

**ROYAL ALEXANDRA
HOSPITAL FOUNDATION**
2017-2018 Annual Report

PROGRESS

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Cover photo: Dr. Sophia Pin, MD, FRCS, Gynecologic Oncologist and robotic surgeon at the Lois Hole Hospital for Women.

ADVANCING HEALTH CARE FOR ALL ALBERTANS

Progress: it's the movement towards a goal. It means to grow or develop. And it describes the momentum behind the health care accomplishments you have enabled. Your gifts to the Royal Alexandra Hospital Foundation are behind so much of the progress and so many of the tangible results we've seen in the past year. Thank you for your commitment.

Here is a quick look at what you have made possible:

- You helped us make progress in harm reduction strategies, with the opening of North America's first in-hospital supervised consumption site. It's a step you made possible through your support of the Inner City Health and Wellness program four short years ago.
- With your support, the CK Hui Heart Centre team progressed to the top of the class, according to a 2017 cross-Canada report published by the Canadian Institute for Health Information that compared critical outcomes from 38 cardiac care centres.
- Thanks to your collaboration, cooperation and patience, the dream to open a dedicated women's health research facility came to fruition at the Lois Hole Hospital for Women.
- Donors like you witnessed the fulfillment of a multi-year and multi-million dollar fundraising campaign for the Eye Institute of Alberta.
- And the hospital's Patient and Provider Experience Office continued to progress, with your assistance, in its efforts to shine a light on the importance of empathy, understanding, and communication in health care and to improving the experience for patients, families, staff, and physicians, the Royal Alex way.

As donors to the Royal Alexandra Hospital Foundation, you have made progress possible and we wanted to tell you about it. We are thrilled to share some amazing stories that have happened within the walls of these vital health care facilities. And we thank you, for your support over the past year.

Sincerely,

Brian Tod, QC
Chair
Royal Alexandra
Hospital Foundation

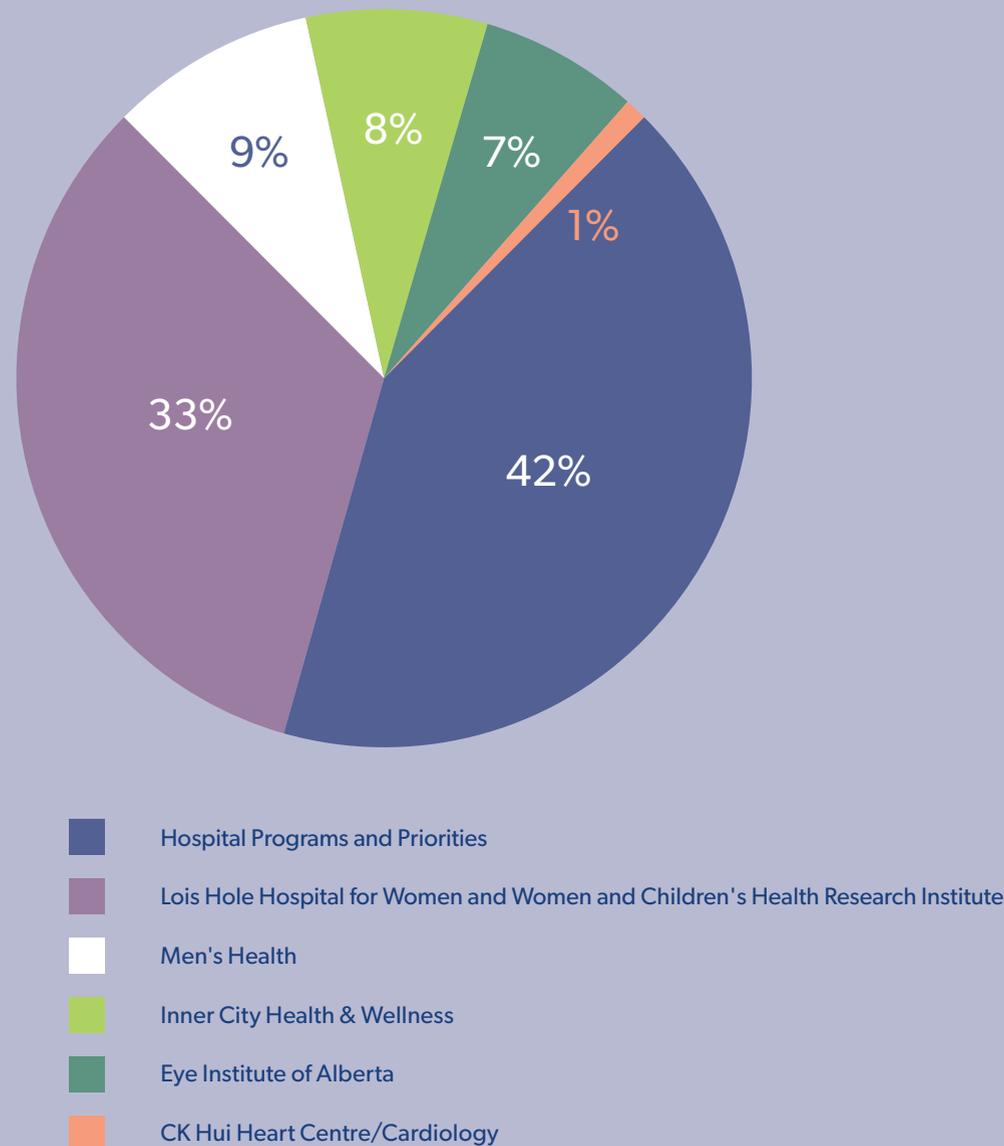
Andrew Otway
President and CEO
Royal Alexandra
Hospital Foundation



OUR PROMISE TO DONORS: DISTRIBUTIONS OF DONOR FUNDS

\$5,961,524

Royal Alexandra Hospital Foundation's Distribution of funds to the Royal Alexandra Hospital 2017 – 2018



MISSION

Inspiring 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 Eye Institute of Alberta and the Orthopedic Surgery Centre.

VISION

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

VALUES

EXCELLENCE

We will never use the words *good enough*, and we're not afraid to start over if it means a superior outcome.

INNOVATION

While we appreciate the value of tried and true methods, we're also comfortable turning current thinking upside down.

INTEGRITY

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.

RESPECT

We give it freely and equally to all people whom our organization touches.

STRONG RELATIONSHIPS

We are always transparent about our goals and objectives when working with others.

STEWARDSHIP

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 accredited by Imagine Canada for excellence and compliance in five key areas of operations: Board Governance, Financial Accountability and Transparency, Fundraising, Staff Management, and Volunteer Involvement.

Dr. Sue Ross holds the Cavarzan Chair in Mature Women's Health Research and is located at the Lois Hole Hospital for Women.



