



**Vancouver
CoastalHealth**

2020/21 Impact Report

An unstoppable force for good
How we came together to face
an unprecedented challenge.

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We recognize that our places of work and Vancouver Coastal Health (VCH) facilities lie on the traditional homelands of the fourteen First Nation communities of Heiltsuk, Kitasoo-Xai'xais, Lil'wat, Musqueam, N'Quatqua, Nuxalk, Samahquam, Sechelt, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv and Xa'xtsa.



Message from Vancouver Coastal Health President and CEO Vivian Eliopoulos

[Watch video here](#)

This 2020/21 Impact Report is dedicated to all VCH staff, medical staff, and community partners, who tirelessly worked together over the past year to deliver exceptional care to the communities we serve, during a global pandemic.



Message from Vancouver Coastal Health Board Chair Dr. Penny Ballem

This has been a year of exceptional challenges for all of us. While the COVID-19 pandemic has disrupted our lives, I'm humbled by the courage, commitment and unwavering efforts of our 18,000+ staff and medical staff who have worked around the clock to continue providing safe, quality care to members of our public recovering from COVID-19 and those with other health challenges. Many in our communities and in our own organization have suffered losses throughout this time and, on behalf of the Board of Directors, I want to extend our deepest sympathies to those who have lost loved ones.

Vancouver Coastal Health (VCH) has had to be nimble and adaptable in managing our public health response and in planning and delivering a vaccination campaign—unprecedented both in complexity and scale. It has been inspiring to see our staff and medical staff across VCH pivot, learn new skills and implement complex policies and operations over such a sustained timeframe. It has also been a chance to build new relationships and partnerships across the province and country, and our shared experience with new friends and colleagues will positively impact our organization for many years.

During the pandemic we have continued along our journey of reconciliation with First Nations and providing culturally safe and responsive care for the Indigenous population across our health region. We have had some hard lessons and experiences along with heartwarming celebrations and opportunities. VCH is deeply committed to this journey of healing and reconciliation and ensuring we continue to make measurable progress throughout our organization.

While supporting a robust response to COVID-19, public health faced a dual crisis with rising deaths associated with the opioid crisis across B.C. In 2020 alone, 476 people died due to overdose in the VCH region. Bold and innovative action must be taken. We continue to build an integrated system of care for drug users, and remain unwavering in our efforts to implement low barrier solutions that can ultimately help save the lives of neighbours, family and friends.

This impact report highlights some of the important work we have done during this extraordinary year and provides a glimpse of the initiatives, programs and people that help lead us closer to realizing our vision of Healthy Lives in Healthy Communities. We want to express our gratitude to the Ministry of Health for their continued partnership and support which enables us to deliver on our commitments to providing safe, quality care.

On behalf of the Board of Directors, I would like to thank everyone in our organization, our partners at Providence Health Care and all other partners who work with us to meet the needs of the public—we appreciate your leadership, your spirit, your resilience and your ongoing commitment to serving our public. It is a privilege for us to serve on the Board of VCH.

With the COVID-19 vaccine now in hand, there is light at the end of the tunnel. A heartfelt thanks to all for doing your part to keep each other safe during an unprecedented global health crisis.



Dr. Penny Ballem
Vancouver Coastal
Health Board Chair

Delivering Safe, Quality Care

It is our privilege to care for more than 1.25 million British Columbians across VCH. As an organization, we continually strive for better results as we deliver safe, quality care. This is a glimpse of some of our progress this year.

We Care for Everyone

CONNECTING PEOPLE TO CARE



Urgent and Primary Care Centres open across Vancouver, Richmond and North Vancouver



Various minor health complaints



Cold & flu symptoms

Top 5 reasons for visiting an Urgent and Primary Care Centre



Mental health



Prescription renewals



UTI/Bladder infections

SUPPORTING YOUTH

Services accessed by Youth through Richmond Foundry since opening:



60.3%
Sexual health



17.7%
Youth peer support



7.7%
Walk-in counselling



11.6%
Mental health & substance use

We are Always Learning

CULTURAL SAFETY & HUMILITY

2,800 VISITS

BY THE ABORIGINAL PATIENT NAVIGATORS
to VCH sites and clinics to provide staff and patient support

