

Awakening Hope

Supporting mental
health and wellness

2019 Report to the community website

Homepage

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Report to the community 2019

"As a Covenant family, we continue to focus on those most vulnerable in society."
— Patrick Dumelle, CEO

[READ MESSAGE](#)

Awakening Hope

Supporting mental health and wellness

Belonging, acceptance, community and hope. These are all critical elements of our health and well-being — and especially key to our mental health and wellness. The stories highlighted in the 2018-2019 Covenant Annual Report examine opportunities for us to work together as individuals, organizations and communities to awaken hope, reduce stigma and isolation and increase awareness of mental health and wellness. We encourage you to explore this interactive site to discover more about mental health and wellness and to learn about the important role the Covenant family plays in providing quality, compassionate care for all Albertans.

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The year in review

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Message



Hope for the journey

Our vision calls us to be leaders and partners in transforming the health system and creating communities of health and healing. At the heart of this effort is our mission to serve people with compassion — body, mind and soul. But being well is not only about physical health. This whole person approach is also critical in supporting mental health and wellness. Belonging, acceptance, community and hope are also key elements to our overall well-being.

How can we work together as individuals, organizations and communities to awaken hope, reduce stigma and isolation and increase awareness of mental health and wellness? This is one of the challenges we embrace as the Covenant family every day. It starts with each of us as individuals. It starts with a smile, an open mind and heart, a willingness to listen. As a Covenant family, we continue to focus on those most vulnerable in society — to eliminate barriers to quality care and provide the compassionate support our patients and residents need to be healthy and to thrive.

In any given year, one in five people in Canada will personally experience a mental health problem or illness. As an organization, we have learned much about creating care and work environments that will help us support each other through this journey. Together as a community, we must challenge stigma and misinformation that leaves those in greatest need feeling isolated, hopeless and alone.



Patrick Dumella, Chief Executive Officer | Ed Steinhilber, Board Chair

We hope that you will find inspiration and hope in these stories of those who have faced challenges and have found the support, the community, the care and the courage to regain and sustain their mental health and wellness. Along with these important stories, this site also includes highlights of our work from the last year and detailed financial and organizational information about the Covenant family. We invite you to browse through our Annual Report and learn more about the important contribution the Covenant family makes to patients, residents, families, staff and our communities.

We also encourage you to look for ways in your own lives and communities to make a difference to those in need. An act of compassion, however small, can change a life.



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.

Vision

Inspired by our mission of service, we will be leaders and partners in transforming health care and creating vibrant communities of health and healing.

Values

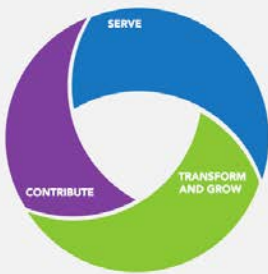
As a Catholic organization, we are committed to serving people of all faiths, cultures and circumstances according to our values: compassion, respect, collaboration, social justice, integrity and stewardship.

The year in review

part 1



The year in review



Contribute

We will leverage our legacy to maximize the strategic contribution of Catholic health care.

Serve

We will strengthen our mission and live our values to meet the needs of those we serve through excellence in care, an engaged team and wise use of our resources.

Transform and grow

We will transform the health system and grow through integration, innovation and shared learnings to respond to the strengths and needs of our communities, especially those most vulnerable.

PATIENT AND RESIDENT ENGAGEMENT

Engaging patients, residents and families we serve — both when they are in our care and as members of the community with lived experience — is essential to transforming health care from a culture of “doing for” to a culture of “doing with.” Effective patient engagement changes the way we work, bringing greater rigour and intention to our interaction with patients, residents and their families and ensuring their voices are heard in the process. The Heart of Health and Healing, the Covenant family’s patient and resident engagement framework, launched in May 2019. This framework guides our staff and physicians to intentionally partner with patients, residents, families and the community, to be responsive to their needs; and to live our mission of service. This important work revolves around four goals: build partnerships; empower patients, residents and families; create a responsive healthcare delivery system; and build capacity for consistent delivery of care.