IMPROVING WOMEN'S HEALTH THROUGH RESEARCH

Eight years after the Lois Hole Hospital for Women opened its doors a new era of research has begun. Donors to the Royal Alexandra Hospital Foundation and the men and women who first envisioned its grand potential are seeing their dream for a dedicated women's health research space come to fruition.



In the past five years, donors have contributed
\$6,332,626
 into women's health research



\$1,595,504
 raised for women's health research from April 1, 2017 – March 31, 2018

MISSION POSSIBLE

When the Lois Hole Hospital for Women opened its doors eight years ago the health care landscape in Edmonton and northern Alberta shifted dramatically. Edmonton was now home to the province's first dedicated women's hospital, a teaching and research facility that would provide tertiary inpatient care and specialized out-patient clinics to more than 80,000 women each year, serving central and northern Alberta as well as neighbouring provinces and the northern territories.

Named in honour of a much-loved and iconic Alberta resident, the Lois Hole Hospital for Women ensured a new place for women's health, squarely at the forefront, and would serve as the catalyst for improved treatment protocols, enhanced care, and where the best and brightest health practitioners and specialists would desire to work.

Check. Check. And check.

"Research today shapes treatment tomorrow."

However, one important box remained empty over the past eight years—until today. Dedicated research space that provides women's health researchers an opportunity to collaborate directly with clinicians was always part of the big picture. Eight years later—the big picture is complete.

The Lois Hole Hospital Women's Research Centre is located directly adjacent to outpatient clinics that

intake more than 24,000 women each year, and is the capstone to the original grand plan for the Lois Hole Hospital for Women.

"Today is a great day for women's health, because today is a great day for women's health research," remarked Andrew Otway, President and CEO of the Royal Alexandra Hospital Foundation, in June when the space opened. "Today we open the shelled space that completes this hospital and establishes its position as a research leader in women's health."

Completion of the research space is the result of a partnership between the Royal Alexandra Hospital Foundation, Women and Children's Health Research Institute, the University of Alberta, and Alberta Health Services and will be home to women's health researchers focused on improving health outcomes for women of all ages and in all stages of life.

Dr. Sandra Davidge, Executive Director of the Women and Children's Health Research Institute, says the opening of this location at the Lois Hole Hospital for Women is truly significant, not just for Edmonton or Alberta, but for Canada.

"Historically women have been drastically under-represented in medical research studies, and continue to be so today. The Lois Hole Hospital Women's Research Centre is a dedicated clinical research space that has set its sights on helping to change that fact."

A Tier One Canada Research Chair herself, Dr. Davidge says that for generations, issues like incontinence, pelvic floor disorders, perinatal

mental health, preeclampsia and other pregnancy complications, and even female reproductive cancers were health issues for which it was expected women would suffer in silence. And while women often have different risk factors for certain diseases, many treatment protocols and major pharmaceutical trials used today have been disproportionately studied on men.

"There is an imbalance in the research."

"Thanks to collaboration, cooperation, and a lot of patience, the dream for research capacity is realized at the Lois Hole Hospital for Women."

Today marks another correction—there's no question," says Davidge.

The infrastructure for collaboration is now in place, and so the opportunities for advancement are very real, adds Dr. Radha Chari, the Royal Alexandra Hospital Foundation Chair in Women's Health Research, and head of the department of obstetrics and gynecology at the University of Alberta, Faculty of Medicine & Dentistry.

"We're all different; we all have different areas of interest, which I think is a really great thing," says Dr. Chari. "Obstetrics and gynecology is vast and covers a broad area. It's becoming more important that we link our research to clinical practice. We are thrilled to see the opening of this space as the next step in the future of women's health in our province."



LOIS HOLE HOSPITAL FOR WOMEN

IN THE PAST YEAR:



Over **7,000** babies born



Including **225** multiple births



6,555 women's operating room procedures



17,372 maternal-fetal medicine visits



734 surgeries performed with the da Vinci Robot to date



896 active patients at the Allard Hereditary Breast & Ovarian Cancer Clinic



THE FACTS ABOUT WOMEN'S HEALTH RESEARCH

Women have traditionally been under-represented in medical research studies.



175 women diagnosed with ovarian cancer in Alberta each year

0 reliable tests to detect early stage ovarian cancer



Heart disease kills more women than men, but only **35%** of patients in heart disease research studies are women



10% of women suffer from some form of incontinence yet mature women's health is often overlooked

RESEARCH. IT HAPPENS HERE.

LOIS HOLE HOSPITAL WOMEN'S HEALTH RESEARCH CENTRE

TOP OF THE CLASS FOR THE CK HUI HEART CENTRE

Flat Pete's trail in the Edmonton river valley, although flat as the name portrays, offers cyclists like Al Betts a flurry of twists and turns that makes for an exciting ride. However, on a late summer day in 2018 Betts experienced a little more excitement than he bargained for.



"I was with my buddy in the river valley and we had completed about 25 kilometres of trails and toward the end I recognized something was off," says Betts. He was short of breath and lightheaded. "We were on Flat Pete's trail, heading back to our vehicles when my situation worsened."

His buddy called 911 and Betts was taken to the CK Hui Heart Centre at the Royal Alexandra Hospital where Dr. Aws Alherbish performed an emergency angioplasty that saved Betts's life.

Fortunately for Betts, donors to the Royal Alexandra Hospital Foundation put the hospital's CK Hui Heart Centre at the top of the class in this life-saving procedure.

Everyone can relate to the anticipation and fear that accompany report card day. But for the cardiologists and staff of the centre report-card day was something to celebrate.

The 2017 Cardiac Care Quality Indicators Report provides national rankings based on patient outcomes for selected cardiac interventions. According to the Canadian Institute for Health Information (CIHI), which produces the report, its goals are threefold. One, it aims to increase transparency in the cardiac health system; two, it makes data more accessible to a variety of audiences; and three, it encourages collaboration and the sharing of best practices in Canadian cardiac care.

"CIHI developed parameters and applied them to all 30 sites that participated in the evaluation," says CK Hui chief of cardiology Dr. Neil Brass. Brass went on to explain that the CIHI's rating systems compares each cardiac centre's actual outcomes to a pre-determined optimal outcome.

The CK Hui Heart Centre ranked among the top performers in the country for each outcome they were evaluated on, most notably the results for mortality and readmission rates after a percutaneous coronary intervention, more commonly called angioplasty, is performed.

Angioplasty is a procedure used to open blocked coronary arteries. It restores blood flow to the heart muscle without the need for open-heart surgery. Cardiologists at the centre perform angioplasties as a life-saving intervention in high-risk cases like that of Al Betts, as well

as part of a scheduled course of treatment for more stable patients with coronary artery disease.

