Community Report ~ Making A Real Impact!

We are all part of the Patient Experience
2013/2014 Chair's Message

Thank you for helping to make 2013/14 a successful year for our Foundation, our Hospital and community; a year when the seeds we had lovingly planted and tended grew into a rich harvest in that never ending cycle of renewal, growth, cultivation and harvest.

I’m proud to say that our Foundation, with the support of donors throughout our community and region, successfully completed our $3.8 million MRI Campaign in a fraction of the time that it generally takes an organization of our size to accomplish.

In a very real sense this was a time of harvest; a time when our Foundation and Hospital – and of course the patients who are always foremost in our thoughts – could see and experience the results of good planning, hard work and the generous support of donors.

Most people I meet have already felt the impact of the MRI…whether they have a friend or family member who has experienced this life saving/life enhancing technology, whether it’s having access to a scan in days instead of months, or whether it’s simply avoiding the long trip to London or Owen Sound, often through all kinds of weather and inconvenient hours.

The magnetic properties of the MRI have also impacted recruitment and retention, attracting physicians and other caregivers to our community and region where they have access to some of the finest diagnostic tools available anywhere. Attracting and retaining these talented individuals is critical to building a strong and flexible healthcare system for the future.

And what a bright future it is. As a retired Registered nurse, a long time volunteer of Stratford General, and Chair of the Foundation Board for the last two years, I feel I have the needed perspective to say that.

Through the years I’ve witnessed our hospital grow and change, innovate and adapt. While adding the best of what’s new, I feel there’s also a commitment to retain what’s worth keeping, ensuring we’re able to keep the promise of quality, compassionate, exceptional care to every person who comes through our doors.

The other thing I’ve seen “grow” in the last few years is the commitment at all levels of our Hospital and Foundation to cultivating a philanthropic environment – one that permeates our organization. Being recognized by the Association for Philanthropy Canada as winner of its Culture of Philanthropy Award last June was only eclipsed by donor, hospital staff and physician engagement in our 30th Anniversary celebrations.

Yet all this tremendous growth and change has only been possible through the generosity of our donors. You are the ones who plant the seeds that enabled us to build our much improved hospital – new, clean and bright, and filled with some $11 million worth of state-of-the-art equipment. It is you whose support grew and blossomed into MRI technology right here in our community.

Whether you’re a long term donor – as many are – who has stayed with us and seen our hospital grow with your support, or whether you’re a new donor, experiencing for the first time what a tremendous impact your generosity can make, let me say how much we value you. We can never say “Thank You” enough.

May I also ask you to continue your faith and confidence in us through your generous support? While our Hospital and Foundation have grown to new heights with your generosity, the best is yet to come. Already on the horizon is a list of millions of dollars worth of critical new equipment that will allow us to stay at the forefront of care in the years to come.

Very soon for our Foundation, it will be time to roll up our sleeves and start planting for the future. Like farming, fundraising is cyclical in nature, rewarding and challenging. Yet one of the things that makes the process easier is having a cause you believe in – like strengthening our healthcare system to meet our future needs; a second is having the right people in place to make that happen.

In addition to our donors, we also owe a debt of gratitude to our Foundation Board members. It would be hard to find a more dedicated or knowledgeable group of volunteers in any organization. Your wisdom and experience has made my job as Board Chair doable.

I’m also very thankful and proud of our Foundation employees, Susan Grabarczyk, Melissa Steinbach and Michelle Jeffrey who recently retired – and most of all Andrea Page, our Executive Director, whose knowledge, leadership and enthusiasm are an inspiration to us all. We couldn’t have done it without you.

Mary McTavish, Board Chair

2013/2014 EQUIPMENT PURCHASES

The Stratford General Hospital Foundation disbursed $1,561,295.68. The items sponsored through our donors’ generosity include:

- Pharmacy Grade Fridge & Freezer
- 3 Wound Surface Mattresses
- Waiting Room TV
- 2 iPads for Patient Training
- 3 Pulse Oximeters
- recreational Supplies for Mental Health
- High End Sleeper Chair
- MRI – $425,460 towards MRI
- Building Redevelopment construction – $390,253
- Nuclear Medicine Equipment – $659,974
- Hospital Staff Education

Please visit our website www.sghfoundation.org for a complete list.
One year anniversary of the MRI Donor Wall unveiling is June 5th! Our donors truly make a difference with a total of 4,200 scans yearly impacting the lives of patients and their families. **Donor Recognition Unveiled** – The Making a Real Impact $3.8 million MRI Campaign has exceeded goal. That’s an incredible feat and a true testament to the generosity of our donors. Whether it’s a gift towards our MRI or a donation towards our hospital’s growing list of vital equipment and state-of-the-art technology, it’s donor generosity that’s responsible for helping us build a better hospital and a healthier future for us all. Some 6,800 donors stepped forward to support the MRI in Stratford – nearly half of them first time donors to our Foundation. On June 5, 2013 over 200 donors took part in the MRI donor wall unveiling ceremony. Made of glass blocks representing different donor levels, it’s an original design with elements that connect it to the HPHA tree logo, and to our wall in the June Blanch lobby. An MRI donor name panel was also added to our main donor wall.