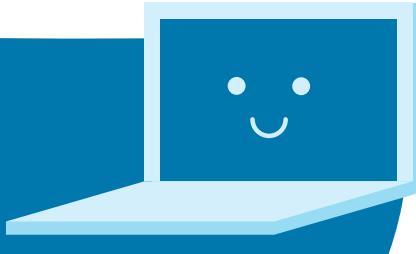


1,395
STAFF MEMBERS

completed Land,
Acknowledgment, History
& Self-Reflection training

IMPROVING ACCESSIBILITY

Access to virtual language interpreters has resulted in:



69% REDUCTION
of patients returning to the hospital
FOR THE SAME MEDICAL ISSUE

47%
REDUCTION
in average length
of hospital stay

We Strive for Better Results



REDUCING EMISSIONS

VCH operating room upgrades **helped reduce emissions** from the equivalent of **290 CARS TO FEWER THAN 10 CARS**

SUPPORTING PATIENTS WHERE THEY'RE THE MOST COMFORTABLE

HOME HEALTH VISITS

like nursing, rehabilitation & physiotherapy
INCREASED BY 15.3% OVER THE LAST YEAR



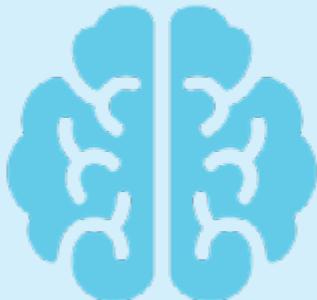
Delivering exceptional care for all

Despite the greatest health-care crisis in modern times, we are dedicated to three unwavering commitments: *we care for everyone; we are always learning; and, we strive for better results.*

These stories take you to the front lines, across the health authority and into the communities we serve to experience what it means to be part of VCH.



**WE CARE FOR
EVERYONE**



**WE ARE ALWAYS
LEARNING**



**WE STRIVE FOR
BETTER RESULTS**



**We care for
everyone**

Prevention, treatment and care for those in need



As part of our response to the COVID-19 pandemic, our Public Health team developed distinct approaches to prevention, treatment and care for those most in need. At the heart of the response was keeping our patients, clients, residents and health-care workers safe, with a focus on our most vulnerable populations.

Residents in long-term care homes

One of our core values is that we are always learning, and we are humbled by the many things we continue to learn as we respond to COVID-19. Our long-term care home residents were hit hardest in the first and second waves of the pandemic. While we responded promptly by assembling a rapid response team to ensure infection prevention and control precautions were implemented, and worked closely with all long-term care homes to manage outbreaks, families lost loved ones and others continue to regain lost time when visitation was restricted. As health care providers, we share in the sorrow felt by the community during this difficult time. As the COVID-19 vaccine became available in December 2020, residents, essential visitors and health-care workers in long-term care homes were the first to receive the vaccine in an effort to protect our most vulnerable.

Downtown Eastside and Overdose Response



To address the dual pandemic of the opioid overdose crisis and COVID-19, a comprehensive Inner-City COVID-19 Response Strategy was put in place with a three-pillar approach to prevent, test and trace and support access to much needed care. Two mobile testing vans and one fixed site testing facility provided accessible ways for people to get tested, as we worked closely with community

agencies to address the dual pandemic. This level of support was necessary to provide a coordinated response to both public health emergencies facing this community.

The treatment path for an individual with substance use disorder is unique. To meet people where they are at and to save lives from drug overdose, public health is focused on further expanding an integrated system of care for people who use drugs. This includes broadening therapeutic options, offering safe supply for those who are not ready for treatment, reducing harm, collaborating with municipal and provincial government to decriminalize personal possession to address stigma and improve engagement in life-saving supports.



No family doctor? Urgent and Primary Care Centres are here to help

Urgent and Primary Care Centres (UPCCs) provide same-day care for people with non-life-threatening injuries and illnesses seven days a week and 365 days a year.

If getting an appointment with a family doctor isn't possible, but urgent care is needed within 12-24 hours, visiting a UPCC is a better option than going to an emergency room for non-life-threatening care. UPCCs are open with extended hours and on weekends to provide access to health-care services.

