"Once you set aside the acute phases or crises that mark injury or disease, much of modern health care is indeed rehabilitation in one form or another."

~Dr. David Naylor, Former President, University of Toronto (2005 - 2013)
GRH Outpatient Feeding & Swallowing Service Update
March concluded a busy five months for the GRH Outpatient Feeding & Swallowing Service. With Edmonton Zone support, our team has successfully decreased our patient wait time for swallowing assessment from 18 months to 3-4 months!

We also hosted Dr. Susan Langmore to train our staff to use Flexible Endoscopy to Evaluate Swallowing. These tiny endoscopes are high definition and allow a great view of a patient’s swallow, plus there is no need eat barium or be exposed to radiation.

The GRH Feeding/Swallowing Service would like to recognize the significant contributions of Diagnostic Imaging, IPC, the Health Improvement Team, Food Services and our in house multidisciplinary teams for going the extra mile!

STRONG PARTNER WITH PATIENTS & COMMUNITY IN SUPPORTING PATIENT-GUIDED CARE

Quality Board Unit 4A
The quality board on Unit 4A is well known for its exemplary penmanship and content that reflects the initiatives and activities led by the interdisciplinary team of the orthopedic, burns and amputee programs.

The quality board is viewed by staff, patients, families and visitors. Interdisciplinary staff participate in quality board huddles to discuss quality initiatives, activities taking place on the unit and to review quality data such as hand hygiene results, falls and medication error data. Workplace health and safety issues and initiatives pertinent to GRH are also discussed. Patients are also provided with an opportunity to write their thoughts on the quality board.

Lynnette Groves (administrative support) maintains the quality board, updating the content on a regular basis.

Chinese Young Physician Training Program Tours the Glenrose
On April 9th, seven physicians from Southern China who are involved in the Chinese Young Physician Training Program visited the Glenrose for a tour. The physicians are spending 6 months within Edmonton Zone acute care hospitals in areas including thoracic surgery, family medicine (geriatrics), psychiatry and nephrology. Areas highlighted during the tour included rehab technology (CAREN, Building Trades of Alberta Courage Centre, I CAN) as well as inpatient and outpatient treatment areas, the Dental Clinic and the Reflection and Renewal Centre.

Tour of Alberta Health Edmonton (AHE) Staff and Physicians
Staff and physicians from AHE were on site for a tour of the Glenrose on April 10th. Highlights of the tour included the CAREN and its use in the treatment of Post-Traumatic Stress Disorder, START Psychiatry Day Hospital and the inpatient Geriatric Psychiatry Unit. Our post-tour conversations included information on the repetitive transcranial stimulation for the treatment of mild depression in the older population.
**Foundation Gala Committee Tour**
On April 9th, members of the Foundation Gala Committee toured the Glenrose. Highlights of the tour included the Building Trades of Alberta Courage Centre, Syncrude Centre for Motion & Balance, the Reflection & Renewal Centre, CIM Centre, I CAN Centre, and a sneak peek at the new Family Suite in GlenEast.

**Indigenous Culture & Rehabilitation**
The Glenrose has a key initiative underway to support understanding of Indigenous culture and build rehabilitation capacity in Indigenous communities. The Occupational Therapy department has partnered with the Faculty of Rehabilitation Medicine - Occupational Therapy program to develop placements in Indigenous communities. These placements will serve to develop or expand rehabilitation services in the participating communities while providing engaging placements for students to learn.

**EndPJParalysis Virtual Conference**
Alberta Health Services has an exciting opportunity to take the lead in curating content for a global #EndPJParalysis virtual conference planned for July 10 - 12, 2019. #EndPJParalysis is a “grassroots” staff action (with concomitant high levels of patient/family engagement) that is currently in planning or implementation/evaluation phases in all five zones. Over the past few months, Paul Wright (Calgary Zone Manager for Patient Family Centred Care) has been hosting Community of Practice (CoP) sessions that has grown to over 200 participants (including some from neighboring provinces) to support planning and implementation of the movement. #EndPJParalysis is one important initiatives in AHS’s Rehabilitation Strategic Plan that aims to embed the importance of function across the healthcare system and promote the idea that “Rehabilitation is Everyone’s Responsibility.”

