



Report to the community 2014



Alberta's
TOP
65
EMPLOYERS
2014



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 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 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

Live our mission and values in all we do
Build and engage our team
Excel at providing quality care and service
Respond to those in need

How do we live our mission and values every day? Take a look:

CovenantHealthLookbook.ca

Open hands. Open hearts. Open minds.

This year, we embraced opportunity and tackled challenges in our organization and in the healthcare system as every member of our resilient team of staff, physicians and volunteers worked to improve patient and resident access to healthcare services.

In countless moments each day, we supported individuals and families as they navigated day-to-day health challenges, coped with life-altering diagnoses, welcomed babies into the world and made their home in one of our seniors' care centres. These many moments give our work meaning, knowing that we have an important impact on the lives of hundreds of thousands of Albertans we serve each year.

In 2013-14, as a key partner in the integrated health system serving Alberta, we responded to the growing needs in our communities, while making wise use of our resources. We focused on strengthening our connections to communities, fostering collaboration and new partnerships, supporting our teams, enhancing efficiency and accountability, repairing aging infrastructure, pioneering new approaches to system challenges and continuously pursuing excellence in providing quality care and service.

With open hands, open hearts and open minds, we look to the future, seeking to answer the question: How can we be of greater service—especially to those most vulnerable? How might we use our unique gifts and legacy to strengthen the health system and communities of care across Alberta?

This year, we are counting on our teams, our communities, friends and partners to help us forge a bold vision of hope for our organization, to explore the questions of what's possible and what we are being called to do. This will be a year of discovery for us—and we can't wait to see what it brings.

The tenacious, confident and faithful spirit that is our 150-year legacy lives in our organization now and propels us forward. We will keep mission at our core. We will always be here to serve. And our values will always sustain and guide us.

Thank you to the patients and residents and families we walk with each day. It truly is an immense privilege to serve.

W. John Brennan
Chair, Board of Directors

Patrick Dumelie
President and CEO

COVENANT CARE

In early 2014, Covenant Care was established as a new non-profit organization to respond to a growing need for seniors services. Covenant Health provides executive and corporate services under contract to Covenant Care. Home to more than 400 residents, Covenant Care communities include Villa Marie (Red Deer) and Holy Cross Manor (Calgary), with Place Beauséjour (Beaumont) and Centre de santé Saint-Thomas Health Centre (Edmonton) joining in late 2014. CovenantCare.ca

2013-14 HIGHLIGHTS

TEAM

Our LPNs are furthering their education and training through courses, mentorship and on-the-job training that enables them to perform the full spectrum of their job responsibilities with confidence and compassion.



COMMUNITY

This year, we worked with our 11 Community Boards and Foundations to better support these community leaders in their critical role of ensuring a strong and vibrant connection to the communities we serve.



QUALITY

Covenant Health holds exemplary standing—the highest possible rating—from Accreditation Canada. Across the province, our service excellence teams play a key role, working year-round to promote best practice and ensure we consistently meet or exceed standards.



SAFETY

Clean hands save lives, and we have been working hard to improve our hand hygiene rates across the province. This year's audit results show an increase in our hand hygiene rates from 61% two years ago to 75% this year.



SERVICE

Critical infrastructure concerns at our sites continued to be addressed in collaboration with Alberta Health Services and support from the Government of Alberta. At the Misericordia Community Hospital, repairs to areas damaged in the 2013 flood will create a modern mental health unit and a state-of-the-art expanded neo-natal intensive care unit.

LEGACY

We celebrated 150 years of Catholic health care in Alberta at each of our sites.



ACCESS

People recover best when they are in their community, amidst family and friends. Championing Path to Home in our Edmonton hospitals, we have improved efficiency in transitions and enhanced communication among care teams—making gains in tackling a system-wide challenge to increase the availability of hospital beds.



2013-14

Covenant Health works with the Government of Alberta and Alberta Health Services as an essential partner in one integrated provincial health system. Thanks to the dedication and skill of our team of staff, physicians and volunteers, we are pleased to share our significant contributions to the healthcare system and to the health of Albertans last year.