We encourage people to visit the UPCC for urgent care like a sprain, a minor cut, a burn or if a child has a fever. Hospital emergency departments are still here to provide critical care for life-threatening conditions, such as a heart attack, stroke, major trauma or acute psychiatric care.



[Watch video here](#)

Doctors, nurses, nurse practitioners and medical office assistants work together in a close-knit team to address health-care needs and to connect patients with the most appropriate care—especially if they don't have a family doctor. Each UPCC provides care for approximately 35,000 patients in the communities they serve every year. The Division of Family Practice is a key partner, helping to ensure clients receive the best possible care.



Residents of North Vancouver have access to the [North Vancouver](#) UPPC.

Residents in Vancouver have the option to visit the [REACH](#) UPPC on Commercial Drive, the [City Centre](#) UPPC on Hornby Street or the [Northeast](#) UPPC on East Hastings Street, which opened its doors in February 2021.

As of April 2021, residents of Richmond can now access the [Richmond](#) UPPC on Alderbridge Way.

There are a total of 22 UPCCs across B.C., and the Ministry of Health has plans for several more to meet the needs of community members across the province.



“Nurses and nurse practitioners of B.C. are pleased to see that the knowledge, skills and expertise of the entire health-care team will be utilized to improve access to health care for all British Columbians through urgent and primary care clinics. We believe that this approach will be pivotal in ensuring B.C. families can access health-care services, and we are excited to see the opening of another urgent and primary care clinic in B.C.”

— Michael Sandler, Executive Director, Association of Nurses and Nurse Practitioners of BC





A vital lifeline: How home support cares for our most vulnerable at home



[Watch video here](#)

“We want to make sure that we’re continuing to keep clients in their homes as long as possible. That’s where they feel the most safe.”

— Richam Thind, Scheduler,
Vancouver Coastal Health

VCH completed an 18-month transition to welcome 1,500 community health workers back to the VCH family in September 2020, enhancing the in-home care clients receive every day.

The integration of new team members from contracted providers in Vancouver and Richmond helps ensure easier access to an integrated care team that includes nurses, physiotherapists and occupational therapists.

With improved client-centered access to multiple services including home support, home health nursing, rehabilitation, primary care, mental health and other community services, VCH is better able to deliver on its commitment to a *Home is Best* philosophy.

More than just health care

Home Support delivers 2.8 million visits to more than 10,000 clients a year and helps people who choose to live at home with care needs such as personal hygiene, light meal support and getting in and out of bed.

But, community health workers don’t only provide a vital health care service. “It’s not just about the care,” says Alan Caplan, home support clinical planner. “Because for so many of our clients it’s about the relationship.”





Connecting youth to care and support

Foundry is a province-wide network of a dozen integrated health and social services centres that brings together government and non-profit partners to improve the wellness of B.C. youth facing health, mental health and social services challenges. In partnership with Providence Health Care, VCH opened the Foundry Richmond location this year.



[Watch video here](#)



Foundry's goal is to provide safe, non-judgmental care and resources to reach young people before health challenges become problematic. By bringing health and social services together in one location, each Foundry centre makes it easier for youth to find the care, connection and support they need.

In its current temporary location in Richmond, Foundry Richmond brings together same-day counselling services with existing mental health and substance use counselling services, sexual health, youth, peer and family support, as well as access to social services in one convenient location. Looking forward, Foundry Richmond hopes to find a permanent location sometime in 2021.

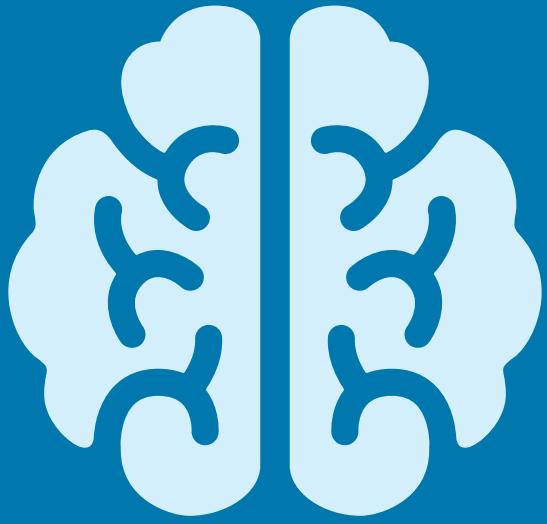


“ Nurses and nurse practitioners of B.C. are pleased to see that the knowledge, skills and expertise of the entire health-care team will be utilized to improve access to health care for all British Columbians through urgent and primary care clinics. We believe that this approach will be pivotal in ensuring B.C. families can access health-care services, and we are excited to see the opening of another urgent and primary care clinic in B.C.”

