

Building Abilities for Life™

Glenrose Rehabilitation Hospital

MAKING PROGRESS

2017/2018



MESSAGE

From the Glenrose Rehabilitation Hospital Senior Operating Officer & Facility Medical Director

This year's "Making Progress" edition echoes what we do best at the Glenrose Rehabilitation Hospital (GRH) – we JUST-DO-IT.

While this edition profiles 20 key areas that showcase the diversity of initiatives that staff, physicians, researchers and volunteers are involved in, these achievements are only a fraction of what we do. Our achievements range from process improvements and business innovations to the advancement of new knowledge; from the development of our 2018 – 2023 Strategic Plan and the implementation of exciting rehabilitation technologies to a unique new Centre for Reflection and Renewal.

This year's edition also profiles the amazing leadership happening across the site. Leadership at the GRH doesn't look like it does on Instagram. It's less about #power and #targets, and more about #passion and #engagement.

We are deeply honoured to represent the more than 2,000 physicians, staff, researchers and volunteers who deliver the very best care and services to our patients each day. They are the keys to our success and the success of patients and families as evidenced by the numerous honours, awards and grants received over the past year and the many visitors from abroad who toured the hospital. This commitment has been mirrored by our community of volunteers, and by the unwavering support of the Hospital Foundation and Friends of Glenrose.

Our Vision - ***Building Abilities for Life™*** - will serve as a reminder for us to always aspire for more as we continue to build on our achievements to advance the recovery and rebuild the lives of persons with complex rehabilitation needs.



Isabel Henderson
Senior Operating Officer



Dr. Nan Schuurmans
Facility Medical Director



We invite you to look back at the year and join in the excitement ahead.



BY THE NUMBERS

1964

The year the GRH began serving patients and their families



Located in Edmonton, Alberta, the GRH is the largest freestanding tertiary rehab hospital in Canada.

2,000+

Dedicated physicians, staff & volunteers



253

Researchers

Focused on understanding child developmental health, improving function for people with chronic conditions, advancing function through assistive technology, and anticipating the needs of an aging population

3

Clinical Divisions



Pediatric Rehab



Adult Rehab



Specialized Geriatrics

16

Clinical Disciplines

111

Outpatient Programs/Clinics/ Services



average of
1,772
Inpatient Admissions/year

18,987

of outpatients admitted*

76,130

Outpatient visits*

240,063

Outpatient care hours*



* latest data available is 2016/2017

STRATEGIC PLAN

Glenrose Rehabilitation Hospital (GRH) Strategic Plan 2018 - 2023



The 2018 - 2023 GRH Strategic Plan will be our road map for the years ahead in setting direction and living our guiding principles, guided by our four Strategic Directions. The Strategic Directions are not stand-alone, but are interconnected, each one an integral part of the others in describing the guiding work we do, piloted by the GRH Vision and our AHS Values.



OUR GUIDING PRINCIPLES:



REFLECTION & RENEWAL CENTRE

Unique New Centre Established at the Glenrose

In times of significant change, illness, or loss, people require more than just physical care to help them cope with challenging circumstances.

At these times, we examine our values and meanings by which we live, incorporating personal growth, transformation and healing. A space “to be”; an area to step away from the stresses and pressures and to decompress; a space to support the need for reflection is crucial in these times.



With the generous support of the Glenrose Rehabilitation Hospital Foundation (GRHF), the Reflection and Renewal Centre was created on Level 0. This space will be open to patients, families, staff and physicians as a retreat for quiet reflection, meditation and prayer. The Reflection and Renewal Centre is non-denominational, supporting people of all cultures and beliefs. Within the Centre there is an adjoining ablution room for washing of hands and feet, a sound system for a Bluetooth connection to music and a seating area for small gatherings.

The creation of the Centre is fundamental in supporting Alberta Health Services emphasis on diversity and inclusion. The Reflection and Renewal Centre is currently open 24/7. An official “launch” will be held in October 2018.

DR. BILL BLACK AUDITORIUM

Dr. Bill Black Auditorium Gets A New Look and New Technology

The Dr. Bill Black Auditorium has been in operation for five decades. It accommodates approximately 120 people and is the only comprehensive teaching space at the Glenrose. The Auditorium is well utilized by GRH staff and physicians, AHS staff and Executives, patients, families, stakeholders and community partners. Design for the new auditorium began in January 2017 with construction completed in February 2018.



Highlights of the newly renovated space:

- Wheelchair accessible stage/wheelchair seating
- New seating with aisle lighting, table trays, power and USB ports
- State-of-the-Art Audio Visual Video Conferencing Technology
- Auditory Induction Loop for the hearing impaired
- Enhanced zone lighting for entry/exit circulation area, audience house lighting, theatre spotlights and stage lighting
- Aesthetic and acoustical product on wall panels & ceiling
- New auditorium and stage flooring
- Buy a Seat Campaign - call 780.735.6179



Dr. W.R. (Bill) Black has been recognized as a Canadian leader in the prevention and treatment of cardiac disease, with a long career specializing in the treatment of women with cardiac disease. He devoted more than 50 years of his personal and professional life to caring for people in his community. Dr. Black's relationship with the Glenrose spanned five decades, starting when he joined the Glenrose in 1964. He was the Medical Director of the Northern Alberta Cardiac Rehabilitation Program for 20 years and the GRH Site Medical Director from 2001 - 2004.

