

A photograph of a baby in a red jacket and blue jeans, being held by an adult's hand. The baby is standing on grass, looking up and smiling. The background is a bright, outdoor setting with trees.

Bold Steps

A new vision for Catholic health care in Alberta



**Covenant
Health**

*Compassionate care led
by Catholic values*

Bold Steps

On October 7, 2008 sixteen Catholic health facilities across Alberta joined together under a common mission, and a quest to be of greater service. Today, Covenant Health is Canada's largest Catholic health care organization, serving 11 communities across Alberta.

As Covenant Health, we build on a 146-year legacy of compassionate care. Our founding congregations responded to the needs of pioneer communities and established the foundation of our health care system across the province.

Through the years, there have been many changes in Alberta and many milestones in our healing ministry. As we look to the future, we are inspired by these courageous and resourceful women and their example of caring for all in need—body, mind and soul.

Covenant Health was born last fall—a step taken in courage and faith by Catholic health leaders in Alberta, driven by a common mission, a shared passion and a vision of the future.

Over the past year, our 16 Catholic health care facilities and our team of over 14,000 staff, physicians and volunteers have come together on a journey that has been remarkable and rewarding.



We have made great strides in realizing the tremendous opportunities that brought us together: to forge a fresh new vision for Catholic health care in Alberta, to use our individual strengths and perspectives to grow stronger as a team, and to be an effective partner in the provincial health system and be of greater service to the people of Alberta.

We have emerged from a year of major organizational and system change with a strong sense of purpose and renewed courage and commitment. As an organization, we have confirmed our mission and values to anchor us through difficult economic times and the decisions we will need to make in the year ahead.

Armed with a new vision and strategic plan, we have a clear sense of direction. This will keep us focused on the possibilities and new opportunities to draw on the strength of our 146-year legacy to continue Jesus' healing ministry.

The opening of Villa Caritas, a 150-bed facility in Edmonton dedicated to the care of seniors with complex mental health needs, in May 2010 is one example of our commitment to serving where we are needed most. And this is just the beginning of our strategic work, which will include plans for mental health, end-of-life care, seniors' care and rural health services.

Our mission

We are called to continue the healing ministry of Jesus by serving with compassion, upholding the sacredness of life in all stages, and caring for the whole person—body, mind and soul.

Our values

As a Catholic organization, we are committed to serving people of all faiths, cultures and circumstances according to our values: compassion, respect, collaboration, social justice, integrity and stewardship.

Our vision

Covenant Health will positively influence the health of Albertans and be of greater service to those in need by working together with compassion, quality and innovation.

Our Strategic Directions

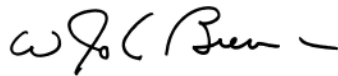
- Live our mission and values in all we do
- Build and engage our team
- Continuously improve quality and safety
- Respond to those in need
- Engage and work with community

Throughout the many changes in the past year, two things have remained constant: the courage, dedication and hope of our team and the continued support of our communities.

As our staff, physicians, and volunteers have embraced our new provincial role, their passion, compassion and commitment—day in and day out—inspires and sustains our mission. And we are grateful for the continued support of our community—in particular our active and engaged community boards and the many donors and supporters who ensure we understand and meet the needs of the communities we serve.

In the midst of change and challenge, we are indeed blessed.

Drawing on the strength of our legacy and our people, we look forward to working with Alberta Health Services and the Government of Alberta to positively influence the health of Albertans and be of greater service to those in need by working together with compassion, quality and innovation.



W. John Brennan
Board Chair



Patrick Dumelie
President and CEO

October 2009

Milestones on the Journey

1863

Youville Home (St. Albert) – Sisters of Charity (Grey Nuns) of Montreal

1895

Edmonton General Hospital – Sisters of Charity (Grey Nuns) of Montreal

1900

Misericordia Hospital – Misericordia Sisters

1909

St. Mary's Hospital (Trochu) – Sisters of Charity of Notre Dame d'Evron

1910

St. Joseph's General Hospital (Vegreville) – Sisters of Charity of Notre Dame d'Evron

1911

Our Lady of the Rosary Hospital (Castor) – Daughters of Wisdom

1919

St. Louis Hospital (Bonnyville) – Sisters of Charity of Notre Dame d'Evron

1924

St. Mary's Hospital (Camrose) – Sisters of Providence of St. Vincent de Paul

1927

St. Joseph's Auxiliary Hospital (Edmonton) – Sisters of Providence of St. Vincent de Paul (Kingston)

1929

Mary Immaculate Hospital (Mundare) – Sister Servants of Mary Immaculate

1929

St. Michael's General Hospital (Lethbridge) – Sisters of St. Martha of Antigonish

1930

Banff Mineral Springs Hospital – Sisters of St. Martha of Antigonish

Our team

Board of Directors

The Covenant Health Board of Directors has full governance authority for our organization. Our Board is supported by active and engaged community boards representing the 11 communities we serve.

