



Medical team caring for COVID-19 patient.

BY OUR SIDE: FACING EVERY URGENT NEED TOGETHER

When those you love need medical care, you know it's close to home. Southlake is there for more than 1.5 million people in communities across York Region, South Simcoe County, and as far north as Muskoka.

And last year, you were there for Southlake. On behalf of every one of us: thank you.

Seeing you rally together with shared passion and purpose brought light to some of our darkest moments. Our hospital is on the front line of more than just a pandemic. We're there when a newborn needs extra neonatal attention to go home healthy. We're on the front lines of cardiac care and cancer treatment. Whether in our Emergency Department, our top-ranked Regional Cancer Program, the cornerstone Surgical Program or our leading edge Diagnostics team, the speed and flexibility with which we can deliver care is due to you. Your trust in us means that we can move

decisively to replace and upgrade critical equipment without compromising care. In a year when disruption was the norm, this made the difference to countless people in our communities.

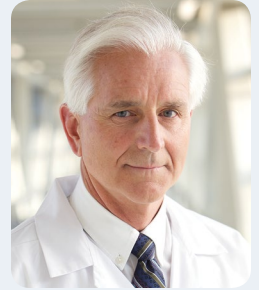
Across Southlake, you helped us meet our highest priorities, giving teams the right tools and the right space to do their best work **at the moment it's needed most**. And beyond just ensuring that our teams have those tools, your support lets us look ahead to the next generation of medical technology and help secure the talented people eager to work on the leading edge.

As you know, donor support is always vital. But 2020 put that support to the test. Through economic uncertainty and stress, our communities rose to the challenge. This report is a snapshot of just some of the ways you helped change – and save – lives this past year.

A PERSONAL MESSAGE OF THANKS FROM THE FRONT LINE:

The equipment you helped provide could not have come at more critical time. It allowed us to not only respond rapidly to overwhelming demands, but secure the innovative technology that keeps us on the leading edge and makes our hospital a home for exceptional talent. With you by our side, we'll continue to be able to react to unforeseen challenges like a pandemic, as well as the changes we see on the horizon from our communities' rapid growth. We cannot thank you enough for all your support."

Dr. Steven Beatty Chief of Staff, Southlake Regional Health Centre



VITAL SIGNS Your Impact by the Numbers*

111,885 EMERGENCY DEPARTMENT VISITS

11,861 OPERATING ROOM PROCEDURES

80,000+ CARDIAC DIAGNOSTIC EXAMS DELIVERED

65,762 CANCER OUTPATIENT VISITS

12,245 CHEMOTHERAPY & SUPPORTIVE TREATMENT VISITS

33,513 ADULT MENTAL HEALTH OUTPATIENT VISITS

1,074 ADULT MENTAL HEALTH INPATIENT ADMISSIONS

2,600 BABIES BORN

*Statistics reflect annual numbers from the most recent hospital data available.

THE PEOPLE YOU HEAL

JANET'S STORY: A new knee and a new lease on life

For Janet, cooking is more than a passion – it's her livelihood. But it's also demanding, and the constant standing and lifting was taking its toll on the 66-year-old. Five years ago, Janet had her left knee totally replaced at Southlake. But in 2019, her right knee began deteriorating, and by September of that year she could no longer give it any weight. When Janet returned to Southlake for a total replacement of her right knee in 2020, **she experienced first-hand just how far treatment had come since that initial visit.**

Immediately Janet became involved in her own care. She was struck by the skill with which her primary nurse kept her calm and informed. "You felt like they were really connecting with you," Janet recalled.

During her first knee replacement, Janet struggled with pain management due to an allergic reaction to morphine. This time, anesthesiologist Dr. Alim Punja thought Janet could be a good candidate for a groundbreaking approach that let her manage pain from home. An adductor canal catheter (ACC) was inserted using ultrasound near the nerve that affects sensation in Janet's knee. The ACC continuously delivers targeted freezing anesthetic through a small pump, which can be removed after a few days.



Janet post-recovery with her one-year-old granddaughter.

For the first time in a long time, Janet could perform her physiotherapy. **"This time I was in hardly any pain at all,"** Janet recalled. "It made me feel so encouraged because I hadn't stood up straight in a year."

Now Janet goes to physiotherapy about once a week and has regained a 120-degree range of motion in her knee. Five months after surgery, Janet is having fun back in her own kitchen and keeping up with her one-year-old granddaughter. "The change in my quality of life was amazing. You feel younger. You look better, your whole personality feels better."

The surgeon and anesthesiologist who worked closely to coordinate her care are still just a phone call away. **"It felt like I could ask people anything, and they were always very open and careful and good at explaining things. And cheerful! I just felt so supported."**

Because of the equipment you provided, Janet found leading edge care close to home and was able to return to living the life she loves. **Thank you.**

THE EQUIPMENT YOU INVESTED IN TO SAVE LIVES

The past year showed us just how vital flexibility and preparation can be. By trusting us to apply your support where it's needed most, you enabled Southlake to equip our teams with the right tools for the COVID-19 response at a moment's notice.

