



Hôpital St-Boniface Hospital

2019-2020
ANNUAL REPORT:

**FOCUSED
ON EXCELLENCE,
ROOTED
IN COMPASSION**



TOM CARSON
ST. BONIFACE HOSPITAL
BOARD CHAIR



MARTINE BOUCHARD
ST. BONIFACE HOSPITAL
PRESIDENT & CHIEF EXECUTIVE OFFICER

Greetings!

On behalf of the Board and all of us at St. Boniface Hospital, it's with great pride that we present our 2019-2020 Annual Report.

Although this year was cut short in March, 2020 by the COVID-19 pandemic – a pandemic which required us to mobilize all our resources and upend our routines – St. Boniface Hospital's accomplishments from April, 2019 to March, 2020 have been so numerous that we simply *had* to point them out!

Guided by our new strategic plan for 2020-2023, ***Building on Strengths in a Context of Change***, adopted in February, 2020, we have confidently and daringly set our course for the future with the support of our community and our many partners, such as the Province of Manitoba, the Winnipeg Regional Health Authority, as well as the St. Boniface Hospital Foundation.

Thanks to unstinting support, we have been able, year after year, to finance infrastructure improvements and new research programs, all while improving patient care and access to professional development for our staff. In following our strategic priorities, which strive to make use of our human capital to better serve our patients, we've been able for instance to offer full time spiritual care, as well as music at the bedside. We have sustained and enhanced the excellence of our tertiary care, thanks to programs such as the Inherited Arrhythmia Clinic and our support for patients affected by addictions. We've also confirmed our key place in the community as a health care facility. We've put compassion at the heart of all our actions. We've been innovators thanks to research projects and innovative training. And we've taken our place in the broader provincial health care landscape.

In fact, 2019-2020 marked the third year of the implementation of the province-wide ***Healing our Health System*** plan. In order to better respond to the needs of the community, St. Boniface Hospital has continued to work with its partners to ensure a more integrated and effective health system.

We are called to excel as a tertiary health care facility, always striving to keep our patients at the very center of our actions. We are guided by the mission and spirit we've inherited from our foundresses, the Grey Nuns: *Serving Manitobans who face critical and complex conditions, with a renowned spirit of compassionate care and courageous innovation.*

Here are just some of the many success stories of 2019-2020. Stories of compassion, of world-calibre medical excellence, of exceptional care for the mind, body, spirit, and of training that strives to always better serve our clientele with respect and dignity, from the moment they arrive at St. Boniface Hospital to the time they leave.



CARE AND COMPASSION



AT THE FOREFRONT OF CARDIAC SCIENCE

St. Boniface Hospital is a founding member of Manitoba's first and only clinic specializing in inherited cardiac arrhythmias, established in 2016. In 2019, the clinic received a Winnipeg Regional Health Authority (WRHA) Health Innovation Award for Patient-Centered Care. The award was given to initiatives that directly led to improvements in medical procedures, clinical approaches and patient care.

Dr. Colette Seifer, Medical Director – WRHA Cardiology Program located at St. Boniface Hospital and Professor at the Rady Faculty of Health Sciences at the University of Manitoba, explains the advantages of such a clinic : “Through this specialized clinic, heart patients and their families have access to all the specialists they may need, such as cardiologists, geneticists, genetic counsellors, as well as necessary tests, such as electrocardiograms and stress tests, all in one place.

“Prior to the establishment of this clinic, there was no multidisciplinary team model of care for these patients and families. There was no cardiology clinic managing these heart rhythm disorders between London, Ontario and Calgary, Alberta!”

What is a cardiac arrhythmia? “It’s an abnormal heart rhythm,” Dr Seifer says. “It can be too fast, too slow, or irregular. It can be a serious condition that can rarely cause sudden death.”

While the number of cases are few - between 1 case per 15,000 and 1 case per 2,000 people in Canada, depending on the disease - the consequences are often devastating: people, often young and apparently healthy, succumb or suffer a severe cardiac event.

Worse, these conditions can be hereditary, so other family members could be at risk of a similar event. “It depends on the condition, but it can be up to 50% hereditary,” reveals Dr. Seifer.

That’s why the Manitoba Inherited Arrhythmia Clinic located in St. Boniface Hospital not only welcomes patients with cardiac arrhythmias, but also their families.

