

HEALING COMMUNITIES

REPORT TO THE COMMUNITY 2015

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, Stewardship.

STRATEGIC DIRECTIONS

SERVE | GROW | TRANSFORM | CONTRIBUTE

[] SEE HOW WE LIVE OUR MISSION EVERY DAY

OUR CALLING

Our mission calls us to be a healing presence and to build strong communities that care for Albertans. In 2014-15, we continued to grow and advance as a health care provider and as a valued partner in Alberta's health system.

We are embracing a renewed vision for greater service, growth, transformation and contribution. We are energized by the possibilities. Each day, our physicians, staff and volunteers come together as a community rooted in a thriving culture of quality and compassion. We will do more to support their calling and create environments for excellent care.

Our communities are changing—aging, diversifying, growing. We will stretch to meet the needs of individuals and families across Alberta. Those at the margins of our society seek connection, voice and healing. We will respond with innovation and courage to those most vulnerable.

And we are part of a worldwide Catholic health community. We will build on a legacy of healing that encompasses all that it means to be human. We are grateful for your support as we step boldly into the future.



W. John Brennan
Chair, Board of Directors



Patrick Dumelie
President and CEO



TEAM

11,528

EMPLOYEES

2,702

VOLUNTEERS

775

PHYSICIANS



SERVICE

Acute patient days **329,387**

Resident days **523,492**

Emergency visits **196,910**

Outpatient visits **421,346**

Surgery cases **42,962**

Deliveries **9,825**

Diagnostic Imaging exams **259,614**

Laboratory tests **3,189,907**



ALBERTA

1/10 ■■■■■

emergency visits in Alberta are to a Covenant Health facility

1/4 ■■

physicians in Alberta has privileges to provide care at a Covenant Health site

42,962

surgeries were performed last year across five Covenant Health hospitals

1/5 ■■■

Alberta babies are born at a Covenant Health hospital

197,000

hours contributed by **2,702** volunteers

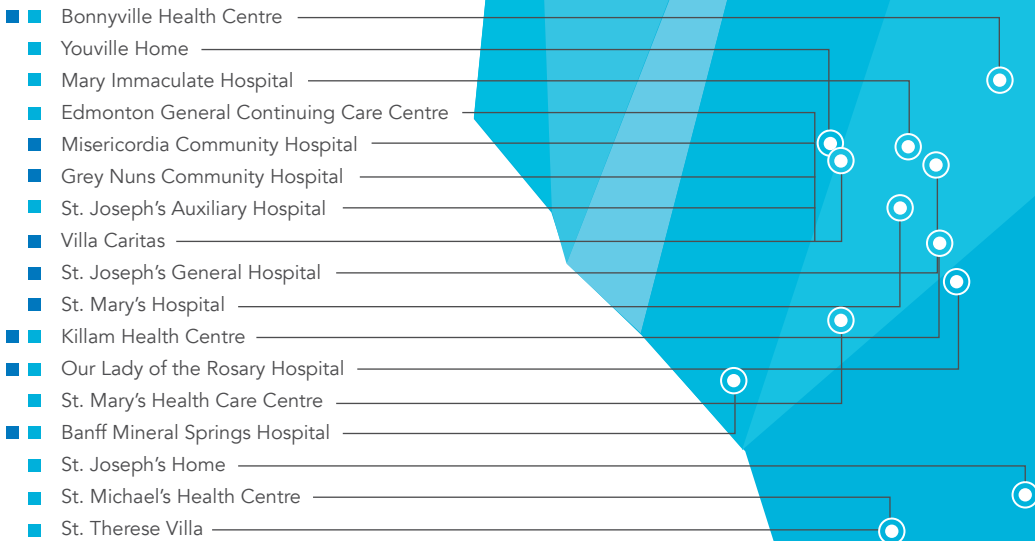
254

beds across the province dedicated to caring for those with mental illness

Covenant Health provides acute care and continuing care services at 17 facilities in 12 communities across the province.

■ ACUTE CARE BEDS **974**

■ CONTINUING CARE BEDS **1,492**



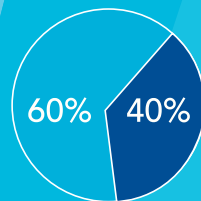
Acute care beds

Acute care (general): 94
 Cardiac care: 20
 Child health: 37
 Critical care: 14
 Geriatrics: 16
 Medicine: 270

Mental health: 254
 Palliative: 20
 Surgery: 180
 Women's health: 69

Continuing care beds

Long-term care: 1,111
 Palliative: 61
 Sub-acute: 20
 Rehabilitation: 36
 Supportive living: 264



SERVICE CAPACITY

POTENTIAL

Last year, we asked our community of staff, physicians, patients, residents, families, partners and funders: *what is our potential?* You told us that our calling is to create vibrant communities of health and healing. You challenged us to transform the way we provide care and to improve quality of life for seniors, those with mental illness and those at end of life—indeed all who struggle with their health. We are answering the call.



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 resources.

GROW: We will seek out and respond to the needs of our community, especially vulnerable and marginalized populations.

TRANSFORM: We will create systems of care that will enable people and communities to be healthy.

CONTRIBUTE: We will leverage our legacy to maximize the strategic contribution of Catholic healthcare.

