

2012-2013
ANNUAL REPORT

RESTORING HEALTH AND QUALITY OF LIFE FOR ACTIVE RESIDENTS

GRAND  RIVER
HOSPITAL
your health, your hospital

GRAND RIVER HOSPITAL: THE REGION'S LARGEST SURGICAL CENTRE



Grand River Hospital performed a total of 2,498 orthopaedic surgeries last year. 962 of those were hip or knee replacements.

GRH is part of the Waterloo Wellington Local Health Integration's Orthopaedic Capacity Plan aimed at identifying current resources, overall performance, ensuring best practices and a commitment to improve orthopaedic care.

Improving access and outcome, one procedure at a time

Grand River Hospital's surgical program exemplifies the exceptional care provided in the hospital's 15 specialized programs and services. The program is well equipped with state-of-the-art facilities and instruments as well as specialized expertise to manage a range of procedures for children and adults.

Last year alone, the surgical team performed a total of 9,450 surgeries, with 962 of those hip or knee replacements, making it the largest surgical program in the region.

"We perform a wide variety of services to support care in our community including emergency, general, gynaecological, cancer, orthopaedic, trauma, plastic, dental and oral, vascular and urology surgeries," says Robinne Hauck, program director for the surgical program.

With growing experience as well as patient volumes, the program has focused on strategies to reduce wait times, improve care and accommodate additional patients.

"One huge area of surgery that we've significantly improved over the last couple of years has been orthopaedic, specifically hip and knee replacements," says Robinne. "The patient feedback we had received showed we were providing good service but we really wanted it to be great."

To do this, staff researched patient feedback and surgery outcomes and completed an extensive review of current processes to identify areas for improvement. As a result of this work, changes were made to standardize operating room and recovery procedures while patients received more information before their surgery to better prepare them.

With an ongoing commitment to provide the best service, the surgical team will be implementing additional changes this year to continue to fine tune their processes and improve care for patients. Some of the new initiatives may include merging two pre-surgical education clinics so that patients only have to come once to the hospital prior to surgery and to further reduce the length of stay after surgery for patients who more quickly meet their post-surgical milestones.

"We're really excited about the positive results so far. We have not only reduced wait times and patient stress, we've made our program even more efficient which will allow us to perform an additional 100 hip or knee surgeries this year," explains Robinne. "And this is just the beginning."

WELCOME TO OUR 2012-2013 ANNUAL REPORT



D'Arcy Delamere



Malcolm Maxwell

**"We're very
pleased to tell
you more about
exceptional work in
joint replacement
procedures through
our surgical
program."**

On behalf of Grand River Hospital, we're pleased to welcome you to our 2012-2013 annual report.

Every year, we see improvements at GRH that make a difference in the lives of our patients.

We have added new programs and expanded existing services. We have improved in several quality of care indicators. We're doing more to improve access and shorten wait times, particularly in our emergency department.

We have completed our fifth consecutive year with a balanced budget. We also continue to be one of the most efficient hospitals of our size in Ontario.

We're very pleased to tell you more in this report about exceptional work in joint replacement procedures through our surgical program.

GRH is the region's largest surgical centre. Our team provides innovative, high-quality care with short wait times. Our work in joint replacements is one of the ways we help to improve the health and quality of life of patients.

Looking ahead, we intend to focus on a new strategic direction using the phrase: *your health, your hospital*.

In addition to exceptional care at GRH, we want to be an active contributor to the health and success of our community. We want to do this through our direct care programs, our partnerships with other health care providers and by focusing on improving health and quality of life in Waterloo Region and beyond.

We encourage you to learn more about your hospital by:

- Subscribing to our electronic newsletter at www.grhosp.on.ca/epulse;
- Following us on Twitter @GRHospitalKW and @GRHF; and
- Watching our video features at www.youtube.com/griverhosp

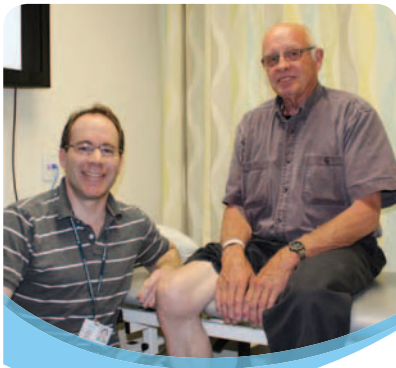
Our team of hospital staff, physicians, and volunteers are here to support your health through your hospital. We're hopeful that you will see a lot more from Grand River in the months and years ahead as we build partnerships and support health in our community overall.

Thank you,

D'Arcy Delamere
Board chair

Malcolm Maxwell
President and CEO

GRH'S MAC CLINIC: PROVIDING BETTER CARE OPTIONS



GRH advance practice physiotherapist Bruce McMillan works with patient Doug Tschanz in GRH's MAC clinic. The clinic provides assessments and options for patients with hip and knee pain.