Even in the best times, breakdowns can happen without warning and replacements must be secured quickly or risk delaying critical treatment. And as the pace of innovation quickens, we also strive to stay ahead of the curve to deliver the best care and attract the most talented people. Here are just a few of the crucial pieces of equipment delivered thanks to you.

VENTILATORS

Simply put, they give COVID-19 patients the breath of life when they have none left of their own. Gifts made to our highest priority needs fund let us purchase these immediately, without waiting for additional COVID-19 funding to become available. Because of you, we were already better prepared when the first wave hit our communities.

STERILE PROCESSING WASHERS & SONICS

This high-efficiency equipment ensures that our surgical teams have the tools they need cleaned, sanitized and



ready to go on demand. Many of tools our physicians use are not disposable and must be thoroughly decontaminated after each use. The equipment was at end of life and the frequent downtime for maintenance was about to result in delayed surgeries. Southlake's Sterilization Processing Department is ground zero for this infection control at the hospital, so when they sounded the alarm that much of their old equipment was so out-of-date that it couldn't even be replaced, your support was there to deliver the urgently needed equipment to keep our patients and safe.



12 POST-ANESTHETIC CARE UNIT (PACU) MONITORS FOR OPERATING ROOMS

After procedures requiring anesthesia, all patients are moved to the Post-Anesthetic Care Unit, where the medical teams monitor vital indicators until the move to the Post-Operative Unit. But the aging monitors sometimes failed, leading to downtime forcing the surgical team to close a much-needed room until one of the others becomes available. These 12 enhanced monitors keep us up-to-date with the latest technical standards, providing increased accuracy and early warning indicators as patients regain consciousness.

NEONATAL INTENSIVE CARE UNIT CARDIAC MONITORS

These crucial monitors alert staff when a newborn's heart rate is too low or high, if their breathing slows or pauses, or if their oxygen saturation numbers drop. Our Neonatal Intensive Care Unit was able to replace outdated cardiac monitors with new equipment that includes resuscitation monitors and central monitoring to give nurses real-time information at their station to act pre-emptively for any intervention that the little one needs. To parents, the peace of mind knowing that their newborn will get critical care in an instant is beyond valuable.



With the support of our donors, Southlake was able to provide timely surgical care for most newly diagnosed cancer patients, something that was not true in other areas of the province. Personally, I was grateful and relieved to know that I could continue to provide the same leading edge care to my cancer patients. It has been an awful time for these patients as they have had to navigate most appointments, treatments and hospitalizations without the support of their family or loved ones. It would have been so much worse if they also had suffered significant delays in time to surgical treatment.



Dr. Sara Temple Surgical Oncologist

LOOKING TO THE FUTURE

Priorities are always evolving. For example, one of our most urgent needs this year was ventilators in the fight against COVID-19. Next year will bring its own unexpected challenges and new opportunities for innovation. But your support of Southlake means we will be prepared.

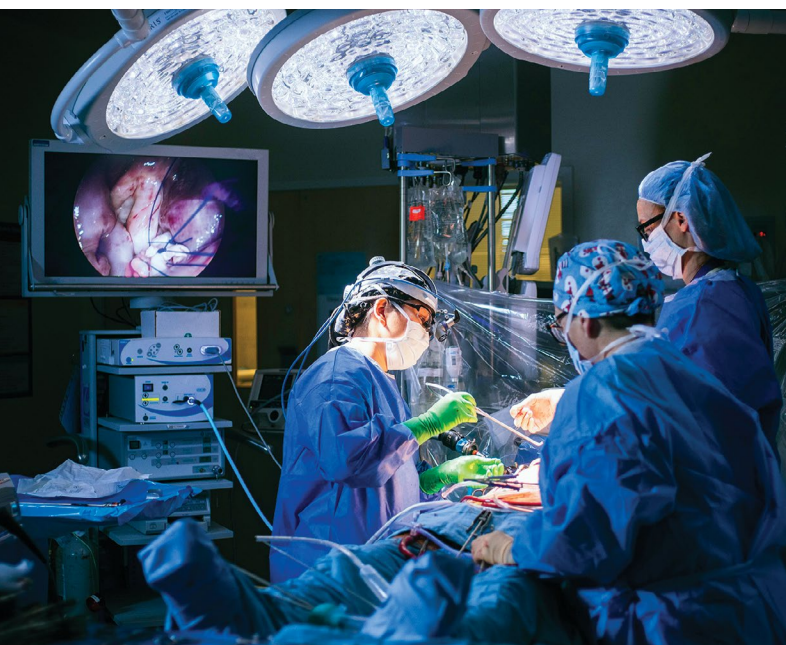
There is one thing we can rely on in the years to come. **We know we must be ready to meet the rapid growth and aging population of our communities**, which will put tremendous strain on Southlake's resources. As the demand grows, our tools and equipment wear out faster.

