

The Patient Experience



2014-2015 Report to the Community

Table of Contents

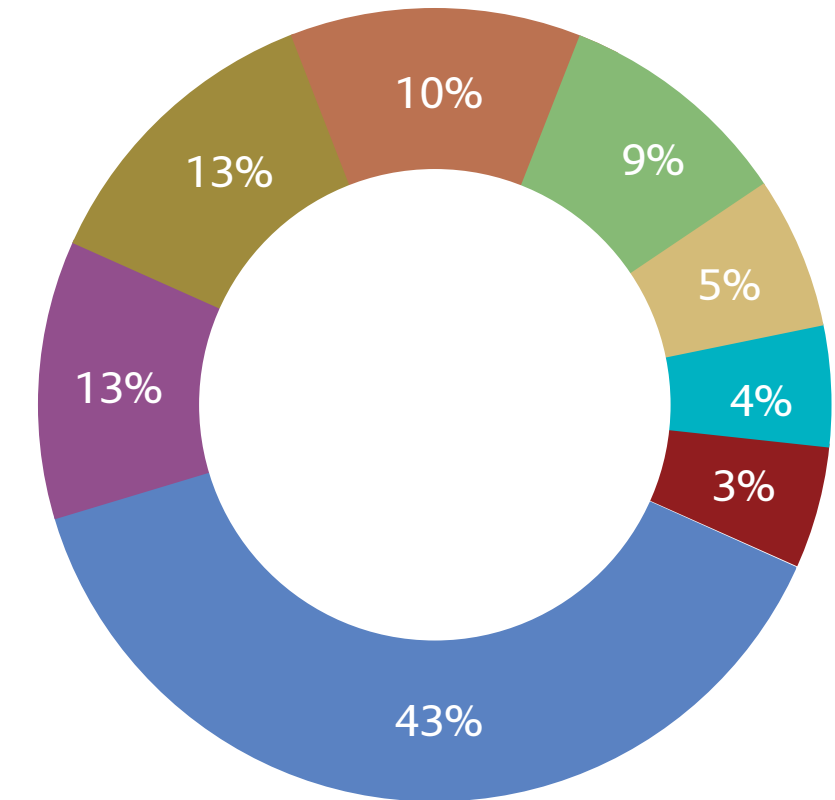
- 4 The Patient Experience: Not Just Care, but Caring
- 6 We've Only Just Begun
Celebrating the Fifth Anniversary of the Lois Hole Hospital for Women
- 10 Women Deserve da Vinci
- 12 Building Homes Filled with Hope
- 14 Researching the Highs and Lows
- 16 Getting Back to Regular Life
- 18 Drawing the Map for Better Healthcare
- 20 Leading Gifts, Leading Technology
- 24 A Small Clinic Makes a Huge Impact
- 26 A Much Needed Space for Families
- 28 A Grateful Patient Gives Back
- 29 The Power of Monthly Giving
- 30 An Incredible Legacy
- 32 President and Chair's Message
- 34 Board of Directors
- 36 Financials
- 44 Mission, Vision, Values
- 45 Sponsors

Advancing Healthcare for all Albertans

Royal Alexandra Hospital Foundation's Distribution of Funds to the Royal Alexandra Hospital 2014-2015

\$7,909,574

- daVinci Robotic Surgery - Lois Hole Hospital for Women
- Women & Children's Health Research Institute
- Inner City Health and Wellness
- Campaign for Prostate Health
- Lois Hole Hospital for Women (Programs and Priority Equipment)
- Priority Medical Equipment & Renovations
- Other Hospital Programs
- CK Hui Heart Centre





“ Good quality care is always important, but *caring for our patients will be what they really remember.*”

Dr. Curtis Johnston
Co-Facility Medical Director, Royal Alexandra Hospital
Associate Zone Medical Director, Royal Alexandra Hospital,
Surgeon Community Hospital

The Patient Experience: Not Just Care, but Caring

The Royal Alexandra Hospital's intensive care unit is a constant hive of human activity. On this particular morning, the unit is lively with nurses and physicians making their rounds and attending to patients.

However, unlike the urgent drama you see on TV medical programs, today the ICU staff are observed taking an extra moment or two to slow down, smile, and connect with their patients. It's part of an enhanced mindset at the Royal Alex.

Dr. Curtis Johnston may be a physician, but he also has the intellect of a business owner. Customer service is on his mind.

"At the Royal Alex, we're always focused on patient safety and quality of care," says Dr. Johnston. "What we've realized is that you can get great care – timely diagnostics and excellent medical treatments – but your interaction with hospital staff and your total experience at the hospital might be lacking. For us to create a great patient experience is very important for the overall health of the people the Royal Alex serves."

Many people interact with a patient throughout their journey during a hospital stay. Making sure that a patient's experience from beginning to end is a positive one adds great value and comfort to the patient, their family members, and to the healthcare workers providing that experience. An unpleasant incident has an impact on future health outcomes: if somebody feels they weren't treated well, they may be suspicious of future treatment or unwilling to return for necessary follow up care.

At a time of increased demands on our healthcare system and healthcare providers, ensuring that each and every patient and their family members are provided with those extra touches is a massive goal, but one that staff at the Royal Alex are pursuing every day.

"Our focus is to go beyond providing our patients with good care," says Runell Viray, Interim Site Director, Royal Alexandra Hospital. "We want to ensure that everyone is treated with empathy, address any concerns as soon as possible, and get the patient involved in their treatment and recovery. This holistic approach is very important for our patients."

"It really is all about the patients," emphasizes Jennifer Brouwer, Clinical Nurse Specialist. "But staff experience is also on our minds. We want to insure that everyone involved in giving and receiving healthcare feels positive and empowered."

One idea being proposed by the team is to formally do away with visiting hours at the hospital. "We recognize that family members who come to the hospital are not mere visitors," says Dr. Johnston. "They are contributing to a patient's recovery and wellness, and that shouldn't stop after 8 PM."

The Royal Alex team emphasize that keeping the patient at the centre of what they do is the key to providing patients with a good experience, good memories, and – as a result – good health.

"There's a difference between care and *caring*," says Dr. Johnston. "Good quality care is always important, but *caring* for our patients will be what they really remember."

“
Our focus is to go beyond providing our patients with good care”

*Runell Viray, Interim Site Director
Royal Alexandra Hospital*

(Left to Right): Runell Viray (Interim Site Director, Royal Alexandra Hospital), Jennifer Brouwer (Clinical Nurse Specialist), and Dr. Curtis Johnston (Co-Facility Medical Director, Royal Alexandra Hospital) inside the Royal Alex's busy ICU.

All in the Family

Cheryl Parkes (second from left), Unit Manager at the Lois Hole Hospital for Women and her granddaughter Colby along with Janie Tyrrell (second from right), Executive Director at the Lois Hole Hospital for Women and her grandson Quinton pose together in the Ted and Lois Hole Healing Garden at the Lois Hole Hospital for Women. Colby and Quinton are both celebrating their fifth birthdays this summer as two of the first babies born at the Lois Hole Hospital for Women in 2010. "It's pretty special to have our grandkids born at the place where we work," says Janie. "2015 is certainly a milestone for this hospital and for our families."