Reprinted from the April 2019 Edition of Rehabilitation Notables

**Friends of Glenrose Delivers Easter Vouchers**
On April 9th, Friends of Glenrose volunteer, Roger, delivered Easter gift vouchers to children in the GlenEast building. The vouchers could be used at the Corner Store and redeemed for ice cream or any item the children may have fancied.

**Lent, Holy Week & Easter Services for Patients & Families**
During the season of Lent, Holy Week and Easter, the Glenrose provided some opportunities for patients, families and staff to attend relevant Services and meaningfully observe and practice their spiritual traditions. The timings of various Services within the Glenrose and Royal Alexandra Hospitals were advertised ahead of time and patients and families were encouraged to attend as per their convenience. The 10:30 a.m. Easter Service held at the Glenrose on Easter Sunday highlighted the need for hope for patients especially amidst their current illness and an encouragement to find meaning in the context of Jesus’ own suffering, death and resurrection. There was an Roman Catholic Service on Good Friday and a Mass on Easter Sunday at the Royal Alexandra Hospital as well. It was observed that some of our staff were also able to attend the Ash Wednesday Roman Catholic Mass at the beginning of the Lenten season. Overall, staff, patients, and families were happy and grateful to participate in these Services.

**Autism Research Centre Tour**
On April 5th Dr. Lonnie Zwaigenbaum hosted a tour of the Autism Research Centre for donors and staff from the Stollery Children’s Hospital Foundation (SCHF) and the Women’s and Children’s Health Research Institute (WCHRI). Dr. Zwaigenbaum showcased the research and its implications for treating children with Autism Spectrum Disorder and discussed what the funding and support provided by the SCHF & WCHRI enables. Presentations from Sarah Raza on the impact of SCHF on her work as a graduate student and from Leanne Bilodeau on what the research means to her family were followed by a discussion about the hopes and plans for the future of Autism research.
A GREAT PLACE TO WORK, TEACH & LEARN

Glenrose Social Work Retreat
On April 12th, Social Workers at the Glenrose participated in a full day retreat that included education on both Trauma Informed Care and creating Success in Change and Transition.

Central to the Social Work practice at the Glenrose is a trauma informed approach that acknowledges and recognizes the prevalence and reality of trauma experiences of patients and families. The educational opportunity further supported and advanced this approach by providing evidence-based information, strategies and actions to support creating a culture of trauma informed understanding and care.

With the implementation of Connect Care, all staff will experience significant changes to their documentation and practice. The Social Work retreat provided an opportunity to support the Social Workers at the Glenrose within these changes through a robust discussion of change and transition. The education provided foundational information on approaches and strategies to manage the transition to Connect Care using the ADKAR model for managing change.

Emergency Response Table Top Exercise
On the afternoon of April 16th the Glenrose Leadership Team took part in an Emergency Response Table Top Exercise facilitated by Charles Harris, Emergency Management Officer, Edmonton Zone & Cathryn (Mo) Mnholithy, Glenrose Supervisor & Site Emergency Preparedness Committee Co-chair. In preparation for a zone wide emergency response exercise in June, the Glenrose table top exercise focused on Code Orange and the role the Glenrose would play if a mass casualty incident were to happen in Edmonton or the surrounding area. The group walked through the actions that we would take during a Code Orange and reviewed some of the possible scenarios that may arise. While we can never predict what may happen when an emergency code is called these scenarios help our team be as prepared as possible.

Workplace Safety Culture at the Glenrose Energy Centre
Congratulations to the Glenrose Energy Centre team on reaching 9,553 dates without a lost time incident! Their commitment to supporting a culture of workplace safety is reflected in reaching this incredible milestone.

Assistive Technology Clinical Lead, I CAN Centre
Congratulations to Corinne Tuck, the successful candidate for the Assistive Technology Clinical Lead position in the I CAN Centre.

