Trillium Health Partners Foundation is dedicated to raising the critical funds to address the highest priority needs of Trillium Health Partners, one of the largest community-based, academically affiliated, acute care facilities in Canada, made up of the Credit Valley Hospital, Mississauga Hospital, and Queensway Health Centre. The Foundation’s mission is to inspire its Ontario community to invest in a new kind of health care. Its hospitals are committed to delivering high quality, accessible, sustainable health care.

Trillium Health Partners Foundation Trains Staff for Success

Anne Tatoff, vice president of corporate services, joined the Foundation just prior to amalgamating with another Blackbaud customer foundation. Each charity represented two very different cultures with distinct IT and business practices. The Foundation’s challenge was to develop an integrated, back-end infrastructure that would support fundraising for its for its community hospital across three sites.

Implementing an IT strategy was done through multiple phases. The first entailed harmonizing Raiser’s Edge™ and Financial Edge™ databases to provide a common point of reference for staff to maintain constituent interactions. The

“We implemented the ‘Learn at Trillium’ program using the Learn Everything subscription through Blackbaud University. The results have exceeded our expectations. I am so proud of my team—they are all now Raiser’s Edge certified and are now able to take on more complex tasks.”

—Tim Bishop,
Manager of Information Systems

Trillium Health Partners Foundation is powered by

- Blackbaud University
- Learn Everything®
- Raiser’s Edge NXT™
- Financial Edge NXT™
- Luminate Online™
- TeamRaiser®
- Blackbaud Online Express™
- Blackbaud Merchant Services™
second phase was the adoption of Raiser’s Edge NXT, Luminate Online, and TeamRaiser to support marketing and peer-to-peer fundraising. Finally, the third phase included the introduction of Blackbaud University’s Learn Everything training solution.

Before signing up for Blackbaud University, the Foundation was offering one-on-one and monthly staff training. It was labor intensive, time consuming, and didn’t guarantee participation. Then the Foundation adopted a different approach by launching Learn @ Trillium. “The partnership enabled us to offer online, customizable, role-based training to fundraisers, empowering them to own their professional development and meet their targets,” said Anne.

At the conclusion of the first year of Learn @ Trillium, 31 of the Foundation’s staff completed 100% or more of their assigned training, investing over 425.5 hours of training. Engagement and participation has increased, with 18 staff receiving 22 Blackbaud Certifications in Raiser’s Edge, Financial Edge, and Luminate Online.

The Foundation’s investment in integrated IT using Blackbaud solutions and training has redirected money otherwise spent on administration and instead directed more money toward patient care. Since reorganizing, Trillium Health Partners Foundation has benefited from increased fundraising activity, including surpassing a key milestone that involved exceeding cash revenues of $20 million.