We've Only Just Begun

Celebrating the Fifth Anniversary of the Lois Hole Hospital for Women

Official Opening Day of the Lois Hole Hospital for Women

April 8, 2010



In 5 short years we've treated over

100,000 women

80,000

the number of outpatient visits per year



7,000

the new record of births at the LHHW in 2014



13

the number of labour and delivery rooms



2015 is certainly a milestone for this hospital and for our families."

*Janie Tyrrell, Executive Director
Lois Hole Hospital for Women*



“My family means everything to me and getting back to my life with them was my priority.”

Women Deserve da Vinci

It's the kind of day that Albertans wait for all winter long. That first really hot, wind-free, mosquito-free day of the year that in a way officially kicks off the start of summer.

On a beach overlooking Lac la Biche, a young family builds sand castles together. Like a typical mom Rhonda Plamondon holds a little plastic shovel dutifully in hand constructing towers and mud pies alongside her two small children. An unremarkable afternoon perhaps, but for Rhonda, days like today will always feel a little extra special because there was a time they weren't a guarantee.

In December 2014, Rhonda, 25 years old at the time, received the shocking news that she had cervical cancer. The diagnosis shook her entire family, especially as they had lost a relative to bladder cancer only months prior.

"It was devastating," says Rhonda. "It's something that you never expect to hear, especially at my age. As a mom I worry about my kids, my husband, but I wasn't thinking that my own health could be at risk. It felt like everything we were building, this wonderful life my husband Shawn and I were just starting was in jeopardy. My family means everything to me and getting back to my life with them was my priority."

And while the news came just before the holiday season, something else also arrived at the Lois Hole Hospital for Women that would change the face of women's health in Alberta: The da Vinci Robotic Surgical System.

With its \$3.4 million price tag, the Royal Alexandra Hospital Foundation, along with a team of dedicated volunteers led by Campaign Chair Lynn Mandel, began fundraising for the robot in early 2013. Thanks to the overwhelming support from donors all across Alberta, the da Vinci Robot was funded entirely by community support and marks the first robot of its kind dedicated specifically to women's health in the country.

The da Vinci Robotic Surgical System is a minimally invasive, ultra-precise device used for women's health to operate on cancers of the uterus, endometrium and cervix. The benefits for patients include less pain, less bleeding, a shorter hospital stay and an overall faster recovery time.

The Royal Alexandra Hospital has been home to a da Vinci Robot since 2007. This robot, located in the main OR at the Royal Alex is used primarily for urology and some general surgery.

The women's health surgeons had access to the robot one day per week to treat gynecological cancer patients. This new robot located in the OR at the Lois Hole Hospital for Women means that more patients will have access to this type of minimally invasive surgical care.

Under the care of gynecological oncologist Dr. Helen Steed, Rhonda underwent surgery as one of the first patients treated using this new robot. "I honestly didn't know much about the robot going in," says Rhonda. "Dr. Steed and her team assured me that for my type of cancer, da Vinci was the way to go and I knew that I was in good hands." Thanks to da Vinci, and the skilled surgeon at its helm, her surgery was successful and Rhonda went home the next day with very minimal pain and she recovered quickly. Today Rhonda is cancer-free and back to her life.

"When I'm asked about the benefits of the da Vinci robot, I reference stories like Rhonda's," says Dr. Helen Steed. "Women deserve to have access to the best treatment for their cancer, and they deserve to get back to their lives faster. Women deserve da Vinci and our donors deserve a thank you."

“Dr. Steed and her team assured me that for my type of cancer, da Vinci was the way to go and I knew that I was in good hands.”

Rhonda Plamondon



Rhonda Plamondon, her husband Shawn, and their children Ava (left) and Adain (right) share a family moment.

Building Homes Filled with Hope

Driving through many of the new housing developments across Edmonton, it is very likely that you will notice numerous Averton Homes signs along the way. While already well regarded within Eastern Canada, this company is quickly establishing itself as a major name in home building and community development in the Edmonton Region.

“We are extremely detail oriented, and pay careful attention to the nuances within every home that we build,” says Averton President, Paul Lanni. “Whether it’s the exciting curb appeal of one of our contemporary townhouses or the unique and impressive features of our multi-million dollar estate homes, we work tirelessly to ensure the very best in design and quality across all product types.”

Paul and his brother and business partner Matthew spent the early part of their lives in Edmonton, before moving to Toronto with their family in the mid 1980s. Growing up in Toronto, they always maintained their affinity for Edmonton as a place that rewarded hard work and offered excellent opportunity in both business and family. They ultimately decided to make the move back west over ten years ago, and since then have both started families of their own, along with focusing on growth within their company.

And while it is clear that Paul and Matthew have minds for business, it is their hearts that set these two apart. Averton is a generous supporter of the Lois Hole Hospital for Women donating a portion of proceeds from the sale of each of their homes to the hospital.

“When we think of outstanding community support for the Lois Hole Hospital for Women and the treatments, surgeries and research taking place here,

there is no better example than Averton Homes,” says Sharlene Rutherford, Vice President, Royal Alexandra Hospital Foundation. “Paul and Matthew and their team are so engaged and it is really inspiring to see young leaders in the business community stepping up for women’s health.”

Averton supports a number of important areas of care at the Lois Hole Hospital including the campaign for a da Vinci Robotic Surgical System to treat women with gynecological cancer.

“We don’t just want to build homes, we want to build communities and healthcare is fundamental to that,” says Matthew. “Giving to our community is part of who we are because these are the values that we were raised with and that are now intrinsic in everything that we do.”

Values, the pair says, that come from their mother Stephanie, who championed women’s health in the years before she passed away from a long battle with breast cancer in 2001.

“Even as she dealt with her illness, our mother was an advocate for women’s health, working hard to spread awareness and educate other women in our community about the importance of early screening and prevention,” says Paul. “Our mother created a great example and showed us that we can truly have

an impact in our communities. We hope to teach our own children this same principle. It is her spirit of generosity, caring for others and a commitment to community that inspires us every day.”

Averton Homes is thanking Community Champions that make our neighbourhoods safer, healthier and happier by offering them a 1% discount on their home. They are also including \$1,000 donations to the Lois Hole Hospital for Women for each new home purchased. Eligible Community Champions include the police, firefighters, paramedics, military personnel, teachers, civil servants, and all doctors, nurses and other hospital or long term care facility staff.

“We don’t just want to build homes, we want to build communities and healthcare is fundamental to that”

Matthew Lanni, Executive Vice President Averton Homes

Matthew Lanni (left) and Paul Lanni (right) enjoy family time with their wives and children in the kitchen of Paul’s Averton built home.

Researching the Highs and Lows

Close to one in three women will experience some type of mental health issue in her lifetime, and for many young women this comes in the form of postpartum depression – a type of clinical depression that can affect women after childbirth.

However, it is the period of time before a woman gives birth that interests researcher Dr. Dawn Kingston, who believes that early warning signs exist that could aid healthcare professionals in taking a more proactive approach to treating this condition.