Corinne’s primary responsibility in this role will include working closely with front-line allied health staff across disciplines and programs to build capacity and provide coaching supports to serve patients with complex communication/mobility needs and assistive technology needs across the lifespan. Corinne will maintain some front line clinical work and will also collaborate with I CAN staff, Community Partners, Research Partners and the Program Manager.

Please join us in congratulating Corinne on her new role.
National Volunteer Week - Glenrose Volunteer Interviewed for Insite

National Volunteer Week was April 7th - 13th. What better way to celebrate then highlighting one of our amazing volunteers?

Zsuzsanna Kulcsar operates a hospitality cart at the Glenrose bringing coffee, water and smiles to patients and families. Below is a piece of the Insite article “AHS volunteers freely give more than a million hours a year” by Alison Walker profiling Zsuzsanna.

How long have you been volunteering with AHS?
Since September of last year (2018).

What is your current volunteer role?
I volunteer with the hospitality cart. I serve patients and their families with coffee and water, and I provide guidance to certain locations for them through the hospital. I’m also training to be a leader with the Better Choices, Better Health program.

Why did you decide to volunteer with AHS?
One of my passions is health and helping people. I have a physical therapist diploma from back home (in Romania) and I couldn’t start to work in the field just yet.

What is your favourite memory of volunteering?
We had a week when the managers came along with us all over the hospital with the hospital cart. I loved how they enjoyed doing that. They got engaged with the patients, and not just with us volunteers. It was a good week.

What would you tell someone who may be considering volunteering with AHS?
It’s worth volunteering either way. Because it’s great to help others and engage with patients, but it’s also considered work experience. It’s worth volunteering.

For the complete article visit: https://insite.albertahealthservices.ca/Page22994.aspx

John McPhail
Our condolences to the family of John McPhail who passed away on April 5th at the age of 77. John worked for many years in the Human Resources department until his retirement in 2009. In his role as Vice President, John built and led a human resource team responsible for the development and execution of all human resource policies and practices for over 20,000 employees, including collective bargaining and labour relations with four major unions. He was particularly recognized for his wise counsel, for being a tough yet fair negotiator and for his ability to maintain a sense of humour in difficult situations.

Health Ethics Week
April 1st - 5th was Health Ethics Week. During the week a number of presentations were broadcast via telehealth for staff to attend. On April 5th Glenrose hosted the “Decision Making Throughout Patient Transitions - Every Decision is a Transition” presentation in the Dr. Bill Black Auditorium presented by Colleen Torgunrud, BA BSW MA (Medical Ethics), Clinical Ethicist.
Unit 4A – Honoring of the Hands
On April 5th, Wilson Miranda - Spiritual Health Practitioner, led the Honouring of the Hands ceremony with staff on Unit 4A. This was to honour and recognize the excellent work they do in providing patient- and family-centred care daily when feelings of loss and sadness were felt on the unit after the unexpected passing of one of their patients. The ceremony was well received by all staff who participated and it was suggested that we should do this on a regular basis.

What is the Honouring of the Hands Ceremony?
- The purpose of Hand Honouring ceremony is to appreciate, affirm and honour staff for their caring roles. It is referred to as “Honouring of Hands” because it is a symbolic practice/ritual where we honour your whole being through the gesture of honouring your hands, as it is our hands which we use the most in our work.
- During this ceremony we honour hands through the use of water and words of hope to affirm the work of compassionate care provided to patients and families.
- Why water? Water is one of the universal element (fire, earth, air, water) and denotes life, compassion, meditativeness, internalization – all of which, at some point or another, embody our person and our work.
- As the leader, the Spiritual Health Practitioner/Chaplain invites each staff to come forward and keep their palms open while the water is being poured on to their hands with the following words of affirmation: “(name of staff), may the work of your hands continue to bring comfort, healing and hope”.
- After the pouring of water, a manager or a fellow colleague places a paper towel on the hands of the participant saying the same affirmative words.

A LEADER IN RESEARCH & INNOVATION

Connect Care Update
The Glenrose will launch Connect Care in its outpatient clinics/programs/services in just over 6 months, on November 4th. Readiness activities are ramping up, keeping managers busy as they prepare themselves and their staff to use the new system.