– Tania Wicken, Clinical Planner for Foundry Richmond

“ My experience at Foundry has been great. I feel more listened to and validated in terms of my problems and boundaries than I have with other counsellors, and I feel comfortable and respected as I am moving at my own pace.”

– Anonymous patient



**We are always
learning**



Aboriginal Health: Cultural safety and humility

Working in partnership with the First Nations Health Authority (FNHA) to advance cultural safety and humility, the Aboriginal Health team at VCH has implemented an Indigenous cultural safety training program. More than 3,300 VCH employees have completed training over the past four years.

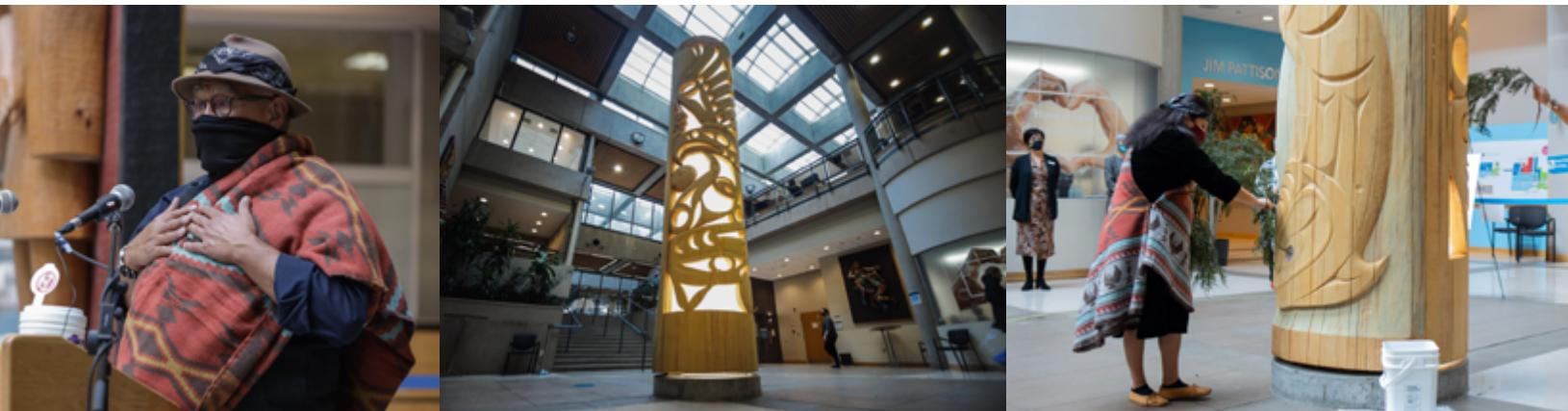


Transforming our spaces



[Watch video here](#)

