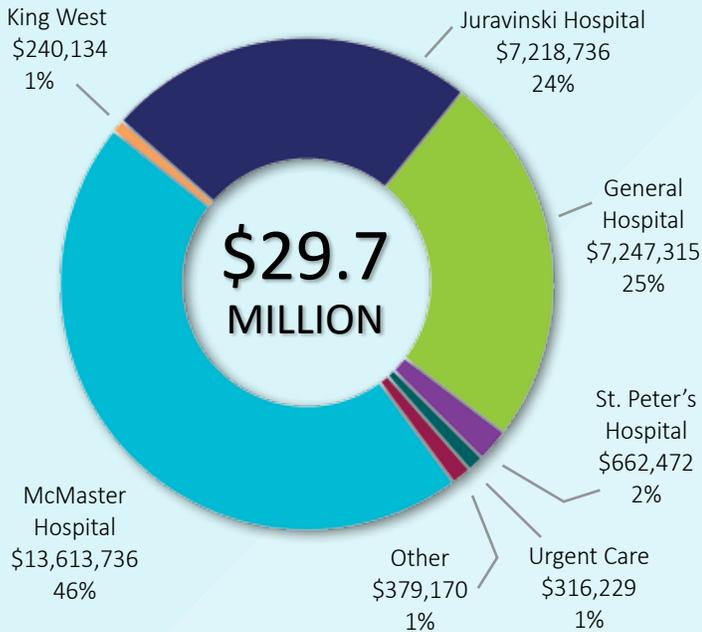
I would like to particularly highlight the impressive support provided by the HHSVA when a major fire took place at St. Peter's Hospital in November. HHSVA staff members from the Maplewood Café joined hospital staff in moving patients from the wards affected by smoke and staying with them in the evacuation area to provide comfort. In the weeks that followed, when schedules and other normal operations were disrupted, the volunteers at St. Peter's showed flexibility and compassion in looking beyond their usual placements to go wherever was necessary to provide companionship to patients and support to staff.

Congratulations to the Volunteer Association at Hamilton Health Sciences for another highly successful year. I would like to thank you very sincerely for your ongoing commitment to HHS and our patients and families.

MAKING A DIFFERENCE HHSVA BUSINESS OPERATIONS

REVENUE BY SITE 2017/18

\$29,677,792



HAMILTON HEALTH SCIENCES VOLUNTEER ASSOCIATION

STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2018

NET INCOME FROM RETAIL OPERATIONS	\$	3,278,540
NET INCOME FROM PARKING OPERATIONS		12,649,993
TOTAL NET INCOME		15,928,533
ADMINISTRATIVE EXPENSES		1,630,244
EXCESS OF REVENUE OVER EXPENSES BEFORE DONATIONS		14,298,289
DONATIONS		
TOTAL DONATIONS AND FUNDING TO HAMILTON HEALTH SCIENCES AND FOUNDATION	\$	<u>14,801,380</u>

ORGANIZATION HIGHLIGHTS

ORGANIZATION

- Developed and shared a new HHSVA Video
- Developed and implemented a new HHSVA customer service training program - 'Inspired to Make a Difference'
- Bowlathon donation to MacKids increased by 18%

RETAIL

- Completed Baywest Café renovation which increased sales by 11% as well as customer satisfaction
- Increased contribution from Juravinski Give Shop by 26%
- Implemented a new food service recipe management program
- Increased Giving Blooms online sales by 55%



BOARD OF DIRECTORS

- Developed an enhanced Board orientation program
- Created new Board and Director Roles and Responsibilities Policies
- Developed and implemented Board improvements as a result of the Board Governance Survey

PARKING

- Completed infrastructure improvements at Poplar and Victoria parking garages, including the conversion to energy efficient LED lighting at Poplar Garage
- Eliminated parking wait lists at the General and St. Peter's sites
- Achieved a 10% improvement in parking customer survey satisfaction results