“Having a baby is a life-altering experience, and while there are many exciting and happy moments along the way, pregnancy and childbirth can be stressful or even traumatic,” says Dr. Kingston, Assistant Professor, Nursing at the University of Alberta and a member of the Women and Children’s Health Research Institute. “These highs and lows will tend to level out over time, however some women find themselves increasingly depressed, anxious and feeling isolated and we believe that there are early markers that present themselves before a woman has even given birth.”

This belief is the basis for the HOPE study led by Dr. Kingston and her HOPE research team in collaboration with the Reproductive Mental Health Program at Lois Hole Hospital for Women.

“I have been so inspired and impressed by how compassionate and dedicated the staff from the Lois Hole Hospital for Women are when providing treatment to pregnant and postpartum women,” says Dr. Kingston. “There is also a culture of innovation and

learning here, so we knew that this would be an ideal setting for our research.”

One of the projects that Dr. Kingston recently began working on at the Lois Hole Hospital for Women involves increasing access to psychological therapy by offering web-based mental health therapy to hospitalized high-risk pregnant women. This e-therapy is offered through the hospital-based, bedside computer system that each pregnant woman can access.

“To our knowledge, this is the first time worldwide that e-therapy has been available to and evaluated among hospitalized pregnant women,” says Dr. Kingston.

Support for this project has come directly from the Shoppers Drug Mart Run for Women, a national event raising funds for women’s mental health services. Over \$100,000 dollars was raised at the event in Edmonton on May 30, 2015, breaking a new national record.

“Approximately 1,000 women will receive treatment in the next year as a result of the e-therapy and we are so grateful to receive support from the community and Shoppers Drug Mart for this important women’s health initiative,” says Dr. Kingston.

Dr. Dawn Kingston and patient Erin Perla explore the web-based mental health e-therapy being offered to mothers dealing with postpartum depression.





Marvin Katz talks with Dr. Audrey Chan.

Getting Back to Regular Life

Marvin Katz loves to drive, whether it's the bus he drives for a living or the motorcycle he rides for fun. Two and a half years ago, being behind the wheel was suddenly in jeopardy.

Marvin found himself sidelined after being struck by Bell's palsy, a form of temporary facial paralysis caused by a nerve dysfunction. As a result, Marvin couldn't completely close his left eye, leaving it dry, uncomfortable, and susceptible to damage.

"Suddenly, I was limited in what I could do," explains Marvin. "I could still read, but my peripheral vision was compromised, and I couldn't blink or close my left eye. I couldn't get back to work unless something was done."

After a series of medical treatments for his palsy, Marvin was referred to Dr. Audrey Chan at the Regional Eye Centre at the Royal Alexandra Hospital to deal with his eye problems.

After learning more about Marvin's case and lifestyle, Dr. Chan surgically implanted a thin, delicate weight in his left eyelid, allowing him to once again blink and close his eye. Thanks to regaining almost normal control over the eye again, his peripheral vision has returned.

The unusual incident that led to Marvin's eye problems speaks to the wide range of conditions, trauma, and eye diseases which lead people to treatment at the Regional Eye Centre. Dr. Chan sees this as an advantage when treating her patients.

"It's fantastic to have so many specialists in one clinic," says Dr. Chan. "If I have a patient who I see for one eye issue, but they need a retina specialist, I only have to walk across the hall to discuss the case, instead of sending the patient to another location. It certainly allows us to provide superior patient care."

Marvin is now back at work and still gets to take his beloved motorcycle for a spin on the weekends. "I'm really grateful to get back to my regular life - and that's all thanks to the Regional Eye Centre."

The Royal Alexandra Hospital Foundation's Regional Eye Centre Campaign is a \$3 million fundraising effort to improve the patient experience, fund important research, and provide state-of-the-art training facilities at the Regional Eye Centre, a facility that touches the lives of people across Northern Alberta. To find out more about how you can support this important campaign, please contact Jeffrey Buhr, Senior Development Officer, at 780-735-5804.

 **10,761** day surgeries

 **2,098** inpatient surgeries

 **12,859**
total annual surgeries in ophthalmology

Drawing the Map for Better Healthcare

Dr. Ordan Lehmann is passionate about medical research. “It is the foundation on which everything is built. To provide novel, cutting-edge healthcare, you need a map to tell you where you’re going. Research provides that map, and healthcare systems that don’t invest in research fall back from that leading edge.”

The medical breakthroughs that we enjoy today are the result of years or even decades of research and clinical trials. The research being done by the University of Alberta’s Department of Ophthalmology and Visual Sciences translates into improved patient care at its clinical site – the Regional Eye Centre at the Royal Alexandra Hospital.

“In our department, we have tremendous strength when it comes to research,” says Dr. Karim Damji. “From basic science research including molecular genetics to clinical studies and teleophthalmology, we cover a broad spectrum. What excites all of us is being able to translate these laboratory and clinical discoveries into improved patient care and access, enhancing the quality of life of patients when they need it.”

One exciting journey from the research lab to a patient’s life is Dr. Ian MacDonald’s ground-breaking gene therapy research. Dr. MacDonald’s work made headlines earlier this year when Canada’s first retinal gene therapy procedure took place at the Royal Alexandra Hospital on May 25.

Choroideremia is a rare genetic disorder that results in the slow degeneration of light-sensing retinal cells at the back of the eye. It causes progressive loss of vision

from birth, leaving people blind by middle age. Up until now, the condition has been untreatable.

“With gene therapy, surgeons inject healthy genes into the back of the patient’s eye,” explains Dr. MacDonald. “As the eye absorbs the genes, it allows the retinal cells to generate the protein they need to function properly.”

“It’s a great privilege to be able to do something very positive for people with choroideremia. People have hoped for this for a long time.”

Life-changing procedures such as gene therapy replacement happen thanks to the convergence of research, generous funding, and the Royal Alexandra Hospital as a venue for clinical trials administered with expert patient care. The strong connection between the University of Alberta’s research labs and the expert eye care services at the Regional Eye Centre results in better outcomes for patients.

“The Regional Eye Centre has evolved from clinical care delivery to having a broader role as a teaching facility and a platform for clinical trials,” says Dr. Damji. “Our goal is to create a culture of curiosity, mentorship, innovation, and multidisciplinary research that brings wonderful things from the laboratory to the clinic and into patients’ lives.”

“What excites all of us is being able to translate these laboratory and clinical discoveries into improved patient care and access, enhancing the quality of life of patients when they need it.”

*Dr. Karim Damji
Royal Alexandra Hospital*



(Left to right) Dr. Ordan Lehmann, Professor, Department of Ophthalmology and Visual Sciences, University of Alberta; Dr. Ian MacDonald, Professor, Department of Ophthalmology and Visual Sciences, University of Alberta; Dr. Karim Damji, Professor and Chair, Department of Ophthalmology and Visual Sciences, University of Alberta

Leading Gifts, Leading Technology

In the 21st century, so much of healthcare is driven by technology and staying on the leading edge of treatment options. The cardiology team at the CK Hui Heart Centre is keen to reside on that leading edge.