MISERICORDIA COMMUNITY HOSPITAL EMERGENCY DEPARTMENT REDEVELOPMENT

Design of the Misericordia Community Hospital Emergency department expansion is complete, and the project is now primed for construction. The \$65-million project — a joint project with Alberta Infrastructure, Alberta Health Services and Covenant Health — will see the Misericordia Emergency department almost triple in size and be able to accommodate 60,000 patient visits each year, twice the capacity of the original space.

BABY-FRIENDLY INITIATIVE

Covenant Health appreciates the value of quality care and support for babies and parents. Providing accurate information and support around infant feeding is an important element to their health and wellness. Three Covenant Health sites have been recognized for their quality work in this area. Grey Nuns Community Hospital, Bonnyville Health Centre and Misericordia Community Hospital have all received the Baby-Friendly Initiative (BFI) designation as sites that support and promote breastfeeding.

The Baby-Friendly Initiative protects, promotes and supports breastfeeding families and formula-feeding families by providing accurate information on infant feeding. BFI is an international program launched in 1991 by the World Health Organization and United Nations Children’s Fund to promote, protect and support breastfeeding around the world. Discover what this designation looks like in practice.

[LEARN MORE](#)

THE POINT CEO VLOG

Covenant CEO Patrick Dumelle is using video technology to connect with staff, physicians, volunteers and the public to deepen understanding of Covenant and its work in the community. Launched in September 2018, *The Point*, provides stakeholders the opportunity to hear directly from Patrick on the organization’s mission, vision and values. He has showcased how Covenant is transforming health care and ways in which our teams deliver compassionate, quality care. In the first year, topics included palliative care, ethics, patient- and resident-centred care and the unveiling of new Covenant facilities.

The year in review

part 2

KILLAM CAMPUS OF CARING

A new, adaptable model of care in Killam gives residents the ability to stay at the site — often in the same room — as their needs change. This transformation also means residents need not leave their community to seek care. The Killam Campus of Caring opened its new resident care building in September 2019. The second phase of the project will see work done to modernize the original building, including creating six single-resident suites and four couple suites. The new homelike suites are designed to provide flexible care, including supportive living, long-term care and dementia care, all in one place. Discover residents' reactions to these changes.

[READ MORE](#)

COVENANT SOUTHEAST CAMPUS

Covenant acquired the former MacEwan University South Campus in the heart of Mill Woods in Edmonton. While the building is currently self-sufficient by accommodating Covenant corporate staff and secondary education tenants, the site and the building are key elements of a longer-term plan that will better meet healthcare needs in the community and take the pressure off the overburdened acute care facility, the Grey Nuns Community Hospital. Covenant is currently developing a community care model that aims to meet the unique needs of the multicultural community in southeast Edmonton and create a health hub where non-urgent care needs can be met and wellness partners can help to keep people out of the hospital. Covenant is engaging stakeholders in the healthcare industry, the community and its own organization to develop an optimal model that meets future needs.

SUPPORT FOR GERIATRIC MENTAL HEALTH PATIENTS AT HOME THROUGH VIRTUAL CARE

A unique partnership between Covenant Health's Network of Excellence in Seniors Health and Wellness, the Community Geriatric Program and TELUS Health is looking to use technology to support seniors virtually in their homes. The Home Health Monitoring project will evaluate the benefits of technology to support seniors with chronic mental illness through in-home monitoring and remote access to a specialized geriatric mental health professional. This project aims to demonstrate that through the use of home health monitoring, seniors can be successfully stabilized and maintained in the community with positive trends in patient experience, population health and healthcare cost savings.

COMMUNITY ADDICTION AND MENTAL HEALTH NETWORK

Mental health challenges and addiction issues are always hard to talk about. In some cultures, mores and traditions can make it an even more difficult conversation. Covenant Health has partnered with the Canadian Mental Health Association, Multicultural Health Brokers Cooperative and a psychiatrist to address this challenge. The group is establishing a culturally appropriate Community Addiction and Mental Health Network to better meet the needs of the South Asian population in Edmonton.

ADVANCE CARE PLANNING

Important conversations about difficult topics are what advance care planning is all about. Recognizing the importance of ensuring patients and their families are equipped to have those discussions is behind the Advance Care Planning Alberta project. A collaborative effort between Covenant Health and the Alberta government, this five-year, cross-ministry pilot project aims to equip Albertans with the information they need to effectively determine, communicate and document their personal, health and financial plans for the future. At the Misericordia and Grey Nuns hospitals, the surgical programs have embedded advance care planning in their fractured hip and vascular surgery programs. The improved care plans include a discussion between care providers and their patient about their values, wishes and goals related to their current healthcare needs. This is an important conversation to have with the surgeon prior to surgery. Explore more about advance care planning.