With more than 2,100 angioplasties performed, one of the highest volumes in the country, and the most in northern Alberta, this centre of heart health excellence attained impressive results achieving both mortality and readmission to hospital rates well below the national average.

The care and volume of procedures performed is a key indicator of the teamwork happening at the centre. Teamwork is key to their success and donors play a consequential role on the team.

"Donors to the CK Hui have contributed to these outstanding outcomes through the purchases of cutting-edge equipment," Brass says. "We treat patients whose cases are straightforward, as well as those whose are complex. The specialized equipment that donors have provided helps us save lives every day."

"I want to personally thank donors to the Royal Alexandra Hospital Foundation, Brass says. "Donors provide our experts with the tools they need to achieve excellence." Brass isn't the only grateful one.

"I am so thankful for the care I received at the CK Hui," says Betts. "They are an incredibly kind and knowledgeable team that took such great care of me. I owe my life to them and to the donors who support the great work they are doing here."

"Thanks to them I'll be back on the trails in no time."

PROCEDURAL EXCELLENCE AT THE CK HUI HEART CENTRE

Chief of Cardiology Dr. Neil Brass routinely uses cardiac catheters like this one, only a few millimetres wide. This tool saves the lives of more than 2,100 patients every year at the CK Hui Heart Centre.



CK HUI HEART CENTRE

IN THE PAST YEAR:



4,300

coronary angiograms

X-ray imaging to identify if there is a restriction in blood flowing to the heart.



2,305

coronary angioplasties

Cardiac catheters are used to open blocked arteries and blood flow is restored to patient hearts.



1,406

stress tests



974

Cardiac Care Unit admissions



In the past five years, donors have provided

\$223,260

to research at the CK Hui Heart Centre



\$239,575

has been given by donors to support heart health excellence in the past year



2,023

inpatient cardiology admissions



12,407

patient interactions



3,627

24 hour holter monitoring cases

A battery-operated portable device that measures and records a patient's heart activity using a noninvasive test. These tests check the heart's rhythm and assist cardiologists in the detection of irregularities.



659

Implantable Cardioverter Defibrillators (ICDs) and pacemakers implanted

ICDs monitor heart rhythms and deliver a shock if a dangerous rhythm is detected.

Pacemakers help control abnormal heart rhythms by using electrical pulses to prompt the heart to beat at a normal rate.

Both are life-saving devices.



CK HUI HEART CENTRE



UNCOM**PROMISING** COMMITMENT

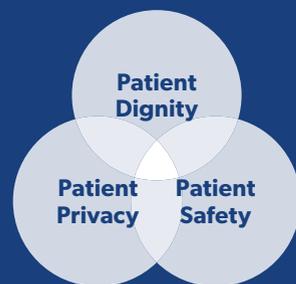
Old infrastructure continues to pose fundamental challenges to patients, families and health care providers. Our Foundation remains committed to advocating for the rebuilding of the Royal Alexandra Hospital.

THE POWERHOUSE OF ALBERTA HEALTH

For almost 120 years, the Royal Alexandra Hospital has served the health care needs of Edmonton and northern Alberta.

The time is now to show your support for infrastructure investment in the Royal Alex.

WHAT'S AT RISK?



One of the busiest emergency departments in Canada



More surgeries than any other hospital in the province



More robotic-assisted laparoscopic surgeries than any hospital in Canada

REBUILDING A HOSPITAL

As mandated by our Board of Directors, the vision of the Royal Alexandra Hospital Foundation is the advancement of health care outcomes for all Albertans. To achieve this it is our privilege to work with our donors and the health system to make significant improvements in health care. These include patient comfort initiatives, new medical technologies, educating our next generation of health care providers, and world-class research.

However, a fundamental challenge faced by our patients, their families, and health care providers remains the old infrastructure of our hospital. As continuously identified by health and infrastructure experts for more than twenty years, the Royal Alex remains the health system's top priority for capital reinvestment.

The redevelopment plan for the Royal Alex is long, complex, and expensive. We understand this complexity and appreciate the challenges in government funding. These barriers can be overcome.

A modern health care system that practices patient-centred care should not see the Royal Alexandra Hospital, the busiest surgical centre in the province, admit four (and sometimes five) patients to a room. We must be able to provide the dignity, safety, privacy, and clinical research opportunities that private patient rooms offers to those in care.

On behalf of the 500,000 patients served by the Royal Alexandra Hospital each year; and as a champion for the health professionals and the families who care for them; our Foundation remains committed to advocating for the rebuilding of the Royal Alexandra Hospital.

Andrew Otway
President and CEO
Royal Alexandra Hospital Foundation



RECIPROCAL GRATITUDE

Cal Nichols's own experience showed him how important eye health is. To the donors who invested in the \$4-million campaign to support the Eye Institute of Alberta, he says, "From the bottom of my heart, thank you."

LOOK INSIDE THE EYE INSTITUTE OF ALBERTA

Thanks to donors, eye care in Alberta has never been better. Improvements to the patient experience are clear before you enter the Eye Institute of Alberta. Here are some of our changes:

- A backlit wall, paint and signage make the institute easy to spot from a distance.
- The front desk faces patients as they enter, providing a welcoming and warm environment.
- Upon check-in patients are handed a coloured paper; the colour indicating the next stop on their patient journey. Wayfinding colours on the floor and ceiling identify their path, a small change that makes a large difference to their experience.
- Patient waiting areas have built-in charging stations and furniture that caters to patients with mobility issues.
- The washrooms are renovated to be barrier-free and are now easily identified throughout the institute with colour coordinated ceiling markers and flooring.
- The addition of an office for the Clinical Ophthalmic Educator who plays a pivotal role in strengthening the ophthalmic staff and technicians. This relatively new role, established less than two years ago, is responsible for training the ophthalmic personnel to ensure all members are up-to-date within their scope of practice.

AN EYE TO THE FUTURE

People call Cal Nichols "the man who saved hockey in Edmonton." Nichols was at the helm of a ticket drive in 1996 that helped prevent the sale of the team. A fundraising effort to purchase the team the following year saw Nichols, as chairman of the group behind the successful bid, to become part owner. Edmonton's hockey future looked bright.

When Nichols set off for California in 2007 for an NHL governor's meeting with his wife Edna he never imagined that, in the course of his travels, his world would begin to darken.

"The staff are very passionate about the care they provide."

While he was in California, Nichols noticed a change to his vision. He had recently turned 65 and assumed that his decreased vision was a natural part of aging. But the "shady spots" he was starting to experience were hampering his ability to focus.

A hotel concierge recommended a local optometrist, who said cataracts were the problem. He recommended Nichols consult an ophthalmologist upon his return home. In Edmonton, Dr. Stanley Chan at the Royal Alexandra Hospital confirmed the cataracts

but, to Nichol's surprise, there was more to the story.