“That’s what the clinic is all about. Family members want to understand why, and to also find out if they need further testing.. At the clinic, we don’t just manage the patient, we can assess the family as well.”

A team of about eight experts, supported by a dedicated administrative team, takes care of patients and their families in an attempt to better understand, treat and anticipate cardiac arrhythmia. All immediate family members are welcome to be seen if they wish, in order to establish their risk of developing the same potentially fatal condition.



Colette Seifer.

“We really work as a multidisciplinary team,” says Dr. Seifer. “Before each clinic, we have a team meeting and have the opportunity to prepare for the patients and families who will visit the clinic in the upcoming weeks.”

Patients and their families are referred to the clinic by their primary care provider or other specialist. We also liaise with the medical examiner’s office in cases of unexplained death. Since its inception, the clinic has seen an average of 200 patients per year. Children 16 and under are assessed by the team at the Variety Heart Children’s Hospital at Health Sciences Centre, which is another founding member of the specialty clinic.

Once a cardiac arrhythmia problem is established, “the team develops a personalized treatment plan and follow-up for each individual,” explains Dr. Seifer. “Usually with treatment such as medications, implanted cardiac rhythm devices such as defibrillators or lifestyle modifications including exercise, it is possible to live a long life.”

The clinic also provides an opportunity for everyone to be included in the Canadian Hearts in Rhythm Organization (HiRO) Research Database. “This Canadian collaboration led by the University of British Columbia has led to a repository of information on these relatively rare conditions that continues to add to our understanding of how to manage patients,” says the medical director.

HiRO can provide families, medical teams and researchers with resources and tools. Manitoba’s specialty clinic is a member, along with 15 other similar clinics across Canada.

As for the award received in 2019, “it’s a great recognition of the work the team has accomplished and an encouragement to continue” says Dr. Seifer. “It has raised awareness among healthy care providers regarding these rare conditions and the impacts they may have on the health and wellbeing of Manitobans.”



ST. BONIFACE

HOSPITAL:

BABY-FRIENDLY

Heather Nowak.

In 2019-2020, some 5,722 babies were born to 5,620 different mothers at St. Boniface Hospital. Of these births, 99 were twins, three were triplets, and one set of quadruplets.

Heather Nowak is the Program Director of the Woman and Child Program at St. Boniface Hospital: "On average, each year, we have around 100 births of twins. Two or three are triplet births. Births of quadruplets, on the other hand, are rather rare."

One of the five key clinical programs at St. Boniface Hospital, the Woman and Child Program joined a collaborative project, the *Baby-Friendly Initiative* (BFI), in 2019.

Heather Nowak explains: "The BFI project started in 1991. To date, 25 hospitals across Canada have been accredited or are currently being accredited by the program. To obtain accreditation, hospitals have three years to meet ten criteria centered on the best care for a baby including breastfeeding.

"These criteria were established by the World Health Organization (WHO), which was able to demonstrate that even a few drops of breast milk could make a big difference for the baby. It's gold."

After only one year in the BFI project, St. Boniface Hospital already has high rates of breastfeeding initiation and exclusive breastfeeding.

"Our exclusive breastfeeding rate rose from 34% in September 2019 to about 70%. Our goal is to reach 75%. As for our breastfeeding initiation rate, which measures our success in showing new mothers how to breastfeed, it is 90%. That's well above the 80% target!"

To achieve such high results, the hospital provided 20 hours of breastfeeding training to nurses, nutritionists and doctors in the Woman and Child Program. Training is prepared by the WHO.

St. Boniface Hospital has specialized breastfeeding support nurses as well.

While breastfeeding is strongly encouraged in the WHO's recommendations, Heather Nowak recognizes that this is not possible for all women. "We work hard as a team to promote breastfeeding, but we continue to support women who, by choice or necessity, choose not to breastfeed."

In December 2019, St. Boniface Hospital's Woman and Child Program initiated patient-leadership visits, all to better support women during their time in hospital.

The program director explains: "Twice a week, I, as part of the program's leadership team, along with managers or educators, visit patients and ask them directly how they would evaluate our service and how it can be improved.

"We visit all our units related to pregnancy and maternity: the postpartum and antepartum units, the labour and birth units, the triage unit and the neonatal intensive care unit."

These visits have already allowed the hospital to identify several areas to improve on, such as making access to better prenatal education easier for patients in the antepartum unit, helping families find a pediatrician for their newborn or, even better, promoting the manual expression of breast milk, "a rather simple and accessible method for a mother to express breast milk," says Heather Nowak.