With 962 hip/knee replacements performed in 2012, GRH provides 50 per cent more hip and knee replacements than it did 10 years ago with 486 procedures.

GRH's MAC clinic: a one-stop shop for hip and knee care

Doug Tschanz is one of many Waterloo Region residents benefiting from a GRH effort to provide patients suffering from hip and knee pain with better treatment options.

After dealing with knee pain for years, Doug's family doctor referred him to GRH's Musculoskeletal Assessment Centre, or MAC clinic as it's called.

The clinic is a one-stop shop for treatment options. This is vital, given how millions of Canadians suffer from arthritis-related hip and knee pain that can make daily tasks a real challenge.

"The MAC clinic was very thorough in explaining all the treatment options for my knee," explains Mr. Tschanz. "They treat you with a lot of respect, and have given me a lot of information on what having a joint replacement will involve."

The MAC clinic opened four years ago at GRH. Patients go through a comprehensive assessment to determine the best options for their care.

Clinical staff can order x-rays, discuss pain medication, recommend assistive devices, provide physiotherapy, prescribe exercise and explain the criteria for surgery.

"We want to maintain quality of life for the patients through non-surgical means whenever we can," says Bruce McMillan, the clinic's advanced practice physiotherapist. "If these options fail, we want to make sure patients have the best access to the option of a knee or hip replacement... procedures GRH specializes in."

The MAC clinic books patients for hip and knee replacements. The clinic is able to fast-track patients with significant disability to a surgical consultation within a month. The MAC clinic has seen a doubling in visits in the past year, from 2011-2012 (476 visits) to 2012-2013 (1,067 visits).

"Bruce is a wonderful man, and he explained exactly what was going on from looking at my x-rays," says Mr. Tschanz. "It's just a terrific place. Now I look forward to having my surgery soon."

LET'S TALK HIPS AND KNEES



Drs. Stevens and Travis begin a hip replacement surgery with registered practical nurse Lorna Reynolds (far left), registered nurse Connie Kaster in the coloured cap and anesthetist Dr. Hanada (far right).

What is orthopaedic surgery?

Orthopaedic surgery helps to correct conditions or issues connected with the skeletal system.

How do you keep your joints healthy?

Check in with your family physician and include exercise and healthy eating into your lifestyle.

GRH: a leader in orthopaedic surgery that improves patients' quality of life, faster

If you live in Waterloo-Wellington communities, chances are your hips and knees are connected to more than just your bones – they're also connected to Grand River Hospital. A leader in orthopaedic surgeries locally, GRH performed more than 950 hip and knee replacements last year alone through a streamlined surgical process in state-of-the-art operating rooms.

"As the largest provider of orthopaedic surgeries in Waterloo Region, we've dedicated a lot of energy to developing a system that reduces the time that people wait for surgery as well as the time that they spend in hospital recovering," says Lynne Julius, associate vice president of acute care services. "It's a network of support to help patients heal and recover at every step of the surgical process."

Many health professionals from different disciplines are involved in making this happen. Surgeons and hospital staff reduce wait times through a streamlined booking process with procedures booked for the next available time with the next available surgeon.

After surgery, nurses along with physio and occupational therapists aid recovery and help patients get back on their feet while they're in hospital. When patients are ready to leave, support from the Waterloo Wellington Community Care Access Centre (CCAC) helps them to transition to life at home.

"Certainly, the biggest success factor of the program can be summed up in one word: partnerships," explains Lynne. "Patients receive specialized care and rehabilitation from a team of experts while they are in hospital and community agencies continue that recovery with patients at home. The biggest benefit is the result; people are getting back to enjoying life a lot sooner."

INSIDE THE OPERATING ROOMS GETTING RESULTS FOR PATIENTS



"We used to complete three joint replacement procedures a day. With improved processes, we're now completing four a day and are working to increase that number even further."

Dr. Thomas Hupel

Improved care with upgraded operating rooms

Dr. Thomas Hupel is happy to provide care in newly-renovated operating rooms, but he says there's more than simply new facilities at Grand River Hospital.

Dr. Hupel is one of seven orthopaedic surgeons at GRH. Over his 13 years of practice at the hospital, he's noticed how facilities, processes and cooperation in the operating rooms have improved... all to the benefit of patients.

The hospital recently underwent a four-year renovation to completely update its ten operating rooms. The upgrades included changes that affected all aspects of surgery at GRH, including new touch-screen technology offering access to important medical images.

For Dr. Hupel, practicing in spacious operating rooms is a plus for the joint replacement work in which he specializes.

"We may need up to five tables of instruments and supplies, depending on the complexity of the arthroplasty we're completing," he explains. "In those circumstances, space is vital for providing high-quality procedures."

With major renovations now complete, the hospital and its orthopaedic surgeons have been working more closely than ever before. Their efforts have focused on increasing the number of procedures taking place daily at GRH.