PATIENT PATHWAYS



Patient Pathways represents an exciting new step toward patient- and family-centred care

Mareika Purdon, along with Alyson Kwok, Heather Lissel, Barb Traill and Laura Mumme, partnered with Glenrose Patient and Family Advisors, Dave and Manon Fraser to look at improving the patient experience when transitioning into and out of adult inpatient rehabilitation at the Glenrose. Dave and Manon were integral in determining the direction of the group, as well as developing focus groups and subsequent recommendations.



Four focus groups, consisting of patients, families and frontline staff, were held in the fall of 2017. After analyzing information gathered from the focus groups, **six themes** were identified:

- Working toward a shared purpose
- Clear and consistent communication
- Putting patients first
- Supporting patients and staff through challenging situations
- Right equipment at the right time
- Community supports

Out of the more than **30 specific recommendations** developed by the steering committee, the majority are in the early stages of implementation, informing both new and existing work. Some of these recommendations have helped to shape the development of a team of Rehabilitation Navigators who will represent a single point of contact for all adult and geriatric inpatient referrals, as well as the development of patient facing communication tools.



The process of enabling patients and families to guide improvement at the Glenrose has been fulfilling for all involved. The framework tested within this project can easily be shifted to other quality improvement work throughout the site.

OPTIMIZING PATIENT ACCESS & FLOW

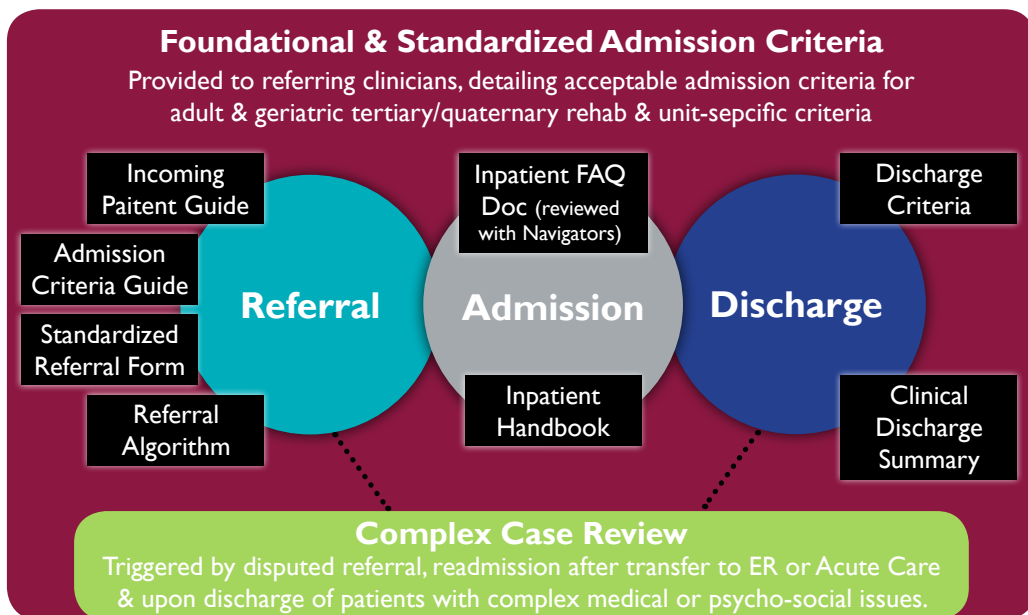
The Glenrose Rehabilitation Hospital (GRH) is undertaking transformative change to improve patient access and flow within the Edmonton Zone. Our Intake team has merged with our Transitions Services team to form Rehabilitation Navigators, who will - in partnership with other GRH disciplines, physicians, acute care and community care teams, and Home Care Systems Case Managers - support patients and families from the time they are referred to the GRH until they transition out of GRH care. Our Rehabilitation Navigator team will also represent a single point of contact for all adult and geriatric inpatient referrals, which will be activated by a single emailed form and supported by clear and easy to access referral criteria.



**Our Rehabilitation Navigators
Spring 2018**

Mareika Purdon & Team

Parallel to this work is the development of patient-facing communication tools which will support increased understanding of rehabilitation and inpatient life at the Glenrose, as well as the importance of goal setting, self-management and proactive care transition planning. All of this work is endorsed and informed by a team of patient and family advisors, medical leads, acute and community care partners, healthcare improvement specialists, and GRH Senior Leadership.



ELECTROMYOGRAPHY (EMG) LAB

WHAT IS EMG?

Electromyography (EMG) is an electrodiagnostic medicine technique for evaluating and recording the electrical activity produced by skeletal muscles. The signals obtained are analyzed and can then determine the health of peripheral nerves, neuromuscular junction and muscle.

OUR SERVICE

The EMG lab here at the Glenrose Rehabilitation Hospital completes diagnostic testing on all age groups and is a key tool for diagnosing and managing neuromuscular diseases. EMG signals are also used to guide medication injections directly into affected muscles (such as botulinum toxin for spasticity).