Lastly, in May 2019, the program transitioned from paper charts to electronic patient records. "It's a tremendous achievement," says the director. "It makes follow-up care that much easier and more efficient."

CARE
AND COMPASSION

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SUPPORT

THAT MADE

A DIFFERENCE

Korin Gibbings was only 31 weeks pregnant when she went into labour in early February. Her daughter, Lilly Bird, was born premature on February 4, 2020 at St. Boniface Hospital, where she was admitted to the Neonatal Intensive Care Unit (NICU).

Despite the anguish of ending her pregnancy so early and unexpectedly and seeing her daughter fight for her life in intensive care, Gibbings has some positive memories of her experience at St. Boniface Hospital, thanks to the excellent service she and her husband received from the time they arrived at the hospital to the time they left with their daughter six weeks later.

"As soon as I got to St. Boniface Hospital, while I was in early labour to give birth, an NICU nurse stayed with me. She talked to me and explained everything that was going on. It was very reassuring to have someone with me that I could ask questions to and who understood my fear. I was scared."

After the birth, the Bird-Gibbings family continued to receive excellent support. "The doctors and nurses were fantastic at all times," says the mother. "They took very good care of Lilly and always kept us up to date on what was going on and what they were doing for her."

"They also took very good care of me. I had a C-section so I had difficulty getting around, but there was always someone to help me get up, sit down, and bring me everything I needed to be able to take part in my daughter's care."

It was incredible service for both Lilly and her parents, who always felt welcome in the NICU. "I could call at any time and they would take the time to give me an update on her condition and answer my questions."

"They never made me feel like I was bothering them, or conversely that I wasn't there for my daughter. And whenever I needed to cry or vent, they were always there to listen."

While everyone in the department, without exception, demonstrated availability, listening and compassion, Gibbings was especially moved by the support provided by nurse Cheryl Young-Staerk.

"Cheryl became Lilly's nurse on her fourth day of life, and she included me in her care right away. She took the time to talk to me, listen to me, answer my questions and show me podcasts to better understand what was going on. It also gave me



photo: Courtesy of Korin Gibbings

Korin Gibbings and her daughter Lilly Bird.

confidence to talk to the doctors and ask questions. Having her by my side made the experience much less frightening."

Lilly stayed at St. Boniface Hospital for six weeks. Today, at seven months old, she's in excellent health, to her parents' delight. As for Gibbings, she won't soon forget the warm welcome from the nurses at St. Boniface Hospital.

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ATTENDING TO THE SPIRIT





SPIRITUAL CARE

FOR ALL,

AT ALL TIMES

Chenene Layne.

In an effort to provide patients and their families, as well as staff, with all the necessary support, St. Boniface Hospital is pleased to have improved its Spiritual Care services in 2019-2020.

Chenene Layne, Coordinator of Spiritual Education: "Since January 10, 2020, we have had spiritual care staff on site 24 hours a day, seven days a week. Day, evening or night, a patient, family or staff member who feels the need can seek spiritual care, regardless of his or her beliefs.

"This is a big step forward, as illnesses or severe medical emergencies don't stop at night. So it was important to offer a presence, without delay, at all times."

To ensure ongoing spiritual care, St. Boniface Hospital went from about 14 spiritual care workers to 20. This is due in large part to the Clinical Pastoral Education Program, relaunched in 2017-2018 by Chenene Layne.

"A clinical pastoral education program existed in the 1970s and 1980s, but then it ceased. It was re-established in the early 2000s, and lasted until 2007. Ten years later, we revived it.

"The training is multicultural, multi-spiritual, multi-belief. Our goal is to accompany and support the person in the most meaningful way for them, whatever that may look like. It's really about being in the moment with the person."

In 2019-20, seven students completed the Clinical Pastoral Education Program at St. Boniface Hospital. This is just slightly lower than in 2018-2019, when the program had 11 students, but this is due to the fact that a similar program opened in 2019-2020 at Victoria General Hospital.

Not only does St. Boniface Hospital's Clinical Pastoral Education Program train spiritual care workers for the hospital, but also for all the Réseau Compassion Network's service providers.

