

# Life *support*

*"Community support makes the difference between adequate and excellent healthcare."*

## Celebrating progress at The Ottawa Hospital

*"Research is essential to the future of our health care system. Innovative research must find its way from the bench in the Ottawa Health Research Institute to the bedside in The Ottawa Hospital. In this way, our patients will benefit from the latest medical treatments, and our young doctors in training will experience the most advanced educational opportunities available, which leads to better healthcare for patients in our community and thousands more across the country."*

**Dr. Jack Kitts**

According to a recent annual progress report tabled by Dr. Jack Kitts early in April, The Ottawa Hospital has been tremendously successful in achieving the goals it set for itself in February 2002.

Just over a year ago, the Hospital embarked on the most important first step in its new phase in our development: defining its vision, and renewing its mission and cultural values. With contributions from staff at all levels, volunteers and other stakeholders, a clearer vision of the Hospital emerged.

**The Ottawa Hospital will be nationally recognized as the academic health science centre of choice – for our patients and our staff.**

In order to achieve this vision, The Ottawa Hospital has outlined five guiding signposts:

- To aspire to set new standards in patient care, education and research.
- To inspire innovation, learning and growth in the hospital's most precious resources – its staff.
- To build financial strength.

- To create enabling environments for staff.
- To drive change through advocacy and partnerships in the broader health community.

Dr. Kitts' report details the tremendous progress made by the Hospital in a short time and demonstrates how The Ottawa Hospital is achieving its goal to deliver the highest quality standard of patient care. But perhaps one of the most obvious signs of success is the effect that our progress is having on patients. The following letter was recently received from a patient at The Ottawa Hospital.

*Dear Dr. Kitts,*

*It is a week now since my surgery to correct the damage from my ectopic pregnancy, and in this period of recuperation I have had the opportunity to reflect on my experiences in your care and the care of your team. The events of the last few weeks have been difficult, and as you well know, it will take some time to fully integrate what has happened. I want to acknowledge the outstanding care and support I received in the last few*



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*weeks, and the part that so many members of the staff played in helping me navigate a very frightening, and upsetting experience.*

*It has been evident in all my interactions with you and your colleagues that there is a very real commitment to both the science and human side of medicine. It is clear that you and your colleagues have built strong relationships with the nurses, and there is a mutual respect and professional approach to patients.*

*I know that our journey to have a second child is not over. It is however, an important part of the journey for me to pause and recognize all of you for being so helpful and supportive along the way.*

*Signed,*

*Kate*

## Shopping for better care!

In the past year, with the help of the community, we have purchased much needed new equipment, to replace old outdated equipment. These purchases included:

- 2 new CT scanners
- 36 new anaesthesia machines
- 15 new anaesthesia monitors
- 200 electrical beds
- 10 critical care beds
- One million dollars for new surgical instruments
- A state of the art Holmium Laser for Kidney Stone removal

# The Ottawa Health Research Institute Report

## Great Hospitals do great research.

And this statement is an integral part of the vision for The Ottawa Hospital to become the Hospital “of choice” for patients, for physicians, nurses and support staff, and for researchers. As the research arm of The Ottawa Hospital, the OHRI strives to be the Institute “of choice” for scientists, clinical researchers, students and research fellows. This shared vision will make The Ottawa Hospital one of the truly great hospitals in the country, a place where the citizens of Ottawa receive the best in innovative healthcare.

The OHRI is home to many internationally recognized scientists, and to a growing number of young scientists who are just beginning to make their mark. Our research programs strive for that delicate balance between being “all things to all people” and being broad enough to ensure that we have expertise in most of the major diseases that afflict a maturing population.

Here’s a brief look at on-going research at the OHRI:

- Currently, terminally ill cancer patients are being enrolled in an experimental treatment that uses a virus to kill cancer cells. If this exciting new approach to treatment works, it will be a major breakthrough for cancer patients world wide, and Ottawa patients will have been among the first to benefit.
- Recently, OHRI researchers achieved a breakthrough discovery by identifying

a protein in wheat that appears to damage insulin-producing cells in the pancreas. This important discovery could lead to new ways to prevent children from becoming diabetic, by managing their diets or developing wheat that lacks the diabetes-inducing proteins.

- In the emergency room, an ER physician examines a patient with a head injury. She checks the patient carefully following a detailed protocol, then consults a “decision aid” developed at the OHRI, that tells her a CT scan of the head is not required. Precious machine time is not wasted and thousands of dollars are saved.

OHRI scientists can envisage a day when a detailed knowledge of complex diseases such as schizophrenia, Alzheimer’s disease, and stroke will lead to new drugs to treat these devastating disorders. Genetic analysis will tell us who responds the best to which drug, and with the fewest side effects. Treatment will be geared much more to the individual, rather than to the population.

All of these innovations rely on research, and those who live in the vicinity of an Academic Health Science Centre such as The Ottawa Hospital will be the first to benefit from the research and the most likely to recover from life-threatening illnesses.

Innovative care. This is what the people of Ottawa want and deserve. And it’s part of the future at the OHRI.

# Marion Balla: Committed to making the vision and the dream a reality

*Marion Balla is personally committed to ensuring a healthier future for our community.*



“Health is our most important resource. So it’s important for me to put time into the hospital community, to do what I can to help retain, sustain and enhance healthcare.