STATS

7

Physicians work in the EMG service including Psychiatrists and Neurologists

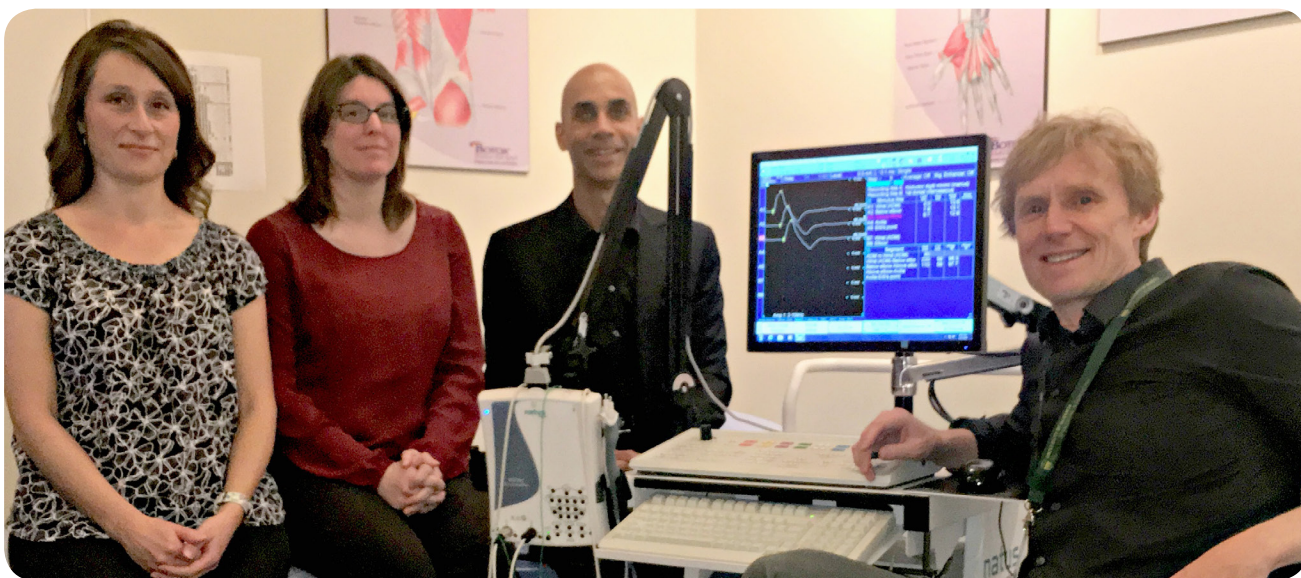
2,000

New patients were seen in the clinic in 2017

250

of the new patients seen were inpatients from the Glenrose and other hospitals within the Edmonton Area

THE GRH EMG TEAM



AUTISM SPECTRUM DISORDER (ASD) & LIFESPAN SERVICES



children is on the Autism Spectrum



The population of children born with ASD in Alberta has grown by 4,000 in the last 5 years



Health needs are complex, multi-faceted & lifelong

Physical, intellectual & communication challenges, along with mental health concerns, add to the complexity of providing health care.

Comorbidities include:

- mild to severe intellectual & communication challenges
- mild to severe mental health issues
- feeding/swallowing challenges
- sleep & GI disorders
- epilepsy
- allergies
- other age-related chronic conditions

People with ASD need a medical home for their adult care, & access to resources are not sufficient to meet this growing need. Additionally, mental health, housing, financial & social supports are needed throughout the lifespan of people with ASD.



+



+



+



+



To meet their ongoing needs, we must develop a strategy that will:

- Ensure lifespan care, including medical, mental health, education, social, financial & housing supports
- Build capacity within the PCNs to act as medical homes, and expand services to cover rural and urban communities
- Ensure the health care needs of adults with ASD are coordinated and effective across the diversity of communication challenges.

The need for a provincial summit to bring appropriate stakeholders together to create & implement an effective strategy has been identified.

WHAT IS THE ZERO G?

The Zero G is a robotic body weight support system. Patients wear a harness that connects to the Zero G robot that tracks their movements from above. The Zero G prevents falls and uses dynamic body-weight support to partially unweight the patient in a “reduced gravity” environment. This off loading allows patients to practice therapy skills soon after an injury or illness. Patients practice skills such as walking, stair climbing, moving from a chair to the bed, or getting off the floor safely. As the individual progresses, the amount of dynamic support can be decreased so the person does more under their own capabilities, and because Zero G protects them from a fall, individuals are encouraged to push their limits without the fear of falling and have the confidence to push farther than they would have without the Zero G.

Maximize patient outcomes without the risk of falling



“We can challenge our patients earlier in their recovery without the risk of falling.”
~ GRH Therapist

“Patients can feel confident to work on more difficult skills, because they know the system will prevent a fall.”
~ GRH Therapist

WHO CAN USE THE ZERO G?

The Zero G is fun and challenges patients with a variety of diagnoses such as:

- Traumatic Brain Injury
- Stroke
- Multiple Sclerosis
- Spinal Cord Injury
- Amputation
- Cerebral Palsy
- Orthopedic & Neurological Conditions



FEEDING/SWALLOWING SERVICE

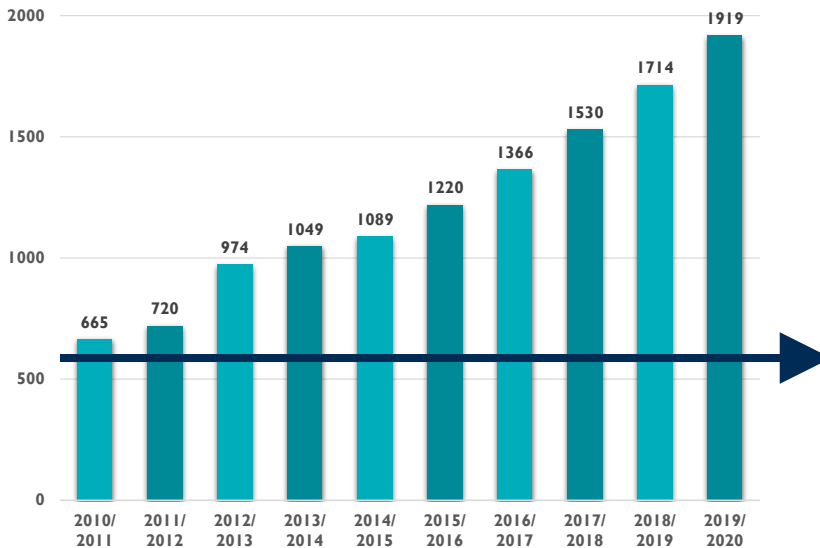
OUR PATIENTS

- Come from all settings - home, long term care and acute sites that do not have Feeding/Swallowing services
- Have a wide range of diagnoses and are in all states of health
- Live in the Edmonton Zone, North Central Zone and North Zone
- Are at risk for pulmonary complications including death, malnutrition and dehydration. Their families experience increased burden and distress