The hospital has already hired six students who completed the program, representing various faiths and spiritualities. "We have Jewish attendants, some that represent traditional Aboriginal spirituality, or different Christian denominations. And I'm currently working with the Muslim community to have Muslim faith workers in the hospital!"

In addition to hired staff, students are a great asset, as they spend half their time in the classroom and the other half in the hospital, which helps offer a better service. "It's very positive for our patients to have all these people available to help them spiritually. More of their requests can be answered."

Currently, St. Boniface Hospital's Clinical Pastoral Education Program runs for eight months, two days a week. Students are one day in the classroom and one day at a patient's bedside.

However a full-time intensive experience accommodating students five days a week – two and a half days in class and two and a half days in hospital over a three-month period – is expected to be established in September, 2020.

Chenene Layne also points out that during the COVID-19 crisis, "spiritual care continued in person for patients and staff and via iPad for families in need". "In such an uncertain time, it was important to be able to continue to offer this support which has been very beneficial for everyone." The Clinical Pastoral Education Program didn't grind to a halt either; it was given online.

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MUSIC:

A THERAPEUTIC

PRESENCE

Anne-Marie Williot.

This year, once again, the hallways of St. Boniface Hospital resonated with Anne-Marie Williot's accordion, for the enjoyment of many patients and their families.

"I've been playing at St. Boniface Hospital for about six years, once a week for four hours at a stretch," says the musician. "I am part of Artists in Healthcare Manitoba, a not for profit association. The organization is a proponent of music in different health care institutions."

Anne-Marie Williot visits different areas of the hospital every week, as well as the Everett Atrium. "When I arrive, I always ask the unit office if music is wanted or needed on that particular day. If there's been a death, for instance, it's not the best time for my accordion."

From time to time, Anne-Marie goes to a patient's bedside, "but only if the patient or the family asks. I don't want to impose myself. I always leave it up to the families to come to me."

Whether at a patient's bedside or in a unit's hallways, the musician is very much aware of the positive effect that music has on patients and their families, as well as the hospital's staff. "Sometimes I see people walking down the hallways in rhythm to my music.

"Others start to sing or dance, especially the nurses. Sometimes patients who seemed asleep start singing when I play! It's almost like it gives them renewed energy and snaps them out of a funk. It brings a little lightness, and joy, to their day.

"The accordion reminds many older patients of their youth. So I try to learn songs they already know, and they tell me they're happy to hear them again.

"Sometimes, they'll also start to cry. And that's a good thing. My music helps them bring out their feelings. Patients sometimes want to put up a brave front for their families. So they don't allow themselves to cry."

Music, then, is therapeutic for everyone at St. Boniface Hospital, whether it renews a zest for living or whether it helps to draw bottled up emotions out of people. It also helps soften difficult moments such as when loved ones are nearing the end of life. Anne-Marie Williot remembers two families in particular whose loved ones were dying, and with whom she developed close ties.

"At the request of their families, I played at the bedside of two ladies living out their last days. When one of them died, her family asked me to play at her funeral.

"In the case of the second woman, I especially remember her daughter. We developed a very real relationship. She told me many stories about her mother, and I'm happy to have given her a little bit of joy and solace during a painful time, all through my music."

Though the musician's performances have had to stop during the COVID-19 pandemic, Anne-Marie Williot hopes to stroll through the hospital's hallways with her accordion as soon as possible.

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MEETING UNMET NEEDS



ST. BONIFACE HOSPITAL TAKES FRENCH SERIOUSLY

Adapted from an article published
in the January 15 to 21, 2020 edition
of *La Liberté*

Martine Bouchard.



MEETING UNMET NEEDS

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Out of a desire to be “l’hôpital de chez nous,” St. Boniface Hospital participated in Accreditation Canada’s pilot project to ensure better access to health services in French in order to “reflect an environment that respects our heritage of being an inclusive and welcoming place for all.”

As Martine Bouchard, the hospital’s President and CEO, points out, “Accreditation Canada’s visit on October 31, 2019, sets us on a quality improvement journey to improve access to services in French.”

“In concrete terms, we will continue our efforts to promote the best possible care for patients and their families. The active offer of services in French is an integral part of providing better care.”

On a voluntary basis, leadership wishes to obtain an accreditation that certifies the organization’s capacity to provide health services in both official languages. To this end, the Hospital participated in an audit in the fall of 2019.

“Five areas were evaluated: active offer of service, clinical research, governance and leadership, workforce and quality assurance.”