Donors continued to respond generously to our mail appeals, with some $239,989.37 given through our Seasonal appeal and $94,388 in our Spring 2013 MRI appeal.

Over the last few years the Foundation has disbursed over $17 million to the redevelopment project, including $2.4 million for PACS and this fiscal year’s $1,050,227 towards Nuclear Medicine equipment, and towards construction. To date over $3 million has been disbursed towards the cost of the $3.8 million MRI project.

It has been a year of recognition… Stratford General Hospital Foundation executive director Andrea Page receives the Culture of Philanthropy Award from Association for Healthcare Philanthropy Canada’s Showcase Award Chair, Rhonda Cunningham. Ms Cunningham, says when the association judged the foundation’s entry it was very clear to the panel that the organization was firing on all cylinders. “The entry was full of evidence that all stakeholders, both within the organization and outside, understand they have a role to play in creating a successful philanthropy program, and indeed, they have embraced the hospital in their charitable plans. “The end result is that the residents of Stratford and surrounding area have access to excellent medical equipment and facilities.”

The Volunteers of Stratford General Hospital recreate their original Heart & Soul pledge photo with a “Paid in Full” photo shoot as part of the Million Dollar Party celebrating their million dollar milestone. Their support over the 10 years purchased essential medical equipment and the $500,000 digital mammography machine. An additional pledge of $100,000 to name the MRI Control Room has an impact! With 231 active volunteers, and another 22 “honorary members”, the hours volunteers donate each year are staggering – some 14,400 at Stratford General alone at 21 different locations throughout the hospital.

The Royal LePage Hiller Realty golf tournament raised over $21,000. Whether it’s long standing events like the Perth County Flying Club Fly-in Breakfast or newer events like Positive Spin raising $10,700 in its 7th year – community support has a great impact.

SGH Foundation’s It’s Cool to Give Penguin ad campaign wins a 3rd place standing in the 2013 Healthcare Public Relations Association’s Hygeia Awards for communications excellence.

Foundation’s 30th Anniversary. Over 180 staff and Foundation friends celebrate 30 Years of Giving with cake and punch. Celebrating 194,164 gifts, 42,710 donors and a 30 year total raised in all funds cash & pledges of $51,284,896.19! The impact on healthcare and the lives of so many – PRICELESS! We can never say thank you enough to our donors.

Special events have a tremendous impact!
**Gift of Generations**

His great grandfather, William, was one of the early Board Chairs of Stratford General Hospital. His father, Jeff, always stressed the need to “put back a little extra” and co-chaired the fundraising for the East Building Campaign. Even his brother, Jim, served as Hospital Board Chair in the mid 1980s.

With such strong family connections to the Hospital, it may have seemed inevitable for Bill Preston to co-chair the Heart & Soul Campaign. But what wasn’t inevitable was success in the $20 million Hospital Redevelopment Campaign — a goal that was more than double what a feasibility study said could be raised in Stratford.

“When my dad passed away it occurred to me that maybe it was my turn to step up and do what I could,” explains Bill who came on the Board in 1996, many years before the start of the Heart & Soul Campaign.

He sees some strong parallels between raising money for healthcare and individual financial planning carried out by many of his clients at W&K Financial. In both instances it’s not strictly about money, but more about the benefits and advantages those dollars can bring.

“That’s really the whole goal of raising a dollar — not to have money in the bank, but to have the equipment, facilities and staff to look after the community,” he explains. “And we all need the hospital at some point in our lives.”

Three years after the successful conclusion of the Heart & Soul Campaign, Bill is still in awe of the generous individuals, groups and clubs, and support from all levels of government that made the campaign a success. He credits Andrea Page, SGH Foundation Executive Director for creating a roadmap to success, and his co-chair Tom Orr who had very different, but complimentary skill sets to his own.

“We had a great team in place and support from many sectors of our community — right down to the hospital volunteers, staff and physicians,” he says. “But it’s not just about the shiny new facilities and equipment — it’s really about the care you get when you walk through the front doors. From that standpoint, we’re in good shape.”

---

**Next Generation of Hillers steps up to the tee**

The Hiller family has long been involved with Stratford General Hospital Foundation through its Board — but also through its longest running and highly successful special event, the Royal LePage Hiller Realty golf tournament.