OUR SERVICE

- Provides a multidisciplinary assessment & management recommendations, using Videofluoroscopic Swallow Studies (VFSS). VFSS is the gold standard for assessing oropharyngeal dysphagia and detecting aspiration
- Is the primary ambulatory service in the Edmonton Zone - does not exclude on the basis of diagnosis
- Provides follow up services for Glenrose inpatients and for AHS acute sites

GROWTH IN REFERRALS



Year over
year growth
12%
in the last 2
years

Maximum Clinic Capacity: 600

Current number of patients
waiting is more than double
annual capacity

HOW WE ARE OPTIMIZING PATIENT CARE

- 3 clinics added every day
- Health Improvement Project to streamline documentation and achieve readiness for Connect Care
- SPRINT design lab scheduled to prototype and test innovative ways to increase patient access
- Mobilizing other forms of instrumental assessment

EARLY HEARING DETECTION & INTERVENTION (EHDI)

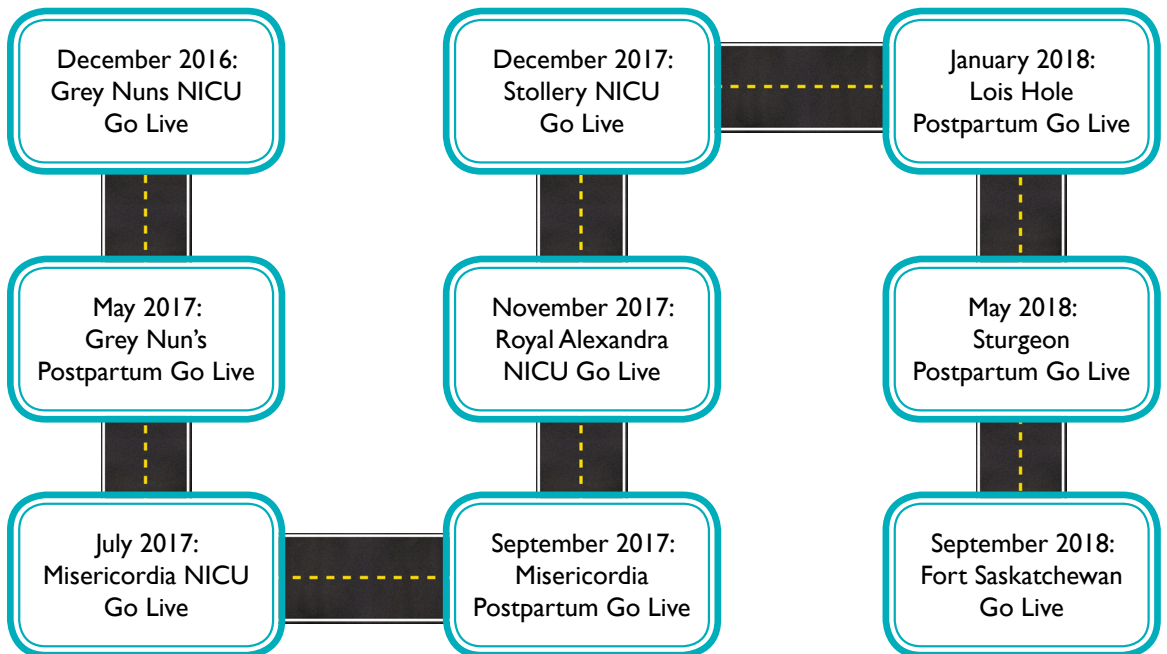
WHAT IS THE EHDI PROGRAM?

The EHDI Program is responsible for screening for hearing loss prior to one month of age, diagnosing prior to 3 months of age and receiving intervention services prior to 6 months of age.

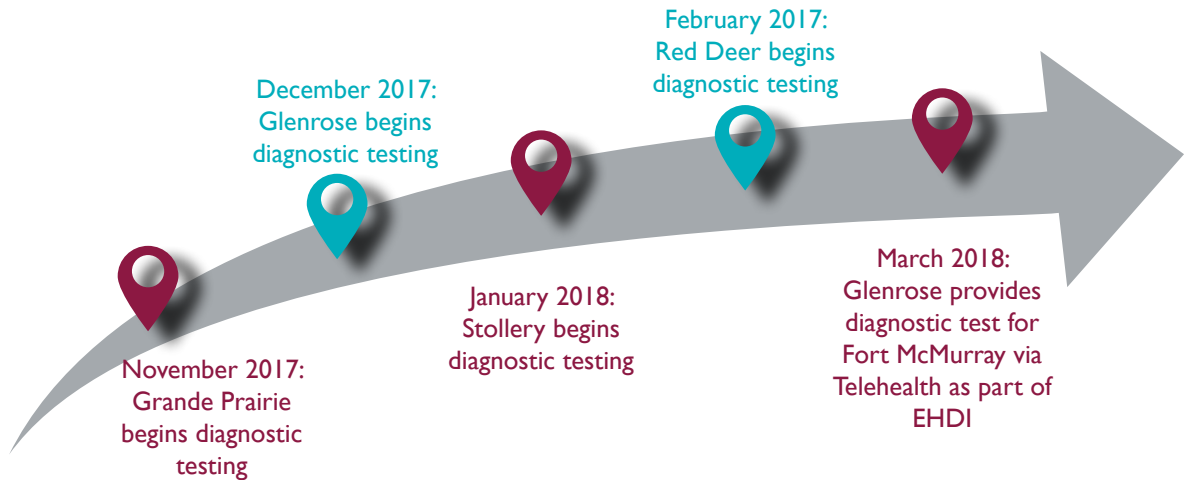
Planning for the provincial EHDI has been underway for some time, involving stakeholders across the province. The 2017/2018 year has been an exciting year for the program with a flurry of implementation activity across the province and more specifically across the Edmonton Zone.