Cataracts was the least of his problems. He had a detached and torn retina—and Fuchs Corneal Dystrophy, a genetic disease that affects only one per cent of the population.

He was losing his vision, and fast.

It was a mere three hours after the diagnosis that Nichols was prepared for surgery at the Royal Alexandra Hospital.

The speed at which everyone in the department connected made an impact on him.

"I was so impressed with the collaboration of the doctors and the exceptional quality of care," Nichols says. "The staff are very passionate about the care they provide and you can see it in everything they do."

Several years later Nichols was approached by the Royal Alexandra Hospital Foundation to take a leading role in a \$4 million fundraising campaign. The campaign's three-pronged approach was to raise \$2.3 million to improve the patient experience, \$1 million to support further investment in the Ophthalmic Surgical Skills Centre and \$500,000 dedicated to eye health research.

"It was a no-brainer for me," recalls Nichols. "This was the centre that saved not only my eyesight but that of my wife Edna who was also affected by cataracts. I was honoured."

The renaming of the Regional Eye Centre to the Eye Institute of Alberta was the first big change

for the centre. Nichols made the announcement himself in 2015. He set the tone for the campaign and secured the institute's place as northern Alberta's home for eye health excellence.

"Donor support will stretch far into the future through funding for advancements in eye health research..."

Now, four years later, the fundraising campaign and renovations to the space (see sidebar) have been completed.

"Donors have provided an improved experience for patients at the Eye Institute of Alberta," Nichols says. "Donor support will stretch far into the future through funding for advancements in eye health research and a state-of-the-art training centre that will attract the best trainees to the Eye Institute for generations to come."

It's been a decade now since Nichols stepped away as part owner of the Edmonton Oilers. He might well be the man who saved hockey, but he's also the man who helped donors build the Eye Institute of Alberta.

EYE INSTITUTE OF ALBERTA

IN THE PAST YEAR:



43,151

visits to the Outpatient Eye Clinic

2017-18 was an incredibly busy year at the Eye Institute of Alberta even with all of the renovations and space changes happening. Now that those improvements have been made it is likely that the Institute will see a return to the more than 45,000 patients who typically rely on it each and every year.



1,531

ophthalmic ultrasounds performed

These tests provide a much more detailed view of the inside of an eye than a routine eye exam. They are helpful in identifying issues with the eyes as well as diagnosing eye diseases. Tumors, foreign substances in the eye, detached retinas, glaucoma and cataracts are just a few of the eye issues that can be identified and managed through ultrasound testing.



6,348 ophthalmic emergency visits



Donors have contributed more than **\$638,500** in the past five years for research at the Eye Institute of Alberta



\$4,000,000 in generous community support was raised during the Eye Institute of Alberta campaign



SHOW YOUR SUPPORT

There are many ways to support the amazing work that happens every day at the Royal Alex family of hospitals. No gift is too small, and all contributions mean so much to the patients and staff that they support.

BECOME A LIFESAVER – MONTHLY GIVING MADE EASY

Setting up a regular monthly donation is an affordable, thoughtful and easy way to make a difference. A small monthly donation automatically debited from your credit card or bank account can quickly add up to a large gift. Every donor makes a difference—even by donating a dollar a day!

BUILD YOUR LEGACY – BEQUESTS AND PLANNED GIFTS

By making a bequest in your Will, you have the opportunity to build a legacy. A bequest in support of health care can benefit thousands of lives by supporting compassionate, innovative patient care at the Royal Alexandra Hospital or one of its centres of excellence.

AMAZING AT THE ALEX – HONOUR AN AMAZING STAFF MEMBER

Maybe it was a caregiver such as a physician or nurse. Perhaps it was one of our cheerful and helpful support staff in housekeeping or patient transport. By recognizing the outstanding care you received with a donation back to our hospital, it is incredibly motivating to all of us.

IN MEMORY – A GIFT OF REMEMBRANCE

It can be difficult to find a fitting sympathy gift for someone who has experienced the loss of a loved one. Making a memorial donation allows for a fitting tribute to honour the person who so deeply touched your life or the life of someone you know.

SPECIAL OCCASION GIVING – CELEBRATE BY SUPPORTING HEALTH CARE

Make a donation to honour someone who is celebrating a special occasion, such as a wedding anniversary or birthday. You will receive a tax receipt for your generous gift, and we will send a card with your special message to the person(s) being honoured.

HOST A FUNDRAISING EVENT

No event is too small to make a difference! Donate a portion of your retail store sales, hold a bake sale, a car wash or organize a walk for one of our meaningful causes, the possibilities are endless and the impact will be great!

EMPLOYEE GIVING – YOUR HOSPITAL, YOUR SUPPORT

As a Royal Alexandra Hospital staff member, your commitment to this hospital and this community makes it a place people believe in. Why not join the thousands of community-minded employees who give regularly to the Royal Alexandra Hospital?

PARTNERSHIPS THAT BENEFIT EVERYONE

Show your clients and customers that you are invested in your community by making a donation to the Royal Alexandra Hospital Foundation. You can involve your employees in charitable giving, demonstrate your support through a large gift, or encourage your customers to join your fundraising efforts.

LOIS HOLE HOSPITAL WOMEN'S SOCIETY

If you are interested in making more than just a financial contribution we welcome you to explore the opportunity to join our network of activated women who are passionate about this special place of hope and healing, and who are motivated to influence, inspire, and impact the future of women's health.



The Royal Alexandra Hospital Foundation is accredited by Imagine Canada for excellence and compliance in five key areas of operations: Board Governance, Financial Accountability and Transparency, Fundraising, Staff Management, and Volunteer Involvement.

DONATE TODAY

royalalex.org | foundation@royalalex.org | 780 735 4723 | @RAHFoundation     





ALTERING **PROTOCOL**

“We are going to fight to save every life we can. That is what supervised consumption sites are all about.”

— Dr. Kathryn Dong, Director of the Inner City Health and Wellness Program and the Addiction Recovery Community Health (ARCH) Team at the Royal Alexandra Hospital

A SAFE PLACE

As you enter the supervised consumption site at the Royal Alex—the first of its kind in a hospital in North America—it seems like any other clinic space. But look a little deeper and you will notice a few attributes that make this space one-of-a-kind.

As the double doors to the clinic swing open, patients feel safe, they are entering a space that is free of judgement. A friendly smile from one of the clinicians welcomes each patient as they enter. A few steps further and safes are available for patients to securely store belongings, including any drugs they have. The medical supplies that fill cabinets are the harm reduction kits that are provided for patient use.

To the left, there’s a room that offers patients a safe and somewhat private area to make their injections. To the right, there’s a comfortable area for patients to rest while staff ensure they are in no danger of overdose or other immediate adverse reactions after their drug use.