ENHANCING PATIENT CARE HHSVA DONATIONS

PATIENT CAPITAL EQUIPMENT DONATIONS

The HHSVA donates funds annually for the purchase of critical, state-of-the-art capital equipment. This equipment supports the work of staff and medical professionals across HHS in providing excellence in patient care. In 2017-18 the HHSVA donated the following items:

\$1.1M
DONATED
FOR
PATIENT
CAPITAL
EQUIPMENT

- Urodynamic System
- Anaesthesia Machines
- Treadmill Machine
- Telemetry Monitors
- Glidescope Baton
- Spect Camera
- POC Ultrasound Machines
- Echocardiography Machines
- Flexible Video Cytoscopes
- Electrosurgical ERBE Machine



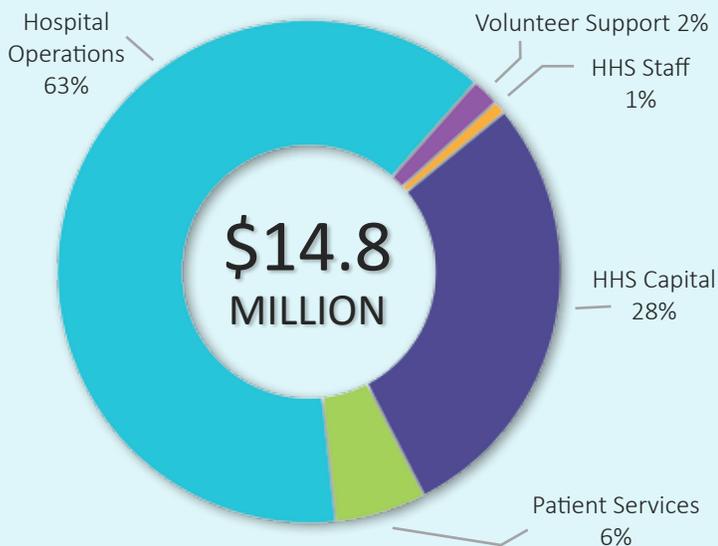
DONATION SPOTLIGHT

Cutting Edge Electrosurgical ERBE Machine at the Hamilton General Hospital

With its small stature and nondescript appearance it would be easy to underestimate the power of the new ERBE machine donated by the HHSVA to the General Surgery unit at the Hamilton General Hospital. "This is an essential piece of equipment used to cut and coagulate tissue, minimizing bleeding and allowing for precise procedures," says Melanie Buitenhuis, Service Resource Nurse for the Hepatobiliary, Colorectal and General Surgery units. The ERBE is programmed to be used for many different procedures and tissue types. "The surgical team benefits from the ERBE because it is equipped with sophisticated programs. It detects resistance in the tissue and then delivers only the specific degree of energy required. The majority of surgical cases could not proceed without it."

FUNDING TO HHS 2017/18

\$14,801,380



PATIENT SERVICES FUNDING PROGRAM

OVER **260**
PATIENT CARE
EQUIPMENT
ITEMS
TOTTALLING
\$185K

PATIENT CARE EQUIPMENT, including:

- Pressure Relief Mattresses
- Tilt, reclining and high-back wheelchairs and accessories
- Family sleeper chairs and patient recliners
- Adult and pediatric rehabilitation equipment

FUNDING
FOR **22**
PATIENT CARE
PROGRAMS
TOTTALLING
\$52K

PATIENT CARE PROGRAMS, including:

- Recreational Therapy
- Patient activity programs, transportation and therapy supplies
- Social Work Patient Emergency Fund

A HELPING HAND VOLUNTEERISM AT HHS

Volunteers at HHS bring a wide variety of skills and experience to their roles, and give their time in many different ways. From comforting patients at the bedside, to supporting clinics and administration areas, they help to contribute to the excellence in patient care happening across our family of hospitals every day.

OVER **\$269K**
DONATED BY HHSVA
FOR VOLUNTEER
RECOGNITION AND
SUPPORT



"The information staff would like to thank each and every GPS volunteer for providing generous help in times of hardships. You may not realize this, but you are the real life "Superheroes" in the lives of all the people you have helped".