EDMONTON ZONE: HEARING SCREENING ROLLOUT



EHDI AUDITORY BRAINSTEM RESPONSE TESTING GO LIVE DATES (FOR SITES TRAINED BY THE GRH EHDI TRAINING CENTRE)



EDMONTON ZONE BY THE NUMBERS

Almost **11,000** babies had their hearing screened in the Edmonton Zone in the first year of implementation

About **650** babies have been referred for diagnostic ABR testing

26 babies (**0.2%**) have been identified with permanent congenital hearing loss

56% of the babies who were identified with hearing loss *would not have been identified at this age prior to implementation of the EHDI Program!*

As one of two EHDI training sites provincially, the Glenrose has trained:

11 Diagnostic Audiologists

over **30** Hearing Screeners

9 Supervising Audiologists

to practice across the province

TRADE MISSION

Glenrose Leadership Participates in Canada China Trade Mission



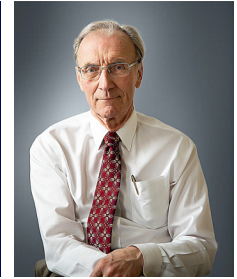
Together with other medical, health technology and academic organizations from Ontario and Alberta, Isabel Henderson (Senior Operating Officer), Grace Maier (Director Specialized Geriatrics) and Dr. Gary Faulkner (Director Rehabilitation Research & Technology Development) were invited to Beijing to share GRH expertise in Rehabilitation, Geriatrics and Advanced Rehabilitation Technologies at the Canadian Healthy Aging Business Mission, March 19 -20, 2018 in Beijing, China.



Isabel Henderson



Grace Maier



Dr. Gary Faulkner

The Glenrose delegates participated as keynote speaker and panelists at the Trade Mission and were hosted by the Ambassador of Canada to China the Honorable John McCallum at the Government of Canada Embassy in Beijing. They also had the opportunity to meet with Lihua Gong, Secretary-General & Vice President, Sino-Canada International Academy for Health Studies and Natasha Zheng, General Manager (International) Secretary & General Assistant, Guanhua International Education Association.

The Chinese government's stated national goal - expressed as

“90 - 7 - 3”

- is to have:

90%
of the
elderly
cared for
at home

7%
at
community
care
centres

3%
at
nursing
homes

“China is currently the only country in the world with an elderly population over 200 million; China's elderly population is estimated to hit 480 million by 2050, twice that of the estimated world average.”

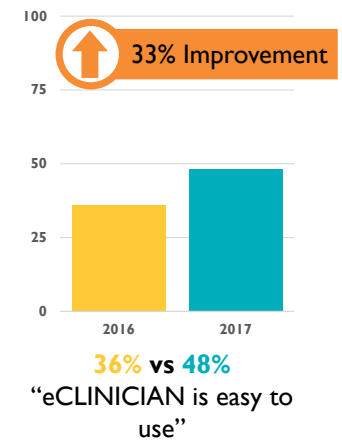
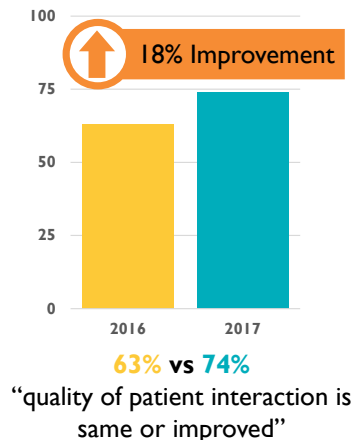
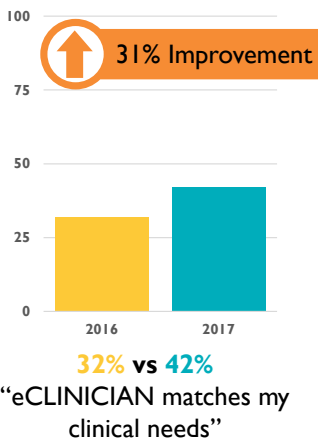
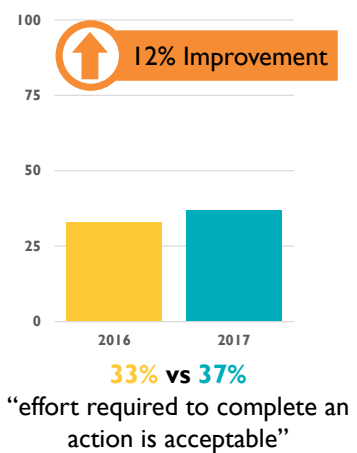
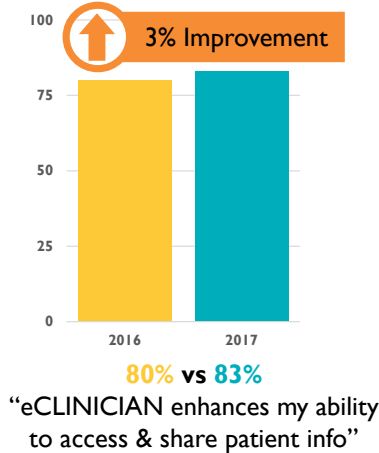
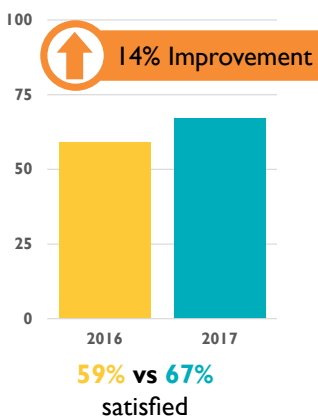
~ Sun Wenyu (People's Daily Online),
13:17, December 08, 2017