“Accreditation Canada assessed our strengths and weaknesses in each area and made recommendations. They commended and congratulated the Hospital for ensuring an important representation of French-speaking directors on its Board of Directors. More than half of directors are bilingual. In general, it was recommended that we increase the participation of

patients in the active offer of French language services and monitoring the quality of care.”

Nicole Cazemayor, the hospital’s Coordinator of French Language Services, explains: “We will need to double our efforts to recruit and retain bilingual staff. Of our 4,500 staff, between 7 and 8% identify as bilingual (English/French). It isn’t realistic to expect that all staff be bilingual; however, it is vital for all staff to understand the importance of actively offering services in French. Accreditation Canada’s standard assist us in creating the conditions where our patients and families have enhanced access to quality health care in the language of their choice. Ultimately, patients will benefit from this standard.

“Our efforts will ensure improvements in the active offer of services in French. We maintain our promise of being engaged and of doing our part as declared when St. Boniface Hospital added its name to the Declaration of Ottawa in the name of a healthy francophonie in 2018. Let us carry on!”



BETTER SUPPORT FOR DRUG-ADDICTED PATIENTS

MEETING UNMET NEEDS

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Left to right: Dr Thang Nguyen, Sarah Gilchrist, Katarina Lee and Emily Hyde

In early 2020, four St. Boniface Hospital leaders were accepted into the Canadian Foundation for Healthcare Improvement's *EXTRA: Executive Training Program 2020-2021*, which began in August: Emily Hyde, Nurse Educator in Cardiac Sciences; Sarah Gilchrist, Director of Critical Care Services and Education; Katarina Lee, clinical ethicist; and Dr. Thang Nguyen, cardiologist.

Thanks to the EXTRA training program, this team at St. Boniface Hospital will be able to improve the support of patients suffering from addictions, an area that has become a priority in recent years.

Emily Hyde explains: "In 2017-2018, the number of patients with endocarditis, an infection of a heart valve often linked to addiction, increased by 126%! Many on our staff began to ask questions about the kind of care that could be given. There was a need for education.

"In the spring and fall of 2018, Katarina Lee held two training sessions on ethical issues surrounding patients living with drug addictions. It was important to educate our staff about what they could do for these patients, and what actions St. Boniface Hospital supported." Another session, this time for physicians, was held in the winter of 2019.

Emily Hyde points out that St. Boniface Hospital is the first hospital in Manitoba to support a risk reduction and addiction response approach.

"It's a very progressive approach. The philosophy of the hospital is that the ultimate goal is the total detoxification, however if patients are not ready, it is better to accompany them in their intake of substances, so that it is controlled and as safe as possible."

Staff can for example provide sterile syringes, sterile water, alcohol swabs, tourniquets or filters.

To address the increase in addiction, St. Boniface Hospital has also been able to create key community partnerships. Since the fall of 2019, “counsellors from the Addictions Foundation of Manitoba visit the hospital twice a week to offer counselling sessions for patients.”

St. Boniface Hospital also has access to a telephone counselling line on addiction issues, seven days a week and 12 hours a day. This service is provided by the Health Sciences Centre, which has an in-house care unit for people with addictions, with a full-time doctor specializing in addictions.

“Our first goal is to keep patients in St. Boniface Hospital long enough to be well cared for, not to reduce the number of drug dependent patients,” says Emily Hyde.

She notes that drug dependent patients are “four times more likely than others to leave the hospital against medical advice”. This is often on account of poor management by the medical profession of their pain and withdrawal symptoms or their desire to take drugs again, since it’s prohibited within the hospital.

The EXTRA program will therefore help educate staff on this issue. If the hospital were to retain its drug-addicted patients, the estimated annual savings would be \$90,000.

Emily Hyde concludes: “We also want addicts to be able to see St. Boniface Hospital as a safe place to come and ask for help when they need it, not when it’s too late. Often, because they are not ready to wean off drugs, they do not come to hospitals for help.”

The EXTRA: Executive Training Program provides a unique opportunity to meet mentors and health leaders online across Canada and to participate in Webinars of the highest quality.

EXTRA

PROGRAM

EXECUTIVE TRAINING PROGRAM

AT THE FOREFRONT OF RESEARCH



#1 RESEARCH

HOSPITAL IN

WESTERN CANADA

For the eighth year in a row, the St. Boniface Hospital is among Canada's leading research hospitals, taking the #1 spot in western Canada and ranking in the Top 5 nationally, according to data released by Research Infosource Inc., Canada's source of R&D intelligence.