New technology is often more than just a replacement. It lets us keep pace with the leading edge, so that our patients can access the absolute latest care without leaving their families and their homes behind. It also attracts the highest caliber of talent to our hospital, people who want to work with the next generation of treatment and therapy.

The result is faster and more accurate diagnoses, less-invasive approaches, critical patient monitoring and quicker recovery. Ultimately, this helps more patients go back to living the full lives they enjoyed before illness or injury. As more and more people turn to Southlake for leading edge care close to home, we'll be able to deliver the same exceptional outcomes despite the ever-growing need.

..... “
The continued support of our communities is at the heart of the work we do at Southlake. Donor support means we can trust that we will have up-to-date tools and the most advanced technology to offer the patients who turn to us for their care. It means we can keep offering the best healthcare experiences that will stay with patients forever. It means we can make a meaningful difference for patients. It means we can save lives.

..... ”
Dr. Steven Beatty
Chief of Staff, Southlake Regional Health Centre



STRIVING TOWARDS A CANADIAN FIRST

Dr. Carolyn Teng and her team is working towards making Southlake the first hospital in the nation to use the **tricuspid clip, a state-of-the-art mitral clip device used in heart surgery**. It will be a welcome alternative for high-risk patients such as elderly individuals in need of a bypass or valve surgery. While open-heart surgery can be risky due to its invasive nature and long healing process, thanks to innovations like this, vulnerable patients will have a new reason to hope. This focus on the future is possible because of donors like you.

DID YOU KNOW?

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We're the **fourth-busiest Emergency Department** in Ontario? On average, patients are seen by a doctor in 42 minutes (the shortest door-to-doctor time in our peer group).

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Our Central Regional Cancer Program is **one of the top ranked by Cancer Care Ontario** based on 12 provincial performance indicators?

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We're **one of the largest Regional Cardiac Care Programs** in Ontario?



Infant and mother receiving care at Southlake after birth.



Much of this year has been focused on COVID-19 and ensuring families celebrating the birth of a child can do so with confidence in our safety and support towards this life milestone. Equally, we have made sure that all our families can receive needed health care by our pediatricians, obstetricians and midwives throughout COVID-19 by changing how and what we do to meet the community's needs though telephone care, virtual video care, and in-person care, therefore maintaining and supporting the health needs of our families.



Dr. Charmaine van Schaik Physician Leader, Maternal Child Program

THANK YOU

You helped patients get the leading edge care they deserve close to home.



We are so grateful for your support this past year — your generosity made the incredible possible. Because of you, our physicians and clinical teams could respond immediately to the challenges of 2020, and look beyond to the challenges ahead.

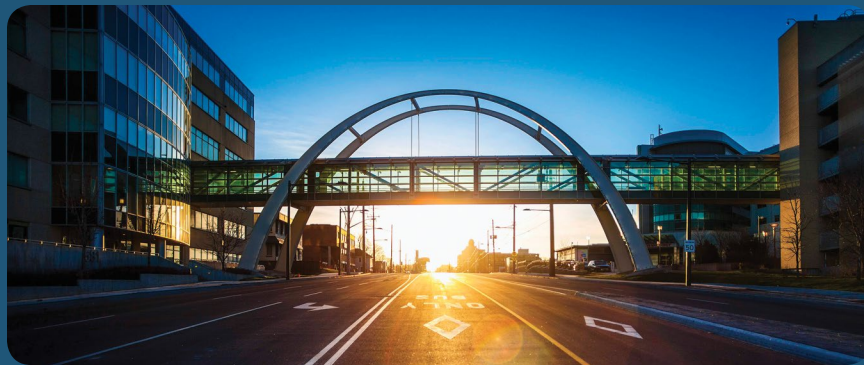
You may not be aware that the government does not provide funding for most new or replacement equipment. Instead, we depend on the generosity of our communities and passionate donors like you. You help ensure that we have the right equipment necessary to delivering the right care at the right time, **so that no physician has to say “We only have one of these devices. The patient will have to wait.”**

Or “We don’t have what we need. We’ll have to transfer them.” Every piece of support, no matter how small, helps prevent these unthinkable but unfortunately very real situations. It helps remove the burden of uncertainty and compromise when the unexpected happens, and enables our physicians and nurses to choose the best option possible for every patient.

As we look to tomorrow, we’re committed to providing the kind of care that gets people back to living their lives. Tomorrow will bring new challenges and opportunities; we look forward to meeting them together with you.



Jennifer Klotz-Ritter President and CEO, Southlake Foundation



Southlake Regional Health Centre Foundation

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Leading edge care takes a community, and your support is more than important: it’s vital.

If you have questions or would like more information about the difference your gift has made, we’re here to help.

Reach out and connect with us at 289.319.3234 or foundation@southlakeregional.org

southlake.ca/donate