The GRH is two years into the use of eCLINICIAN EMR in our ambulatory clinics, programs and services

Over the last two years adoption of eCLINICIAN EMR has been generally positive. Users readily access the program and appreciate the one-on-one support provided by our Advanced Users. The GRH continues to make adjustments to workflow as opportunities arise. A staff and physician survey in June of 2017 showed positive results. A comparison of September 2016 to June 2017 survey results showed:



166 surveys completed

The GRH has a significant complement of staff, physicians and managers actively participating in activities to design the Connect Care Clinical Information System, particularly with respect to Rehabilitation.

REVENUE GENERATION

2017/2018 Report of Revenue Generation

Source: BAS revenue and expenditure reporting

REVENUES

Key Message: "GRH rewarded by continued focus on revenue generation."

2017/18 FY revenue generation for Glenrose Rehabilitation Hospital was \$4.83 Million with an additional \$60 Thousand in research related grants.

GRH revenues are generated by Driver Education and Training Services (DETS), Glenrose Dental Clinic, and Prosthetic Orthotics and Seating (PO&S). Grants are defined as funds obtained by GRH Research Innovation & Technology Development (RRITD) to support innovation and technology development related activities at GRH.



GRH realized a \$348K surplus for 2017/18 FY as a result of the significant increase in revenues and the reduction in related expenditures; expenses dropped by 0.7% (or \$10K).



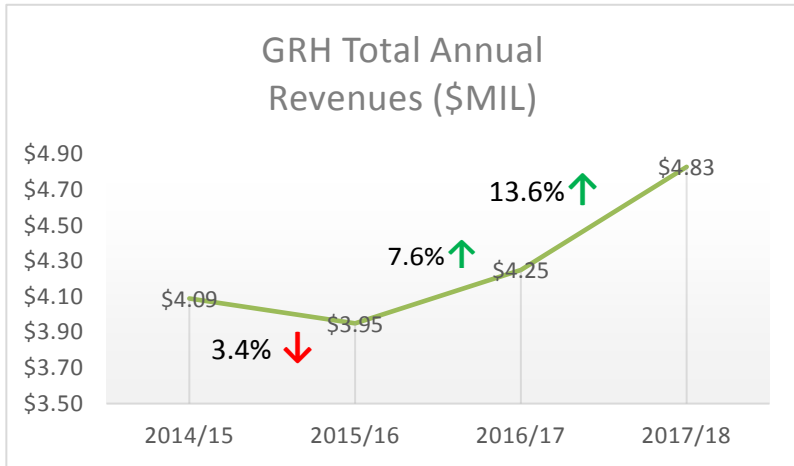
DETS saw a surplus of \$17K.



Dental Clinic increased revenues by 5.9%; an increase of 92% since 2014. New full time Hygienist started in June 2017 and generated \$96K in new billable charges.



PO&S revenues increased by 16% (3% higher than BAS revenue budget targets) and expenses decreased by 4.2% (7% below budget) resulting in \$564K in new revenues and \$151K in savings. Overall, PO&S had a \$615K surplus for 2017/18 FY.



OPPORTUNITIES

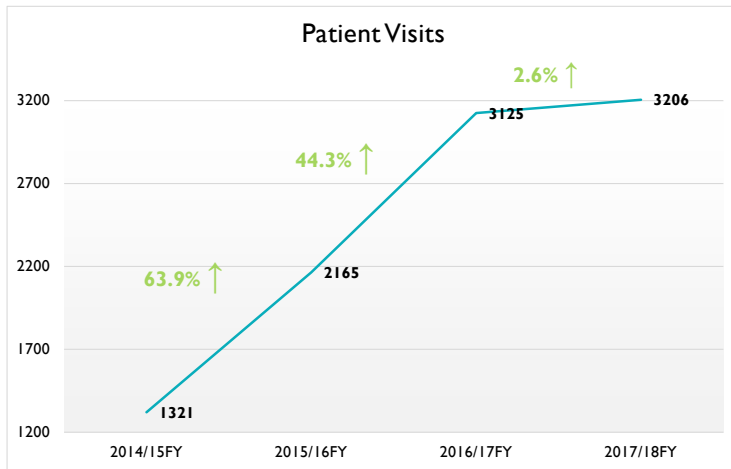
Key Message: "GRH continues to challenge GRH staff and physicians to identify potential new revenue-generating opportunities for consideration."

- GRH convened meetings with AHS Finance to discuss success of West Park Enterprise in Toronto.
- Ongoing meetings with AHS Finance to discuss recommendations on options for optimizing revenue generation based programs.
- GRH working with Connect Care to use single billing system for POS and DETS to manage and track finances consistently across AHS. AHS based Dental Clinics excluded at this point.
- POS has approval to bring in a Clinical Prosthetist Resident for 2 years to support complex/tertiary outpatients.
- Royal Roads University MBA student exploring expansion options for DETS.