[LEARN MORE](#)

COVENANT HEALTH CORPORATE RECOGNITIONS

Reflecting the hard work and dedication of our staff, physicians and volunteers, Covenant Health achieved three significant designations last year, including being named one of Alberta's Top 75 Employers, one of the World's Most Ethical Companies® and one of Canada's Most Admired Corporate Cultures. We are proud of these accomplishments and embrace the challenge for ongoing quality improvement in all we do each and every day. Learn more about what these designations mean to Covenant Health.

[WATCH VIDEO](#)

CONNECT CARE

Connect Care is changing the way we provide health care in Alberta. With initial phases already under way and the first launch sites within the Edmonton Zone set to roll out in November 2019, this multi-year project is a major provincial initiative affecting the entire healthcare system in Alberta. Right now, health information is stored in hundreds of different systems across the province. Under Connect Care, health records will be stored in a single, digital location. They will be accessible from anywhere in the province and will move with the patient through their care journey. Connect Care will give healthcare providers access to support in making clinical decisions so they can provide the same high-quality care, based on the best possible evidence, everywhere in Alberta. It will also give patients secure online access to their health information.

FAMILY INVOLVEMENT INITIATIVE

When a family member enters a care facility, other relatives often feel their role as a caregiver stops. In an effort to continue to allow family members to be active participants in their loved one's care, Youville Home launched the Family Involvement Initiative in July 2019. The program provides support and training to family members who wish to continue to provide care for a relative. The program encourages family members to collaborate and participate in the care of their loved one as they choose and ensures the resident and their family are active members of the care team.

NEW SUPPORTIVE LIVING FACILITY IN WEST LETHBRIDGE

Ensuring Albertans can access high-quality care close to home is a priority for Covenant Care. In response to a growing need for seniors supportive living in southern Alberta, Covenant Care is building a 100-unit facility in Lethbridge. The facility will include units for people living with dementia and will enable those who need support to stay in their community. Groundbreaking is slated for spring 2020.

[READ MORE](#)

IV KETAMINE TREATMENT FOR MENTAL ILLNESS

Covenant Health care teams lead the province in developing innovative standards and protocols for treating depression and bipolar disorder with IV ketamine. Research shows ketamine not only produces a rapid and robust antidepressant effect but also can put a quick end to suicidal thinking.

NAV-CARE

For many, quality of life improves by staying in their home environment and remaining connected to their community as long as possible. Nav-CARE trains volunteer navigators to help older adults with advanced chronic illnesses in rural communities find and access services and resources close to home. The navigators assess what residents need and let

The year in review

part 3

PALLIATIVE CARE MATTERS

Many Canadians will require palliative care for themselves or someone they love. But finding and accessing high-quality palliative care are challenges in many parts of the country. Improving access to palliative care for Canadians requires a focused collective effort toward palliative care advocacy and policy. That's why Covenant Health has joined with many of Canada's leading national health organizations and experts in palliative care and health policy to lead this initiative. Palliative Care Matters is at work across Canada, collaborating with healthcare organizations in an effort to make quality palliative care accessible to all.

NOWICU PROJECT

Establishing a connection between mom and her newborn is critical in the first hours and days of life. But sometimes health issues mean moms and babies need to be apart. The Misericordia Community Hospital developed a way to bridge that gap. Now, moms and babies can see and hear each other through first-of-its-kind iPad technology in Alberta. The iPad system gives parents and babies a way to see and hear each other even if they aren't in the same room. Having the ability to hear their mother's voice also helps ease any separation distress the newborn experiences when they're away from mom. The NowICU project won a Patient Experience Award from the Health Quality Council of Alberta for its innovation and creativity in addressing a need.

