

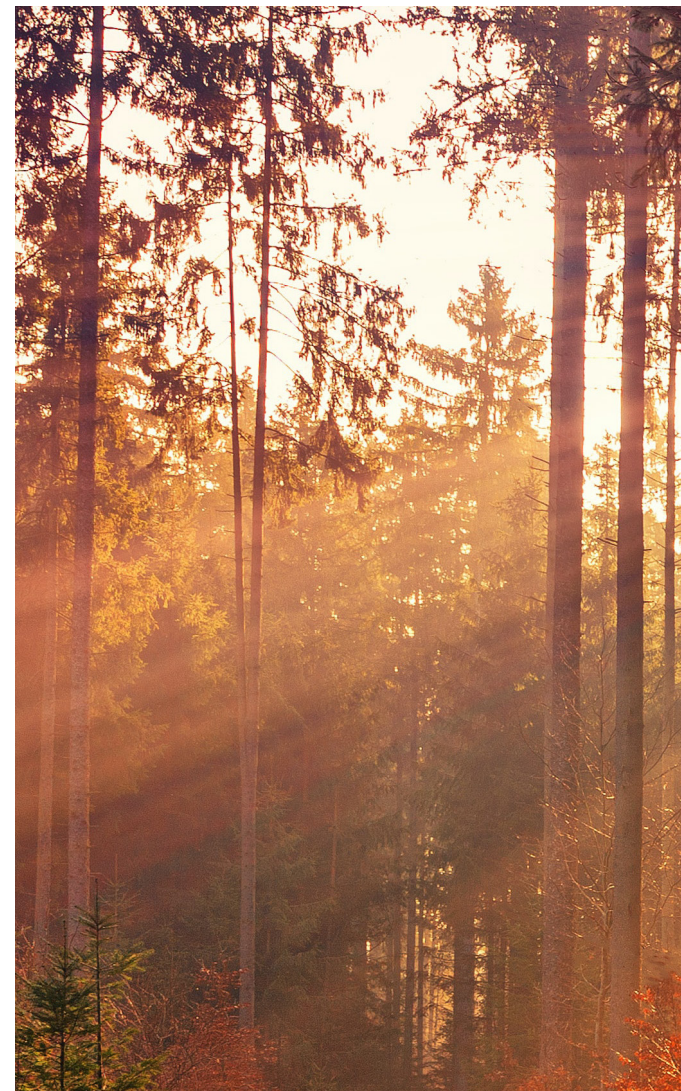



Annual Report 2022

InspireHealth
Supportive Cancer Care

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InspireHealth
is my
North Star
through
cancer.

Charles

“Necessity is the mother of invention” is an adage that sums up this past year.

Challenges arising from the ongoing impact of the pandemic – including significant distress seen in cancer patients, increased demand for our services, and the cumulative impact of the pandemic on the well-being of our staff - became catalysts for transformative change at InspireHealth, this past year.

A significant part of this change came in our ability to provide comprehensive supportive cancer care that went beyond the four walls of our centres in Vancouver, Victoria, and Kelowna, allowing us to support patients looking for supportive cancer care across British Columbia, and beyond.

Transformational changes in both our virtual service delivery platform and operational capabilities enabled us to help more patients feeling isolated from their families and friends and experiencing extreme anxiety awaiting appointments or treatment. Last year, more patients shared their mental health concerns than ever before. We were so gratified to support their emotional and physical well-being through an array of programs and services that they could access from their own homes.

The incredible generosity and foresight of a donor also enabled us to embark on a significant upgrade of our website and online offerings which was completed this summer.

Our distinguished Board of Directors, collaborated with the senior leadership team to confirm and advance our strategic goals, which include: reaching those affected by cancer, establishing and growing partnerships, providing timely and relevant services, and maintaining our financial sustainability.

During the year we continued to build relationships and partnerships within the cancer and healthcare community to enable us to provide even more value and better patient experiences. We continued to receive funding from the Ministry of Health, a demonstration of the Province's confidence and commitment to providing essential support to cancer patients.

In October our first in-person gala since the pandemic was our most successful ever. It was wonderful to be back with our close friends and meeting new supporters - all looking excited to be together again.

We can't begin to express the gratitude we feel toward all of those who participated in our programs, supported our efforts, and worked collaboratively to advance our vision of healthcare that supports patient choice, inspires engagement, and promotes physical and emotional health.



Kathy McLaughlin

Board Chair



Loveena Chera

CEO



Together, one by one,
we faced each trauma, fear,
and problem head-on. I am so
grateful to all the dedicated,
passionate people that make up
the **InspireHealth** team.

Aysia

OUR MISSION

We inspire people affected by cancer to enhance their quality of life and well-being by integrating wisdom and evidence-informed practices that support mind, body, and spirit.





OUR VISION

Health care that supports patient choice, inspires engagement, and promotes physical and emotional health.


It's been 25 years since the establishment of InspireHealth.

We've grown a lot, learned a lot, and established tremendous relationships with our patients, the community, and partners in care. With this knowledge and experience, we decided fiscal 2021/22 was the right time to create a True North statement that blends our vision and mission, and reflects our evolution. It articulates our organization's purpose, guides every decision we make, and informs our direction to achieve our strategic plans.

OUR TRUE NORTH

InspireHealth enhances the quality of life of those living with cancer.