“My mom Dianne was on the Board in the late 1990s and served as Board Chair for three years. I also had a grandmother who had her own nursing home in Stratford, and my wife Allison is a registered nurse who has worked at both St. Marys and Stratford Hospitals with the CCAC (Community Care Access Centre),” says Brent Hiller, the newest addition to the Stratford General Hospital Foundation Board and the “next generation” of Hillers to step up to the tee.

“I think all those factors — plus my high regard for both the Hospital and the Foundation — led me to getting involved,” explains Brent. “It’s amazing that we have a facility like our hospital in a city the size of Stratford, and the Foundation’s efforts — coupled with a very supportive community have helped make that happen.”

Brent says there’s still lots to learn about the Foundation, the Hospital and healthcare, but he wants to spread the word through business and personal contacts to make sure people appreciate that what we have in Stratford is something special — and that their generosity can have an impact.

“Accountability and transparency are big things. When people support the Foundation, they know the money is going to the right places for the right reasons and with minimal expense,” explains Brent.

It’s one of the reasons the Royal LePage Hiller Realty Golf tournament has become a mainstay of support, raising more than $250,000 to date. “This is our 15th year and we never seem to have any trouble getting foursomes to play or support from sponsors,” says Brent. “We have an excellent committee and we know the cause is good.”
Colleen Misener more than talk

If you’re ever sitting on the wooden bench outside the Stratford General Hospital Foundation office at the Avon Crest building, take a moment to read the plaque. The bench is there to honor Colleen Misener, one of only two people to ever be recognized for their service to the Foundation as an “honorary lifetime member.”

“I was thrilled with that honor, but there were others who’ve done just as much as me. Maybe I mouthed off more,” she laughs.

But Colleen has always done much more than talk. She was a Hospital Board member for years and Board Chair for two years in the early 90s. She was also a driving force behind the creation of the Hospital Foundation in 1983, and has been involved in some capacity with every major fundraising effort since — including co-chairing the original CT Scanner Campaign.

While not as mobile as she once was, Colleen is still interested and actively involved. She helped with strategy in the recent $3.8 million MRI Campaign, and helped raise some $65,000 from friends and neighbors for the $20 million Heart & Soul Campaign.

“Whether it’s being born or dying — or something in between — it’s so important to have proper healthcare for all of us,” says Colleen. “It’s also essential for the whole municipality, because that’s one thing industry looks at when they’re thinking of relocating. Also, if we’re going to attract physicians and get the high quality care we want, we have to have the best equipment and latest technology.”

Success through the years has resulted from several factors: a generous, neighborly community; a Foundation Board that created the right atmosphere; and a skilled and determined Foundation Staff.

“When we first started out, I thought, oh my gosh, what a mountain we have to climb,” says Colleen. “But we’ve reached the summit so often that I no longer get discouraged when people say we need $5 million for this project or that.”

Orrs help steer the Hospital Foundation to Success

Stratford would not be the community it is today without the Orr family “answering the call.”

It seems one member of the family or another has always been involved in the community’s most important projects: from R. Thomas Orr’s fight to establish Stratford’s park system…to Tom Orr’s involvement with the Festival Theatre, Library Foundation and co-chairmanship of the Hospital Foundation’s Heart & Soul Redevelopment Campaign…to Jeff and Rick Orr and their involvement with various community groups and causes.

“I was actually looking for somewhere I could have an impact where the family hadn’t yet been — and the hospital seemed a natural fit,” explains Rick of his decision to join the Hospital board more than 10 years ago. “I’ve served as a board member and as a member of the LAC (Local Advisory Committee) and eventually got just as involved with the Foundation as I was with the Hospital.”

“If there’s one thing that touches everyone in the community at some point, it’s healthcare,” says Rick. “It’s changing rapidly and we need to keep up with the current technology in order to recruit the physicians we need. And without a strong hospital and the healthcare it provides it becomes very difficult to attract industry to Stratford.”

Rick gives top marks to the leadership and staff of the Hospital and the Foundation — and to his father Tom who stepped forward to co-chair the $20 Heart & Soul Campaign at a time when there were other competing fundraising campaigns in town, and feasibility studies had said the $20 million goal was unreachable.

“But I’ve also spent a lot of time traveling across the province and the country and I think Stratford is unique — from its civic pride to the spirit of generosity we’ve been able to tap into for campaigns like Heart & Soul and MRI,” says Rick. “The Foundation has a way of connecting with our community and inspiring them to give…and every gift is important, and deserving of our thanks.”