"Most people may not realize that Winnipeg has a skilled and passionate team of scientific investigators here at St. Boniface, whose high standards continue to attract significant funding year after year," says Dr. Grant Pierce, Executive Director of Research for St. Boniface Hospital, "We are working every day to find new ways to approach some of the biggest health issues facing Canadians, so it's great to be recognized on this scale."

"It is such an honour to once again stand shoulder to shoulder with Canada's Top 40 Research Hospitals," says Martine Bouchard, President & CEO, St. Boniface Hospital. "This demonstrates our research centre's capacity to attract the best of the best so that our research and innovation contributes to advances that ultimately improve health outcomes. At the core of our new 3-year strategic plan is a strong commitment to sustain and integrate transformative research and teaching. These continue to be exciting times for St. B".

In affiliation with the University of Manitoba, the University of Winnipeg and Agriculture & Agri-Food Canada, St. Boniface Hospital Research has four dedicated research programs: The Institute of Cardiovascular Sciences, the Division of Neurodegenerative Disorders, the Canadian Centre for Agri-Food Research in Health and Medicine (CCARM), and the Asper Clinical Research Institute.

St. Boniface Hospital Research boasts 30 laboratories, 250 staff, serves as training ground for approximately 100 students each year and is home to the RBC Youth BIOLab Jeunesse —a space for students and teachers to explore and experience real biomedical science in a world-class research center.



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OF RESEARCH

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CANADA'S TOP
40
RESEARCH
HOSPITALS
2019 **RESEARCH**
Infosource Inc.

St. Boniface Hospital is the best research hospital
is Western Canada and one of the top five
research hospitals in Canada.

ST. BONIFACE HOSPITAL

YOUTH BIO-LAB RECEIVES

SURPRISE BONUS DONATION

AT THE FOREFRONT OF RESEARCH

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Everyone was smiling at the Albrechtsen Research Centre the morning of August 20, 2019, when guests and staff convened in the RBC Youth BIOlab to host a special cheque presentation from the Manitoba Metis Heritage Fund, (MMHF) which had raised \$75,000 at its annual spring Gala to donate to the educational outreach programming here at St. Boniface Hospital Research.

What no one saw coming was the surprise announcement from Manitoba Metis Federation President David Chartrand, who was so inspired by what he saw, delighted everyone with a spur-of-the-moment decision to make a matching donation of \$75,000 from the MMF, bringing the total gift to \$150,000 in just a few seconds!

"To think that one day, Métis students will access this incredible facility and accomplish great things in medical sciences, I knew I had to add to the very generous amount already given by my colleagues at MMHF," he explained.

"I cannot wait to see aspiring Metis doctors, researchers and other medical professionals come through the doors of the BIOlab, enter their field of choice and then take what they've learned back to our communities and people. Then I will know this was money very well spent," Chartrand added.

"This investment will help support our efforts to nurture Métis Youth in Manitoba to explore health and learning in ways that are meaningful to them, their experiences and their backgrounds. If science has taught me anything, there are always new things to learn, and it's best when we learn together," said Stephen Jones, Youth BIOlab Director.

Neil Duboff, St. Boniface Hospital Foundation Board Chair, emphasizes the impact of this generous gift, "We are grateful to be granted a gift that can purposefully and powerfully change the lives of children who love science and will now get to experience discovery first hand in the coveted RBC Youth BIOlab! Thank you MMHF."





AT THE FOREFRONT OF RESEARCH

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Manitoba Metis Federation president David Chartrand (left)
and the Youth BIOlab director at St. Boniface Hospital Research Center, Stephen Jones.

"It's wonderful to share this moment with our partners from the MMF and SBHF," added MMHF Chair Denise Thomas. "I know we all share the dream of seeing more young people enhance their education and pursuing medical sciences. It's exciting to know that Métis Youth will have access to a quality training facility such as the Youth BIOlab and move toward achieving those goals."

The Youth BIOlab at St. Boniface Hospital Research Center is a unique biomedical teaching lab in North America focused on community outreach to inspire youth towards a love for science and discovery. More than 70,000 students from every corner of the province have participated since the lab opened in 2013.