For more than 50 years, cardiologists at the Royal Alexandra Hospital have been considered leaders in their field, advancing the science of cardiology through innovative treatment, bold thinking, and the quick adoption of new medical technology.

The latest technology to make a difference in patient care at the CK Hui Heart Centre is Intravascular Ultrasound (IVUS). IVUS sends ultrasound waves through tiny catheters that have been inserted into a patient's coronary arteries. These ultrasound waves show cardiologists, with an exciting new clarity, the severity of blockages in the arteries. The result is a better understanding of how to properly clear the blockage – a specialty for the CK Hui Heart Centre team.

"IVUS allows us to see a coronary artery from the inside out," explains Dr. Neil Brass, a cardiologist at the CK Hui Heart Centre. "We get a unique point-of-view picture – generated in real time – that gives us information that goes beyond what is possible with routine imaging methods. When we use IVUS, we get more accurate measurements of the artery and ensure a better outcome for clearing the blockage."

It was gratitude for expert heart care that made the purchase of IVUS possible. Edmonton couple Gail and

Raymond Barnes have both been patients at the CK Hui Heart Centre and continue to receive ongoing cardiac care at the facility. Their experience inspired them to make a leading gift for the purchase of IVUS in appreciation for the treatment they received.

"I first made the decision to donate in the Emergency Department!" says Raymond with a laugh. "Both Gail and I have received tremendous care at the CK Hui Heart Centre every step of the way, but we really wanted to make the gift for the next patient."

The Barnes' leading gift towards IVUS was bolstered by a generous donation from Syncrude. Over the past 20 years, Syncrude and their employees have been leaders in corporate philanthropy, providing broad support for the Royal Alexandra Hospital and its programs.

Gail and Raymond may not personally benefit from IVUS technology for their own heart conditions, but they are gratified to know that the system is there to help other patients when it's needed.

"We've learned that this new technology will help a lot of people, and that makes our donation very satisfying," says Gail.



Dr. Neil Brass demonstrates IVUS technology to donors Gail and Raymond Barnes inside the CK Hui Heart Centre.



“They’ve been an incredible help to me. They’re almost like family to me now.”

A Small Clinic Makes a Huge Impact

Al Pipke is quietly getting his life back on track.

A series of unfortunate circumstances led Al down a life path that ended up in addiction, depression, and homelessness. It was a suggestion made to him at the Royal Alexandra Hospital's Emergency Department one desperate day that led him down a new and better path.

"I was really at a dead end," says Al. "I was addicted to alcohol. I had no home, I had nowhere to go. It seemed I had no options left in life. I was ready to try anything. Anything was better than where I was."

Al got the assistance he needed at the Addiction Recovery and Community Health Clinic (ARCH) at the Royal Alexandra Hospital. ARCH is the clinical component of the Inner City Health and Wellness Program, an initiative aimed at providing innovative and more comprehensive care to some of Edmonton's most at-risk patients.

When asked how ARCH's first year has been, Social Worker Esther Leung and Nurse Practitioner Dana Lynn Zawortny share a laugh and have the same response: "Busy!"

"Since we opened in July 2014, ARCH has seen more than 600 patients," says Esther. "That number really speaks to the need for a new approach for people dealing with addictions."

When a patient in the Royal Alexandra Hospital's Emergency Department is assessed as someone who has a complex substance use disorder or whose health may be at risk due to poor social determinants

of health, staff will recommend ARCH and make an appointment. ARCH can then connect people with a variety of external services such as primary care providers, mental health support, addiction counselling, housing, and identification.

Although the ARCH clinic is modest, its impact has been profound.

"This population faces many challenges and roadblocks," says Esther. "Whether it's due to social stigma, a lack of access to health resources, or living a life that is drastically different than what most of us are used to."

"The most important thing for us is to talk with our clients and determine what their goals are," says Dana. "We try to put our clients in the driver's seat instead of telling them what they should do. We're here to ask patients what their needs are and then provide them with the support and the confidence they need to meet those needs, improve their health, and get them to a better place in life."

Since Al became an ARCH patient in September 2014, he's been provided with the connections to find himself a home and access to therapy and addiction counselling, with positive results.

"They've been an incredible help to me," says Al. "I can't overstate how much they have helped me. They helped me find confidence in myself."

"They're almost like family to me now."

 **621**

unique patients seen by ARCH between July 14, 2014 and June 29, 2015

“

The most important thing for us is to talk with our clients and determine what their goals are”

*Dana Lynn Zawortny
Royal Alexandra Hospital*



Al Pipke shares a happy moment with Social Worker Esther Leung (left) and Nurse Practitioner Dana Lynn Zawortny (right).



Dr. Eric Estey shares some good news with family members Karl Wuenschel, Kimberly Nieman, and Barb Joe inside the OR Family Waiting Lounge.

Royal Alexandra
HOSPITAL FOUNDATION

A Much Needed Space for Families

For families waiting to hear news of a loved one who is undergoing surgery, it can be a difficult and emotional situation. Waiting for news – good or bad – is never easy. Thanks to compassionate thinking and generous support, families now have a special, private waiting area at the Royal Alexandra Hospital.

The new OR Family Lounge – located just down the hall from the Royal Alex’s busy surgery department – provides family members a private space to spend those anxious moments and speak with a surgeon soon after their loved one’s surgery.

“As a surgeon, I know that getting news about a family member in a hospital corridor is far from ideal,” says Dr. Eric Estey, Chief of Surgery at the Royal Alexandra Hospital. “Families need a comfortable and private space to have those discussions and deal with those emotional moments. My colleagues and I recognized the need for such an area, so we discussed with Royal Alex administration and then the Foundation to see what could be done.”

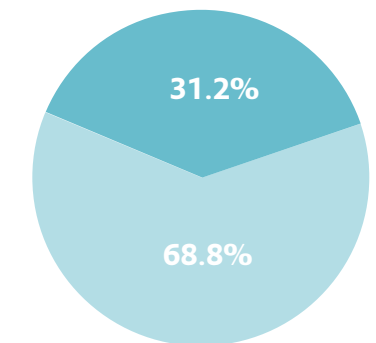
The result of that discussion quickly blossomed into a true community effort, with Royal Alexandra Hospital medical staff, the Royal Alexandra Hospital’s Women’s Auxiliary, and private donors all contributing towards the quick construction of this much-needed space.

A generous gift from Edmonton business owners Doug and Laurel Baron was the starting point for a fundraising campaign led by Dr. Estey, who rallied his fellow surgeons, anesthesiologists, nurses, and other healthcare workers at the Royal Alexandra Hospital to support the costs of the family lounge. The Royal Alexandra Hospital’s Women’s Auxiliary – always generous with their time and money – donated the necessary funds to buy furniture for the lounge, which has already become a boon to families and medical staff alike.

“It’s so critical for a member of the surgery team to be able to communicate with a patient’s family after surgery,” says Dr. Estey. “Our patients and their families are the number one priority for us and this private waiting area gives us the opportunity to tell them firsthand that their family member is out of surgery and is awake and doing well. This is a huge step forward for patient care at the Royal Alexandra Hospital.”

