

THIS IS HUMANCARE

THE **MOVEMENT TO REINVENT** THE PATIENT EXPERIENCE.

ST. MICHAEL'S FOUNDATION AUGUST 2022 NEWSLETTER

THE FACES OF HUMANCARE



John Boag

Pushing the Limits

Few people have scaled mountains like John Boag. A workplace accident nearly blinded him. Kidney disease led to a pancreas transplant. He's suffered three strokes and underwent triple bypass surgery. And he's lost both legs to a diabetes-related infection. Despite it all, he says, "I've always looked forward, never back."

THIS IS JOHN'S STORY



Jennifer Schultz

A Care Experience Crusader

A life-altering diagnosis turned Jennifer Schultz into a HUMANCARE crusader. "I received a standard of care that I know other people who've gone through breast cancer aren't lucky enough to get." Today she's part of a program, launched at St. Michael's Hospital, that teaches medical students how to see the care experience through the lens of patients.

THIS IS JENNIFER'S STORY



Christine Pointer

Back From the Brink

How a courageous patient, against all odds, reclaimed her life – and the son she thought she'd never get back. "Rehab therapy is about more than the body. It's about the fight and the will to live," says Providence rehab assistant Christine Pointer.

THIS IS CHRISTINE'S STORY



Three Wishes

St. Michael's Health teams launch program to comfort families facing loss. "For my mother and my sisters and me, it was one of the darkest moments in our lives. But somehow, the compassion of the doctors and nurses and social workers really helped," says Chris Eugenio.

THIS IS CHRIS'S STORY



Full Circle

As a child, Anne would pluck rhubarb from the gardens of Providence. As a young adult, she returned as a registered nurse. Today, at 84, her affinity for rhubarb, and Providence, hasn't faltered. In fact, she's at the hospital every week, visiting her husband. "I know I don't have to worry. He's safe, and in good hands."

THIS IS ANNE'S STORY

THE CHAMPIONS OF HUMANCARE



Lauren McDougall and Paul VanderGriendt



"When my brother experienced a traumatic accident and spent time recovering in the ICU, it changed our lives. We had many instances of exceptional patient and family care, but there were a few that weren't so great. Knowing that I could play a role in influencing the patient experience, and participating in the HUMANCARE movement to champion change, has been powerful."



– Lauren McDougall

As a part of our Patient Family Partner council, Lauren and her fellow members draw on their personal experiences as patients, family members and caregivers, to make health care more human. Join in meaningful discussions and use your voice to influence change.

LEARN MORE

JOIN THE MOVEMENT

DONATE →

Our health team stops at nothing to deliver the experience patients deserve. But they can't do it alone.

BECOME A #HUMANCARE CHAMPION →

Help us tell the HUMANCARE story across your social platforms.

ATTEND OUR EVENTS →

Join us and hear more about the medical issues you care about — and have some fun along the way.

START A FUNDRAISER →

Get creative and fundraise your way to help us reinvent Canada's patient experience.

HAVE YOUR SAY →

We want to hear from you. What do you want from your health-care experience?

STAY ENGAGED →

Sign up for our e-communications so you're always in the know.

St. Michael's Foundation / ST. MICHAEL'S HOSPITAL
PROVIDENCE HEALTHCARE

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