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Fundraising for
transformational health care

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Cuming & Gillespie

Thank you

YOUR GENEROSITY, YOUR IMPACT

For almost ten years, your support has made an incredible impact on health care in Calgary. From supporting the Department of Clinical Neurosciences Greatest Needs to your recent support of the Patient Experience Program, you are changing the care that patients receive each and every day. The Cuming & Gillespie Patient Experience Program enhances the care for stroke, brain injury and spinal cord injury patients at Foothills Medical Centre. This report will focus on just a few of the many ways your generosity has impacted the quality of care for patients who rely on this very important program.

A LITTLE BIT ABOUT THE CUMING & GILLESPIE PATIENT EXPERIENCE PROGRAM

The Cuming & Gillespie Patient Experience Program's focus is to provide peer mentors who have lived experience with a brain injury, stroke or spinal cord injury for current patients on their journey of healing. 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, preference and values.

Embracing this philosophy, the Cuming & Gillespie Patient Experience Program supports patient involvement in care, collects patient feedback and also

facilitates a volunteer based peer mentorship program.

SOME OF THE MANY ADVANTAGES OF THE PATIENT EXPERIENCE PROGRAM ARE:

There are many way this program works to impact patients. The peer mentors have three main objectives:

- To connect with patients on the Neurological Units for moral support;
- To provide patients with the opportunity to chat with a mentor about what their experience was like; and
- To provide hope and encouragement from a peer perspective.

HOW THIS PROGRAM IMPACTS PATIENTS - FROM THE VOLUNTEERS AND PATIENTS THEMSELVES:

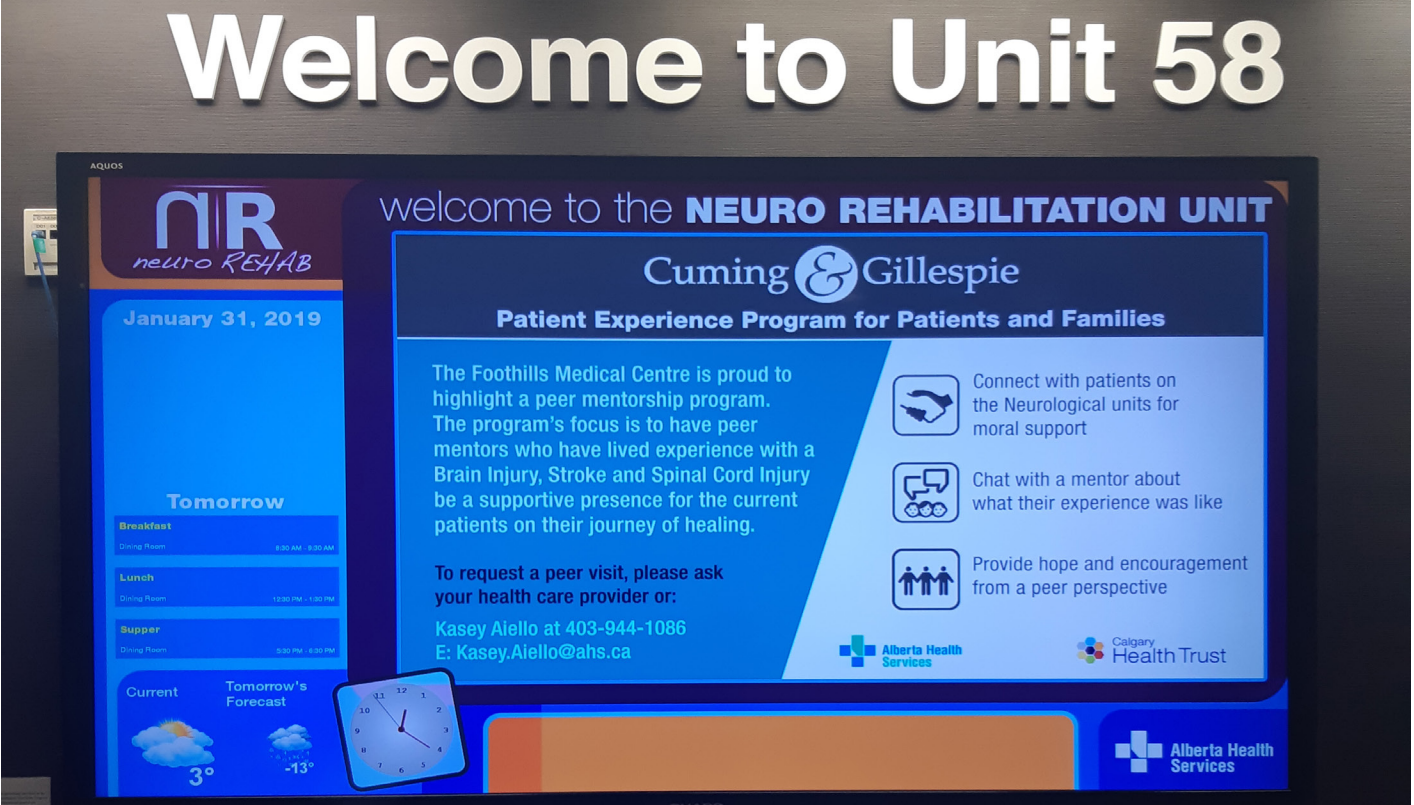
"I've been really moved by some of the patients, their inner motivation and determination and focus in taking charge of the situation and desire to move forward. Of course, we lose touch with