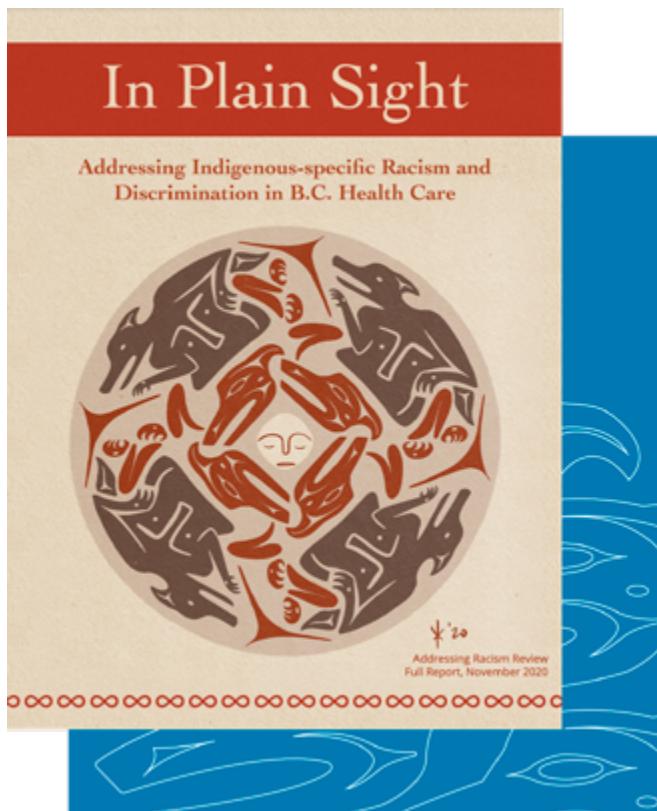
The goal of Indigenous cultural safety at VCH is to deliver health care in an environment where Indigenous people are respected and feel safe. As part of the journey towards this goal, three house posts carved by Xwalcktun from Squamish Nation, Brent Sparrow from Musqueam and Skokaylem from Tsleil-Waututh Nation were raised in the Diamond Family Courtyard at Vancouver General Hospital. The space is now a more welcoming gathering place that acknowledges our dedication to the Indigenous people we serve.



Raising the house posts is an important piece of our larger journey towards reconciliation.



Addressing racism and discrimination in health care



[Read the full report here](#)

In June 2020, the B.C. Ministry of Health initiated an independent investigation into Indigenous racism in British Columbia's health care system and its impact on First Nations, Métis and Inuit. *In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in BC Health Care* is a call to action for the province's health system to take responsibility, be accountable and reform its systemic discrimination practices against Indigenous peoples. The report is an account of nearly 9,000 Indigenous patients and health-care workers' experiences with racism.

VCH accepts the report's findings and we are committed to actively working with the Ministry of Health to take action on the 24 recommendations in the report. We will undertake this work together with, and guided by, Aboriginal Health and community leaders.

To the generations of Indigenous people, including our staff and medical staff, we apologize to you for the racism and discrimination you have experienced. This report is our call to action to work together to eradicate racism and we will do better.



The courtyard features three house posts that reflect each carver's inspirations and teachings. Carvers began their work in February and the last post was completed at the end of November.



“ Cultural safety needs to be ingrained in every interaction in the course of care by every member of the health-care team and all the other staff supporting them. It’s time, and it can be done. There is a lot of support across our provincial health care system for making it safe and for assuring a quality outcome for all Indigenous patients. It will be a lot of hard work, every day, in every office, every waiting room, every ambulance, on every ward, every critical care unit and in every department in our system. It can be done – it will take a huge effort, but it is our clear responsibility.”

— Dr. Penny Ballem, Chair, Vancouver Coastal Health (*from In Plain Sight*)

“ Caring is at the heart of what we do at Vancouver Coastal Health, and a diverse and inclusive workforce within a culture centred on equity is absolutely essential as we come together to deliver exceptional care and build a great place to work.”

— Brett Sparks, Vice President of People, Vancouver Coastal Health



Listening & learning: Health care through an equity lens

The global pandemic has highlighted the inequities and vulnerabilities in our communities and health-care system, reinforcing the urgent need for an integrated Diversity, Equity and Inclusion (DEI) program at VCH.

This past year, our Board of Directors and Senior Executive Team took steps to prioritize and formally commit to advancing DEI throughout the organization. Through courageous conversations, we held space for and heard each other's stories of personal experiences with barriers to inclusion, racism and discrimination. Building on these learnings and in partnership with our staff and medical staff, we are working to address the systemic barriers in both our external and internal policies, practices, programs and services to become a safe and inclusive workplace for our people and a better, stronger VCH for our patients, clients and residents.



Preparing our people

Fundamental to evolving our organization is the education and awareness of our team. Our new DEI training program aims to improve our collective inclusion literacy, understanding of unconscious bias and cross-cultural competencies to lay the foundation for building an inclusive workplace.

Looking forward

There is much work to be done as we strive to be a leader in providing culturally safe and inclusive care to achieve equitable health outcomes in our region. We continue to listen and learn with humility and remain wholly invested in this important work to embed diversity, equity and inclusion into how we think, work and interact as an organization.