"Recently, we've focused on patient flow," adds Dr. Hupel. "This is all a function of bed availability in the hospital, the availability of instruments in a timely way, and how quickly we can take patients into and out of the operating rooms."

"We used to complete three joint replacement procedures a day. With improved processes, we're now completing four a day and are working to increase that number even further."

Dr. Hupel credits improved teamwork for these and other advancements in surgical care.

"We've had lots of help lately. There's a consistent focus on improvement, and how we can best do things. All of this adds up to better care for patients in our region."



Physiotherapist Angela Thistle and clinical nurse specialist Hermine Brown are part of a team of care providers at GRH's inpatient surgery unit who help patients recover faster and regain their quality of life after joint replacement surgery.

GRH staff: making a difference in a speedy recovery

Most patients don't think they'll be on their feet hours after surgery to replace a hip or knee. And even fewer believe they may go home just a few days later.

But the carefully-considered process at Grand River Hospital's inpatient surgery unit and exceptional teamwork among care providers help patients to recover quickly and get their quality of life back faster.

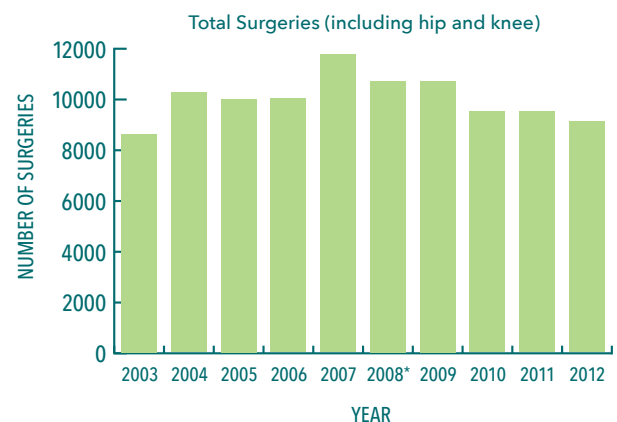
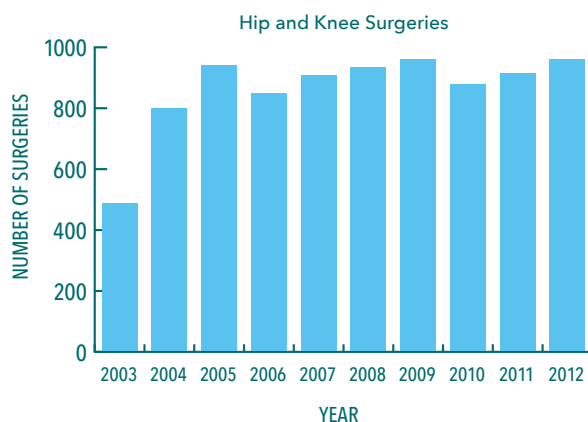
"We focus on three big goals for post-surgery patients," says Hermine Brown, a clinical nurse specialist in GRH's surgical program.

"First, we tell people before their operation what will happen along the way. Then we tailor acute pain management to a patient's unique needs to better support recovery. And we make sure patients have a solid regimen of therapy in the hospital to get back on their feet."

Patients stay at GRH for as few as three days after their joint replacement. That time can increase for particularly complicated cases. But it generally reflects the well-thought care plans that hospital staff develop for each patient after their operation. Patients know exactly what to expect every step along the way.

"Getting patients back to their homes fast happens because of great teamwork," adds Angela Thistle, a physiotherapist for inpatient surgery.

"In addition to the strong front-line nursing staff, our professionals include physiotherapists, occupational therapists, social workers, pharmacists, pain specialists and many others. Together, we respond very quickly to a patient's needs and support them as they get well."



*The decrease in surgery numbers beginning in 2008 highlights improvements in care, equipment and technology that have allowed some surgeries to be offered as minor outpatient procedures and a service realignment with local hospitals.

2012-2013: A YEAR OF SUCCESS AT GRAND RIVER HOSPITAL

Grand River Hospital is working hard to provide exceptional patient care and help improve health in our community. As the region's largest acute care hospital with a focus on 15 clinical programs and services, there's always a lot on the go.

GRH: accredited with commendation

Grand River Hospital has received an Accreditation with Commendation designation from Accreditation Canada after an extensive review of the hospital's procedures and quality of care.

The Accreditation Canada survey team visited the hospital in October 2012. Members of the team from other Ontario hospitals found GRH to be compliant with 99 per cent of accreditation criteria, a four per cent increase from the previous on-site survey conducted in 2009.

GRH among the top quarter of Canadian large community hospitals

Patients at Grand River Hospital continue to experience better outcomes thanks to an on-going effort to improve quality of care and patient safety.