SERVE

For Aboriginal Health Liaison Worker Marlene Collins, a prayer, a hug and a song can go a long way to helping heal patients at the Bonnyville Health Centre. By introducing Aboriginal traditions such as smudge ceremonies with elders, Marlene helps build trust and a caring relationship between staff and First Nations' patients. Patients feel they can confide in Marlene in situations they might otherwise be uncomfortable, improving their chances for recovery.



SEE HOW WE SERVE

Unexplained blurred vision and small strokes led Eva Jensen's physician to refer her to the Northern Alberta Vascular Centre (NAVC) at the Grey Nuns Community Hospital. After life-saving surgery to correct a blocked artery in her neck, Eva has endless energy and feels young again. An aging population in Alberta, northern BC and the Northwest Territories and a growing need for less invasive surgery has increased the demand for this life-altering procedure.

GROW



[] SEE HOW WE GROW

TRANSFORM

A fun activity for seniors in four long-term care facilities was the catalyst for a community interaction never seen before at the Killam Health Centre. Residents from Castor, Galahad, Killam and Hardisty care facilities competed in teams in a Seniors' Olympics. Families, staff and Killam's mayor cheered on and podium finishers proudly displayed their athletic achievements for weeks after the closing ceremonies.



[] SEE HOW WE TRANSFORM

CONTRIBUTE

A newly-built garden is turning an unattractive space into a spectacular view for Youville's palliative residents during their final days. Thanks to community donations and employee Nicole Beaupre's tireless efforts, the space has been transformed into a garden complete with flowers, plants, chairs and solar lights. Nicole's passion for her work and good stewardship of resources embodies Covenant's values of caring for those in all stages of their life.



SEE HOW WE CONTRIBUTE

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.



FINANCIALS

\$804 MILLION

2014-15 annual operating budget

SALARIES AND BENEFITS	\$620,429	74%
DRUGS AND GASES	\$14,994	2%
MEDICAL AND SURGICAL SUPPLIES	\$41,292	5%
OTHER CONTRACTED SERVICES	\$48,697	6%
OTHER	\$91,070	11%
AMORTIZATION - CAPITAL EQUIPMENT	\$7,261	1%
AMORTIZATION - FACILITIES AND IMPROVEMENTS	\$10,055	1%

Covenant Health 2014-15 Audited Financial Statements are available at CovenantHealth.ca

Significant amounts included in Other: utilities, food and dairy supplies, building rent, housekeeping, other clinical supplies, building and grounds expense, equipment expense, office supplies, travel, minor equipment purchases, insurance, license, fees, memberships, education and telecommunications, interest on long-term debt.

GOOD STEWARDSHIP

Covenant Health met or exceeded its activity targets as established in the Cooperation and Services agreement with Alberta Health Services and ended the 2014/15 fiscal year in a favourable financial position. Covenant Health made investments in ongoing operations and to support our strategic priorities. We responded to the need for additional capacity by opening new beds in Edmonton and Lethbridge, and by increasing service levels to meet demands across the province, particularly in our Edmonton hospitals.

NUMBERS



HIGHLIGHTS

QUALITY

Providing safe, quality care to patients and residents is our top priority. In Accreditation Canada's annual survey, we met 95 per cent of criteria for service excellence.

MISSION

We implemented best practices for appropriate use of antipsychotic medication, significantly decreasing its use in all our long term care sites, helping residents with dementia to again enjoy the precious moments in their lives.

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ETHICS

ethics Centre is a hub
for health care teams and
in weighing values-based
decisions when there is conflict
or uncertainty about the best
course of action to do in clinical and
business matters.

CULTURE

Our team lives our mission
and it shows in every moment
and gesture. This year, we were
named one of Canada's 10 Most
Admired Corporate Cultures
and one of Alberta's Top
70 Employers.



SAFETY

Our medication management
program improves patient safety.
Physicians, pharmacists and nurses
are working closely to put processes
into place, assuring patients
that they are receiving the
right medication at the
right time.

COMMUNITY

Volunteers are essential
members of our team, making
a difference with their skills and
presence. 92 per cent believe
their contribution improves
resident and patient care;
94 per cent are proud to
volunteer with us.



FACILITIES

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

Villa Caritas

Killam

Killam Health Centre

Lethbridge

St. Michael's Health Centre

St. Therese Villa

Medicine Hat

St. Joseph's Home

Mundare

Mary Immaculate Hospital

St. Albert

Youville Home

Trochu

St. Mary's Health Care Centre

Vegreville

St. Joseph's General Hospital

2014-15 BOARD OF DIRECTORS

Eleven community boards represent the communities we serve, advocating on their behalf and providing strategic advice to Covenant Health's Board of Directors.

W. John Brennan, Chair
Raymond Peter Mack, Vice Chair
Harry Buddle
Michael Dimnik
Dennis E. Grant
Sr. Mary Corita Heid, RSM
Richard Leavens
Shirley McClellan
Catherine Roozen
Ed Stelmach
Most. Rev. Richard Smith,
Archbishop of Edmonton,
Ex-Officio

Patrick Dumelie, President and CEO

FOUNDATIONS

Our Foundations are active in their communities supporting Covenant Health's work. Last year, our 11 foundations raised **\$14,972,000.**

To find out more about how you can support our work, contact your local facility.

Covenant Health Provincial Office
3033-66 Street Edmonton, Alberta T6K 4B2
780.735.9000

CovenantHealth.ca