Will the Hospital and Foundation continue to be important in the future? Undoubtedly, says Rick, given future demographic challenges. But roles may change as patient care becomes less hospital centred. “It’s unlikely to just be about funding the hospital in the future…but following the patient beyond the hospital walls to ensure their needs are met.”
Making A Real Impact . . . A Salute

Each donation is precious, and every donor is priceless...individuals, groups,

Car Club Firing on All Cylinders!
The Association of Car Enthusiasts in Stratford and Area (ACES) is running like a well oiled machine. At the Second Annual ACES Car Show the ACES raised more than $2000 towards the MRI with help from spectator donations, generous sponsors, and a 50-50 draw.

L-R: John Otten, Jeff Jacobs, Dr. Lynda Harker, Chief of Radiology and Nelson Couto.

Royal Canadian Legion Branch # 8, Stratford – Poppy Fund
A special thanks to the Royal Canadian Legion Branch # 8 members who donated $5,000 towards the purchase of two specialized bariatric wheelchairs and one mattress therapy pressure relief system.

L-R: Andrea Page, ED SGH Foundation; Leroy Workman Poppy Committee; Cliff Morgan, Poppy Committee; Andrew Williams, HPHA CEO.

A salute to Bill Schlotzhauer - Ontario Home Health Stratford!
A salute to Bill Schlotzhauer, Ontario Home Health Stratford, who made a special delivery of rehab seating and mobility products which will benefit our patients in the OT/PT unit of Stratford General Hospital. Members of the hospital team and the Foundation where on hand to personally thank Bill for this tremendous donation of a specialized wheelchair, walkers and rehab seating valued at over $5,000.

L- R: Bill Schlotzhauer, Ontario Home Health; Nabiha Sharif, Occupational Therapist; Stacy Farquhar, Rehab Assistant, Mary Helen Dale; Manager Complex Continuing Care & Rehabilitation; Avril Pearson, Physiotherapist; Courtney Robblee, Rehab Assistant; Penny Cardno - Program Director Complex Continuing Care, Mental Health & Rehabilitation; Andrew Williams, CEO, HPHA.

Strickland’s donates $5,000 from car sales to support ‘safe place’ initiative.
The grant was presented at the Stratford Perth Community Foundation Grant Awards Ceremony on January 18, 2014. “At Strickland’s we are committed to giving back to the communities in which we operate. Beginning in November we donated $15 per vehicle to our charity fund, and in December we donated $25 per vehicle” shared John Strickland. “In business, and as a family, we support many local causes – with this donation we wanted to support an initiative to help children facing health challenges and their families. Supporting the paediatric unit at the Stratford General Hospital serves exactly this purpose.”

“Assisting local business with flow through charitable gifts like this special gift from our caring business partner Strickland’s is one of the facilitating roles your Community Foundation is privileged to carry out”, shared Heidi Spannbauer, ED, Stratford Perth Community Foundation.
to Our Community’s Generosity!

and businesses building a brighter future for healthcare throughout our region.

A Lasting Legacy

Paul and Susan Cameron, their 2 sons Scott and Colin, and the late Bob Cameron’s sister Marion travelled some distance to Stratford for a special moment to remember Bob Cameron’s impact on Stratford General Hospital and the healthcare of the community. The Cameron family dedicated and named a Day Surgery Bay in the New North Wing in memory of Robert J. and Claire W. Cameron.

A Selfie to reduce Stigma.

A salute to Nick Zuberovic of Stratford who is helping raise awareness about mental health and funds for Stratford General Hospital’s Mental Health Unit through his participation in Clara’s Big Ride! Nick rode along side Clara Hughes for 2 KM’s of the London portion of her big ride across Canada on Thursday March 20th and is fundraising until July 1st when Clara’s Big Ride wraps up in Ottawa! Clara’s Big Ride encourages all Canadians to be part of the conversation about mental health and help end the stigma around mental illness. Join Nick to help raise mental health awareness, reduce the stigma attached to mental illness, and to help raise funds for the Stratford General Hospital Mental Health Unit through the giving group “Mental Health Awareness / SGH Foundation”. Connect and donate through this link – chim.pn/1kRPZRG

SGH Staff Care.

Special thanks to the SGH Staff Association for supporting Stratford General Hospital Foundation yearly! The SGH Staff Association has supported both the Heart & Soul and MRI Campaigns. This year their donation helped purchase pulse oximeters for the Medical Unit and leisure/recreation therapy items for the Mental Health Unit.


Volunteer HELPP Lottery Proceeds at work!

The Volunteers of Stratford General Hospital are given a demonstration on one of three Mattress Therapy Surfaces, recently purchased with support of their H.E.L.P.P. Lottery. One Mattress Therapy Surface benefits the Critical Care Unit at SGH. Two Mattress Therapy Surfaces are for the patients receiving care in the Medical/Palliative Unit at Stratford General Hospital. The specialized therapy systems help prevent bedsores.