The results were in the Canadian Institute for Health Information's yearly hospital standardized mortality ratio (HSMR) report released in December 2012. The HSMR measures the mortality of patients in qualifying Canadian hospitals against an expected average.

Grand River Hospital's score for 2011-2012 marks the third straight year of improvement, and places GRH within the top quarter of large community hospitals in Canada.

Compassionate care in a mental health crisis

GRH has officially opened a new unit to provide on-going crisis care and assessment for people with mental health needs.

The new extended assessment unit (EAU) features five beds, and is located right next to the hospital's emergency department on the KW Site's second floor.

The EAU supports patients who need an extended observation period and admitted patients awaiting transfer to the hospital's acute mental health units. Prior to its opening, patients waited in the busy emergency department until a bed on the unit was available.

Now, patients are first seen in the emergency department and then transferred to the EAU for a more quiet and comfortable assessment. Mental health clinicians including nurses, social workers and mental health care attendants staff the EAU around the clock.



Grand River Hospital and Osteoporosis Canada celebrate a fast-track screening clinic for osteoporosis at GRH, a first of its kind in Ontario.

GRH and Osteoporosis Canada: partnering for earlier detection of osteoporosis

Patients at risk of osteoporosis are receiving faster and better care, thanks to a partnership between GRH and Osteoporosis Canada.

The two organizations have established a fast-track screening clinic at GRH's KW Site to more quickly spot patients with low-trauma fractures... a key sign of low bone mass linked to osteoporosis. The clinic is the first of its kind in Ontario.

Once a patient arrives at GRH's fracture clinic, an Osteoporosis Canada screening coordinator meets with them to determine risk factors. Patients can receive a bone mineral density exam in GRH's medical imaging department, often on the same day. Follow-up consultations with the patient's family physician can take place for treatment or management.

In the two years since the clinic opened, the clinic has referred close to 170 patients through nearly immediate access to medical imaging and follow-up care.

your health, your hospital... tobacco free

Staff members across GRH supported by community providers have worked very hard to put in place the hospital's new tobacco-free buildings and grounds policy.

As a health organization, we want to lead by example. We want to provide the healthiest environment for patients, families, visitors and care providers by not having smoking or tobacco use in our buildings or on the grounds.

The new policy came into effect on April 2nd 2013, and has been working well.

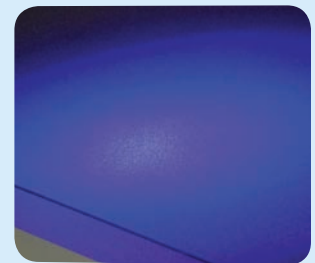
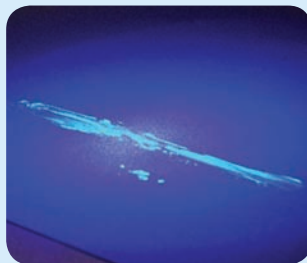
GRH housekeeping adopts CSI-like methods to ensure cleanliness

GRH's housekeeping department has put in place quality improvement with a key CSI-like step to support highly-effective cleaning at the hospital's two sites.

The department is using environmental marking that allows for immediate feedback on how well cleaning has taken place. Through this process:

- High-touch areas (door handles, light switches, call bells, flush handles) in patient rooms that can be particularly prone to disease transmission are marked with a substance that's invisible under normal light;
- A housekeeper will clean the room;
- A housekeeping supervisor and the housekeeper will then review the darkened room with a UV light that shows how well the marker was removed; and
- Any areas that were missed are re-cleaned.

Since the process came into effect, GRH housekeeping staff members have had compliance rates better than 90 per cent.



GRH has a new CSI-like method of tracking how well high-touch areas in the hospital are cleaned. This effort is helping to support highly-effective cleaning, and cut disease transmission.

GRH EMPLOYEE AWARD WINNERS

EXCEPTIONAL PEOPLE PROVIDING EXCEPTIONAL CARE

Grand River Hospital's monthly employee Award of Excellence program has finished its third year recognizing those who exemplify GRH values. The program is open to all GRH employees and physicians who excel at bringing the hospital's values to life.

**Congratulations
to all the award
recipients of the
past year!**

GRH values:

Compassion
Collaboration
Positive attitude
Professionalism
Respect



Patrick Routhier

With only nine months under his belt when he won the award, Patrick of housekeeping is known for working at a fast pace while continually prioritizing patient and staff needs.



Dr. Louise Vitou

Caring for the body, mind and spirit of her patients for almost 18 years, Louise of the renal program looks for the best solution for the best possible care.



Janet Johns

A veteran of 25 years, Janet of chronic care is always willing to help others and pays detailed attention to her patients, taking extra time to explain procedures.



Carolyn Weber

Working at both KW and Freeport Sites over the past 24 years, Carolyn of inpatient oncology has a bright smile for everyone and is always willing to go out of her way to help make patients comfortable.