W. John Brennan, Chair
Archbishop Richard Smith
Michael Dimnik
W.D. Bill Grace
Dennis E. Grant
James Heelan
Sr. Nuala Kenny
Richard Leavens
Raymond Mack
Mary Pat Skene

Administration

President and CEO Patrick Dumelie leads the Senior Leadership Team who work within the integrated provincial health system to advance our strategic directions.

Patrick Dumelie
President and CEO

Karen Galenzoski
Vice President,
Human Resources

Greg Hadubiak
Sr. Vice President
and Chief
Operating Officer

Jennifer Haggerty
Vice President,
Planning

Karen Macmillan
Senior Operating
Officer, Grey Nuns
Community Hospital

Sheli Murphy
Vice President and
SOO, Rural Health
Services

Al Pierog
Vice President and
SOO, Rehabilitation
and Continuing Care

Jon Popowich
Vice President,
Quality

Dr. Jeff Robinson
Sr. Vice President,
Medicine

Fran Ross
Vice President,
Communications

Rosa Rudelich
Vice President and
Chief Financial Officer

Jan Schimpf
Senior Operating
Officer, Misericordia
Community Hospital

Gordon Self
Vice President,
Mission, Ethics and
Spirituality

Michael Shea
Vice President,
Board Support

Milestones on the Journey

1930

Killam General Hospital – Sisters of St. Joseph of London

1976

Alberta Catholic Health Foundation, now called Catholic Health of Alberta, created

1986

The St. Louis Hospital is amalgamated with the Duclos Hospital and becomes Bonnyville Health Centre

1988

Grey Nuns Hospital opens and Edmonton General Hospital transitions to continuing care

1992

Caritas Health Group created, consolidating Grey Nuns, Edmonton General and Misericordia sites

2000

St. Michael's Health Centre opens in Lethridge, replacing the old St. Michael's Hospital

2002

St. Michael's Housing Association established in Lethbridge

2005

Martha's House opens in Lethbridge

2008

St. Therese Villa opens in Lethbridge

2008

Youville Home becomes part of Caritas Health Group

2008

Covenant Health is established with the consolidation of the 16 sites sponsored by Catholic Health of Alberta

2009

Covenant Health is officially incorporated on April 1, 2009 through provincial legislation – the Covenant Health Act

9072 employees.
2351 physicians.
2622 volunteers.

Skill + passion.

Faith + courage.

*These are the factors
that add up to the true
measure of our strength
as a provincial team.*

*You will meet a few of
these individuals in
the following pages—
people who live their
calling to serve and to lead.*

*They demonstrate the
meaning of our promise:
“Compassionate care
led by Catholic values.”*



Stewardship

We will be good stewards of all our resources, to sustain our mission into the future

Lynn Lyseng, Director of Diagnostic Services, St. Mary's Hospital, Camrose



Collaboration *We will achieve more by working together than on our own*



Team spirit

As Director of Diagnostic Services for St. Mary's Hospital in Camrose, Lynn Lyseng leads a team of over 45 lab and diagnostic imaging staff. It is a busy department that depends on structure and a degree of predictability to process over 30,000 exams a year.

Saturday, August 1 was quite the opposite.

For Lynn and many of her team, it was not a work day at all. In fact, Lynn was tapping her toes to the sound of her favourite bands at the nearby Big Valley Jamboree. But when a sudden windstorm ripped through a crowd of 25,000 country-music fans and collapsed the outdoor stage, all of that changed.

St. Mary's CT scanner was a gift from the people of Camrose—purchased with one million dollars in donations from residents, businesses and corporations.

Within minutes, St. Mary's went into full emergency mode. With the storm still raging, staff, physicians and volunteers arrived in full force, ready to treat injured fans. Thirteen physicians came to help, as well as staff from other hospitals who were in the area. Extra blood was quickly shipped, in case transfusions were needed.