While receiving top marks from Stratford General Hospital’s patients, mealtimes at many hospitals aren’t universally viewed with enthusiasm, despite ongoing efforts to provide patients with nutritious meals that promote well-being and healing.

But for some patients – especially the aged and chronically ill – it’s not the quality of food that’s an issue; but rather the inability to feed themselves. In fact, according to a study by Dr. Khursheed Jeejeebhoy, a Toronto-based physician and member of the Canadian Malnutrition Task Force, a significant number of patients in Canadian hospitals do not eat enough to meet nutritional needs.

One-third of the patients in the hospitals studied consumed less than 50 per cent of their meal, expressing difficulty reaching their meal, cutting foods, and opening packages.

“While we weren’t part of the study, a group of HPHA staff wanted to ensure our patients were being cared for if there were any experiencing difficulties at meal times,” says Cheryl Hunt, Corporate Lead Volunteer Services.

The Volunteers at Stratford General Hospital have stepped forward with a training program designed by the Hospital’s Speech Language Pathologist, Mary Bender, and funded by the Stratford General Hospital Foundation – volunteers are now being formally trained in how to safely and effectively help patients who are unable to assist themselves at meal times.

Called the MAP (Mealtime Assistance Program), the approach is expected to have real benefits for patients and volunteers, according to Cheryl. “We expect to see an increase in the amount of food eaten by these patients resulting in improved nutrition,” explains Cheryl. “That can have an impact on wound healing, hydration, reducing the risk of aspiration, and in some cases reducing the need for certain medications and oral supplements.”

But the impact of the personal touch can’t be overlooked says Cheryl. With a long history of helping patients in our hospital, volunteers are able to relate to patients in a warm, friendly, and unhurried way while increasing patient and family meal satisfaction – ensuring meals are eaten while they’re still hot.

“It’s been positively received by most of our volunteers – especially those who like the hands-on, personal contact with patients,” says Cheryl. “We expect our patients who need a little extra help at meal times will be delighted with the increased level of personal attention.”

Nurses are also reacting positively. The MAP program is in line with the patient centred approach to nursing and will allow more time for nursing staff to deal with critical issues.

“It’s looking as though the MAP program will be a win/win/win initiative – better for our nurses, our volunteers, and most importantly our patients,” explains Ms. Hunt.

In any business there’s no stronger indication that you’re doing things right than a repeat customer. That goes double – or triple in fact – for Embro area schoolteacher Shannon Green and husband Dave, a dairy farmer, who recently welcomed their third daughter, Ryerson, into this world at Stratford General’s Maternal Child Unit.

“Every experience we’ve had there has been pleasant. It’s always been excellent care. Obviously everyone knows their stuff when it comes to medicine, but when you’re ready to give birth you’re in pain and feel very vulnerable,” explains Shannon. “You really want people caring for you who can create a sense of comfort and security.”

While the delivery of Ryerson went according to plan, it wasn’t without stress. Her daughter, now a healthy 6-month-old, experienced some breathing difficulties following birth and was attached to a CPAP (continuous positive airway pressure) machine in the special care nursery until things stabilized. “It was a bit of a tough time,” recalls Shannon. “While she was likely never in serious danger, just seeing her inside that little bubble with a breathing machine was pretty stressful.”

While Shannon’s praise for physicians and nurses is enthusiastic, she also admires the birthing unit itself which was constructed in 1998 and expanded several years ago to meet demand. “My room was absolutely stunning and there was lots of space for my husband to stay over in the room with us. I really needed a hand with the baby and it was very comforting for him to be able to stay the night,” says Shannon.

Shannon’s positive experiences at SGH prompted a donation and a letter to the Foundation to tell us her story. “My husband and I are strong believers in giving recognition where it’s due, and in ‘paying it forward’,” she says. “It wasn’t a large amount, but if it helps the hospital provide another mother – or a sick person – with the kind of positive experience that I had, then it’s worthwhile.”

A Patient’s Story . . . Shannon Green

MAP Tastes Success

While receiving top marks from Stratford General Hospital’s patients, mealtimes at many hospitals aren’t universally viewed with enthusiasm, despite ongoing efforts to provide patients with nutritious meals that promote well-being and healing.

But for some patients – especially the aged and chronically ill – it’s not the quality of food that’s an issue; but rather the inability to feed themselves. In fact, according to a study by Dr. Khursheed Jeejeebhoy, a Toronto-based physician and member of the Canadian Malnutrition Task Force, a significant number of patients in Canadian hospitals do not eat enough to meet nutritional needs.