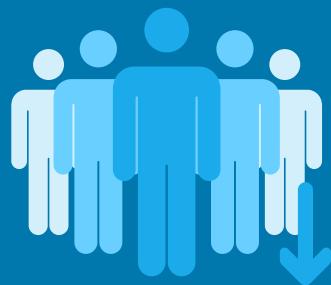
Connecting to health care in 240 languages

With the start of the pandemic, our use of virtual services transformed, becoming more flexible to meet patient and client demand. Our shift to virtual health has provided safe and timely remote access to care at this crucial time.

Our mobile virtual interpreter service was a pilot project before the pandemic, when getting in-person language interpreters could take up to 48 hours. With the increased demand for virtual health and a key finding that 21 per cent of patients do not speak English, the tool was fast tracked—removing language barriers between the patient and health-care provider, while creating a culturally safe environment.

VCH Clinical Planner Sarah Dunlop noticed that patients with limited English proficiency faced specific challenges that affected their health outcomes, readmission rates and length of hospital stays. With the support of leadership and other health-care staff, she spearheaded a solution.

Patients with limited English proficiency now have access to on-demand interpreters fluent in more than 240 languages through a video conferencing tool and an iPad. The result? A vast improvement in the quality of care in more than 60 VCH facilities with the service and more than 60 hours per week of virtual interpretation sessions resulting in shorter hospital stays, more efficient admissions and a better understanding of the care patients need.



Fewer patients return to the hospital for the same medical issue



Average length of hospital stay cut in half

	PATIENT 1
	PATIENT 2
	PATIENT 3
	PATIENT 4

Faster Emergency Room admissions



“It shows that when teams come together to find a patient-centred solution, impactful change can happen. Our front-line staff participation was invaluable to our learning, and this project has improved our ability to care for patients across VCH.”

— Sarah Dunlop, Clinical Planner, Vancouver Coastal Health



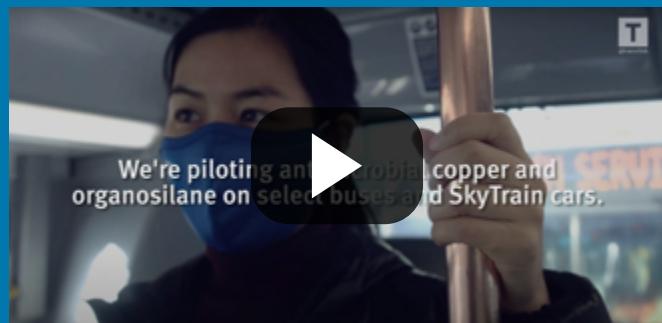
On the front lines of COVID-19 research



Vancouver Coastal Health Research Institute (VCHRI) is one of Canada's leading research institutes. VCHRI supports research innovations that directly benefit patient care in British Columbia and beyond. VCHRI is a key player in the fight against COVID-19 by accelerating research efforts to combat transmission, improve illness detection and discover new therapies.

Reducing COVID-19 surface transmission

Researcher Dr. Elizabeth Bryce examined the antimicrobial properties of copper and discovered it can complement regular hospital cleaning protocols to kill bacteria and reduce the spread of COVID-19. This research led to a pilot project with TransLink where copper was installed on high-touch surfaces to help combat the spread of COVID-19. "The viruses and the bacteria don't survive well on copper, as a matter of fact, copper kills it," says VCH medical microbiologist, Dr. Marthe Kenny Charles. "We want to be able to harness that potential as an added (safety) measure."



[Watch video here](#)



Improving COVID-19 diagnostics

Radiologists at Vancouver General Hospital and the University of British Columbia Hospital led an international study to analyze thousands of images of COVID-19 patients' lungs and develop an open source artificial intelligence model that can more accurately predict the presence, severity and potential complications of the virus.

Protecting the diaphragm after COVID-19

Some COVID-19 patients need machines to help them breathe due to inflammation and the build-up of fluid in the lungs. Long-term use of mechanical ventilation can cause the diaphragm to atrophy and shrink. VCHRI research staff were instrumental in providing guidance and support to help develop a new device designed to protect the diaphragm by sending electrical signals to activate the diaphragm muscle, improving health outcomes for patients. The device, called the Lungpacer Diaphragm Pacing Therapy System, was recently authorized by the Federal Drug Agency for emergency use during the COVID-19 pandemic.