"I am beyond grateful for this amazing opportunity to help give back to a place that gave me so much after my injury. It only took a few decades to be able to contribute to my community and hospital in this capacity but I absolutely love my job. Thank you Cuming & Gillespie, I appreciate this gift more than you will ever know." Kasey Aiello



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Above is the digital sign that outlines the Cuming & Gillespie Patient Experience Program. The slide outlines what the program is and the goals of the program.

patients once they leave so it's hard to say what happens in their future but I'd like to believe that my visit(s) helped planting a seed of hope in them that will forever remain. Hearing that I was able to relearn how to walk, talk and read and return to employment hopefully lights the fire in them to never give up, no matter how big the obstacle they are facing may be. I think that peer support is critical to the mental and physical wellbeing of patients as they leave hospital. Roles such as Kasey's can be incredible sources of ongoing, practical, day to day information. I plan to get together again with Kasey to continue our discussions." - Volunteer

"And then there is Kasey. I would venture to say that for most patients, the role that Kasey holds is going to be the most important interaction they have relating to how their lives will be once they leave the hospital. This is such an important conversation, it should be an integral part of a patient's rehab, well before they leave the hospital. Kasey recently visited me at home shortly after I got home from hospital and transitional care. My wife and I had an opportunity

to ask all of the difficult, very personal and nitty gritty types of questions we needed to ask. After 2 hours we felt we had barely scratched the surface. Until meeting Kasey, we felt there was nobody we could discuss these things with. They ranged from personal hygiene topics to the practicalities and challenges of travelling, which is something we always loved to do and thought may be over for us. We also spoke about how she manages family and work." - Former patient on Unit 58

"I was so happy to have someone in a wheelchair help me order my first wheelchair, there's so much to know and I felt pretty lost." - Patient

"Sometimes patients just feel so much better when they hear 'it's going to be ok' from someone who has gone through something similar." - Volunteer

"Hopefully patients find some comfort in chatting with someone who has also suffered a brain injury and has overcome and accepted a new life with a positive attitude." - Patient

"This is typically a positive impact. Helping other survivors understand life is different, and what we do to be healthier. We lighten the mood and can sometimes have a laugh. Feedback we get from survivors is that they are appreciative and enjoy our chats." - Volunteer

"Seeing other positive and accomplished people in wheelchairs motivates me to get back at it and I'm slowly starting to embrace this crazy change in my life." - Patient

THE PATIENT EXPERIENCE PROGRAM BY THE NUMBERS:

Currently the Cuming & Gillespie Patient Experience Program is split into three groups: Stroke, Brain Injury and Spinal Cord Injury. In total there are 22 volunteers working to mentor peers and share their lived experience. In 2018, all of these groups combined to provide a total of 1,078 volunteer hours. The team is looking forward to 2019 and is aiming to increase their reach with the addition of the Spinal Cord Injury group which was just recently recruited.

YOUR GENEROSITY, YOUR IMPACT

You have helped to ensure that world class health care is achievable in Calgary. Your kindness has helped to transform the support that patients are offered who when recovering from a stroke, brain injury or spinal cord injury and will change the lives of many Calgarians.

This report outlines just a few of the many ways that your support has helped make Calgary's health care system what it is today.

Thank you!



Pictured above are some of the peer mentors/volunteers, unit managers and therapists impacted by the Cuming & Gillespie Patient Experience Program.