GLENROSE DENTAL CLINIC

Since the 2013 Glenrose Dental Clinic state-of-the-art renovations (funded with support from the Glenrose Rehabilitation Hospital Foundation and the University of Alberta Faculty of Rehab Medicine and Dentistry) the clinic has steadily increased the number of patients supported to improve their oral health. This unique clinic was designed specifically to cater to the needs of individuals with disabilities with each operatory outfitted with overhead lifts with space and trained staff required to safely support patient transfers.

143% increase in # of patient visits since 2014/15 FY



In 2015 the clinic started offering oral health assessment exams to patients admitted to GRH. This service identifies those patients who require much needed treatment the opportunity to improve their quality of life during their stay at GRH. In 2014 the clinic conducted 149 assessments and this has increased over the years to 626 in 2017. All these efforts have resulted in increased revenues for the clinic which have enabled more patients to access the clinic.

320%
increase in # of
assessments since
2014/15 FY

DENTAL HYGIENE SERVICE

34%
increase in
the number
of patients
booking hygiene
appointments
for 2017

A full time permanent dental hygienist joined the Glenrose Dental Clinic team in June 2018 and is available Monday to Friday. Dental Hygiene students continue to support the client during the academic year (Sept to Nov and Jan to April) as part of the GRH partnership with the University of Alberta as an accredited teaching facility. The addition of the Dental Hygienist to the team has resulted in a 34% increase in the number of patients booking hygiene appointments, and this number continues to increase further. The Dental Hygienist is an invaluable member of the team!

THANK-YOU

From the Glenrose Rehabilitation Hospital Foundation (GRHF)

Donors to the Glenrose Foundation help provide innovative equipment, programs and technology in order to help patients recover, reach their goals and achieve their full potential.

And as Canada's largest freestanding, comprehensive tertiary rehabilitation hospital, we help provide care in a way that no other hospital in Canada does. In our 2017-2018 fiscal year, we proudly distributed funds to various areas of care throughout the hospital site, including the following.



GLENROSE
REHABILITATION • HOSPITAL
FOUNDATION

CREATING HEALING SPACES

The Preschool Comprehensive Assessment Team (PCAT) Classroom and Observation Room

The classroom, funded by a generous donation from Challenge Insurance, and the Observation Room, funded thanks to the Al Shamal Shriners Oriental Band, provides an updated treatment environment and a larger space for parents and caregivers to observe children in their recovery. The entire space has been updated with new flooring, wall treatment, a kitchen area and new washrooms, in addition to a smartboard and new audio system to hear classroom programming.



Donate now at GlenroseFoundation.com | Follow the Glenrose Foundation on Twitter [@glenrosefdn](https://twitter.com/glenrosefdn)

ESSENTIAL TECHNOLOGY

Dr. Bill Black Auditorium Auditory Induction Loop

The Dr. Bill Black Auditorium has been renovated with rehabilitative patient care in mind. In order to make presentations more accessible to all patient populations, the Glenrose Foundation has purchased a \$20,000 Auditory Induction Loop. This technology consists of a loop of cable that was placed under the carpet within the auditorium. This cable generates a magnetic field throughout the looped space which carries baseband audio-frequency currents that can be picked up by a hearing aid or cochlear implant processor. This allows the sound source of interest to be transmitted to the hearing-impaired listener clearly and free of other distracting noise in the environment.



RESEARCH GRANT IN SUPPORT OF PTSD



Transforming Post Traumatic Stress Disorder

At the Glenrose 2017 Spotlight on Research Breakfast, the Glenrose Foundation announced a \$100,000 research grant in support of PTSD research. A call for submissions is now in progress for researchers who are looking to change the face of Post Traumatic Stress Disorder.

12TH ANNUAL COURAGE AWARDS

Together the GRH and Glenrose Foundation proudly recognize outstanding courage at the **Annual Courage Awards**.

On October 2, 2017, we honoured Lana, Logan and Christian - three individuals who exemplify courage - as our 2017 recipients.



Lana Kisslinger



Christian Zyp



Logan Kapadia-Pfob

The Glenrose Foundation gratefully acknowledges the support of Global Edmonton and the GRH patient care teams.

SPECIAL VISITORS

Visitors from Around the Globe Toured the Glenrose

ALBERTA

- Brain Care Centre Team
- Minister Sarah Hoffman toured the Adult Autism Lifespan Clinic
- 1st Field Ambulance Edmonton Group
- College of Physicians & Surgeons Association Registrar
- Edmonton Economic Development Corporation
- Lieutenant-Colonel Annick Gingras, Manager of the Edmonton Garrison Dental Clinic and 2 colleagues
- Rural Health Professions Action Plan Team (RhPAP)
- Dr. Manal Kleib, Faculty of Nursing, UofA & 5 masters of nursing students
- University of Alberta Faculty of Engineering students
- Children's Ability Fund team



JAPAN

- Dr. Mitsuo Nakamura, Professor of Occupational Therapy, Sapporo Medical University

CANADA

- Canadian Association of Pediatric Health Centres
- Employment Development Officer, University of Victoria Engineering and Computer Science Co-op Services



CHINA

- 10 Delegate representing academic institutions and health organizations and reps from Alberta Government, International Education and Intergovernmental Coordination, Advanced Education.
- Hong Kong Society for Rehabilitation - partnered with the society on research, tech and clinical endeavors
- 12 Nurse Educators from Guanghua International Education Alliance in China & 2 reps from College of Licensed Practical Nurses of Alberta



INVICTUS GAMES

Invictus Games National Flag Tour Visited The Glenrose

Created by H.R.H. Prince Harry of Wales and launched in 2014, the Invictus Games are an international adaptive multi-sport event for wounded, injured or sick armed services personnel and their associated veterans. As said by Prince Harry during the 2014 launch, these Games “*demonstrate the power of sport to inspire recovery, support rehabilitation and demonstrate life beyond disability*”. Sporting events include wheelchair basketball, sitting volley ball, indoor rowing, archery, golf, and paralympic swimming to name a few.