The opening of the supervised consumption site marked a major step forward in the Royal Alexandra Hospital’s leadership in improving health outcomes for Edmonton’s most vulnerable citizens.

“Our second patient to use the clinic when it opened was so thankful to our nurses for providing what he called ‘a safe space that was so needed,’” says Robert Terry, unit manager of the clinic. “When he left that day he stopped and shook each of the nurses’ hands.”

The supervised consumption site is based on a harm reduction model of care that operates with the goal to reduce the adverse health, social and economic consequences for drug users, their families and communities, without requiring them to stop or decrease their drug use.

“Drug use, particularly injection drug use, puts people at risk of overdose death. The supervised consumption site was created to ensure we can avoid more loss of life,” Terry says. “People who use drugs are not disposable.”

It was generous donor support that funded the Royal Alexandra Hospital’s shift to a new model of care for Edmonton’s most vulnerable citizens four years ago with the creation of the Inner City Health and Wellness Program.

This important first step was the beginning of a path forward to the evidence-based harm-reduction services that people struggling with substance use disorders deserve.

The three-year, donor funded Inner City Health and Wellness pilot

program became permanently funded by Alberta Health Services in 2016, making the Royal Alex a natural fit for the first hospital-based supervised consumption site in North America.

Since its opening in April, the supervised consumption site has had more than 500 visits. The site is open for patients 24 hours a day, seven days a week and is able to serve six patients at a time.

“Building connections and trust is the first step in being able to provide a patient with the support they need. The space provides another opportunity to connect with patients who are the most vulnerable and marginalized in our city,” says Terry. “If they are looking for help to reduce or eliminate their drug use we can offer help with that as well, but the focus in the space is on harm reduction, not abstinence.”

“We have created an environment where patients feel comfortable, safe and supported, something that every patient in our hospital deserves. They are human beings just like you and me. They are someone’s son, daughter, brother, sister or parent. They matter.”



In the past five years, donors have invested
\$1,645,161
 into research for Inner City Health and Wellness Program



CHANGING HOW PATIENTS EXPERIENCE CARE

Dr. Cameron MacGougan has been providing emergency care to patients of the Royal Alex for more than 14 years. He recently renewed his focus on empathy and understanding at the hospital's annual Patient Provider Experience Summit.

The summit is supported by donors to the Royal Alexandra Hospital Foundation, and it's dedicated to making progress in empathy, understanding and communication in the delivery of health care. MacGougan says the summit has changed the way the team does business in one of Alberta's busiest emergency rooms.

MacGougan: The summit opened with a story about Barbara. Barbara had a massive pulmonary embolism—a clot in her lungs—we identify it, we save her life. We're amazing! Belly-bumping, back-slapping, good job us! We gave her the clot-buster drugs and she lives and she goes home, and doesn't end up in a nursing home. It's amazing. And then we hear that her experience was actually horrific. She was left in a hallway wondering what was happening to her. She wasn't provided the personal hygiene items she needed to maintain her dignity. We provided health care to Barbara, but no one cared for her personal needs.

There was this whole other piece, this human side of the equation that we missed. We dropped the ball and for Barbara that meant everything. When I heard this, I was in shock.

The conference was a call to arms, to discover how to provide a better experience for Royal Alex patients. I realized I need to focus on the emotional element of my patient encounters to communicate effectively with someone in crisis. It takes incredible nuance to be a great communicator. The summit has changed the way I provide care for the better. I'll give you an example. You knock on the door or jingle the privacy curtain and introduce yourself. You smile, you look them in the eyes, and ask "How can I help you today?" It's an open-ended question that gives the patient the floor.

There's mindfulness to my patient interactions that was lacking. I nod, listen and acknowledge their feelings. I never interrupt. And when they pause and wait for my response I put on my medical hat and get the information I need to provide care. But first I summarize what I heard, asking, "Do I have that right?"

I've changed the way I do things and I'm a better physician because of it. Part of that is setting better expectations for my patients.

I had a patient from a small town. He was suffering from chronic lower back pain. He'd seen his family doctor about it and that doctor sort of dumped him. He told him that he needed a "big-city" test, an MRI. This patient took that advice to heart and jumped in his

car and drove three hours to the Royal Alex, landing on my caseload in the emergency room. He was expecting that I could arrange a big-city test that day. The patient's expectations were set poorly by his family doctor and I knew our conversation had the potential to go poorly as well.

My job as an emergency physician was to rule out certain conditions and, once I had done that, from an emergency physician point of view my job was done. Instead, I chose to enter the room with empathy and understanding. I let him talk. I heard how frustrated he was, I learned that he'd lost his job and was worried about losing his house and being able to feed his children.

"I'm not going to cure you," I told him. "I wish I could, but I can't. I'm not able to give you an MRI today, but here's what I am going to do." I placed his name on the waitlist for an MRI and assured him he would get the test he needed, just not today. At the end of his appointment he felt listened to and cared for—isn't that what we all want? Prior to the summit, this patient interaction may have gone differently.

I'm so thankful that donors to the Royal Alexandra Hospital Foundation believe in the changes made possible by the annual Patient Provider Experience Summit. It's important for donors to understand that we always work to improve, and because of them we're focusing on the difference between care and caring. I thank them deeply for making this possible.

CHANGING THE APPROACH TO PATIENT CARE

Patient connections, on their level. After attending the second annual Patient and Provider Experience Summit Dr. Cameron MacGougan was inspired to shift the way he does things, putting empathy at the top of his patient care checklist.

ROYAL ALEXANDRA HOSPITAL

IN THE PAST YEAR:

\$67,400,872

total funds distributed to the hospital since 1991

\$17,465,027

total revenues in the fiscal April 1, 2017 – March 31, 2018

112 total number of funds held by our foundation

\$41,638,443

total fund balance for the fiscal April 1, 2017 – March 31, 2018

\$9,205,197

in donor support for research over the past 5 years



895 beds



The Royal Alexandra Hospital is the Canadian leader in robotic surgery



36,000 surgeries happen each year in 31 OR theatres



75,243 emergency visits



14,000 trauma patients



375,000 outpatient visits



44,760 inpatients per year



The Royal Alexandra Hospital has the only Bariatric Surgical Clinic in Western Canada

STANDING PROUD FOR MENTAL HEALTH

“If a care centre like this had been available to 14-year-old me, I could have avoided 23 years of struggle. Thanks to Access 24/7 things will be different for people with mental illness.”

—Blake Loates, Mental Health Advocate



PARTNERSHIP IS MAKING IT POSSIBLE

Addictions and Mental Health Access 24/7 will open its doors with support from not one, but two, Edmonton foundations. Donors to the Royal Alexandra Hospital Foundation and the Mental Health Foundation are ensuring that those affected in Edmonton have one door to walk through for mental health care when they need it any time of day or night.