Supporting recovering patients

The Post-COVID-19 Recovery Clinic at St. Paul's Hospital provides access to care through a mix of on-site and telehealth-enabled clinics for people who have had COVID-19. Physician lead and internist Dr. Jesse Greiner says, "We want patients to feel like they are not alone. We are here. We're listening. With patient partners, researchers, specialists, and primary care physicians across many health authorities, we are working together to learn from and support one another to ensure that patients get the care they need." Vancouver General Hospital and the Fraser Health Authority's Jim Pattison Outpatient Care and Surgery Center in Surrey are part of a network of clinics where researchers use evidence-based solutions to both provide care and to understand the long-term effects of the disease.



**We strive for
better results**



Sustainability in our operating rooms

A recent study found anesthetic gases were responsible for 63 per cent of total surgical emissions at Vancouver General Hospital (VGH) — roughly equivalent to emissions from 290 cars. In response, the hospital is making sweeping changes to operating rooms (ORs) by choosing environmentally friendly materials for renovation and construction projects — starting with the OR Renewal project.



[Watch video here](#)

Every material and surface matters in an operating room. Indoor air quality, noise and resistance to microorganisms are important human health factors to consider. That's why integrating environmental sustainability with innovative design was a priority for the new state-of-the-art Phil and Jennie Gagliardi Surgical Centre at VGH.

With these considerations in mind, the project team carefully considered equipment, materials and surfaces from every angle—particularly flooring. They rejected any flooring manufactured with harmful chemicals or volatile organic compounds (VOCs) that would contribute to poor indoor air quality.

The sustainable flooring ultimately chosen by the project team is a product well suited to health-care environments: Nora Interface carbon-neutral rubber. Rubber is a renewable material that is naturally resistant to bacteria, sound absorbing, shock absorbing, carbon-neutral and made without the use of harmful chemicals, so it emits low levels of VOCs.

The 74,413 square feet of carbon-neutral flooring used in ORs and associated areas at VGH will result in the prevention of 138 metric tons of carbon dioxide—a greenhouse gas—from entering the atmosphere.

But, carbon-neutral rubber flooring isn't the only sustainable feature in the renovated ORs in the Phil and Jennie Gagliardi Surgical Centre. The ORs will also have energy-saving, time-controlled LED lighting, and a gas capture system that reduces anesthetic gas emissions down to the equivalent of fewer than 10 cars being on the road.



“ Sustainability was a key goal for us when designing the operating rooms, we wanted to lessen our carbon footprint while maximizing efficiency and innovation.”

— Shelly Fleck, Director of Surgical Services, VGH Simulation Centre and Strategic Initiatives, and Clinical Project Director for the VGH OR Renewal project



One digital health record for improved health outcomes

VCH is committed to providing truly patient-centred care. A major initiative that brings us closer to our patient-centred goal is the Clinical and Systems Transformation project.

This project aims to consolidate all VCH health record systems to provide patients with one integrated electronic health record. Having one electronic health record ensures patients receive consistent care—whether at a hospital, an urgent and primary care centre or with their family doctor.

For example, if someone cuts their finger on a Saturday afternoon and has to go to an urgent and primary care centre for stitches, their family doctor would be able to see they had stitches through a secure online tool where patient electronic health records are stored. The family doctor could then follow up with the patient during their next appointment to see how the wound was healing. The electronic health record also provides faster access to test results, tracks drug interactions



[Watch video here](#)

for medication safety and helps with the coordination of any additional health services.

The first two VCH hospitals with the system in place are Lions Gate Hospital in North Vancouver and Squamish General Hospital in Squamish, B.C. followed by Whistler Health Care Centre and Pemberton Health Centre. The hospitals have seen significant improvements in patient care—particularly in terms of controlling the spread of COVID-19. When patients have one centralized electronic health record, VCH care teams can collaborate in real time to provide care no matter where or how patients choose to access VCH health-care services. More VCH sites will adopt the system over the next several years.