25,815

surgeries performed at the Royal Alexandra Hospital, April 1, 2014 - March 31, 2015



- surgical patients from outside the Edmonton Zone
- surgical patients from the Edmonton Zone



A Grateful Patient Gives Back

Michele Roach made the decision to support the Royal Alexandra Hospital after a close call.

What began as a pleasant spring day ended with Michele collapsing from a pulmonary embolism – a sudden blockage of a lung’s main artery, most likely the result of a blood clot. Michele’s husband Jim Kupczak found her unconscious and unresponsive and called 911.

Rushed to the Royal Alexandra Hospital, Michele was stabilized in the Intensive Care Unit before receiving follow up care at the CK Hui Heart Centre. Michele and her husband realized that what could have been a tragedy provided them with an opportunity. The excellent care she received inspired the couple to make a generous \$10,000 donation to the Royal Alexandra Hospital Foundation in support of the ICU.

“I was very impressed with the care I received at the Royal Alex,” says Michele. “From what I observed, the ICU is a very busy place, but the staff always made time to keep me and my husband Jim informed. It’s clear they care about not only their patients, but the families as well. I can’t express how grateful I am for that.”

To make a donation towards any area of patient care at the Royal Alexandra Hospital, please call the Royal Alexandra Hospital Foundation at 780-735-4723 or donate online at www.royalalex.org

The Power of Monthly Giving

By making regular monthly donations to the Royal Alexandra Hospital Foundation, you become a LifeSaver donor, providing necessary funds to an area of care at the Royal Alexandra Hospital that inspires you the most.

LifeSaver donors form an important backbone for philanthropy. Not only do monthly donations provide committed funds where they are needed the most at the Royal Alexandra Hospital, it’s an easy and convenient way to give and show that you care. And in time, monthly gifts add up to a wonderful legacy of giving.

Anne Fry shows the same enthusiasm for philanthropy that she does for her career as a realtor with RE/MAX Excellence. Anne has been a monthly donor to the Royal Alexandra Hospital Foundation since 2008. While she has supported more than one area of care at the Royal Alex, she was mainly inspired by her mother and Lois Hole to make women’s health a priority for her donations.

“My mother, Susie Fry, and Lois Hole were both vibrant, generous people,” says Anne. “Thanks to their inspiration, I was motivated to support the Lois Hole Hospital for Women. I think it’s so very important that we have a women’s hospital. The Lois Hole Hospital for Women is providing tremendous care and important health services to women of all ages. I’m happy to contribute on a regular basis and proud that my donations are making a difference there.”

Every donor makes a difference – even by donating a dollar a day! You can make a real difference to a patient care area of your choice at the Royal Alexandra Hospital by becoming a monthly LifeSaver donor to the Royal Alexandra Hospital Foundation. Please contact Kejina Robinson at 780-735-6769.



An Incredible Legacy

For more than 40 years, Mary Anne Komaran made it her mission to help those who needed it the most.

Working with a close-knit team in the Hospital's Social Work unit—which now numbers some 40 full-time and part-time professional, administrative and support staff—Mary Anne and her colleagues quietly attended to the needs of patients and their circles of family and loved ones. This included those patients in pressing personal and financial need. And Mary Anne's concern for those patients extended to the point of discharge from the Hospital and sometimes beyond.

“Mary Anne's compassion for disadvantaged patients was remarkable,” says Christine Whitford, Manager, Allied Health, Alberta Health Services, who worked with Mary Anne for close to 10 years. “No matter what the circumstances, she always wanted to do more for people – and she did, time after time. She inspired us all with her energy, generosity, and passion for life.”

Mary Anne's warmth, empathy, and personality are legendary at the Royal Alexandra Hospital—and they were matched by her 'round-the-clock' commitment to patient care. A colourful character, Mary Anne was famous for her stylish fashion sense, for being an avid dancer, and for being someone who simply loved life. Her dedication and commitment touched the lives of hundreds of people throughout her remarkable career.

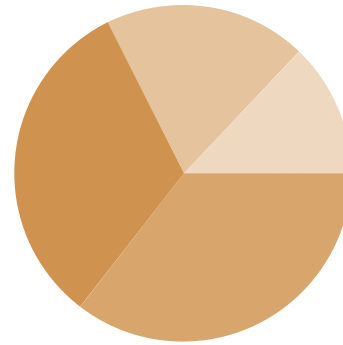
As legendary as she was in life, Mary Anne left an incredible legacy when she passed away in 2013. A \$1.375 million estate gift was bequeathed to the Royal Alexandra Hospital Foundation to help fund the

comprehensive and compassionate social assistance that she championed for many years.

“Thanks to Mary Anne's generosity, we are able to go further with exceptional patient care at the Royal Alexandra Hospital,” says Andrew Otway, President and CEO of the Royal Alexandra Hospital Foundation. “Mary Anne certainly made an impact with her decades of social work at the Royal Alex, and the thoughtful legacy she has built will ensure that she continues to have an impact for years to come.”

You can build a legacy through the Royal Alexandra Hospital Foundation's Bequests and Planned Giving program. To learn more about how the Foundation can assist you in arranging a bequest, please contact Terry Tobin at (780) 735-5061 or ttobin@royalalex.org

\$1.375 million gift



- \$500,000 Funds for Compassionate Care
- \$500,000 Funds for Grants & Research
- \$250,000 Symposium for Social Work and Compassionate Care
- \$125,000 Mary Anne Komaran Professional Development Fund



Mary Anne Komaran



President and Chair's Message

The Royal Alexandra Hospital is a place for patients. An obvious statement – perhaps – but let's take a minute to think about what this *actually* means.

First, we're Alberta's busiest hospital, providing a broad range of complex tertiary and quaternary acute care services to a large referral population that includes north/central Alberta, northern British Columbia and Saskatchewan and the Canadian North, including Yukon and Nunavut.

In fact, one-third of Canada's total landmass is served by the Royal Alexandra. We are national in scope, in prominence, in consequence, and our impact upon referral patterns in communities throughout the entire province is significant.

And then there's our local role in specialized care. Home is where the heart is, after all.

We are proud to say we serve the needs of a diverse population of people who live on the streets of the inner city. The social challenges here are as complex as they are mighty: homelessness, hunger, drug and alcohol addiction, mental health issues, the list goes on. Indeed, these are serious problems that never seem to go away. Men and women of all ages arrive here exhausted, hurt, and in deep despair. Compassion, empathy, and human kindness help heal the physical, mental and spiritual hurt. Time and again the Royal Alex is their urban angel.

From the immediate inner city spreading outward to the downtown core of small businesses, corporate office towers, a growing number of high-rise condos,

area schools and three major post secondary institutions, we serve tens of thousands of people within the Kingsway district and beyond, including visitors to one of the busiest shopping malls in the city and hundreds of neighbourhoods rich in character, ethnicity, and community.

For these people, the Royal Alexandra Hospital is the closest emergency department.