OPEN THE DOOR

To share your support for this important next step in mental health care in the Edmonton zone please visit royalalex.org/onedooryeg or complete the donation slip enclosed.

Thank you to everyone who is helping to ensure one door to mental health support is available to those who need it most.

ONE DOOR, ONE CALL, ONE PLACE FOR HELP.

Only one year ago Blake Loates was ready to take her own life. After more than 20 years of struggling with mental illness, it had all become too much to bear. Desperate, she picked up the phone and reached out to a mental health crisis line. The woman who answered was unable to help. She had nowhere to send her in the moment. It was late at night and all the community mental health care doors were closed.

Fortunately for Loates, a friend came to her side that night; it saved her life. She was luckier than some, and the experience demonstrated that timely and streamlined access to mental health care is so very important. Fractures in the system, combined with the stigma around mental illness, isolate people. From the moment her bipolar disorder was diagnosed at age 14 Loates felt alone. A quiet moment with her mother illustrated the baggage that even loved ones attach to mental illness.

“I remember the day like it was yesterday,” she says. “My mom leaned close to me and said, ‘Now Blake, you can’t tell anybody about this because people just don’t understand these sorts of things.’” She understood that her mother’s advice came from a place of love. But it changed her and set her on the path she walks today.

Loates is now an advocate for other people struggling with mental illness. She also offers her time as a volunteer navigator, providing support and guidance to others searching for the help they need in a confusing system.

The Addiction and Mental Health service in Edmonton has dozens of programs that deliver specialized inpatient or community-based addiction and mental health services—programs for the young, the old and everyone in between. The problem is no one knows how to access them.

“This one door, means one single point of entry, one place to turn to for help.”

“Although we deliver a lot of services, the public really struggles to find the one best suited for them,” says Mark Snaterse, Alberta Health Services Executive Director for Addiction and Mental Health in the Edmonton Zone. “Patients and their families sometimes have to tell their story five or six times before they find the right service,” he says. The current mental health system is fragmented.

“Right now, we have a whole bunch of ‘front doors.’ But there is a lack of coordination once patients walk through our door, no matter which they choose,” says Snaterse. “No one, not even our own staff, is really aware of all the services that are available across our system.” It’s hard to imagine, say,

cancer patients having to fend for themselves like this.

But all of that is about to change thanks to a single door slated to open this winter. One door will access help, and that door will always be the right door. It marks progress; it will be a profound difference for patients who are desperate for help, and in need of a clear path to the right treatment. The Addiction and Mental Health 24/7 Access Centre is coming to Anderson Hall at the Royal Alexandra Hospital, across the street from the Emergency Department.

Through donor support the space will provide a centralized and integrated intake point at the Royal Alex for mental health support. The 24/7 Access Centre will provide telephone support, in-person assessment, crisis outreach and stabilization at any time of day or night for people with mental illness. Donors to the Royal Alexandra Hospital Foundation are making the space a reality.

“I know from my own experience that asking for help is not easy,” Loates says, “and knowing where to turn for help is more than half of the battle.” Loates also knows that repairing a fractured mental health care system will go far to countering the stigma that still exists for her illness and others like it.

“This one door, means one single point of entry, one place to turn to for help for people just like me,” she says. “I couldn’t be more thankful.”



DONORS MAKE **PROGRESS** POSSIBLE

“More than \$5.9 million dollars in support is something to be very grateful for.”

THANK YOU

To our donors,

Your support saves lives at the Royal Alexandra Hospital.

Whether you donate \$1 or \$1 million we treat that donation as a promise. Your donations make our work possible, and we value every gift, large or small.

Your dollars are in action each and every day. Because of you, we've obtained state-of-the-art equipment and we've funded life-changing programs.

Thank you for your gifts on behalf of our patients, their families and our staff, who rely on the support you offer. If each of them had the opportunity to say thank you they would.

A mother whose child is brought safely into this world says thank you. A grandfather who is spending another birthday with his grandchildren says thank you. The nurse who was able to save another life today says thank you. We all say thank you.

Sincerely,

Judith Hockney
Senior Operating Officer,
Royal Alexandra Hospital and
Sturgeon Community Hospital

Dr. Curtis Johnston, MD, FRCP(C)
Associate Zone Medical Director,
Royal Alexandra Hospital and
Sturgeon Community Hospital
and Co-Facility Medical Director,
Royal Alexandra Hospital

BOARD OF DIRECTORS

2017–2018

As advocates for the Royal Alexandra Hospital, the Royal Alexandra Hospital Foundation's volunteer Board of Directors engages the community in meaningful philanthropy that will support priority needs of the hospital, new research and advancements in care, and improve the lives of our patients and their families.



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INCOME STATEMENT

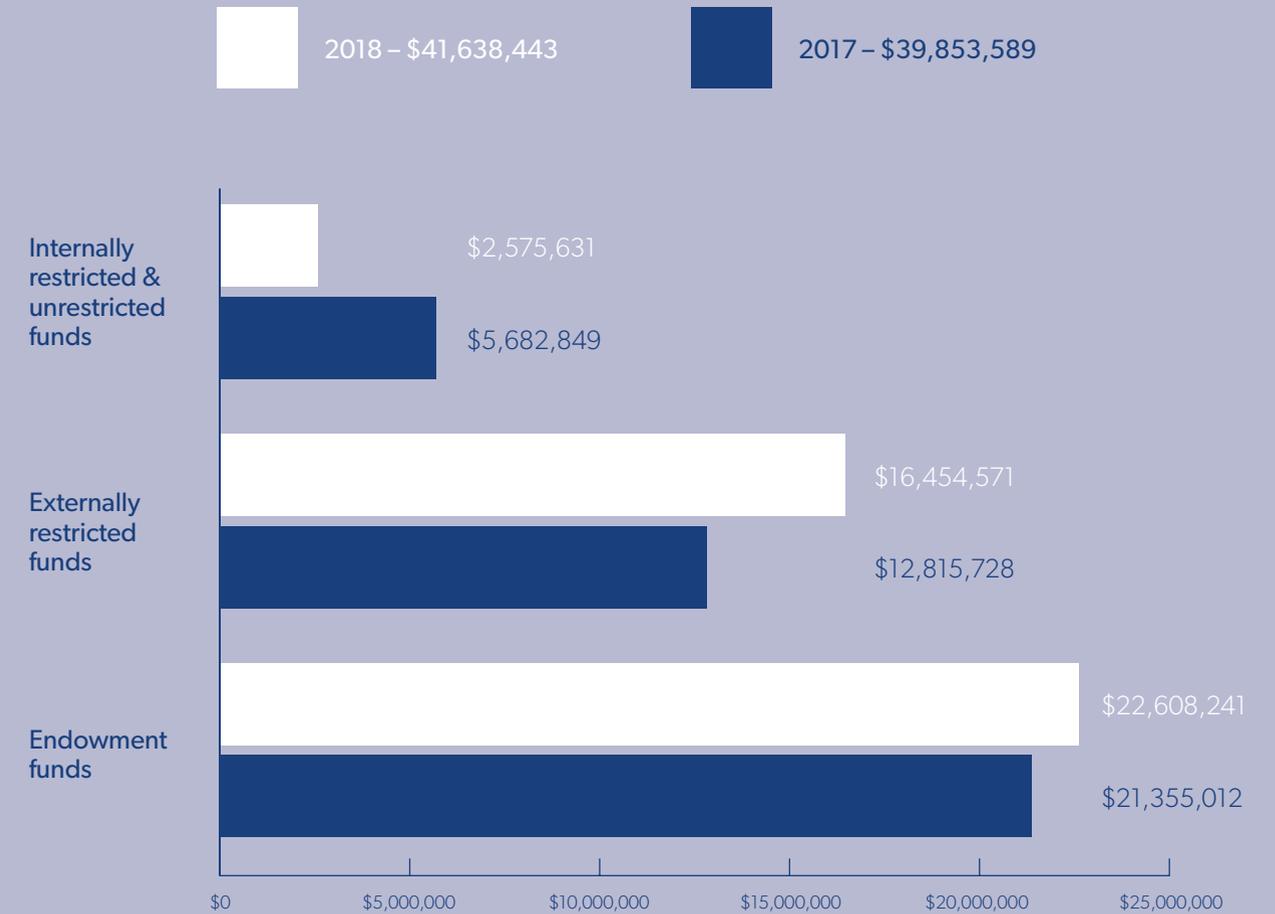
Year end March 31, 2018 with comparative information for 2017