MISSION-INSPIRED CULTURE

Our mission fosters an engaging and compassionate culture that attracts and supports passionate and committed team members. Through our Mission and Culture Survey, 6,500 of our physicians, volunteers and employees shared their experiences and insights to continue to build a mission-inspired culture and teams and improve our work and care environments. This year's survey demonstrated that our teams are proud to serve people of all faiths and circumstances with dignity and respect, are committed to the mission, and are passionate advocates for safety, quality and compassionate care. The survey also identified areas for growth, including open communications and empowering our teams to be and do the best for those we serve. The results of the survey are guiding team and corporate conversations and initiatives to strengthen our culture and care across the province.

COVENANT CUISINE

Studies have shown that patients have better nutritional outcomes when they're able to decide for themselves what they eat. With this in mind, the Misericordia Community Hospital launched Covenant Cuisine, a made-to-order meal service, in May 2018 to empower patients to make decisions about their food choices. Patients receive a menu according to their medical and dietary needs when they are admitted to the hospital and are able to make meal choices for themselves. A review of Covenant Cuisine was conducted one year after its launch to identify opportunities for improvement and showed the program to be largely successful. Food waste reduced by over 30 per cent, and patient satisfaction increased from 57 per cent to 80 per cent.

ALBERTA PUBLIC LABORATORIES

On September 1, 2018, Covenant Health laboratory staff, along with all other laboratory staff in Alberta, were amalgamated to create Alberta Public Laboratories. This consolidation is a milestone in advancing Alberta's vision of an integrated, responsive provincial laboratory service to enable better service delivery and improve collaboration. In total, 317 Covenant Health lab staff joined Alberta Public Laboratories to support enhanced lab services across the province. Alberta Public Laboratories staff continue to work within our facilities in an integrated fashion with Covenant Health staff to provide excellent care to our patients.

them know what's available so residents can choose their options. Killam Health Centre and St. Mary's Hospital in Camrose tested the Nav-CARE program with funding from Covenant Health's Network of Excellence in Seniors' Health and Wellness.

COMPASSION ROOMS

Some of our most challenging times take place in a healthcare facility, but finding a quiet space to connect with family and friends can be difficult in the hustle and bustle of a busy hospital environment. Last year, the Misericordia Community Hospital established Compassion Rooms to provide patients and families with a private and peaceful space for dealing with early pregnancy loss, for imminently dying patients or for patients who have delirium or don't speak English. These rooms allow families, in some cases, to share in the final moments of a loved one.

IRSM INNOVATION

Being able to enjoy good food safely is critical to restoring patients to health. A new mobile device developed by researchers at the Institute for Reconstructive Sciences in Medicine (IRSM) and the University of Alberta in Edmonton aims to help patients struggling with swallowing disorders, or dysphagia. The Mobilii-T device allows patients to work on their swallow therapy exercises at home on their own schedule while doctors monitor their progress. Learn about patient and research reactions to the Mobilii-T.

[LEARN MORE](#)

COMMITMENT TO COMFORT PROGRAM

When children visit an emergency department, one of their greatest fears is whether they will experience pain. Not only does pain cause short-term suffering, but it can also cause long-term harm, such as altered pain processing, post-traumatic stress and future healthcare avoidance. The Bonnyville Health Centre has taken these fears to heart and implemented the Commitment to Comfort program. Through this program, staff, parents and patients work together to make a child's visit to the emergency department easier by using comfort kits to help distract and comfort children during their visit. This includes using distracting toys, comforting positions, numbing cream and other approaches when preparing for a procedure. In July 2018, this program received the Alberta Health Services President's Excellence Award for Outstanding Achievement in Quality Improvement. This program embodies our commitment to patient-centred care.

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Awakening Hope

Birth



Birth

The intense attachment that develops between parents and their newborn is critical to the health and well-being of the child. It fosters a sense of security, supports cognitive development and establishes deep feelings of love and joy. At Covenant Health, our teams take many steps to support this important relationship, from providing opportunities for skin-to-skin contact, which helps calm and relax parent and baby, to offering comforting bonding squares to families with an infant in the Neonatal Intensive Care unit (NICU). Babies who are going through opioid withdrawal are placed in the room beside their moms to help encourage bonding and encourage their recovery. To support parents with infants in the NICU, the Grey Nuns Community Hospital created a peer support program for parents that enables them to share information and offer encouragement and hope to one another.

One in five babies born in Alberta each year comes into the world at a Covenant Health hospital. We respect the beginning of life and recognize that bright futures for little ones depend on high-quality care in the first moments, days and months of life.