Patient Story

Fiona Lewis, a consultant with two family members who benefited from the program, was no stranger to the Clinical and Systems Transformation (CST) project. She brought her mother-in-law to Lions Gate Hospital regularly. “Every time she went back (to Lions Gate Hospital), we didn’t have to provide as much information as we used to,” said Fiona. “When staff have this electronic resource at their fingertips, it takes the burden off patients and caregivers having to remember their information at each visit.”



Reducing our greenhouse gas emissions

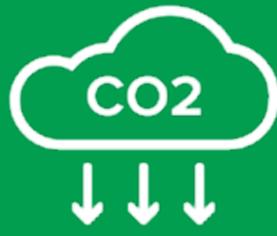


Electric vehicle charging stations, virtual health care and reducing the carbon footprint of operating rooms are just a few of the ways that VCH participates in the [GreenCare](#) sustainability initiative. GreenCare supports the four Lower Mainland health authorities in becoming regional leaders in energy and environmental sustainability.



EV charging stations and virtual health

When visiting Richmond Hospital, you now have the choice of using one of 30 [EV charging stations](#) to charge an electric vehicle. Should you have an appointment at Vancouver General Hospital, they also have four EV charging stations. But, you may not need to attend a medical appointment physically at the hospital with the increased use of virtual health. In a six-month period in 2020, there were 17,477 virtual health visits across VCH, saving up to 95,710 kilograms CO₂e—the equivalent of one year of emissions from 31 homes. Not to mention all the other environmental benefits of eliminating vehicles on the road, including better air quality.

**Smart energy & water**

On track to a 50% reduction in greenhouse gas emissions

**Zero waste & toxicity**

On track to 50% waste diversion rates at existing acute and long-term care sites

**Active & clean transportation**

On track to 75% of health-care staff commuting by cleaner, healthier means

**Workplace leadership**

75% increase in new Green+Leaders trained, surpassing our 15% target

**PPE USAGE BY WEIGHT AT G.F. STRONG REHABILITATION CENTRE**

Personal protective equipment (PPE)

From February to June 2020 we saw an 85% reduction in PPE usage in G.F. Strong Rehabilitation Centre clinics that shifted to providing more virtual health care options. Aside from simple waste reduction, more virtual care visits mean less demand on global PPE supply chains that are already strained. It also has upstream impacts through decreased manufacturing of disposable PPE (manufacturing is a large source of water and energy consumption), as well as cost benefits since less disposable PPE needs to be purchased.



oneVCH: A united force for good



[Watch video here](#)

VCH began its journey towards becoming a values-based organization—**oneVCH**—in 2017. Our goal is to bring staff and medical staff together to achieve the shared goal of delivering consistent, exceptional care experiences for patients, clients and residents.

While health-care staff continue to lead the fight against COVID-19, a team of dedicated professionals builds and maintains the spaces where we deliver safe patient-centred care. The Facilities Maintenance and Operations team at Vancouver General Hospital is made up of 80 staff, including carpenters, mechanics, plumbers and painters who worked seven days a week to convert existing units into ones that can safely support COVID-19 patients.

“We rallied to do all we could to help the front-line. It’s a really empowering and positive thing for us,” says Geordy MacLeod, Paint Shop Chargehand. “At first I was a bit apprehensive, but coming to work to make a positive impact felt better than sitting at home. Even on a day off, it feels weird not being here and helping.”

Geordy’s work is not only vital for keeping our hospitals running, but also for infection control. Geordy and his colleagues on the facilities team overcame logistical and time pressure challenges with creativity and can-do attitudes to get it done in record time.

At the heart of oneVCH is our commitment to being a values-based organization by supporting leaders in changing the way we work and how we care for each other. We ensure leaders understand the need to transform and support staff through change, by connecting staff and medical staff to our purpose and our values.

“ The team is contributing to something that they’ve never had the opportunity to do before. Never mind working on the front lines, we’re building the front lines.”

— Geordy MacLeod, Paint Shop Chargehand Vancouver General Hospital

Get Involved



Contributing to the vital work of VCH hospitals by donating to a hospital foundation makes a lasting impact. You can help drive innovation and sustainable health care by supporting one of nine foundations. Join us. Help us provide exceptional care for all.

VCH.CA/DONATE