Extract from the annual audited financial statements

	2018 Total	2017 Total
Revenue		
Fundraising	4,994,699	4,951,450
Charitable gaming	10,757,296	9,620,362
Investment income/loss	1,713,032	5,041,193
Total Revenue	\$17,465,027	\$19,613,005
Expenditures		
Fundraising	2,042,748	1,950,720
Charitable gaming	6,777,290	7,196,007
Administrative	898,611	613,392
Total Expenditures	\$9,718,649	\$9,760,119
Excess of revenue over expenditures before distributions	\$7,746,378	\$9,852,886
Distributions	5,961,524	6,326,267
Excess (deficiency) of revenue over expenditures	1,784,854	3,526,619
Fund balances, beginning of year	39,853,589	36,326,970
Fund balances, end of year	\$41,638,443	\$39,853,589

FUND BALANCES AS OF MARCH 2018

Comparison with 2017



FUND BALANCES

Extract from the annual audited financial statements

	Year End Balance 2018	Year End Balance 2017
CK Hui Heart Centre		
Bruce and Cindy McPherson Fund for Cardiology	100,000	—
Cardiology Innovation Endowment Fund	2,241,462	1,578,224
Cardiology Innovation Endowment Fund Interest	160,453	662,738
CK Hui Cardiology	2,076,266	1,333,266
Coronary Intensive Care Unit Fund	6,593	6,593
The Hui Family Endowment for Cardiology Research and Innovation	1,064,285	1,053,016
The Hui Family Endowment for Cardiology Research and Innovation Interest	316,218	296,830
William K. Robbins Endowment for Research and Innovation in Cardiology	1,584,048	1,567,277
William K. Robbins Endowment for Research and Innovation in Cardiology Interest	382,281	259,291
Dr.Talibi Innovation Fund	292,339	292,339
Total CK Hui Heart Centre Funds	\$8,223,945	\$7,049,574
General Purpose		
Casino Interests	—	271
Chint Kaur Lali, Boota Singh Lali and Family Endowment Fund	112,480	103,270
Full House Lottery	(1,254,596)	(1,348,067)
General Fundraising Fund	301,742	328,989
Gift in Kind	11,856	11,856
Steve Ozipko Priority Equipment Fund	445,954	421,089
Priority Equipment	28,902	26,228
RAH Foundation Fund	2,185,906	4,144,342
RAH Foundation Fund Interest	—	1,063,912
Win Win 50 Staff Lottery	171,336	(265,396)
Total General Purpose Funds	\$2,003,579	\$4,486,494
Inner City Health & Wellness		
Inner City Health & Wellness Fund	233,099	(11,140)
Total Inner City Health & Wellness Fund	\$233,099	(\$11,140)

FUND BALANCES

Extract from the annual audited financial statements

	Year End Balance 2018	Year End Balance 2017
Lois Hole Hospital for Women		
Adam Burkholder Memorial	—	14,944
Allard Hereditary Breast and Ovarian Cancer Clinic (HBOC)	610,907	681,177
Cavarzan Chair in Mature Women's Health Research Endowment	3,134,843	3,109,473
Cavarzan Chair in Mature Women's Health Research Endowment Interest	544,035	415,807
Cecilia Johnstone Endowment for Research and Innovation in the Treatment of Cervical Cancer	376,844	376,844
Cecilia Johnstone Endowment for Research and Innovation in the Treatment of Cervical Cancer Interest	132,697	99,092
daVinci Robotic Surgery Campaign	(10,738)	(169,179)
Dawn & Cam Allard Endowment Fund for Education and Innovation in Urogynecology, Lois Hole Hospital for Women	75,000	75,000
Dawn & Cam Allard Endowment Fund for Education and Innovation in Urogynecology, Lois Hole Hospital for Women Interest	33,870	27,182
Edmonton Eskimo Women's Ovarian Cancer Research Endowment	563,514	460,836
Edmonton Eskimo Women's Ovarian Cancer Research Endowment Interest	46,406	30,998
Lois Hole Hospital for Women	377,296	570,687
Lois Hole Hospital for Women Endowment	2,860,154	2,683,797
Lois Hole Hospital for Women Bereavement Fund	52,841	92,249
Lois Hole Hospital for Women IVF Compassionate Care	63,762	42,562
Lois Hole Hospital for Women Advanced Minimally Invasive Surgery	632,941	320,128
Lois Hole Hospital Women's Society	46,387	—
Mary Jo Robbins Endowment for Research and Innovation in Women's Health	1,055,896	1,044,717
Mary Jo Robbins Endowment for Research and Innovation in Women's Health Interest	262,817	240,834
Pregnancy Pathways	203,900	89,703
Sawin & Baldwin Chair in Ovarian Cancer Research Endowment	1,528,129	1,511,780
Sawin & Baldwin Chair in Ovarian Cancer Research Endowment Interest	319,461	275,816
Dr. Zenon Shewciw Fund for Gynecological Oncology Endowment	140,463	138,976
Dr. Zenon Shewciw Fund for Gynecological Oncology Endowment Interest	10,906	10,880
Terry Horwitz Fund	51,709	49,397
Dr. Terry Traff Endowment for Reproductive Endocrinology/ In Vitro Fertilization	18,350	18,050
Dr. Terry Traff Endowment for Reproductive Endocrinology/ In Vitro Fertilization Interest	8,184	6,565
Total Lois Hole Hospital for Women Funds	\$13,140,574	\$12,218,314