Both in terms of active care and research. It’s my way of ensuring our children and grandchildren, our community will have access to the best possible healthcare.”

Marion was invited to join the Foundation Board of the Ottawa Civic Hospital in 1997. Currently she is a member of The Ottawa Hospital Board Directors and Chair of the Corporate Development Committee, which includes overseeing major special events such as the annual lottery, the Gala, the fundraising portion of the National Capital Marathon, and the golf tournament, as well as community events.

Marion’s connection with The Ottawa Hospital, particularly the Civic campus, runs deep. “My first full time job as a social worker was at the Hospital, I met my husband there and my children were born there. Thirty-four years later, my daughter

is joining the Social Work Department having completed her Social Work degree. This truly is our Hospital.”

As a mental health professional and President of Adlerian Counselling and Consulting Group Inc, Marion stresses the importance of community-wide access to healthcare on all levels: physical, emotional and mental. Her participation in the Hospital’s future goes beyond her personal time and energy; she has set up a Balla Family Legacy Fund to support mental health services particularly for youth.

“The future of The Ottawa Hospital, the desire to be the best, to provide the highest level of care, this is a valuable vision. And I feel responsible for helping to realize this dream, to give back, to help make our hospital and our community the best it can be.”

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## Gift Planning: A win-win situation

Robert Strachan, an investment advisor with Nesbitt Burns and a volunteer on the Planned Giving Advisory Committee at The Ottawa Hospital Foundation, believes we all need to give more back to the community. That’s why he devotes time to making sure his clients know the mutual benefits that can be achieved through planned giving.

“It’s important to educate people about the incredible impact they can have by including The Ottawa Hospital Foundation in their will or by donating a life insurance policy that they might not even need anymore,” he says.

“There is a general awareness among the public, especially among individuals who have significant capital or estates that planned gifts result in both meaningful support for the hospital and significant tax savings. These types of gifts can be tailored to individual needs and can help substantially reduce capital gains taxes.”

Strachan specializes in estate planning and notes that today, many people are more aware of their own financial affairs and conscious of the need to plan ahead. He also notes that all forms of planned giving are easy ways to contribute to non-profit charitable organizations such as The Ottawa Hospital Foundation.

“I think that, as Canadians, we are developing a greater sense of responsibility and a deeper understanding of the needs of others – and that’s a very positive trend. Bequests, gifts of life insurance, stock or mutual funds are some of the easiest and most beneficial ways to have tangible impact on the health of our community.”

He attributes his own involvement in The Ottawa Hospital fundraising to his commitment to his local community and his recognition of the critical role that the hospital plays in the well-being of our community.

“As you get on in life, you come to realize how vital hospitals are. The Ottawa Hospital is essential to our community, both in terms of care and the research component at the Ottawa Health Research Institute. We need to fund and grow that research. And we all need to roll up our sleeves and do more.”

If you have questions about planned giving or would like information about a particular area of the hospital that you would like to support, please contact Jack Silverstein, CAGP, Director of Gift Planning, at (613) 761-4295 or at [jsilverstein@ottawahospital.on.ca](mailto:jsilverstein@ottawahospital.on.ca).

This newsletter is produced exclusively for friends and supporters of The Ottawa Hospital Foundation. If you have any comments or suggestions about Life Support that you would like to share with us, please contact us at:

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# A new “Partner in Care” speaks out

It only took a second on October 9th, 1986 to change Neil Lee’s life. The humble, hard-working father of seven was framing a greenhouse at a Manotick home when the accident happened. Working near the roof, he gently nudged a plank aside with his foot, concerned that someone could trip over it. When he stepped back, his foot rested on air and he fell – hard.

The accident brought him into the caring hands of the nurses and doctors at The Ottawa Hospital. In his words, “that’s when my affiliation with the Hospital became front and centre in my life.”

“I broke my back and needed a major operation: a back plate installed, bone grafts...and then began ten months of intense physiotherapy. I was able to walk out of the hospital and today, I’m ever thankful.”

“I’ve had the occasion to make use of the Hospital’s services again in recent years, and I have nothing but good to say.”

And now, Mr. Lee is in a financial position to give back. The children are all grown and he’s a happy grandfather of 35. “I’m investing in the Hospital – putting my money to good use. Monthly giving makes sense.”

Monthly giving is a convenient and affordable way to support high-quality patient care and innovative research. As a Partner in Care, your gift is automatically withdrawn from your bank account or charged to your credit card each month. You’ll receive fewer mailings, which reduces the Foundation’s administrative costs and puts more of your money to work.

It’s a win-win situation that Mr. Lee feels good about.

And just before heading back out to do more yard work, Neil Lee paused, “When you get a wake-up call, you have to listen. Now, I have a regimen of rest and activity. The accident caused extensive nerve damage to my lower body. If I don’t get enough exercise, my legs get weak...I kind of plunk along...And I’m thankful for every step.”

And The Ottawa Hospital is thankful for caring individuals like Mr. Lee!

If you would like to become a monthly donor through our Partner in Care program, please contact the Foundation today at (613) 761-4295.



*Neil Lee and his wife Louise just celebrated 48 years of marriage.*



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