On April 11th, leaders from the Glenrose and the Royal Alexandra Hospital gathered in the Dr. Bill Black Auditorium to participate in a Leaders’ Forum session that included: highlights from Chapter 3 of the Readiness Playbook and updates from a number of zone and provincial teams.

As the design and build phase wraps up, attention is now turning to understanding the impact of the changes that are coming and what needs to be in place to support staff and physicians to use Connect Care optimally for patient care. Considerable work will be done by zone based user groups to identify the strategies and develop the tools so that by the time we launch, we are ready and successful. And this is just for Wave 1! Activities are getting underway for Wave 2 and Wave 3 sites, and we expect by summer we’ll be starting to plan for our inpatient implementation in Wave 4 (October 2020).
Promotional Video Filmed at the Glenrose
The University of Alberta recently filmed a video in the CIM Center using the CAREN System to develop promotional materials that showcase the Biomedical Engineering Program within the Faculty of Engineering. The video, which includes students that are working on research in the Neuromuscular Control and Biomechanics program, will showcase the research that is currently being conducted in the Faculty of Engineering and the vital role students play in that research. Produced to also highlight the valued partnership with the Glenrose Rehabilitation Hospital and other industrial partners alike a link to the video will be shared as soon as it is released.

GLENROSE EVENTS

Glenrose “Lights It Up Blue”
April 2nd was World Autism Day. To celebrate and promote awareness, acceptance and understanding of autism the Glenrose “Light It Up Blue” campaign took place from April 1st - 5th. During the week the exterior of the Glenrose was lit up blue and on April 2nd staff could visit the information booth to learn more about autism, research at the Glenrose, community programs and other resources.

Mobile Polling for Glenrose Inpatients
On April 16th Election Officials assisted Glenrose inpatients by going to each bedside giving patients the opportunity to vote in the Alberta Provincial Election. We wish to thank all nursing staff and our GRH Volunteer Services for helping make this happen, especially volunteers Alicia Ellis, Marie Hauk, and David Wannamaker, who assisted the Election Officials throughout the day.

Farewell to Doreen Bourassa, Administrative Assistant to the Senior Operating Officer
On April 4th a Retirement Celebration was held for Doreen Bourassa, Administrative Assistant to the Senior Operating Officer of the Glenrose Rehabilitation Hospital. Guests included fellow colleagues and friends including Deb Gordon - Vice President & COO-Northern Alberta, the Glenrose Foundation Team, Judith Krupp - President, Friends of Glenrose, and Louise & John Miller - SCITCS.

Having worked at the Glenrose for over 20 years, Doreen was a wealth of knowledge and the go-to person for so many of us. Doreen, we are sad to see you go and you will be missed, but we wish you all the best in your retirement!
Glenrose Celebrates Alberta Health Services’ 10 Year Anniversary

April 1st marked the official date of Alberta Health Services’ 10 Year Anniversary. To celebrate this important milestone the Glenrose Work on Wellness (WOW) Committee hosted a staff appreciation event over the noon hour in the Bistro and a Green & Blue Jeans Week.

At the Anniversary Event we were joined by special guest, Dr. Kathryn Todd - Vice President, Systems Innovations and Programs, who helped us serve some delicious treats including cookies, green & blue cupcakes, coffee, lemon water and David’s Tea. Staff were also able to get their photo taken at the AHS Penguin photo booth, grab some amazing swag gifts and enter the 10 Year Anniversary Draw for some great prizes. Congratulations to our draw winners Marian Asante, Jody Tan, Taryn Buck, Bali Thiara, and Dr. Nan Schuurmans.

A special thank you to David’s Tea for their donation of a craft of tea, to the Friends of Glenrose for their generous donation of the blue Friends of Glenrose bags used in the draw, and to Marisa Baretta-Nay for organizing the delicious treats.