FUND BALANCES

Extract from the annual audited financial statements

	Year End Balance 2018	Year End Balance 2017
Men's Health		
Prostate Health Research and Innovation Endowment Fund	1,078,805	1,067,383
Prostate Health Research and Innovation Endowment Fund Interest	473,054	389,292
Men's Health External Restricted	1,357,039	1,900,492
Urology	52,847	52,847
Total Men's Health Funds	\$2,961,745	\$3,410,014
Neonatal Intensive Care Unit (NICU)		
Neonatal Education Fund	7,335	7,335
Neonatal Intensive Care Unit (NICU) Donations Fund	344,255	290,351
Princess Madison Trust	—	21,574
RAH Neonatal Intensive Care Unit (NICU) Compassionate Support Fund	3,302	302
Total Neonatal Intensive Care Unit (NICU) Funds	\$354,892	\$312,562
Ophthalmology		
Eye Institute of Alberta	2,047,735	1,746,313
Lions Eye Research Endowment Fund	344,767	343,167
Lions Eye Research Endowment Fund Interest	129,517	98,868
George and Dorothy O'Neill Eye Research Endowment Fund	170,791	170,791
George and Dorothy O'Neill Eye Research Endowment Fund Interest	19,587	4,357
Ophthalmology Research Endowment Fund	3,252,882	3,213,477
Ophthalmology Research Endowment Fund Interest	637,676	585,371
Ophthalmology Equipment	186,958	103,144
Ophthalmic Surgical Skills Centre	229,629	229,004
Total Ophthalmology Funds	\$7,019,542	\$6,494,492

FUND BALANCES

Extract from the annual audited financial statements

	Year End Balance 2018	Year End Balance 2017
Orthopedics		
Orthopedics	346,643	405,677
Orthopedics Research and Innovation Endowment Fund	1,074,924	1,074,924
Orthopedics Research and Innovation Endowment Fund Interest	512,348	416,491
Total Orthopedics Funds	\$1,933,915	\$1,897,092
Research and Education		
Critical Care Fund - Education	22,694	22,694
Grant Funds	26,208	26,208
Mary Anne Komaran Symposium Endowment	250,000	250,000
Mary Anne Komaran Symposium Endowment Interest	64,475	49,629
Mary Anne Komaran Professional Development	161,641	148,652
Mary Anne Komaran Social Work Grants Endowment Fund	250,000	250,000
Mary Anne Komaran Social Work Grants Endowment Interest	60,380	38,086
Harold and Florence Mosley Nursing Education and Research Fund	37,441	35,384
Research and Innovation	48,071	48,071
Respiratory Education Fund	5,888	5,598
Speaking of Health	11,011	71,307
William Arnold Diagnostic Imaging Education Endowment Fund	25,000	25,000
William Arnold Diagnostic Imaging Education Endowment Interest	2,604	375
Total Research and Education Funds	\$965,413	\$971,004

FUND BALANCES

Extract from the annual audited financial statements

	Year End Balance 2018	Year End Balance 2017
Special Purpose		
Aboriginal Welcome Baby Fund	—	471
Acute Care for the Elderly Fund	1,818	1,818
Adult Mental Health	—	399
Colon Cancer Canada Fund	31,234	31,595
Diabetes Donation Fund	1,000	—
PET CT Diagnostic Imaging	1,901,565	30,472
Dr. C.A. Berner Endowment Fund for Patient Care Excellence	27,709	27,609
Dr. C.A. Berner Endowment Fund for Patient Care Excellence Interest	19,585	17,120
Al Blumer Memorial Fund	3,304	5,414
Cable Family Compassionate Support Endowment Fund IV	831,931	665,555
Cable Family Compassionate Support Endowment Fund IV Interest	84,491	154,855
Cancer Research and Innovation Fund	300	—
Children's Mental Health	513	1,243
Departments of Surgery & Anesthesiology Fund	13,809	13,809
Department of Medicine General Fund	9,446	6,471
Emergency Department Fund	16,597	23,517
Catherine Folinsbee Fund for Pediatric Care Endowment	10,964	10,847
Catherine Folinsbee Fund for Pediatric Care Endowment Interest	5,948	5,097
Agnes Moffatt Fraser Patient Comfort Fund	60,438	58,367
Graduates' Fund of RAH School of Nursing Alumnae	14,299	43,547
Holmes Endowment Fund	30,000	30,000
Holmes Endowment Fund Interest	3,522	8,447
Chris Hruday Endowed Fund In Memory of William Hruday	50,000	50,000
Chris Hruday Endowed Fund In Memory of William Hruday Interest	18,536	14,077
Intensive Care Unit Fund	41,633	48,726
Mary Anne Komaran Compassionate Care Fund Endowment	450,000	450,000
Mary Anne Komaran Compassionate Care Fund Endowment Interest	70,757	40,158
Neurosurgery/Research/Thoracics	—	1,025

FUND BALANCES

Extract from the annual audited financial statements

	Year End Balance 2018	Year End Balance 2017
Special Purpose (continued)		
Dr. Larry Olhauser Fund	500	500
Patient & Provider Experience Fund	(20,768)	229,897
Palliative Care Fund	30,036	31,707
Peter & Mary Prokopiw Endowment Fund	5,000	5,000
Peter & Mary Prokopiw Endowment Fund Interest	1,854	1,408
Rheumatology Outpatient Clinic Fund	5,000	5,000
Robbins Learning Centre	1,038,671	953,484
Dr. Elizabeth Schwab Fund	12,453	11,434
Sigurborg Gundrun Gail Pjetursson Adult Psychiatry	—	6,199
Surgery Donation Fund	29,594	28,794
David White Memorial Fund	—	4,121
Total Special Purpose Funds	\$4,801,739	\$3,018,183
Total Funds	\$41,638,443	\$39,853,589

The Royal Alexandra Hospital Foundation investment portfolio is managed by two independent firms: Franklin Templeton and Leith Wheeler. The investment income allocation rate for the endowment and interest-bearing funds for the 2017/18 fiscal year was 11.89% (11.93% in 2016/2017). The rate is based on a five-year rolling average net annualized investment returns. During the 2017-2018 fiscal year, total investment income was \$1.7million. This consists of realized investment income of \$1.98 million; and unrealized investment income of a loss of \$271,946 due to market volatility.



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