One-third of the patients in the hospitals studied consumed less than 50 per cent of their meal, expressing difficulty reaching their meal, cutting foods, and opening packages.

“While we weren’t part of the study, a group of HPHA staff wanted to ensure our patients were being cared for if there were any experiencing difficulties at meal times,” says Cheryl Hunt, Corporate Lead Volunteer Services.

The Volunteers at Stratford General Hospital have stepped forward with a training program designed by the Hospital’s Speech Language Pathologist, Mary Bender, and funded by the Stratford General Hospital Foundation – volunteers are now being formally trained in how to safely and effectively help patients who are unable to assist themselves at meal times.

Called the MAP (Mealtime Assistance Program), the approach is expected to have real benefits for patients and volunteers, according to Cheryl. “We expect to see an increase in the amount of food eaten by these patients resulting in improved nutrition,” explains Cheryl. “That can have an impact on wound healing, hydration, reducing the risk of aspiration, and in some cases reducing the need for certain medications and oral supplements.”

But the impact of the personal touch can’t be overlooked says Cheryl. With a long history of helping patients in our hospital, volunteers are able to relate to patients in a warm, friendly, and unhurried way while increasing patient and family meal satisfaction – ensuring meals are eaten while they’re still hot.

“It’s been positively received by most of our volunteers – especially those who like the hands-on, personal contact with patients,” says Cheryl. “We expect our patients who need a little extra help at meal times will be delighted with the increased level of personal attention.”

Nurses are also reacting positively. The MAP program is in line with the patient centred approach to nursing and will allow more time for nursing staff to deal with critical issues.

“It’s looking as though the MAP program will be a win/win/win initiative – better for our nurses, our volunteers, and most importantly our patients,” explains Ms. Hunt.
DONATIONS IN HONOUR OF AND IN MEMORY OF...

The Stratford General Hospital Foundation is grateful to the family members and friends who have made Honour and Memorial donations from October 1, 2013 to April 30, 2014.

IN HONOUR OF...
- Barry & Ruth Finch
- Cathy Bachner
- Diana McDonald
- Dr. Eric Thomas
- Kevin Sweezy
- Eric Eberhardt
- Velma Elliott
- Wilfred Epp
- Doris Everson
- Betty Farr
- Alvin and Oleva Faulhafer
- Elmer Fleischhauer
- Audrey Forbes
- David Ford
- Susan Foster
- Dorothy Fraser
- Mary Gaffney
- Lois Gamble
- Emilie Garner Graff
- Willard Gerber
- Harold F. Gilbert
- Betsy Gilmore
- Al Glosnek
- Allen Goforth
- Margaret E. Goldner
- Les Gorniak
- Shirley Gottschalk
- Bill Gould
- Nicholas Groenenstege
- Mabel Groulx
- Jakob Hamm
- Lieslottie Hamm
- Ken Harner
- Barb Hartwick
- Isabel Hastings
- Frieda Hayter
- Ervin Heimpel
- Irvin Heimpel
- John Heimpel
- Eileen Helmut
- Mindruta Hetcou
- Helen Hill
- June Hill
- Arthur Hinz
- Marjory Hunt
- Sheila Huntley
- Don Huras
- Marjorie Irvine
- Ed Jacques
- Terrance R. James
- Spencer Jeffery
- Jack Jeard
- Harold Jordan
- Hilda Jordan
- Miriam Eva Joy
- Jean Kemp
- Sharon Knowles
- Violet Koch
- Celine Kollmer
- Eva Laing
- Gordon Laing
- Don Larkworthy
- Dorothy Leonard
- Dorothy Leonard
- Peggy Leppek
- Winston "Wince" Lewis
- Friedrich "Fritz" Lotz
- Dorothy MacDonald
- Gloria MacKenzie
- William Mahon
- Margaret Mark
- William R. Marriott
- Connie Marshall
- Anne Martyn
- William "Bill" Mayer
- Agostino Mazzanti
- Lucille McCann
- Joseph McCauley
- Keith McCully
- Joyce McDonald
- Lorne McKinnon
- Robert McNair
- Marjorie McNeil
- Lenore Meyers
- Edmund Mieczkowski
- Freda Miles
- Joyce Miller
- Donald Misener
- Norma Misener
- Frances Mitchell
- Lawrence P. Mitchell
- Gail Moloughney
- Linda Musgrave
- Robert Myers
- DaveNicholl
- Bill Nickel
- Toleda Parrott
- Charles Perry
- Roy E. Perry
- Donald Pitts
- Hilda Plummer
- Dorothy Pridham
- Donald Priestap
- Mike Priestap
- Sharon Priestap
- Jamie Prud’Homme
- Letty Quinn
- James Ranney
- Bruce Robinson
- Laverne Rolph
- Shirley Rose
- William Roulston
- Marion J. Roussel
- Albert Ruby
- Ruth Ruby
- Barbara Russell
- Gertrude Saunders
- Joan Savelle
- Roy Schauber
- Stanley Schellenberger
- Emmerson Schenck
- Christopher Schmidt
- Jack Scott
- Mabel Siegner
- John Simpson
- Brian Smith
- Margaret Snell
- Dr. Kent Sorsdahl
- Myrtle Steckly
- Vernon Steinacker
- Gordon Stewart
- James Gordon Stiles
- Joan M. Stinson
- Arnold Storey
- Shirley Ann Stoskopf
- John Switzer
- Evelyn P. Thornton
- Keith Tinning
- Pearl Upper
- Bob Vanstone
- Margaret "Peg" Voisin
- Fred Wagner
- Margaret Wagner
- Dr. Robin Waite
- Joy Walther
- Marjorie Ward
- Linda Watt
- Robert Wein
- Dorothy Weir
- Eugene Whaling
- Robert Wheel
- Peter Whelan
- Mary White
- Roger Wiedemann
- Ed Winter
- Dennis Wood
- Patrick "Paddy" Woods
- Omer Yantzi
- Gary Zehr
- Scott Zulauf