We are proud of this hospital and the care it provides to patients. The physicians and staff who work here do so each day with a clear site line toward providing safe and quality care to all patients. It is the priority, as it should be, but we often wonder if all those people around us really know of the herculean effort undertaken to ensure it remains so given our deficit in new infrastructure.

Working alongside Alberta Health Services and the Government of Alberta, the Royal Alexandra Hospital Foundation recognizes we, too, stand at a precipice – one of great potential. The decision to invest in a new Royal Alex will be one that vastly improves and evolves health care delivery for our immediate neighbourhoods, the city of Edmonton, central and northern Alberta, and a vast part of our great Canadian north.

If you are a supporter of this hospital, thank you. We congratulate you and we are tremendously grateful. If you also understand the significant impact of the Royal Alexandra upon the delivery of health care right across our province, we thank you, again. We hope you'll help share this message with others. We are a place for patients.

Sincerely,

John Day, QC
Chair, Royal Alexandra
Hospital Foundation

Andrew Otway, MBA & CFRE
President and CEO, Royal
Alexandra Hospital Foundation

Board of Directors

Royal Alexandra Hospital Foundation

The Royal Alexandra Hospital Foundation's Board of Directors are community leaders who are committed to delivering advice, direction, and counsel in all fundraising efforts. As advocates for the Royal Alexandra Hospital, these volunteers engage the community in meaningful philanthropy that will support the priority needs of the hospital, allow new research and make advancements in patient care possible.



1. **John Day, QC**
Chair, Lawyer (Retired), Chair, Grant MacEwan University
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Vice Chair, Sales Executive, CTV Edmonton
3. **Olivia Butti**
Executive Coordinator, Shaklee
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Executive Director, Brain Care Centre
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6. **Iris Evans**
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Counsel, Miller Thomson LLP
18. **Lynn Mandel**
Community Volunteer

Royal Alexandra Hospital Foundation Staff:

19. **Andrew Otway, MBA, CFRE**
President & CEO, Royal Alexandra Hospital Foundation

Royal Alexandra Hospital representatives:

20. **Dr. Curtis Johnston**
Co-Facility Medical Director, Royal Alexandra Hospital
Associate Zone Medical Director, Royal Alexandra Hospital,
Sturgeon Community Hospital
21. **Joanna Pawlyshyn**
Senior Operating Officer
Royal Alexandra Hospital & Sturgeon Community Hospital

Patrons:

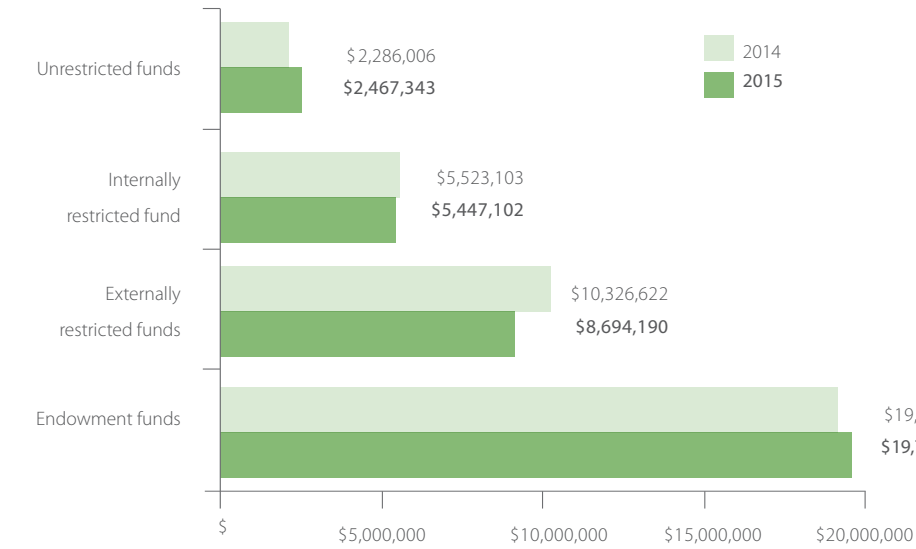
22. **William K. and Mary Jo Robbins**
23. **Dale Sheard**

Financials

Fund Balances as of March 31, 2015

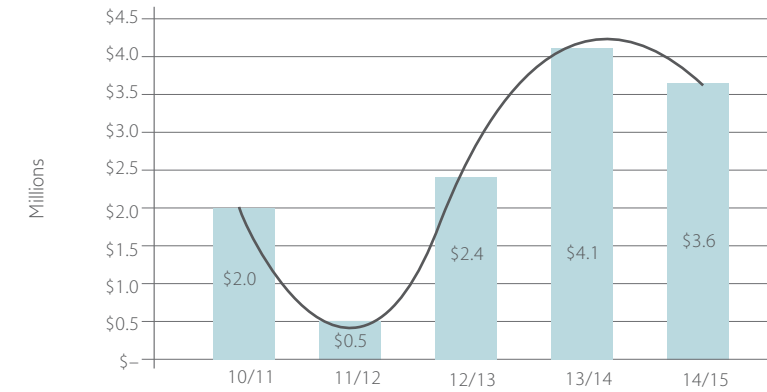
Comparison with 2014

\$36,376,437



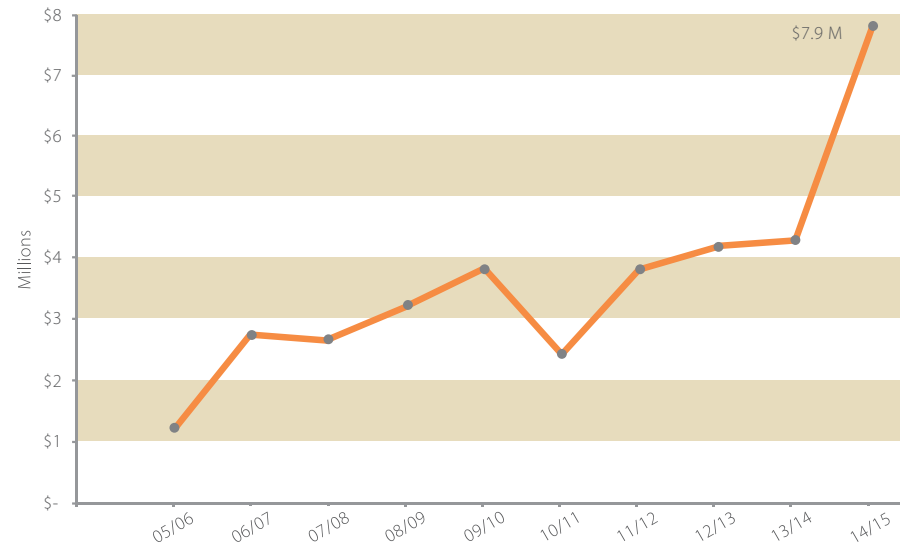
Trends In Investment Income

2010-2015



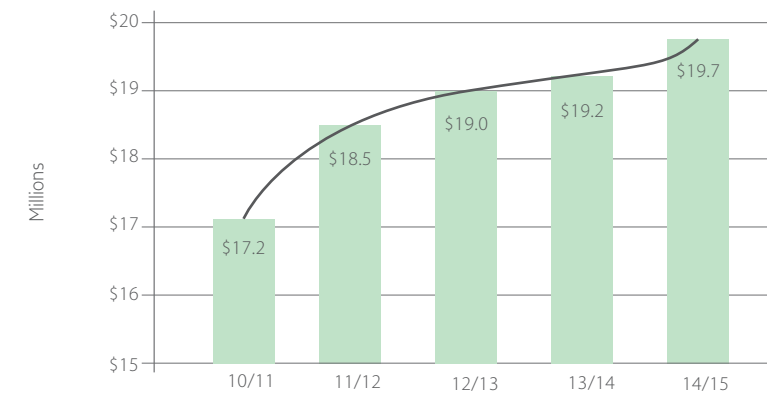
Transfers in Support of the Royal Alexandra Hospital