Connection

MOMS AND BABIES CONNECT THROUGH AN IPAD

Mothers and fathers are able to connect with their babies in the NICU through a unique program at the Misericordia Community Hospital. Parents and babies can see and hear each other when they can't physically be together through an innovative iPad technology. Learn more about this first-of-its-kind-in-Alberta technology, which won a Patient Experience Award from the Health Quality Council of Alberta.

[READ MORE](#)



Bonding

KEEPING MOMS AND NEWBORNS TOGETHER

With opioid use on the rise, an increasing number of newborns need special support. Grey Nuns Community Hospital staff developed a rooming-in approach to keep moms and babies, who are experiencing withdrawal, together. Discover how the pilot program helped these newborns and their mothers.

[READ MORE](#)



Compassion

ANGEL CRADLE STORY

A desperate parent who feels they can't care for their newborn can anonymously and safely leave their baby at two Covenant Health hospitals in Edmonton. Angel Cradle is a last resort for a parent who might otherwise abandon their baby in an unsafe location. "We're trying to manage a gap and to allow that child to have another day," says Gordon Self, Chief Mission and Ethics Officer at Covenant Health.

[LEARN MORE](#)

Youth/Adults >

Awakening Hope

Youth/Adults



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Youth/Adults

When people face mental health challenges, they often feel isolated. When this happens, it's important to build a community around them to make them feel included and supported. The Covenant family builds these connections through creative projects and programs like mental health day programs, dementia family support groups and a Wheels to Meals pilot program. Staff feel called to serve those in their care.

Staff and physicians also receive support through mental health first aid training, reflection rooms, peer support and Wellness programs. The Covenant family recognizes that its staff and physicians cannot be their best for patients, residents, clients and families unless they are well — body, mind and spirit.



Relationships

FOSTER CHILDREN FIND A SAFE SPACE AT GREY NUNS HOSPITAL

Children and teens in the foster care system often have complex needs and face challenges other young people do not. The Foster Care Clinic in the Grey Nuns Community Hospital provides a safe space with caring professionals who assist their patients to overcome obstacles and thrive. For some of these patients, the clinic team is the longest-standing relationship they've had. This one-of-a-kind clinic provides trauma-informed care and currently has an active patient load of more than 2,000 children and youth.

[READ MORE](#)



Understanding

VULNERABLE RESIDENTS FIND A HOME IN LONG-TERM CARE

People with complex mental health needs are able to access a long-term, 24 bed complex mental health unit at St. Michael's Health Centre in Lethbridge.

[READ MORE](#)



Community

MORE THAN A BANDAGE: BREAKING DOWN BARRIERS WITH MENTAL HEALTH FIRST AID

Kim worried how healthcare colleagues would view her if they knew about her mental health struggles. She didn't realize her peers could see she was in trouble but weren't sure what to do. Kim got the help she needed, and staff across Covenant Health can now take a Mental Health First Aid course so they know the best steps to help colleagues, families and friends.

[LEARN MORE](#)



Belonging

FINDING A PLACE WHERE I BELONG

As a child, Kelsey was bullied and felt depressed as she struggled to fit in. She eventually turned to alcohol and drugs. She shares her powerful journey of addiction to recovery, including finding a promising career.

[READ MORE](#)

< Birth

Seniors >

Awakening Hope

Seniors



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Seniors

Creating an environment that supports seniors to be independent and thrive requires innovation, thoughtfulness and determination to confront stereotypes about what aging entails. In the Covenant family, our care teams are committed to finding ways to engage residents, whether it's through human connections, animals, activities or food. Recognizing that the changes people face as they age can be difficult to accept, we strive to support seniors in our care — body, mind and spirit. We use the power of connection — a smile, tail wag or laugh — to enhance our residents' mental health and wellness.



Companionship

THERAPY RABBIT BECOMES PART OF THE YOUVILLE HOME CARE TEAM

Lily the rabbit is an unusual friend for a resident living with end-stage dementia at Youville Home. While Barbara Green once needed to be coaxed to leave her room, she now seeks out her long-eared friend. The affection-loving rabbit has become part of the family at Youville, providing comfort to staff and residents.