And Lynn's team was ready too. As people began arriving with bone fractures, head trauma, and soft tissue injuries, the CT and x-ray teams went to work.

When Lynn arrived, unhurt, from the concert site to help out, her department was abuzz—running as smoothly as the emergency drill her staff had practiced just weeks before. Recognizing that things were under control, Lynn got to work where she was needed most: portering patients and moving paperwork.

Lynn had experienced the sheer power of nature and the depth of human terror that night. Yet, in halls of St. Mary's, she witnessed something equally powerful: people working together with compassion and skill.

She saw housekeeping staff and managers working side by side, wiping down stretchers, and staff working selflessly, despite the fear of their own loved ones coming in next through the doors. She saw less injured patients visit others who were frightened and alone. And time and again, she watched people from the community drop food and blankets at the hospital door for anyone in need of comfort and warmth.

In all, 34 patients from the Big Valley site were treated that night. But Lynn and the St. Mary's team were ready to treat many more.

"We've always had a focus on our mission," explains Lynn. "But that night it all just connected. You can still feel it in the building."



Bonnie Mende, Coordinator of Program and Staff Development, Banff Mineral Springs Hospital



Respect *We will respect the dignity of every human being from conception to natural death*



Learning for life

One year it was a wagon. Other years it has been a wheelchair and walker. This fall Bonnie's "Flu Buggy" is raising eyebrows and turning up smiles, making rounds as a toy stroller.

Giving staff influenza vaccinations at the Banff Mineral Springs Hospital is one of Bonnie's many tasks. She regularly achieves over 85% compliance with the voluntary program, a rate much higher than average in the province.

A Registered Nurse, Bonnie credits her success to a solid strategy that mixes good information with a big helping of creativity and fun. "The truth is that hospital workers don't like getting needles any more than others," she explains. Keeping the atmosphere relaxed, she believes, is a big part of her success. It also doesn't hurt that her needles don't.

Bonnie keeps current on the research in genetics and viruses, so she is ready to respond to questions that arise. "I've always been interested in bugs," notes Bonnie. "They have so few genes and yet they can mutate like nobody's business."

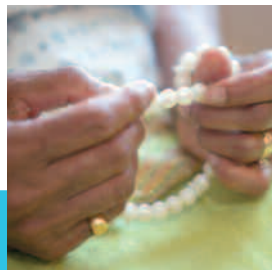
A popular team member and leader, Bonnie is as passionate today about nursing as she was 45 years ago. "I'm very lucky to have a career that means so much to me," she explains with a twinkle of pride in her blue-green eyes. "Even when I was very young I knew that I wanted to help people and that I had a knack for it."

Bonnie says she is still learning, something she has a passion for and believes is essential to her success at work and in life. She took a brief break from the hospital in the 1990s and completed a Bachelor's degree at age 58. In her spare time today, Bonnie is taking Toronto Conservatory piano lessons so she can achieve a master-level during her retirement years.

But Bonnie believes that one of her most important lessons happened outside the classroom. Several years ago at a social gathering, Jean, a dementia patient on her unit, began to mumble—trying to engage Bonnie in conversation. Somewhat distracted, Bonnie responded to the incoherent string with a series of platitudes.

But then something amazing happened.

Jean took her by the shoulders, and firmly and clearly asserted, "You are not listening to me." Just as quickly, Jean retreated back into her world of dementia. Jean has since passed away, but Bonnie has not forgotten this lesson and uses the story to teach others about listening and about respect. "Every single person has something important to say and contribute."



Working collaboratively with Alberta Health Services, Covenant Health has established directives and guidelines to ready our staff and keep our patients safe as we manage Pandemic (H1N1) 2009.

Mary with Jennifer Hansaeme, Team Leader, St. Therese Villa, Lethbridge



Compassion *We will treat others as we would expect to be treated*



Coming home

A warmed towel is easing Evelyn's morning chill. Clara is getting dressed. And Mary is getting some help to the breakfast table. When Jennifer Hansaeme's shift starts at 7 each morning—she enters the home of 140 residents and steps into the rhythm of their day.

Jennifer is a Licensed Practical Nurse (LPN) and one of several team leads at St. Therese Villa, a Designated Assisted Living facility in Lethbridge. St. Therese has been a pioneer in this new model of care that offers a home-like option for people who require on-going nursing support.