IN MEMORY OF...
- Evelyn Jean Ahrens
- George Andrews
- Lynne Argyle
- Bob Arthur
- Ray Ash
- Dave Atkins
- Lionel Ayre
- Beatrice Babensee
- Howard Ballantyne
- Edward Banker
- Audrey Bannister
- John Bannister
- Mildred Barnes
- Marion Barr
- Helen Baumbach
- Lorne Belfour
- Beatrice Beltz
- Melanie Belfour
- Margaret Bird
- Jane Blowes
- Paul Boshart
- Joseph Brent
- Rosalie Brown
- Erle C. Burdett
- Aidan James Butler
- Wayne Buuck
- Robert (Bob) Cameron
- Hazel Campbell
- Jean Campbell
- Doris M. Card
- Ken Chappel
- Ellen Clutton
- Eugene Cole
- Sadie Cole
- Donald Coleman
- William Coleman
- Dick Comley
- Donald Cook
- Hazel Viola Cook
- Anthony Culliton
- Gladys Dale
- Giovanni Del Chiaro
- John B. Devlin
- Leona Doupe
- Giovanni Del Chiaro
- John B. Devlin
- Leona Doupe
- Laverne Rolph
- Shirley Rose
- William Roulston
- Marion J. Roussel
- Albert Ruby
- Ruth Ruby
- Barbara Russell
- Gertrude Saunders
- Joan Savelle
- Roy Schauber
- Stanley Schellenberger
- Emmerson Schenck
- Christopher Schmidt
- Jack Scott
- Mabel Siegner
- John Simpson
- Brian Smith
- Margaret Snell
- Dr. Kent Sorsdahl
- Myrtle Steckly
- Vernon Steinacker
- Gordon Stewart
- James Gordon Stiles
- Joan M. Stinson
- Arnold Storey
- Shirley Ann Stoskopf
- John Switzer
- Evelyn P. Thornton
- Keith Tinning
- Pearl Upper
- Bob Vanstone
- Margaret "Peg" Voisin
- Fred Wagner
- Margaret Wagner
- Dr. Robin Waite
- Joy Walther
- Marjorie Ward
- Linda Watt
- Robert Wein
- Dorothy Weir
- Eugene Whaling
- Robert Wheel
- Peter Whelan
- Mary White
- Roger Wiedemann
- Ed Winter
- Dennis Wood
- Patrick "Paddy" Woods
- Omer Yantzi
- Gary Zehr
- Scott Zulauf
We are all the patient experience…
That’s an all encompassing statement
… Yet, it is ultimately true and answers that question on the hospital side of “why are we all here”? It segues into the promise of Exceptional Care by Exceptional People.

At our hospital, and throughout the HPHA, we know that the patients who come through our doors are often seriously ill, worried, stressed and feeling out of control. We promise each patient the very best of care – effective, efficient, compassionate care delivered by physicians, nurses and other caregivers.

The next step is the pledge to enhance the patient’s experience. To do that every staff member from Housekeeping, to Facilities Management, from nurses to administrative assistants must take ownership of the patient experience. They must recognize that everything they do every day has an impact on whether the patient’s experience has been a positive one or a negative one.

And it goes even further than that… By involving patients and their families we can create opportunities to be engaged in committees that are part of the decision making process. Simply by asking if there’s a better way to provide care to our patients and families and seeking that input, we can enhance the patient experience.