A WELCOMING HOSPITAL



TREATED

LIKE

FAMILY

St. Boniface Hospital makes it a point of honour to welcome students as warmly as possible. River Steele, a fourth-year nursing student at the University of Manitoba, experienced this hospitality firsthand when he completed two practicums at the hospital in 2019/20.

The first one, which lasted 10 weeks, took place in the cardiovascular, plastic and neurological surgery department. The second one, in the palliative care ward, was cut short by the COVID-19 pandemic after five weeks.

"I remember my first day," says Steele. "The Hospital's Clinical Education Facilitator met us at the entrance and took us to the locker room to get our things. Then we toured the building. I found St. Boniface Hospital beautiful. The facilitator also introduced us to other people we were going to be working with."

He recalls with equal fondness his early days in the cardiovascular, plastic and neurological surgery department, where he was to complete his practicum with five other students.

"After orientation, we went on a little scavenger hunt to find out where the fire extinguishers and code-blue carts were. It was a lot of fun, and most of all, instructive!"

Once the first few days were over, the student continued to feel as well supported as when he arrived due to a preceptor assigned by the hospital.

"I had my own patients, but my nurse-preceptor was always by my side to check on what I was doing. It was an ideal learning situation because I was responsible to care for patients and work with other care providers as needed."

"In fact, I want to thank all the hospital staff, because we could approach everyone with questions. Everyone was very kind and always willing to help us. We really felt like we were part of the family."

Steele also particularly appreciated the importance given to faith and meditation at St. Boniface Hospital. "We were encouraged to take a moment to centre ourselves, meditate or pray. There were also priests and rabbis available. It had a very positive, calming effect on me."



photo: Courtesy of River Steele

River Steele.

His experience during his first two practicums was such that Steele wants to return to St. Boniface Hospital for his final practicum.

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HOSPITAL

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ETHICS AT THE HEART OF OUR ACTIONS



ETHICS

EDUCATION:

A PRIORITY

In 2019-2020, St. Boniface Hospital offered many possibilities to further ethics education, whether for its staff, for the professional community or for the community at large.

Katarina Lee is a clinical ethicist for Réseau Compassion Network, and therefore St. Boniface Hospital, since 2018: "One of our greatest accomplishments this year has been launching several learning opportunities. From April 2019 to March 2020, a total of 56 presentations and training sessions were offered for nurses and medical students.

"As far as the presentations are concerned, we organized and participated in conferences, most notably one held by the Canadian Bioethics Society, where we spoke about ethics related to substance abuse in Manitoba."

Providing support for patients with addictions has furthermore been at the heart of St. Boniface Hospital's achievements, since four staff members were accepted into the Canadian Foundation for Healthcare Improvement's EXTRA program (see page 12).

Katarina Lee continues: "We also launched our *Ethics in Healthcare Film* series, a new initiative aimed at reaching the broader community. The series encourages courageous conversations following the viewing of a movie that raises certain ethical considerations. For instance, one of the films seen and discussed was Stephen Chbosky's *Wonder*."

Katarina Lee has also given 66 individual ethics consultations during the course of the year, mostly for hospital staff. These consultations help in the planning of health care for patients, during which many questions were raised, such as *Do I want to be resuscitated if I have a heart attack? Do I want to be artificially fed if my medical state requires it?*

"Ethics are vital in aiding staff, but also families, navigate complex medical questions that incorporate each person's values. With our initiatives aimed at the wider community, we hope that the hospital's Health Care Ethics Service will attain greater visibility with families."

If the hospital's Health Care Ethics Service was busy up to February 2020 offering conferences and training while reaching out to the public, its attention



Katarina Lee.

was afterwards turned intensively to the ethical questions raised by the COVID-19 pandemic:

What are the appropriate methods to consult patients during a pandemic? How do I ensure and respect confidentiality? What does an acceptable restriction of visits to a patient look like? Which surgeries can be delayed? Or still, How must resources be allocated?

"I've worked on establishing ethical guidelines related to COVID-19 for the entire province, and also on the national level for Catholic health care organizations who are members of the Catholic Health Alliance of Canada."

Katarina Lee notes that for the first time at St. Boniface Hospital, "the Clinical Ethicist was an active member of the COVID-19 pandemic planning team, and not just a consultant."

The planning team is established during every crisis, such as a pandemic, an epidemic or a flood.