Each day, Jennifer's team addresses the individual needs of residents. While her staff help residents with the personal and hygiene tasks of daily living, Jennifer begins her nursing rounds. Blood sugar checks and insulin shots. Assessing pain and treating infections. Giving medication and dressing wounds. An LPN working at full scope of practice, Jennifer uses her training and knowledge to meet the needs of each resident.

With a personalized care plan in place, and the support of a Registered Nurse when needed, Jennifer monitors each resident's general health on a daily basis. And she watches for subtle changes in behaviour that can provide clues to changes in a resident's medical condition. They appreciate her attentive eye and commitment to compassionate care.

Recreation staff also make important contributions to the day, offering activities each morning and afternoon to promote wellness and friendships. And residents—including Mary who had not painted for 10 years before coming to St. Therese Villa—are encouraged to pursue personal interests.

Throughout the day, Jennifer and her dedicated team make sure that the idea of a home-like environment is more than a nice concept. "I ask my staff to treat residents as they would their own grandparents," says Jennifer, a respect she believes every person deserves.

Sometimes this means taking the time to rub lotion on tired legs or listen to a personal story. At other times, it can mean coming in the middle of the night to help manage pain.

Jennifer carries hope with her each day for the residents in her care. "We strive to meet their needs so they can be happy and enjoy the best possible quality of life. Above all, I hope this feels like home for each of them."



Committed to being of greater service to Alberta's seniors, Covenant Health will open Villa Caritas, a new 150-bed facility in Edmonton, in May 2010 to serve seniors with complex mental health needs.

Dennis Horrigan, Chef, St. Joseph's Auxiliary Hospital, Edmonton



Integrity *We will put into practice what we profess to be the right and ethical thing to do*



Recipe for success

Two years ago, Dennis Horrigan was the Banquet Chef at the Mayfield Inn in Edmonton and overseeing the catering of large weddings and corporate events. Today, he is the Chef at St. Joseph's Auxiliary Hospital.

"Sometimes things just fall into place," he says with a modest smile.

A Red Seal Chef with over 20 years of kitchen experience, Dennis is passionate about his work—preparing tasty and nutritious food for up to 200 continuing care residents and palliative patients. He also runs the on-site cafeteria that is popular with staff and families alike, and fills catering requests for on-site meetings and events.

Dennis takes pride in running a highly organized kitchen and making each day a gift to the people he serves. "If I can do my part in having a resident live a better day...that's success," he asserts.

The facility has a 'cook and chill' system for residents. This means that meals are prepared, quick-chilled, and then heated when needed in accordance with provincial standards. This allows Dennis and his assistant to prepare seven days of resident meals and snacks in a five-day work week.

His days now start at 7 a.m. and end just after 3 p.m., allowing Dennis to be at home with his children after school and with them every weekend—a schedule very different from that of a hotel chef.

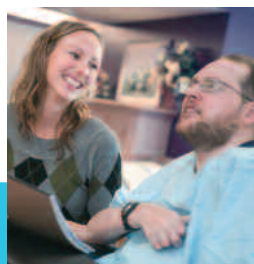
Dennis has become pretty popular with his St. Joseph's family too.

His colleagues at St. Joseph's presented him with a Mission Award for being an inspiring leader and mentor, for his commitment to customer service, and for being a positive influence on the team. "My wife told our children it just means that 'Dad's a nice guy and does a good job,'" Dennis says with a chuckle.

A humble and calm man, Dennis says that a good leader is one who encourages trust by being a good example. "You also need to recognize the strengths of others. No one can do it all," he says.

What is the value of work-life balance?

Dennis explains: "I have a job I enjoy doing. I work with people that I respect and enjoy. I have work conditions that are very pleasant. And I can go home at the end of the day and spend time with my family. I don't know anyone who wouldn't want that."



Covenant Health staff across the province served 2.7 million nutritious meals this past year—playing an important role in the health and well-being of patients and residents.

Dr. Erika Haase, Surgical Oncologist, Grey Nuns Community Hospital, Edmonton



Social Justice *We will work in partnership with others to build healthy and just communities*



The gift of time

It's called HIPEC—Heated Intraperitoneal Chemotherapy. But for Dr. Erika Haase and some of her patients facing a specific type of invasive abdominal cancer, it stands for hope.