**What is Patient Experience?** The Beryl Institute defines the patient experience as **the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.**

So you ask, what do donors have to do with this – Everything!

Imagine our hospital without the New North Wing, without our new and revitalized spaces like the Critical Care Unit, Paediatrics, Maternal Child and our Mental Health Unit. Now take away our MRI, our Nuclear Medicine Camera, our Digital Mammography Unit and some $11 million of equipment. And the picture becomes very clear… our donors are an integral part of the patient experience team. Donors are the unseen hand behind our surgical team, the support behind our medical imaging, the caring hand behind our nursing.

Through partnership with our donors, the Foundation has helped raise millions of dollars towards our hospital’s vital equipment and facilities needs, thereby enhancing its well-earned reputation for top-notch care. This includes the recent hospital redevelopment project and the MRI. But we’re also committed to helping our donors fulfill their own hopes and dreams, turning the love and generosity they have in their hearts into something tangible – and to recognizing the indispensable role donors play in building a stronger, healthier future for us all.

I feel a sense of pride and appreciation for our team…the doctors, nurses and other team members who work at our hospital…the volunteers and staff who help make our Foundation such a successful organization…and most of all for our donors whose generosity and commitment has helped us build a stronger hospital and keep our promise of a healthier future for us all.

We have just celebrated 30 years of donor generosity. Thank you to each and every donor, those who left legacies, campaign volunteers, board trustees, Hospital staff, physicians, hospital volunteers, municipalities and friends – 194,164 gifts, 42,710 donors and a 30 year total raised in all funds cash & pledges of $51,284,896.19! The impact on healthcare and the lives of so many – PRICELESS

Exceptional care, Exceptional people, Exceptional donors. We are all part of the patient experience!
State-of-the-art equipment for:
- Even better patient care
- Retention & recruitment of physicians and other healthcare professionals
- Reduction of wait times
- An increase in surgeries (hip, knee, cancer)
- Quicker diagnostic results

Your Donation COUNTS! Your Gift = Medical Equipment

100% of all medical equipment must be raised locally.
You can help give our doctors, nurses and staff the tools they need to care for those who walk through our doors.
From wheelchairs to pain pumps from surgical equipment to cardiac monitors, x-ray machines, scopes and a faxitron – our equipment pieces range from $300 - $750,000 each.

YOUR DONATION COUNTS!

Please take a moment and reflect on what our community would be like without our hospital. Our health care team has one main focus - YOU - the patient. In the last year the health care team has touched the lives of countless people and their families with their compassion, skill and expertise. Every gift you give impacts the care we are able to provide. Your support purchases essential medical equipment - equipment we can’t afford to be without. We count on you to help us provide quality and patient-focused care. Thank you!

STRATFORD GENERAL HOSPITAL Foundation  “People Caring for People”

☐ YES, I care! I wish to support our Hospital.

Name: ______________________________________________  Address: _____________________________________________

City: ________________________________  Postal Code: ____________________  Telephone: ___________________________

☐ Enclosed is my cheque to Stratford General Hospital Foundation.

☐ $1,000  ☐ $500  ☐ $250  ☐ $100  ☐ $50  ☐ $25  I prefer to give $ _____________________

☐ Visa  ☐ MasterCard  Card # ______________________________  Expiry Date _________________________

☐ I’d like to pledge my support of $ _____________________ each year over the next ______________ years.

Signature _____________________________________________________  Date _______________________________________

A receipt will be issued for tax purposes. Charitable Registration # BN 11920 0004 RR0001
Our donor records are confidential. We do not share our lists.

Thank you for caring!
SGH FOUNDATION MONITOR...
is published for the information of our donors, supporters and friends of the SGH Foundation.

STRAFORD GENERAL HOSPITAL FOUNDATION
46 General Hospital Drive, Stratford, ON N5A 2Y6

The SGH Foundation works with the community to help raise funds for equipment, upgrading of facilities and special projects of the Stratford General Hospital.

Readers will note a change to coated paper, which is the same cost and allows clearer pictures. Contains recycled fibre and is recyclable.

Charitable Reg. BN 11920 0004 RR0001

Stratford General Hospital Foundation
46 General Hospital Drive
Stratford, Ontario N5A 2Y6

Thank you to our donors for helping us keep our promise!

- the promise every staff member makes to do their best in performing their role in patient-centred care
- the promise of every team member to ensure exceptional care
- the promise of our community and donors in making an impact and being engaged as an integral part of the healthcare team
- the promise of the Foundation to be committed to the highest standards of philanthropy, accountability and donor relations.

We’re there for you 24/7
Now we need you!

Please give generously from the heart for state-of-the-art technology.

Promises made; promises kept