Janet Sauder

With 37 years of service, Janet of day surgery shows up to work to do something she loves to do. She is a great resource to her team and is always helping to put her patients at ease.



Dr. Scott Sloka

Scott, a neurologist in the stroke program, is known for spreading his positive attitude and his polite and gentle approach to patient care.



Dr. Alexander Feroze

Alexander has been helping patients in the emergency department for over six years. With a contagious positive attitude, he helps all to cope more easily with day-to-day challenges.



Maryanne Outwater

Spending nearly two decades at GRH, Maryanne, a clinical assistant for specialized mental health, is a team leader by example and is able to anticipate the many needs of patients and their families.



Andy Ladzik

Andy has been helping take care of GRH electrical needs across the hospital over the past 25 years while always maintaining a calm demeanour and can-do approach.



Fatima Cabral

The second winner to be nominated by a patient, Fatima, a registered practical nurse on the inpatient surgery unit, is recognized for showing up to work every day with a smile on her face and knowing the meaning of good customer service.



Kathy Dietrich

With 36 years of service, Kathy of GRH's paediatric outpatient clinic is known for her dedication to patients and families and always thinking outside the box.



Deb Haggman

A veteran of more than two decades, Deb, a decision support consultant, is always thinking of ways to use data to support patient care and improve the patient experience.

GRAND RIVER HOSPITAL CORPORATION

2012-2013 FINANCIAL REPORT

STATEMENT OF FINANCIAL POSITION

(Expressed in Thousands of Dollars), March 31, 2013, with Comparative Figures for 2012

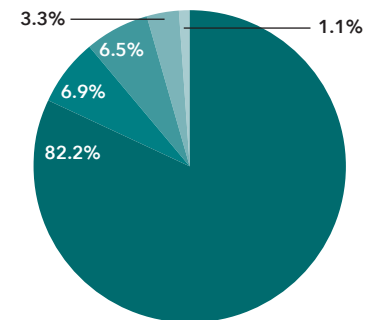
	2013	2012		2013	2012
ASSETS			LIABILITIES AND NET ASSETS		
Current Assets	\$ 71,335	\$ 70,508	Current Liabilities	\$ 67,365	\$ 73,809
Capital Assets	182,240	183,127	Deferred Capital Contributions and Other Long-term Liabilities	166,396	167,084
Accrued Pension Benefit	28,073	26,075	Net Assets	47,887	38,817
	\$ 281,648	\$ 279,710		\$ 281,648	\$ 279,710

STATEMENT OF OPERATIONS

(Expressed in Thousands of Dollars), Year Ended March 31, 2013, with Comparative Figures for 2012

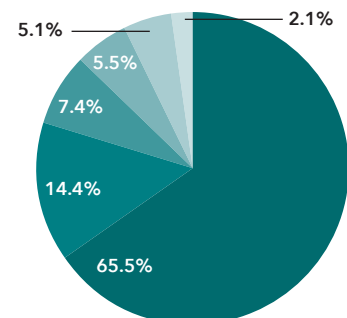
	2013	2012
REVENUE		
Ministry of Health & Long-Term Care	\$ 285,085	\$ 272,718
OHIP and Patient Revenue	22,474	23,746
Equipment Grants and Donations	3,852	3,599
Other Revenue	24,013	25,685
	\$ 335,424	\$ 325,748
EXPENSES		
Salaries and Employee Benefits	\$ 220,000	\$ 204,191
Medical Staff Remuneration	25,037	24,581
Drugs	17,082	18,663
Medical and Surgical Supplies	18,474	18,652
Equipment Amortization	7,170	7,175
Other Expenses	48,263	49,129
	\$ 336,026	\$ 322,391
Excess (deficiency) of revenue over expenses before the undernoted	\$ (602)	\$ 3,357
MOHLTC PCOP reconciliation adjustment	11,510	-
Excess of revenue over expenses for MOHLTC purposes	10,908	3,357
Building Grants and Donations	8,300	8,335
Building Amortization	(10,138)	(10,499)
EXCESS OF REVENUE OVER EXPENSES	\$ 9,070	\$ 1,193

2013 REVENUE \$346.9 MILLION



- 82.2% Ministry of Health & Long-Term Care
- 6.9% Other Revenue
- 6.5% OHIP and Patient Revenue
- 3.3% MOHLTC PCOP reconciliation adjustment
- 1.1% Equipment Grants and Donations

2013 EXPENSES \$336.0 MILLION



- 65.5% Salaries and Employee Benefits
- 14.4% Other Expenses
- 7.4% Medical Staff Remuneration
- 5.5% Medical and Surgical Supplies
- 5.1% Drugs
- 2.1% Equipment Amortization

GRAND RIVER HOSPITAL - BALANCED BUDGETS, SMART SPENDING

At Grand River Hospital, we take care of the health of our community. A large part of providing health care also involves being financially accountable to ensure we provide exceptional care using the resources that we have.