TEAM



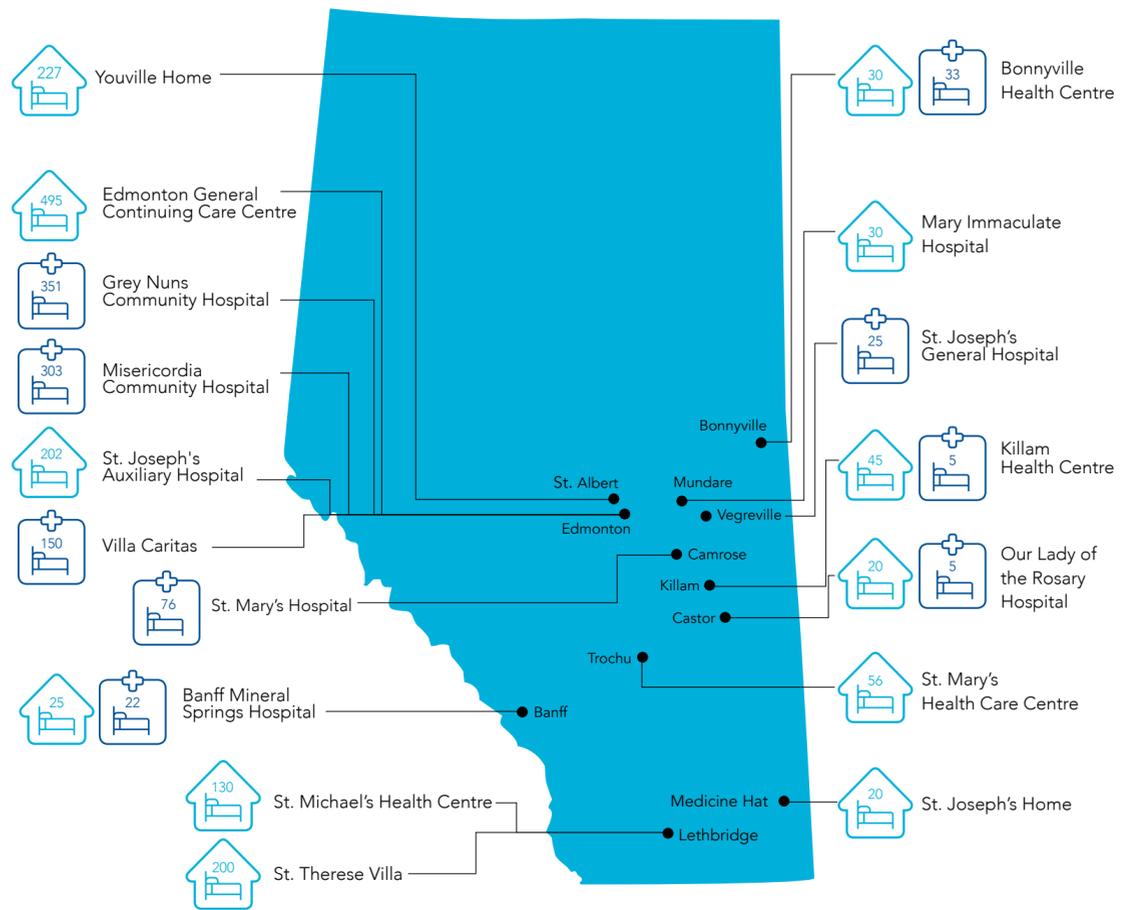
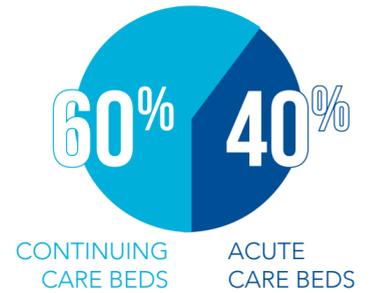
SERVICE ACTIVITY²



¹These physicians designate a Covenant Health facility as their primary site for practice. There are an additional 1,105 physicians who also have privileges to care for patients and residents in our facilities.
²Information about Covenant Health's 2013/2014 service activity performance is available at CovenantHealth.ca

SERVICE CAPACITY

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



Our sites are committed to improving the patient and resident experience. See their stories: CovenantHealthLookbook.ca



2,715 volunteers contributed nearly 190,000 hours last year.



1/5 Nearly one in five Alberta babies is born at one of our hospitals.



We offer emergency services in seven communities, with our facilities handling one in every 10 emergency visits in the province.



43,090 We performed 43,090 surgeries in five hospitals in 2013-14



1 IN 4 physicians in Alberta has privileges to provide care at a Covenant Health facility.



6% We operate six per cent of the provincially funded continuing care and supportive living spaces in Alberta.



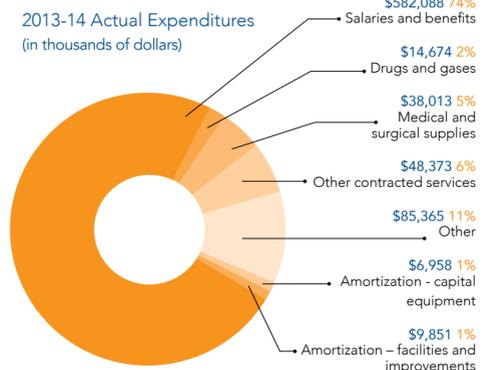
In 2013-14, we used our resources wisely, meeting our service and financial accountabilities and ending the fiscal year in a surplus position.

FINANCIAL OVERVIEW

\$792 MILLION
2013-14 annual operating budget

\$804 MILLION
2014-15 annual operating budget

Covenant Health 2013-14 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, licenses, fees, memberships, education and telecommunications, interest on long-term debt.



CONNECT WITH US

We know the next 10 years will call us to be of even greater service and are reviewing our strategic framework—including our vision—to guide us on this journey. Our teams, communities and partners are essential voices in helping us understand what we are capable of achieving. Tell us: *what do you think is the potential of our organization?* Email your response to patrick.dumelie@covenanthealth.ca

LOOK INSIDE

Connect with your community. See our values at work. Maybe even shed a tear.

Take a closer look inside Covenant Health with stories, photos and videos that will fill your heart and show you our dedication to putting patients and residents at the centre of everything we do.

CovenantHealthLookbook.ca

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

Martha's House

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

2013-14 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 Mack, Vice Chair
Harry Buddle
Michael Dimnik
Dennis E. Grant
James Heelan
Sr. Nuala Kenny
Richard Leavens
Shirley McClellan
Mary Pat Skene
Ed Stelmach
Archbishop Richard Smith,
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 **\$9,259,000.**

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

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