[READ MORE](#)



Support

DEMENTIA FAMILY SUPPORT GROUP

Sharon Falconer has learned to look for different ways to connect with her father, a resident at St. Teresa's Place who has Alzheimer's disease. Sharon gets support and connects with others at a monthly support group for family members of St. Teresa Place residents living with dementia. Group members learn about dementia and support each other as they share their experiences.

[READ MORE](#)



Love

LOVING YOU UNTIL THE END OF TIME

Irene and Ernie Kinzel's love story has surpassed 70 years and Alzheimer's disease. The couple lives in different units at Ville Marie in Red Deer, and Irene looks forward to visiting Ernie every day. Read more about their wonderful love story.

[READ MORE](#)



Engaging

RESIDENTS ENJOY POPULAR FITNESS CLASSES

Who says popular Pound and Zumba fitness classes are just for the younger set? Residents at Killam Health Centre are also moving to the beat of these high-energy sessions introduced by Rehabilitation Assistant Kelby Erickson. People of every ability can participate in these adapted classes.

[READ MORE](#)

<Youth/Adults

Palliative Care>

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Awakening Hope

Palliative Care



Palliative Care

Providing comfort, care and dignity from the time a person is diagnosed with a life-limiting illness up until the final moments of life are some of the most important and meaningful responsibilities of our healthcare system. End of life is difficult not only for the person directly affected but also for their loved ones. Covenant Health is committed to supporting our patients, residents and families during this difficult journey through a focus on compassionate and person-centred care. Compassion Rooms allow families to be together 24 hours a day as they journey with their loved one. Some hospice facilities offer double beds so families can be physically closer together.

Our leadership work in advance care planning has helped Albertans and caregivers access the knowledge, expertise and resources to support them. Our goal is to alleviate suffering for patients and their families and to honour and respect the importance of the whole person as they approach end of life.



Reflection

LETTER WRITING STORY

Before Rob Butler, 58, died nearly two years ago, he put together a legacy letter that continues to provide comfort to his family. Social Worker Lisa Andrews helps Dulcina Hospice residents like Rob write legacy letters so they can leave behind a final note for their loved ones.

[READ MORE](#)



Courage

HOW TO TALK WITH SOMEONE WHO'S DYING

Hank Michelow knew he was dying, and he wanted to talk about it. Many of us find it hard to talk about death. Learn how you can have meaningful conversations with someone who's facing the end.

[READ MORE](#)



Friendship

VOLUNTEER DOGS PROVIDE LOVE AND COMPANIONSHIP IN HOSPICE CARE

Molly, a two-year-old labradoodle, has faced more death than many human adults. The friendly canine provides comfort and support in her role as a volunteer at Dulcina Hospice at St. Marguerite Manor.

[READ MORE](#)



Facts and figures

Covenant family stats

HOME THE YEAR IN REVIEW MESSAGE AWAKENING HOPE FACTS & FIGURES DOWNLOAD RESOURCES

Facts and figures

The Covenant family contributes to the health and well-being of Albertans as three non-profit Catholic organizations rooted in a 156-year legacy of compassionate care and service in the province. At the heart of Catholic health care is a profound respect for the intrinsic value and dignity of every human being and an unwavering commitment to serving all people — from all backgrounds, faiths and circumstances — especially society's most vulnerable.

As sibling organizations, the three separate entities share the values and mission of the congregations of Sisters who founded health care in Alberta. As a leader and innovator in their field, each organization contributes to a strategic plan to be of greater service and to transform the healthcare system and create vibrant communities of health and healing.

Called to Serve, Strong Partner

Covenant Board of Directors

COVENANT HEALTH FACTS & FIGURES COVENANT CARE FACTS & FIGURES COVENANT LIVING FACTS & FIGURES

Stats

- 1 in 10 emergency visits in Alberta is to a Covenant Health facility.
- 119 beds across the province are dedicated to palliative and end-of-life care.
- 254 beds across the province are dedicated to caring for those with mental illness.
- 1 in 5 Alberta babies is born at a Covenant Health hospital.
- \$11.24M funds are raised by the Covenant family of foundations.
- 1 in 4 physicians in Alberta has privileges to provide care at a Covenant site.

Facts and figures

Covenant Health: part 1

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Facts and figures

Covenant Health

One of Canada's largest Catholic providers of a broad range of healthcare services in hospitals and healthcare centres in urban and rural communities across the province.