Grand River Hospital has once again achieved a balanced budget in the 2012-2013 fiscal year. This marks our fifth consecutive balanced budget.

Grand River Hospital has once again achieved a balanced budget in the 2012-2013 fiscal year. This marks our fifth consecutive balanced budget.

Staff continue to identify ways to make sure we run our hospital efficiently so we can focus the greatest spending into direct patient care. And there's a lot of good news to share.

Along with maintaining a balanced budget, GRH saved \$700,000 this past year by working with other community stakeholders to secure shared providers of equipment maintenance. Teaming up with other providers has significantly cut the maintenance costs for some hospital equipment and work including the CT scanner, ultrasounds, general hospital maintenance and medical physics.

Additionally, GRH shaved another \$600,000 from the cost of drugs by changing some of the oral medications offered to patients undergoing chemotherapy. This was a saving that maintained the high quality of care we provide in our cancer program.

During 2012-2013, the hospital recorded one-time revenue from the Ministry of Health for the increased care provided over the last six years in some of our expanded programs and services. The funding was contingent upon GRH accommodating the projected increases expected in patient volumes and additional care services. We're pleased to have met the performance levels required to keep this funding which will help us to continue to provide timely, exceptional patient care to our community.

GRH re-directs any unexpected funds to buy vital new equipment and supplies for programs and services to further enhance the care we provide.

Our hospital remains one of the most efficient large community hospitals in Ontario. As we move forward into the 2013-2014 fiscal year, we will continue to provide great care, use our resources wisely and maintain financial efficiency with smarter spending to provide high-quality care.

Five years of careful spending and balanced budgets



**2008-2009
Balanced**



**2009-2010
Balanced**



**2010-2011
Balanced**



**2011-2012
Balanced**



**2012-2013
Balanced**

GRAND RIVER HOSPITAL FOUNDATION

MESSAGE FROM THE BOARD CHAIR



Ron Caudle

2012-2013 BOARD OF GOVERNORS

Ron Caudle, Chair
Jim Kearns, Vice-Chair
Mike O'Neill, Treasurer
Nancy Hewat, Secretary
Steve Currie
Carolyn Dysart
Rod Foster
Helen Friedman
Larry Gravill
Dr. Warren Law
Malcolm Maxwell
Sara McLennan
Rainer Mueller
Dr. Robert Rosehart
Dr. Yasmin Shamji
David Webb
Diane Wolfenden

It has been another rewarding year for the Grand River Hospital Foundation.

We successfully completed the Interventional Radiology Campaign and opened the new Sun Life Financial Interventional Radiology Suite. This would not have been possible without the incredible support of our community.

There was another successful Ride for Dad for prostate cancer, Waterloo Regional Police Service Ride of Your Life Tour to Ottawa and GRHF Ride for Cancer. Our Grand Experience...Hooray for Hollywood was an exceptional night for all who attended.

It was the first year for the Inside the Ropes Golf Tournament, held in partnership with Golf North Properties, that followed the LPGA event. I extend my thanks to the businesses and groups that ran their own annual charity golf tournaments with the proceeds to GRHF.

I also thank all the individuals, groups, businesses and organizations that have aided us in reaching our goals for helping the hospital. Through donor generosity, Grand River Hospital Foundation was able to grant \$3.5 million to the hospital for patient care equipment, clinical research and staff education purposes.

I personally would like to thank the staff of the Foundation and all of our volunteers for their support and enthusiasm this past year.

In closing, with some new events such as Jeans N' Scrubs and the launching of our next leadership gift campaign, we are planning for another successful year. We look forward to assisting Grand River Hospital in providing you with the exceptional health care you deserve!

A handwritten signature in black ink, reading "R. H. Caudle".

Ron Caudle
Chair, Board of Directors

A SUCCESSFUL CAMPAIGN: INTERVENTIONAL RADIOLOGY

With the help of our generous community of donors, GRH Foundation was able to meet its \$1.5 million goal for a new interventional radiology machine.

Along with donors, staff and other community partners, the hospital officially unveiled the new equipment on Thursday, March 21, 2013.

Interventional radiology uses image guidance and minimally invasive catheters and probes to diagnose and treat a range of illnesses. It offers a minimally invasive alternative to open surgery.

There are many benefits for our patients:

- There is minimal physical trauma;
- Pain is managed with sedation rather than riskier general anaesthesia;
- Patient recovery times and complications such as infection are minimized; and
- Not only are hospital stays shorter, but patients can return to their regular activities more quickly.

According to interventional radiologist Dr. Darren Knibutat, "The new IR unit has amazing image resolution. Simply put, we can see significantly more which enables better diagnosis and treatment for our patients."

Thank you to all donors for helping to make this possible, including Sun Life Financial, Mrs. Audrey Becker, the late Rosilda Janelle, Jane and Derek Hamilton and Don Copeland.