Dr. Erika Haase is a surgical oncologist—a surgeon specializing in cancer treatment. Over the past year, Dr. Haase and a team of dedicated surgeons, anaesthetists, nurses and others from 14 departments have worked, with the support of the Cross Cancer Institute, to bring this revolutionary new procedure to the Grey Nuns Community Hospital in Edmonton.

During the surgery, cancerous tumours are removed and, with the aid of a special hyperthermia pump, heated chemotherapy drugs are immediately circulated through the abdomen to eradicate any cancer cells that may have been left behind. The Grey Nuns is one of a few facilities in Canada to offer the procedure.

For some patients it is the only option. “Even a year ago, the only thing we could offer these patients is palliative chemotherapy,” explains Dr. Haase. With the procedure, the average survival rate increases from 12 months to between 18 and 36.

Introducing this kind of highly specialized procedure requires an environment that fosters innovation and teamwork. Dr. Haase found this—and more—at the Grey Nuns.

Her drive to provide hope for those facing a devastating diagnosis was embraced by the team as they spent weekends in specialized training and consulted with colleagues. Recognizing the need to help patients and families through the long and complex surgery and recovery, the team set up a network of supports that includes care team contacts, guided imagery to prepare for surgery, and binders and journals to track and record information and questions.

Dr. Haase is grateful for the opportunity to help patients going through the most difficult challenges of their lives and to be working with a team that understands the need to care for people—body, mind and soul.

“It’s not just a matter of providing state of the art medical care,” she says. “We need to do it with caring and compassion—that is so important in health care. I see that all around me in the operating and recovery room, and in post operative care. Everyone has the same attitude.”

The team performed their first surgery on a 52-year-old patient in July 2009 and plan to gradually build the program to 48 procedures per year.



“What could be more rewarding,” says Dr. Haase, “than giving someone a chance to live longer and even the hope that they could be cancer free?”

Almost 40,000 surgeries were performed in Covenant Health operating rooms across the province over the past year.





Across the province

Community	Facility Name	Programs	Beds	Team
Banff	Banff Mineral Springs Hospital	acute and continuing care	46	226 employees 74 physicians 166 volunteers
Bonnyville	Bonnyville Health Centre	acute and continuing care	63	240 employees 41 physicians 100 volunteers
Camrose	St. Mary's Hospital	acute care	76	420 employees 24 physicians 94 volunteers
Castor	Our Lady of the Rosary	acute care, continuing care	26	80 employees 3 physicians 30 volunteers
Edmonton	Edmonton General Continuing Care Centre	continuing care, palliative, subacute	502	1011 employees 81 physicians 420 volunteers
	Grey Nuns Community Hospital	acute care	347	2847 employees 1026 physicians 425 volunteers
	Misericordia Community Hospital	acute care	306	2612 employees 906 physicians 671 volunteers
	St. Joseph's Auxiliary Hospital	continuing care, palliative	202	335 employees 58 physicians 175 volunteers
Killam	Killam Health Centre	continuing care, acute care, subacute	55	100 employees 2 physicians 47 volunteers
Lethbridge	Martha's House*	independent living	118	4 employees
	St. Michael's Health Centre	continuing care, rehabilitation, palliative	202	409 employees 90 physicians 215 volunteers
	St. Therese Villa	designated assisted living	100	91 employees 16 volunteers
Mundare	Mary Immaculate Hospital	continuing care	30	70 employees 1 physician 10 volunteers
St. Albert	Youville Home	continuing care, palliative	220	397 employees 38 physicians 173 volunteers
Trochu	St. Mary's Health Care Centre	continuing care, assisted living	56	70 employees 2 physicians 80 volunteers
Vegreville	St. Joseph's General Hospital	acute care	25	160 employees 5 physicians

We pull on the strengths of all departments so that we can provide good patient care to our community.

Audrey Wilcox,
Materials Manager and IT
Systems Administrator,
St. Joseph's General
Hospital, Vegreville

*Martha's House is operated by Covenant Health under St. Michael's Housing Association

Provincial Statistics*

Service Capacity

- 819 acute care beds
- 24 sub-acute care beds
- 52 palliative care hospice beds
- 24 rehabilitation beds
- 1,438 continuing care, designated assisted living and assisted living beds
- 17 respite beds

Team

- 9,072 employees
- 2,351 physicians have an appointment with Covenant Health
- 2,622 volunteers

Annual Budget

600 million

Activity

- 186,976 emergency visits
- 9,117 babies born
- 39,115 surgeries
- 314,641 outpatient visits
- 2.5 million lab tests
- 267,746 diagnostic imaging exams



A warm welcoming smile and a few minutes spent connecting with people each day—this is how we show compassion.