FACTS

AND FIGURES

IN 2019/20

Total number of admissions:

28,886

Constant increase since 2015/16

+3% since 2018/19

Average length of stay:

5.9 days

-0.1 day from 2018/19

but **+1** day from 2016/17

Room occupancy rate:

91%

Highest occupancy rate since 2015/16

+1% since 2018/19

Number
of day
service visits:

208,380

+3%

from 2018/19

but **-2%**

from 2015/16

Number
of diagnostic
tests
performed:

260,386

Constant
increase since
2015/16

+7%

since 2018/19

Visits to rehabilitation services

(audiology, speech therapy, physiotherapy and occupational therapy):

72,594

+31% from 2018/19

but **-12%** from 2015/16

Number of mothers
who gave birth:

5,645

Relatively unchanged
since 2015/16

+2% from 2018/19

Cardiac examinations
performed:

8,876

Constant increase
since 2015/16

+1% from 2018/19

Social work consultations:

10,327

-1% since 2018/19

depuis 2015-2016

but **+26%** since 2015/16

Total number of surgeries performed:

14,686

+1% since 2018/19

but **-7%** from 2015/16

Number of heart surgeries:

1,076

+4% from 2018/19

but **-1%** from 2015/16

FACTS AND FIGURES

ST. BONIFACE HOSPITAL
2019-2020
ANNUAL REPORT

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ST. BONIFACE HOSPITAL

March 31, 2020, with comparative information for March 31, 2019 (in thousands of dollars)

CONDENSED CONSOLIDATED STATEMENT OF FINANCIAL POSITION

FINANCIAL ASSETS

	March 31 2020	March 31 2019
Cash and investments	\$ 21,544	\$ 10,634
Accounts receivable	7,852	20,307
Future employee benefits recoverable from Winnipeg Regional Health Authority	25,926	28,807
Investments	122	175
	55,444	59,923

LIABILITIES

Accounts payable and accrued liabilities	41,124	39,641
Future employee benefits payable	30,417	33,266
Unearned revenue	12,040	12,876
Long-term debt	75,968	80,218
	159,549	166,001
Net debt	(104,105)	(106,078)

NON-FINANCIAL ASSETS

Tangible capital assets	166,934	174,559
Inventories	9,091	8,684
Prepaid expenses	1,628	1,143
	177,653	184,386
Accumulated surplus	\$ 73,548	\$ 78,308

Year ended March 31, 2020 with comparative information for 2019 (in thousands of dollars)

CONDENSED CONSOLIDATED STATEMENT OF OPERATIONS

REVENUE

	2020	2019
Winnipeg Regional Health Authority	\$ 311,077	\$ 327,041
Patient services	8,815	6,310
Non-insured services	14,953	13,137
Government transfers related to capital	9,371	10,270
Other income	3,290	3,765
Total revenue	347,506	360,523

EXPENSES

Insured services programs	273,733	285,990
Indirect services	63,816	65,932
Non-insured services	14,717	12,393
Total expenses	352,266	364,315
Annual deficit	\$ (4,760)	\$ (3,792)

CONDENSED CONSOLIDATED STATEMENT OF CASH FLOWS

CASH PROVIDED BY (USED IN):

Operating activities	19,344	11,749
Capital activities	(4,237)	(3,443)
Investing activities	53	24
Financing activities	(4,250)	(4,575)
Increase (decrease) in cash	\$ 10,910	\$ 3,755

These condensed consolidated financial statements have been extracted from audited consolidated financial statements, which on June 8, 2020, KPMG LLP reported an unqualified audit opinion on.

The constant engagement of patients, leaders, physicians, staff, volunteers, donors, and our many partners ensures St. Boniface can take innovative steps and work in partnership with others to address compelling care needs.

We are blessed with the support of so many.

Please accept our thanks for assisting
the St. Boniface Hospital community flourish in everything we do.

THANK YOU

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for generously sharing their talents and gifts:

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Alice Sayant



Hôpital St-Boniface Hospital

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The St. Boniface Hospital campus is located on traditional territories of the Anishinaabe, Cree, Oji-Cree, Dakota, and Dene peoples, and on the homeland of the Métis Nation.

We respect the Treaties that were made on these territories and we acknowledge the harms and mistakes of the past.

Recognizing that we are all Treaty people, we dedicate our efforts towards a more loving and compassionate world as we all move forward in a spirit of reconciliation and collaboration.