- Barb Robson, JH Information Desk Clerk

DID YOU KNOW?

2017-18

VOLUNTEER PROGRAM HIGHLIGHTS

- Developed a Volunteer Resources Strategic Plan with emphasis on advocacy, promotion, recruitment and partnerships
- Collaborated with the March of Dimes to create a Hospital Peer Visitor role for stroke survivors
- 2017 Partnership Award for volunteer engagement presented to the Behavioural Health Program at St. Peters Hospital
- Volunteer Resources Coordinators nominated for the Pat Mandy Inclusion Award
- Several new programs were created at HHS hospital sites and the Ron Joyce Children's Health Centre



696
KNITTING
ITEMS,
HAND-KNIT
BY HHS
VOLUNTEERS,
WERE SOLD
RAISING OVER
\$6,600

"Volunteering for me is doing something I enjoy and I know is making a difference to patients and their families. I get satisfaction knowing that I am providing a service that is needed and useful."

- Marg Somerville, Volunteer
Juravinski Cancer Centre

THERE ARE
OVER **70**
DIFFERENT TYPES
OF VOLUNTEER
PLACEMENTS
ACROSS **5** HHS
SITES FILLED BY
OVER
1200
VOLUNTEERS



HHSVA SCHOLARSHIPS

Congratulations to the 2017 HHSVA Education Scholarship recipients:

Ashley Adile Devin Fewster Madeeha Wyne
Jia (Steven) Chen Calvin Lo Julian Yabut

IN MEMORIAM of our dedicated volunteers who passed away in 2017-18:

Barbara Cambridge Robert Mullen Norma Stubbins
Elva Moser Doreen Papp Richard Veenstra
Marilyn Williamson

OUR VISION The HHSVA's vision is to be the "Best Support for Patient Care" at Hamilton Health Sciences.

In striving to achieve this vision we seek ways to ensure that we are providing the best quality services that will maximize our donation to HHS in support of enhancing patient care. We pride ourselves in providing a rewarding work experience for our staff, continuously improving our organization and processes, and ensuring our customers receive excellent customer service across our parking and retail areas.



**MAKE A PURCHASE,
MAKE A DIFFERENCE®**

All profits raised through the HHSVA's retail and parking operations

are donated to enhance patient care across HHS. These donations are made possible through the ongoing support of our customers: the staff, patients and visitors of HHS. Their purchases truly *make a difference!*

HHSVA SHOPS & SERVICES

CAFÉS & CAFETERIAS

- Atrium Café
- Barton Bean
- Baywest Café
- Bean Express
- Corner Café
- Hummingbird Café
- Maplewood Café
- Marketplace on Victoria
- Nora's Fresh Café
- Sunnyside Café

GIVE SHOPS

- General Give Shop
- Juravinski Give Shop
- McMaster Give Shop
- St. Peter's Give Shop

**OTHER RETAIL AND
MULTI-SITE SERVICES**

- GivingBlooms.ca
- Merchants Showcase
- Preferred Catering
- Vending Services

PARKING SERVICES

General, Juravinski, King West, McMaster, St. Peter's and Urgent Care sites

BOARD OF DIRECTORS

- | | | |
|-----------------|-----------------------|------------------|
| Trevor Stooke | <i>President</i> | |
| Charlie Collura | <i>Vice-President</i> | |
| Brian Johnston | <i>Past-President</i> | |
| Jamie Elchuk | <i>Secretary</i> | |
| Chuck Russello | <i>Treasurer</i> | |
| Anoop Chugh | Alessia Macaluso | Tom Sawchuk |
| Ray Freckleton | Gokcin Nalsok | Cathy Sutherland |
| | | Paul Vetrono |

EX-OFFICIO

- | | |
|----------------|---|
| Kelly Campbell | <i>Vice President, HHS Corporate Services & Capital Development</i> |
| Tina Cooper | <i>HHSVA Executive Director</i> |

FOR MORE INFORMATION about the HHSVA visit www.hamiltonhealthsciences.ca/hhsva