Cheryl Robertson,
Manager of Therapeutic
and Volunteer Services,
Youville Home, St. Albert

*Activity stats are based on confirmed 2008/09 fiscal year statistics as reported in September 2009

*It's a supportive environment...
a good place to provide the service
I want to provide.*

Dr. James McMillan,
Our Lady of the Rosary Hospital, Castor

*The partnership with our Family and
Community Advisory Council is a
great collaboration that has made a
difference to our residents.*

Averil Suriyakumaran, Executive Director,
Edmonton General Continuing Care Centre

*From the physicians to the front office,
the nurses to the cleaning staff—
we're all part of doing the same thing:
providing patient care.
We all work as a team.*

Dr. A. Meer, Killam Health Centre

*You get to know the people here—
to share their successes and
hard times. I think that's an
important part of healing.*

Anna Steblyk, Lab and X-ray Department Manager,
Mary Immaculate Hospital, Mundare

*We work together as a family.
It's a loving place to be.*

Kelly McRay, Recreation Therapist,
St. Mary's Health Care Centre, Trochu

*You're part of a bigger team and it's
enjoyable right from walking in and
saying good morning to each person
you pass along the way.*

Tracey Anderson, Social Worker,
St. Michael's Health Centre, Lethbridge

*Stewardship is a very strong value
for me. I try to use everything and
recycle too.*

Raymond Roncleau, Building Operator,
Bonnyville Health Centre



Stepping out

When Scott entered the world last October—it was 5 weeks sooner than expected. But his mom Joanne Fowler was not alarmed. “I knew his lungs were fully developed,” she explains. And she should know. A graduate of the Misericordia School of Nursing, Joanne has spent the last 19 years working with babies at the Misericordia Community Hospital—most recently in the Intermediate Care Nursery.

Joanne took comfort in the care of her colleagues who supported her in recovery from an unplanned Cesarean. “I have to admit they spoiled me quite a bit,” she says with a smile. “We are like one big family.”

And Joanne was right to be calm. Scott was ready to go home within a few days of delivery. Today, you’d never know that this strong and happy boy made an early debut—and just in time to be one of the first deliveries for our new organization.

In fact, 9,118 babies, including Scott, were born at Covenant Health facilities over the past year—more than one in every 6 babies born in Alberta.

Thank you

Our Covenant Health facilities receive tremendous support from the community through 10 foundations which raised over \$4 million last year.

The following foundations support the facilities in their communities:

Caritas Hospitals Foundation,
Edmonton and St. Albert

St. Joseph's Auxiliary Hospital
Foundation, Edmonton

St. Mary's Hospital Foundation,
Camrose

Killam and District Hospital
Foundation, Killam

Our Lady of the Rosary Hospital
Foundation, Castor

St. Mary's Health Centre Foundation,
Trochu

St. Michael's Health Centre
Foundation, Lethbridge

Bonnyville and District Health
Foundation, Bonnyville

St. Joseph's General Hospital
Foundation, Vegreville

Mary Immaculate Hospital
Foundation, Mundare

To find out more about how you can support our work, contact your local facility or visit www.covenanthealth.ca/donations.html

Banff

Banff Mineral
Springs Hospital

Bonnyville

Bonnyville Health Centre

Camrose

St. Mary's Hospital

Castor

Our Lady of the
Rosary Hospital

Edmonton

Edmonton General
Continuing Care Centre
Grey Nuns
Community Hospital
Misericordia
Community Hospital
St. Joseph's
Auxiliary Hospital

Killam

Killam Health Centre

Lethbridge

Martha's House*
St. Michael's
Health Centre
St. Therese Villa

Mundare

Mary Immaculate Hospital

St. Albert

Youville Home

Trochu

St. Mary's Health
Care Centre

Vegreville

St. Joseph's
General Hospital

*Martha's House is operated by
Covenant Health under St. Michael's
Housing Association



**Covenant
Health**

*Compassionate care led
by Catholic values*

Covenant Health Corporate Office
3033 - 66 Street
Edmonton, Alberta T6K 4B2
Phone: 780.735.9000

CovenantHealth.ca

Front cover image: Scott was born in October
2008 at the Misericordia Community Hospital—
just in time to be one of the first deliveries for
our new organization.