TOP PHOTO:

Drs. Darren Knibutat, and Danilo Wycoco, both interventional radiologists demonstrate the new IR equipment with Donna Chappell, team lead.



Staff from Sun Life Financial toured the newly named Sun Life Financial IR Suite. The company made a \$250,000 gift to the IR equipment.



Ron Caudle, Chair of GRH Foundation Board of Governors poses with Mrs. Audrey Becker. In honour of Audrey's generous gift to the Interventional Radiology Campaign, the hospital named a quiet room in the cancer centre in her honour. Audrey made the gift in celebration of her 85th birthday.



Guests tour the suite at the interventional radiology celebration event on March 21, 2013.



Jane and Derek Hamilton were generous donors to the IR campaign. Jane also donated her own original artwork to the childbirth unit. Both gifts were dedicated to "the loving vivacious spirit of their daughter Carly." Recognition of this gift is now on the childbirth unit.

GRAND RIVER HOSPITAL FOUNDATION FINANCIAL REPORT

Condensed Statement of Operations & Changes in Fund Balances

Year ended December 31, 2012, with comparative figures for 2011

	2012	2011
REVENUE		
Donations received from annual giving	\$ 4,971,599	\$ 6,514,838
One Voice, One Vision (contribution repayment)	32,490	(17,754)
Investment income	1,574,315	587,527
Donations-in-kind	315,716	4,755
	\$ 6,894,120	\$ 7,089,366
EXPENSES		
Annual giving expenses	\$ 731,288	\$ 1,309,920
Major and planned giving expenses	210,345	179,600
Operating expenses	623,693	565,582
	\$ 1,565,326	\$ 2,055,102
GRANTS		
Grants to Grand River Hospital Corporation	\$ 3,502,592	\$ 3,499,942
Grants to Guelph General Hospital Corporation	1,755	-
In-kind grants to Grand River Hospital Corporation	315,716	4,755
	\$ 3,820,063	\$ 3,504,697
Excess of revenue over expenses and grants	\$ 1,508,731	\$ 1,529,567
Fund balances beginning of year	27,545,946	26,016,379
Fund balances end of year	\$ 29,054,677	\$ 27,545,946

Condensed Statement of Financial Position

As at December 31, 2012, with comparative figures for 2011

	2012	2011
ASSETS		
Cash and cash equivalents	\$ 2,726,191	\$ 1,159,622
Marketable securities	6,714,352	6,050,057
Accounts receivable	46,510	44,287
Accrued interest	36,643	-
Prepays	12,001	10,541
Investments	20,011,343	20,856,672
Capital assets	17,307	27,288
	\$ 29,564,347	\$ 28,148,467
LIABILITIES AND FUND BALANCES		
Accounts payable and accrued liabilities	\$ 60,641	\$ 104,060
Due to Grand River Hospital Corporation	449,029	498,461
Fund balances	29,054,677	27,545,946
	\$ 29,564,347	\$ 28,148,467

The financial statements presented in this update are derived from the audited financial statements.

Audited financial statements by KPMG LLP are available by contacting:
Grand River Hospital Foundation at 519-749-4205 or info@grhf.org

MAKING A DIFFERENCE YOUR CONTRIBUTIONS AT WORK

FOUNDATION HIGHLIGHTS



NHL refs visit GRH

NHL referees and linesmen (part of the Zebra Care program) visited patients in the children's unit and the child and adolescent inpatient psychiatry unit in December. Pictured are Kevin Pollock, Greg Kimmerly, Scott Driscoll, Darcy Burchell, Mark Shewchyk, Steve Miller, Dave Brisbois along with PIB Insurance representatives Kari Ryan and Lisa Demerling.



The Grand Experience... Hooray for Hollywood

On November 3rd 2012, more than 300 community leaders, elected officials, medical staff and other friends of the hospital attended and enjoyed an evening filled with great food, music and amazing company in support of Grand River Hospital.

Through the support of WILDCRAFT WHEREVER Catered Events, the Foundation was able to transform the Waterloo Wellington Flight Centre's hangar into a nightclub circa the golden age of Hollywood. Thanks to event sponsor Westmount Storefront Systems and all other sponsors.

The Grand Experience... A Parisian Soirée is scheduled for Saturday, November 2nd, 2013.



Ride of Your Life

In late September 2012, a team of 12 Waterloo Regional Police officers, and four support crew departed from the Grand River Regional Cancer Centre on their fourth Ride of Your Life tour. In pursuit of the best cancer care close to home, the team arrived on Parliament Hill after four days and more than 600 km of cycling. It was a successful conclusion to a ride dedicated to those dealing with cancer and fellow officers who have given their lives in the line of duty. More than \$24,000 was raised for GRH cancer programs, bringing the team's cumulative four year total to over \$113,000.



