

Cuming & Gillespie Patient Experience Program

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Kasey Aiello, Patient Liaison to Neurosciences

The Cuming & Gillespie Patient Experience Program is extremely important for individuals in Tertiary Neuro Rehabilitation, Brain Injury and Stroke Programs at Foothills Medical Centre. The program is a partnership between the Department of Clinical Neurosciences and the Patient and Family Centred Care (PFCC) team. PFCC is a collaborative approach to health care, putting individuals and their families in an integral position in their care plans, ensuring that their care aligns with their priorities, preferences and values.

Following that philosophy, the Cuming & Gillespie Patient Experience Program supports patient involvement in care, collects patient feedback and also facilitates a volunteer-based peer mentorship program. Kasey Aiello, Patient Liaison to Neurosciences, knows all about the importance of peer support.

“Being in rehab on Unit 58 (neuro rehabilitation) is probably not one of the happiest times of people’s lives, and as peers, we understand that from our lived experience of being there. Peer to peer sharing is incredibly powerful and healing, and when a connection has been made, it’s as though a bit of light is transferred from that peer to the patients and their family. Beautiful seeds are planted for future growth post injury and the cycle of sharing and connecting continues,” Kasey explains.

Sponsorship of this program is meaningful for Cuming & Gillespie: “Through the work we do, we see on a daily basis the impact that serious injuries and medical events have on patients and their families. We also see how vital it is to be able to access a strong support network within the healthcare system.”

“While the area of law in which we practice focuses on ensuring our clients are fairly compensated through the legal system for the losses they have suffered, that comes secondary to our immediate aim of maximizing their recovery and quality of life. Having the ability to sponsor this program and thereby add to the support available to members of our community allows us to give back in a meaningful way. Seeing the benefit it provides to patients and their families is what inspires us to continue our involvement year after year.”

The program supports patients in both acute and rehabilitation units at Foothills Medical Centre and assists the health care team in engaging with patients across the continuum of care.