[Covenant Health Senior Leadership Team](#)

Stats

10,721 active employees	846 prime physicians (1)	332,079 acute patient days	32,686 surgery cases
2,364 volunteers	1,494 additional physicians (2)	188,627 emergency visits	9,544 babies born
204,811 volunteer hours	536,962 resident days (continuing care)	398,532 outpatient visits	253,812 diagnostic imaging exams
			1,276,052 laboratory tests (3)

(1) Primary physicians designate a Covenant Health facility as their primary site for practice.

(2) These physicians designate an AHS facility as their primary site for practice but also have privileges in Covenant facilities to care for patients and residents.

(3) This number only captures April-August 2018 lab activity. As of September 1, 2018, the services were transferred to Alberta Public Laboratories.

Facts and figures

Covenant Health: part 2

Financials

Good stewardship

In 2018-19, Covenant Health met or exceeded overall service activity set out in our Cooperation and Service Agreement with Alberta Health Services, which outlines annual service level requirements such as surgery cases, laboratory tests, deliveries and emergency visits as part of our funding allocation.

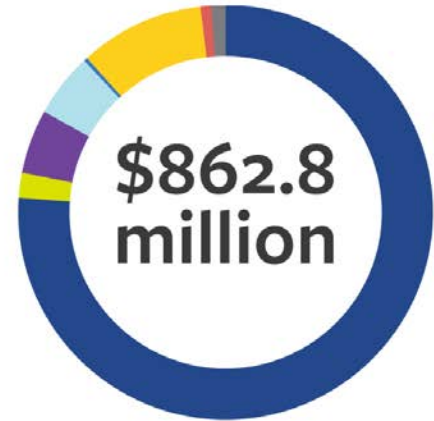
Our Audited Financial Statements are on the Covenant Health website. [Click here for more information.](#)

Public interest disclosure report

The Public Interest Disclosure Act requires that organizations report annually on all disclosures of alleged wrongdoing made (or referred) to their designated officer. Covenant Health is committed to proactively addressing day-to-day concerns identified by our staff, physicians, volunteers and the public we serve through normal problem-solving processes. A full statement is available on [CovenantHealth.ca](#).

Connect with us

We want to hear from you. Share your compliments or concerns with Patient Relations by email or at 1.877.295.6344 (toll-free in Alberta).



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Facts and figures

Covenant Care



Facts and figures

Covenant Care

A major provider of supportive living, long-term care and hospice services in Alberta responding to the growing and changing needs of an aging population and offering innovative work and care environments where residents and care teams work, thrive and grow.

[Covenant Care website](#)



Stats

958 employees	301 volunteers	10,372 volunteer hours	288,886 resident days (continuing care)
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Financials

Good stewardship

Covenant Care is committed to the wise use of available resources to provide quality care and service to create communities of care where residents and teams thrive. In 2018-19, Covenant Care operated seven sites, offering supportive living, long-term care and hospice care, and met its service requirements within funding allocations.



55% Salaries and benefits \$36,518,000	21% Other contracted services \$14,110,000	7% Amortization - facilities and improvements \$4,546,000
1% Medical and surgical supplies \$726,084	15% Other \$9,924,016	1% Amortization - capital equipment \$86,000

Facts and figures

Covenant Living



Facts and figures

Covenant Living

A private, not-for-profit organization providing housing options for seniors in warm, welcoming communities that support independence and active living.



Stats

49 employees

239 suites

Financials

Good stewardship

Covenant Living is committed to creating vibrant, healthy communities in which seniors can retain an optimum level of independence with necessary support. Covenant Living operates from two sites: Merthe's House in Lethbridge, which is fully occupied, and Evanston Summit in Calgary, which is incrementally increasing occupancy levels.



22%	Salaries and benefits \$1,333,000	42%	Other Expenses \$2,553,000
30%	Other contracted services \$1,836,000	6%	Amortization - capital equipment \$342,000

Service Capacity



Service Capacity

The Covenant family provides acute care, continuing care and independent living services at **26 sites** in **15 communities** across the province.

- 984** + Covenant Health Acute Care Beds
- 1,559** ◆ Covenant Health Continuing Care Beds
- 844** ◆ Covenant Care Continuing Care Beds
- 62** * Covenant Care Independent Living
- 239** * Covenant Living Independent Living