- With compassion we focus on a patient's physical, emotional, and spiritual health by providing evidence-informed, person-centred care where the patient plays an active role in their care plan. Our clinical team provides integrative supportive care guided by the patient's values, priorities, and goals. We support patient choice and empowerment and promote self-care through knowledge and skills-building.
- We believe in health equity, social justice, and non-discrimination, and provide supportive care services throughout a patient's cancer journey regardless of demographic, socio-economic status, gender, ability, or origin.
- We recognise the value of immediate, peer, and broader community relationships in a patient's recovery and provide support for those who care for the cancer patient.
- Through collaboration and a shared purpose, we work with other healthcare providers and organizations to identify and fill gaps in a patient's cancer treatment and add value to the health system whereby patients benefit from 'the whole' rather than 'the parts'.
- We provide leadership to broaden understanding of the benefits of supportive cancer care.



InspireHealth helped me get my life back on track after my cancer diagnosis.

Donna



PATIENT DEMOGRAPHICS & ENGAGEMENT

We support patients with all types and stages of cancer and through all parts of the journey - from the time of diagnosis, through treatment, and beyond.

The average age of our patients is 59 and we see people in all age groups from late adolescents and up. This year, there were high levels of need for cancer support services, and we saw over 35,000 patient visits. Since the beginning of the pandemic, patient visitations have increased by 135%. The average number of patients seen per month has increased by over 45% since the onset of COVID. We continue to expand our reach to support more patients affected by cancer across the province.



**I cannot say
enough about
how incredible
this organization
is. It changed
my life and gave
me coping skills
and tools for life
beyond cancer.**

Shandy

For me, InspireHealth provided safe, online, fitness and exercise classes during my recovery...these online classes were perfect.

Janet

PROGRAMS & SERVICES

We continued to offer relevant and timely programs and services to patients and caregivers with a comprehensive schedule of group programming offered throughout the year. This included 15 - 20 classes, workshops and programs each week, delivered through our virtual platform. We also continued to provide essential one-on-one support for patients through our team of physicians, counsellors, dietitians and exercise therapists. These individual appointments were offered virtually, and later in the year, also in-person at our three centres.

Our programs focused on numerous topics including:

- Stress reduction and sleep support
- Managing challenges specific to cancer during COVID
- Reducing loneliness and isolation
- Exercise support for better recovery



- Breast cancer surgery rehabilitation
- Sexual health and cancer
- Managing cancer treatment side effects
- Life beyond cancer - quality of life after treatment

Having an organization like
InspireHealth is instrumental in cancer
recovery.

Haneen

PARTNERSHIPS & COLLABORATIONS

As an organization designed to complement and add value to the work of healthcare organizations, we continued to liaise and collaborate with numerous groups, organizations, and communities.

New initiatives included:

- Fostering our relationship with the First Nations Health Authority and implementing the San'Yas Indigenous Cultural Safety Training for all staff.
- Collaborating with the Canadian Cancer Society and the Centre for Cancer Prevention and Support to explore ways to provide patients with more accessible, coordinated services.
- Liaising with BC Cancer supportive care colleagues to identify gaps in patient services and implementing programs to address these gaps.
- Participating in advisory boards focused on transforming cancer care for adolescents and young adults, in collaboration with BC Cancer, Family Practice Oncology Network, Young Adult Cancer Canada and more.



- Developing relationships with the Divisions of Family Practice and the Rural Coordination Centre of BC to enhance awareness and coordination within the network of supportive care.
- Collaborating with the Kamloops community and stakeholders to better understand the needs of the region.
- Working with BC Cancer oncologists and surgical oncology at Vancouver General Hospital to enhance the support of patients with a Gastric Cancer Patient Pathway.
- Identifying ways to engage and support the South Asian community and other under-represented communities.

DIGITAL TRANSFORMATION

The pandemic accelerated what we already knew. In order to meet the needs of cancer patients across the province, a digital transformation of our delivery platform and operations was required and thus became an important area of focus for the year.

We have prioritized putting an infrastructure in place that allows us to seamlessly deliver a hybrid model of care to patients, regardless of their location. We have designed and continue to evolve solutions that allow us to provide easy, accessible care for cancer patients while allowing better clinical team collaboration to support a whole-person approach to care.



**I have found the most incredible
help at @InspireHealthBC - so many
life-changing resources, so much
knowledge and support.**

Jeanette

Our extensive digital overhaul allowed us to:

- Better enable patients across the province to virtually attend our classes and workshops, and receive direct support from our team of physicians, counsellors, dietitians and exercise therapists.
- Transform our online presence with a new and improved website, creating a much better patient experience. This included a brand refresh that allowed us to better communicate the benefits of supportive cancer care. The site launched in June 2022.
- Transition our workplace and operations to support a seamless, hybrid work experience for staff.



FINANCIAL RESULTS

We are extremely pleased to report we ended the year with a surplus of \$193K versus a budgeted deficit of (\$312K).

We continue to provide our services free of charge. We rely on support from the BC Ministry of Health, as well as grants and donations, to enable us to serve and empower British Columbians affected by cancer.

We are pleased to provide a copy of our audited financial statements on request.



Three key factors contributed to our success:

1.

- The BC Ministry of Health continued their ongoing support with \$1.7M in funding.

An acknowledgement of the important role InspireHealth plays within the overall continuum of cancer care.

2.

- We received a significant major donation directed to our digital initiative.

Without this sizeable infusion of funding, the extent of the digital transformation project would not have been possible.

3.

- Our “A Night to Inspire” Gala exceeded its goal, raising over \$300,000.

Our Rain Walk, held in Vancouver, Victoria, and Kelowna, also raised \$57,000.

THANK YOU

Our sincerest thanks to the many generous friends of InspireHealth who have supported us with \$1,000 or more in 2021/22:

Special thanks to the BC Ministry of Health, The Victoria Foundation, and The Lotte and John Hecht Memorial Foundation for their ongoing support.

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