Total of \$50.2 M Since 1991



Endowment Fund Balance

2010-2015



Statement of Financial Position

Year end March 31, 2015 with comparative information for 2014

Extract from the 2014-2015 annual audited financial statements. To view the full financial statements, audited by KPMG LLP, please visit www.royalalex.org

	March 31, 2015	March 31, 2014
Assets		
Current assets:		
Cash	\$ 4,108,330	\$ 3,598,511
Restricted cash	2,850,965	2,479,412
Accounts receivable	97,810	72,971
Other assets	1,109,792	1,068,663
Prepaid expenses and deposits	71,201	40,743
	8,238,098	7,260,300
Capital assets		
Land, held for resale	287,874	268,678
Portfolio investments	14,500	14,500
	36,565,911	35,161,532
	\$ 45,106,383	\$ 42,705,010
Liabilities and Fund Balances		
Current liabilities:		
Accounts payable and accrued liabilities	\$ 1,277,638	\$ 1,159,413
Due to Alberta Health Services	2,500,000	-
Deferred revenue	4,952,308	4,221,570
	8,729,946	5,380,983
Fund balances:		
Endowment funds	19,737,802	19,188,296
Externally restricted funds	8,694,190	10,326,622
Internally restricted fund	5,477,102	5,523,103
Unrestricted funds	2,467,343	2,286,006
	36,376,437	37,324,027
	\$ 45,106,383	\$ 42,705,010

On behalf of the Board:

Chair, Board of Directors

Chair, Finance, Audit and Risk Management Committee

Statement of Operations and Changes in Fund Balances

Year end March 31, 2015 with comparative information for 2014

Extract from the annual audited financial statements

	2015 Total	2014 Total
Revenue		
Fund raising	\$ 3,731,064	\$ 3,111,671
Lotteries	8,331,063	7,446,449
Investment income	3,608,489	4,132,847
	15,670,616	14,690,967
Expenditures		
Fund raising	2,121,207	1,721,206
Lotteries	5,903,426	5,287,764
Administrative	683,999	572,402
	8,708,633	7,581,372
Excess of revenue over expenditures before distributions to charitable organizations	6,961,984	7,109,595
Distributions in support of the Royal Alexandra Hospital	7,909,574	4,294,983
Excess (deficiency) of revenue over expenditures	(947,590)	2,814,612
Fund balances, beginning of year	37,324,027	34,509,415
Fund balances, end of year	\$ 36,376,437	\$ 37,324,027

Fund Balances

Extract from the annual audited financial statements

	Year End Balance 2015	Year End Balance 2014
CK Hui Heart Centre		
Cardiology Innovation Endowment Fund	1,572,224	1,571,224
Cardiology Innovation Endowment Fund Interest	440,019	319,913
CK Hui Cardiology	1,148,153	1,064,156
Coronary Intensive Care Unit (CCU) Fund	6,548	6,398
The Hui Family Endowment for Cardiology Research and Innovation	1,034,975	1,025,569
The Hui Family Endowment for Cardiology Research and Innovation Interest	224,588	155,615
William K. Robbins Endowment for Research and Innovation in Cardiology	1,540,424	1,526,425
William K. Robbins Endowment for Research and Innovation in Cardiology Interest	211,212	108,554
Dr.Talibi Innovation Fund	283,339	285,939
Total CK Hui Heart Centre Funds	\$ 6,461,482	\$ 6,063,793
General Purpose		
Business Partnerships	–	2,180
Full House Lottery 2015	(1,185,156)	(1,034,706)
General Fundraising Fund	100,879	70,522
Gift in Kind	11,856	8,950
Miscellaneous Programs	–	640
Steve Ozipko Priority Equipment Fund	389,153	373,210
Priority Equipment	58,744	11,571
RAH Foundation Fund	5,477,102	5,523,103
RAH Foundation Fund Interest	2,211,947	2,171,678
Win Win 50/50 Staff Lottery	(33,391)	–
Total General Purpose Funds	\$ 7,031,134	\$ 7,127,148

Fund Balances (Cont'd)

	Year End Balance 2015	Year End Balance 2014
Inner City Health & Wellness		
Inner City Health & Wellness Fund	(123,574)	(467,461)
Total Inner City Health & Wellness Fund	\$ (123,574)	\$ (467,461)
Lois Hole Hospital for Women		
Adam Burkholder Memorial	14,944	14,944
Edmonton Eskimo Women's Ovarian Cancer Research Endowment	293,473	246,938
Edmonton Eskimo Women's Ovarian Cancer Research Endowment Interest	47,392	29,896
Edmonton Chinese Community Fund	5,000	5,000
Cavarzan Chair in Mature Women's Health Research Endowment	3,084,353	3,059,053
Cavarzan Chair in Mature Women's Health Research Endowment Interest	516,449	432,017
Cecilia Johnstone Endowment for Research and Innovation in the Treatment of Cervical Cancer	366,844	361,794
Cecilia Johnstone Endowment for Research and Innovation in the Treatment of Cervical Cancer Interest	85,329	57,549
daVinci Robotic Surgery Campaign	(697,885)	1,370,899
Hereditary Breast and Ovarian Cancer Clinic (HBOC)	398,513	–
Lois Hole Hospital for Women	982,681	1,597,076
Lois Hole Hospital for Women Bereavement Fund	73,620	75,812
Lois Hole Hospital for Women Endowment	2,250,000	2,250,000
Lois Hole Hospital for Women IVF Compassionate Care	39,462	67,022
Mary Jo Robbins Endowment for Research and Innovation in Women's Health	1,026,817	1,017,486
Mary Jo Robbins Endowment for Research and Innovation in Women's Health Interest	109,572	81,142
Ovarian Cancer Fund	1,195	620
Sawin & Baldwin Chair in Ovarian Cancer Research Endowment	1,485,853	1,472,350
Sawin & Baldwin Chair in Ovarian Cancer Research Endowment Interest	235,872	211,851
Dr. Zenon Shewciw Fund for Gynecological Oncology Endowment	136,595	135,353
Dr. Zenon Shewciw Fund for Gynecological Oncology Endowment Interest	17,777	8,674
Terry Horwitz Fund	43,900	41,486
Dr. Terry Traff Endowment for Reproductive Endocrinology/In Vitro Fertilization	17,150	16,850
Dr. Terry Traff Endowment for Reproductive Endocrinology/In Vitro Fertilization Interest	4,010	2,711
Total Lois Hole Hospital for Women Funds	\$ 10,538,916	\$ 12,556,523