The 2017 Invictus Games were held in Toronto and on Friday August 25, 2017 the Invictus Games hosted their National Flag Tour at the Glenrose Rehabilitation Hospital. Staff and patients along with dignitaries, Dr. Verna Yiu, President & CEO, Alberta Health Services (AHS); Deb Gordon, Vice President & Chief Health Operations Officer, Northern Alberta AHS; Honourable Laurie Hawn, former MP and Parliamentary Secretary to the Minister of National Defense/GRH Foundation Board Member; Dr. David Zygun, Medical Director, Edmonton Zone (AHS); and Canadian Forces veterans attended the ceremony to celebrate the spirit and courage that the games and the Glenrose represent.



Isabel Henderson, Senior Operating Officer, GRH brought greetings from the Lieutenant Governor of Alberta, Honorary Patron of the Glenrose Rehabilitation Hospital.

‘The Invictus Games have become synonymous with words like resilience, strength and courage. At the Glenrose, that same spirit is demonstrated by patients and families every day. Alberta is proud to have the Glenrose Hospital included on the Invictus Flag Tour, and be part of Canada’s salute to the Invictus athletes and all our men and women in uniform. Best wishes to you all for a successful gathering and thank you to each of you for supporting the Invictus Games and Glenrose Rehabilitation Hospital.’

~ Her Honour, the Honourable Lois E. Mitchell, CM, AOE, LLD, Lieutenant Governor of Alberta

LEARNING & DEVELOPMENT CENTRE

WORKSHOPS & CONFERENCES

Over the last year a number of Learning Events supported through the Glenrose Learning and Development Centre (LDC) for AHS staff, physicians, and other health care professionals

6 events held for over 1,500 attendees

over 400 attendees

The **Annual Spotlight on Research Breakfast** event featured Col. Rakesh Jetly, Senior Psychiatrist for the Canadian Forces Surgeon General, who addressed “PTSD: Looking Forward - Looking Back”. Attendees included representatives from AHS Emergency Medical Services (EMS), Edmonton Police, Edmonton Fire and Rescue and over

30 attendees

from the Canadian Forces, including members of the CAF Health Services Group and First Field Hospital

ALBERTA CAREGIVER COLLEGE® (ACC®)

Focus groups were held in March 2018 to inform the enhancement of the Glenrose Rehabilitation Hospital's ACC® Brain Injury and Stroke Module, including new and experienced caregivers and ACC® facilitators/presenters.

GERIATRIC GRAND ROUNDS

37 unique weekly sessions featuring over 43 speakers broadcast to 30+ telehealth sites throughout western Canada

- Medical and interdisciplinary health track presentations on topics ranging from caregiver issues, frailty, addictions, Prion's disease, dental care, medical cannabis and many more.
- The 18th Annual Dr. Gerald Zetter Memorial Lecture welcomed Dr. Tom Downes from the Sheffield Teaching Hospital in the UK, who spoke on the impact of iterative systems design in providing quality health care, with a case study on the “Discharge to Assess” movement.

LEADERS IN REHAB: EMERGING LEADERS

Total of 34 frontline staff have participated in the program since 2013

For 2018: A revitalization effort is underway that will bring the program into stronger alignment with existing AHS leadership development offerings while maintaining its commitment to offer leadership skills training for frontline staff and managers from AHS sites and other partner organizations.



AWARDS/HONOURS

INTERNAL

- 11th Dr. Peter McCracken Legacy Scholarship Award
- 12th Annual Courage Awards
- Annual Volunteer Appreciation & Recognition Social
- GRH Long Service Awards 10 - 50 years

215

Long Service Award Staff/Physicians celebrated reaching milestones of 10, 15, 20, 25, 30, 35, 40 and 50 years of service



EXTERNAL

- Autism Service Champion Award for 2017 Nomination finalist - Fredrickson-McGregor Education Foundation Interprofessional Development Award
- AHS President's Excellence Award in Distinguished Service category
- AHS President's Excellence Award 2018 nomination for What Move's You Campaign
- Centennial Leadership Award from APEGA
- Mayor's Award nomination in Accessible Homes & Buildings category
- Ginny Award for Community Support
- DAISY Award for Extraordinary Nurses
- Sovereign's Medal for Volunteers
- AMA Medal for Distinguished Service
- Opening Doors for Autism Award
- 2017 ACSLPA Horizon Award
- Canadian Geriatrics Society Physician Innovator in Education Award
- Medical Student Association Teaching Awards - 4 recipients
- Research of the Year Award
- Canadian Geriatric Society Dr. Peter McCracken Award
- GRH SLP named one of Avenue Magazine's Top 40 under 40

GLOBAL



Dr. Austin Mardon and Catherine Mardon, GRH Special Advisors, were inducted into the Pontifical Order of the Pope Saint Sylvester. Receiving this recognition from the Vatican is rare and is one of five Orders of Knighthood awarded directly by the Pope.

RECOGNIZING OUR STAFF

Extraordinary GRH Staff, Physicians, and Volunteers Were Profiled at the GRH to Highlight their Achievements During Canada's 150 Celebrations





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