Week of Gratitude

In celebration its 10 Year Anniversary, AHS held a Week of Gratitude from April 1st - 5th. Glenrose staff, physicians, volunteers, patients and families participated by writing on the Glenrose Gratitude Board that was set up in the Bistro during that week. These are a few of the Words of Gratitude.

“To all the staff at the Glenrose - A great place to be thanks to all of you!”

“A special thanks to the Rehab Navigators for all the work they do.”

“Physio’s - making so many things possible - great job!”

“A special thanks to the Specialized Geriatrics Team! You guys rock!”

“Thank you to all the units and everyone who helped support us in doing Respiratory Therapy.”

“Dear 3B Crew - You helped give our daughter her smile back and she is determined more than ever to walk again. God Bless You All.”

“Thank you for all the staff and people working here! This is a great place for healing!”

“We are grateful for all the caring people who help.”
15th Annual Glenrose Rehabilitation Hospital Foundation Courage Gala a Huge Success

On April 12th, over 650 guests attended the Glenrose Rehabilitation Hospital Foundation’s 15th Annual Courage Gala, presented by UNITE HERE Local 47. This year’s theme was “Colours of Courage” and through deep, rich, vibrant colours, guests celebrated the wide spectrum of programs and support offered to patients and their families at the Glenrose Rehabilitation Hospital.

Attendees enjoyed live music by the Colours of Courage band, a gallery of unique, specialized rehabilitative equipment, and an after-party with DJ Kwake. Chef Serge Belair created a one-of-a-kind, monochromatic meal in recognition of the theme. Special guests included Her Honour, the Honourable Lois Mitchell, Lieutenant Governor of Alberta and Honorary Patron of the Glenrose Hospital as well as Alberta Health Services CEO, Dr. Verna Yiu.

Speakers included previous patient and Courage Award recipient Jordan Lockwood who spoke about the life-changing day he was hit by a car and nearly lost his life. His story of courage through adversity impacted the audience and inspired them to donate a record-breaking $118,000 towards the Circle of Courage. This year’s Circle of Courage donors are supporting the purchase of a new driving simulator for the hospital which will help patients get back to driving as soon as possible. In total the event raised almost $600,000 for the Foundation which will be used to enhance exceptional care, fuel innovative research and education, and acquire advanced equipment and technology.

The Glenrose Rehabilitation Hospital Foundation is incredibly grateful to the volunteers, sponsors and guests who made this event such a success.
UPCOMING EVENTS

National Day of Mourning
April 28th is National Day of Mourning, a time to remember Canadians who have been injured, disabled or died on the job, and to reflect on the importance of worker health, safety and wellness in delivering quality patient care. Last year alone 3,086 AHS workers were hurt while on the job and required modified duties or time away from work.

The Glenrose will observe a moment of silence at 11:00 a.m. on April 28th to remember those who have suffered tragedy and loss due to workplace incidents.

Health & Safety Week
May 5 - 11, 2019
Visit MyLearningLink to sign up for daily, 30 minute lunch & learn sessions on a variety of leading health, safety and wellness subjects within AHS. Search “Health & Safety” on Insite for more information.

Special Screening of Suicide - The Ripple Effect
Wednesday, May 29, 2019  |  4:00 - 6:00 p.m.
Dr. Bill Black Auditorium
Admission: $14/person
Advance online ticket purchase only - deadline to purchase May 17, 2019

In 2000, 19-year old Kevin Hines was struggling with serious mental health issues. Standing on the edge of the Golden Gate Bridge - unnoticed by people passing by - Kevin jumped. Miraculously, Kevin survived.

Now Kevin shares his message of hope, healing and recovery across the world.

His motto: #BeHereTomorrow and every day after that.

To learn more & purchase tickets visit: https://fan-force.com/screenings/suicide-the-ripple-effect-glenrose-rehabilitation-hospital/

2019 Nurses’ Week Presents Karaoke
Friday, May 10, 2019  |  1:30 - 2:30 p.m.
Craving Cafe
In honour of National Nurses Week May 6 - 10, 2019 come and sing you heart out in the Craving’s Cafe and say thank you to the Glenrose Nurses!

For more information contact:
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