Fund Balances (Cont'd)

	Year End Balance 2015	Year End Balance 2014
Men's Health		
Men's Health External Restricted	2,011,842	2,588,805
Men's Health Research and Innovation Fund Endowment	1,049,095	1,039,561
Men's Health Research and Innovation Fund Endowment Interest	255,182	185,267
Urology	52,122	52,122
Total Men's Health Funds	\$ 3,368,241	\$ 3,865,755
Neonatal Intensive Care Unit (NICU)		
Neonatal Education Fund	7,335	7,335
Neonatal Intensive Care Unit (NICU) Donations Fund	168,361	161,737
Princess Madison Trust	18,767	17,434
Thatcher Neonatal Intensive Care Unit (NICU) Fund	512	512
R.A.H. Neonatal Intensive Care Unit (NICU) Compassionate Support Fund	3,296	5,776
Total Neonatal Intensive Care Unit (NICU) Funds	\$ 198,271	\$ 192,794
Ophthalmology		
Regional Eye Centre Fund	193,686	208,701
Lions Eye Research Endowment Fund	342,327	402,282
Lions Eye Research Endowment Fund Interest	56,751	90,432
George and Dorothy O'Neill Eye Research Endowment Fund	170,791	170,791
George and Dorothy O'Neill Eye Research Endowment Fund Interest	79,648	66,595
Ophthalmology Research Endowment Fund	3,148,505	3,080,078
Ophthalmology Research Endowment Fund Interest	547,504	339,039
Ophthalmology Equipment	94,909	70,206
Ophthalmic Surgical Skills Centre	(92,507)	(50,546)
Total Ophthalmology Funds	\$ 4,541,614	\$ 4,377,578

Fund Balances (Cont'd)

	Year End Balance 2015	Year End Balance 2014
Orthopedics		
Orthopedics	252,990	210,673
Orthopedics Research and Innovation Endowment Fund	1,074,924	1,074,924
Orthopedics Research and Innovation Endowment Fund Interest	260,977	178,826
Total Orthopedics Funds	\$ 1,588,891	\$ 1,464,423
Research and Education		
Critical Care Fund - Education	20,764	20,764
Grant Funds	187,500	267,500
Mary Anne Komaran Symposium Endowment	200,000	–
Mary Anne Komaran Symposium Endowment Interest	15,285	–
Mary Anne Komaran Professional Development	81,162	–
Harold and Florence Mosley Nursing Education and Research Fund	35,999	35,059
Research and Innovation	48,071	48,071
Respiratory Education Fund	4,688	3,688
Speaking of Health	47,702	(18,656)
Total Research and Education Funds	\$ 641,171	\$ 356,426
Special Purpose		
Aboriginal Welcome Baby Fund	471	471
Acute Care for the Elderly Fund	1,818	1,618
Adult Mental Health	249	224
Dr. C.A. Berner Endowment Fund for Patient Care Excellence	27,409	27,309
Dr. C.A. Berner Endowment Fund for Patient Care Excellence Interest	13,141	11,051
Al Blumer Memorial Fund	4,572	5,974
Cable Family Compassionate Support Endowment Fund IV	620,381	614,744
Cable Family Compassionate Support Endowment Fund IV Interest	71,380	38,207
Cancer Research and Innovation Fund	1,900	1,800
Children's Mental Health	(36,359)	(41,505)

Fund Balances (Cont'd)

	Year End Balance 2015	Year End Balance 2014
Departments of Surgery & Anesthesiology Fund	–	10,624
Diabetes Donation Fund	–	5,687
Department of Medicine General Fund	4,355	1,130
Emergency Department Fund	40,027	39,147
Catherine Folinsbee Fund for Pediatric Care Endowment	10,662	10,565
Catherine Folinsbee Fund for Pediatric Care Endowment Interest	3,734	3,023
Agnes Moffatt Fraser Patient Comfort Fund	77,259	71,773
Graduates' Fund of RAH School of Nursing Alumnae	44,830	10,200
Holmes Endowment Fund	30,000	30,000
Holmes Endowment Fund Interest	4,106	1,814
Chris Hrudey Endowed Fund In Memory of William Hrudey	50,000	50,000
Chris Hrudey Endowed Fund In Memory of William Hrudey Interest	6,844	3,023
Intensive Care Unit (ICU) Fund	21,832	49,944
Mary Anne Komaran Compassionate Care Fund Endowment	200,000	–
Mary Anne Komaran Compassionate Care Fund Endowment Interest	15,285	–
Neurosurgery/Research/Thoracics	875	125
Dr. Larry Olhauser Fund	500	500
Palliative Care Fund	27,977	20,248
Peter & Mary Prokopiw Endowment Fund	5,000	5,000
Peter & Mary Prokopiw Endowment Fund Interest	684	302
Rheumatology Outpatient Clinic Fund	5,000	5,000
Robbins Learning Centre	829,406	771,357
Dr. Elizabeth Schwab Fund	8,959	10,048
Sigurborg Gundrun Gail Pjetursson Adult Psychiatry	6,199	6,199
Surgery Donation Fund	22,675	12,325
David White Memorial Fund	9,120	9,121
Total Special Purpose Funds	\$ 2,130,291	\$ 1,787,048
TOTAL FUNDS	\$ 36,376,437	\$ 37,324,027

Our Vision

Improving the health of Albertans by building passionate community support for the Royal Alexandra Hospital.

Our Mission

The Royal Alexandra Hospital Foundation inspires community support for the Royal Alexandra Hospital and its medical centres of excellence, including the Lois Hole Hospital for Women, the CK Hui Heart Centre, the Regional Eye Centre and the Orthopedic Surgery Centre.

Our Values

We believe in the value of Excellence. Therefore, we will never use the words “good enough,” and we’re not afraid to start over if it means a superior outcome.

We believe in the value of Innovation. While we appreciate the value of tried and true methods, we’re also comfortable turning current thinking upside down.

We believe in the value of Integrity. Therefore doing the right thing in the right way is the norm, not the exception. This means the little things, when no one is watching, and the big things, when no one can look away.

We believe in the value of Respect. Therefore, we give it freely and equally to all people with whom our organization touches.

We believe in the value of Strong Relationships. As such, we are always transparent about our goals and objectives when working with others.

We believe in the value of Stewardship. Therefore we say “thank you” often, and in many ways. We know that donors could choose to support any charity – but they’ve chosen this hospital, and they should feel good about doing so.

The Royal Alexandra Hospital Foundation is pleased to acknowledge the generous assistance of the following businesses in making this year’s Report to the Community possible:



Vision Creative Inc.





10240 Kingsway, Edmonton, AB T5H 3V9

P: 780.753.4723 F: 780.753.4016

foundation@royalalex.org

royalalex.org

loisholehospital.com

ckhuiheartcentre.com