L.A.F. Golf Tournament

Wayne Ernst and his team have run a very successful golf tournament for the past three years. To date, over \$51,000 has been raised to support the Grand River Regional Cancer Centre and the sixth floor oncology unit. Proceeds from the 2012 and 2013 tournaments will be used to fund a new music therapy program at the Grand River Hospital's cancer program.



Eat to Beat Cancer Breakfast

This year marked the 13th year of the Eat to Beat Cancer Breakfast Fundraiser. Organizer Rachel Paquette started this event with her students from St. Clements, and the tradition has carried on with the Gr. 8 class from Our Lady of Lourdes School in Waterloo. The event is sponsored by Remax Twin City Realty, Swiss Chalet and Harvey's. It has raised more than \$60,000 for the GRRCC since it began.



Joke Junction

Joke Junction is a service that provides therapeutic humour for hospital patients, as a way of relieving fears and reducing stress. Laughter helps patients move from moping to coping, and GRH supports humour as a factor in the healing process for both mental and physical health. GRH was able to purchase new suits for our clowns thanks to the support of donors from the community. Volunteers Ian McGee and Janet MacDowell show off the new suits.



Childbirth fetal heart doppler unit

Photo: Shannon Maier, RN and Stephanie Wilson

The fetal heart doppler is a hand held, portable ultrasound tool used for fetal heart monitoring during labour. It sends high frequency sound waves into the uterus which are read when they bounce back. With the support of donors to GRHF, the hospital was able to purchase new fetal heart doppler units for use in the childbirth program.



Inside the Ropes Golf Tournament

The first annual Inside the Ropes Golf Tournament was a huge success! This tournament gave 140 lucky golfers the opportunity to be the first to step into the tee boxes at Grey Silo after the LPGA professionals. More than \$34,000 was raised in support of patient care equipment at Grand River Hospital. A huge thank-you to Golf North Properties for their partnership and all other tournament sponsors.

The 2013 Inside the Ropes Tournament will be on July 16th. Register to play at www.insideropes.ca

Fundraising Friends

Grand River Hospital gifts

Bio Safe Skin Products
Caudle's Catch Seafood Ltd.
Channer's Men's Clothiers
Code Yellow Towing
Creative Framed Inc
Conestogo Electric Inc
Cross Country Concrete Ontario Limited
Culliton
Farm Mutual Reinsurance Plan Inc.
Georvestco Ltd.
Kabis Charity Golf Tournament
Kieswetter Motors
The Kitchener and Waterloo Community Foundation

- Emmerton Fund Hospital Equipment
- The Lyle S. Hallman Foundation
- The Motz Family Endowment

The Kitchener and Waterloo Community Foundation

- K-W Corporate Challenge Fund

The Kitchener and Waterloo Community Foundation

- Howard G. Schneider Cancer Care Fund

Kool FM Poster Boy/It's Kool to Care
Mabel & Gordon McMillen Foundation
Margaret Schiketanz Real Estate Inc.

MarshallZehr Group

North Waterloo Farmers Mutual Insurance

Rae Smith Golf Classic

Retired Teachers of Ontario, District 11

Shoppers Drug Mart Life Foundation

Teutech Industries Inc.

Val Syer Frank Huber Charity Golf Tournament

Waterloo Regional Cardiac Rehabilitation Foundation

Wildco Partners 2 Inc.

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Service clubs, associations and faith-based donors:

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Concordia Ladies Group
Congregation of the Resurrection
German Church of God
Greek Ladies Philoptochos Society
KW Elks Lodge 578

Lions Club International, Waterloo Lions
Lions Club International, Kitchener
Oktoberfest Lions

Lions Club International, Kitchener
Pioneer Lions

Lions Club International, Paradise and District Lions

Linwood and District Lions Club

The May Court Club of Kitchener

School and youth fundraisers:

Abigail and Isabella Peckover

Samantha Wudrick

Tim Wudrick

Bluevale Collegiate Institute
Student Leaders

Our Lady of Lourdes School

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Wendell Motors

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Ziggy's Cycle

FOUNDATION HIGHLIGHTS CONTINUED



Ride for Dad

2012 marked the ninth annual Grand River Motorcycle Ride for Dad. On June 2nd, 2012, 700 motorcycle enthusiasts from Waterloo Region and surrounding areas gathered in support of the fight against prostate cancer. \$134,000 was raised from the 2012 ride, which will directly benefit research and development projects for prostate cancer diagnosis and treatment at GRH.

To date, more than \$900,000 has been raised by the Grand River Chapter and they exceeded the \$1 Million mark on their 10th anniversary ride on June 1st, 2013.



Ride for Cancer

On September 1st, 2012, the first GRHF Ride for Cancer hit the roads of Waterloo Region. Over 60 dedicated cyclists, including former Olympians Curt Harnett and Steve Bauer, spent the day riding to support the best cancer care close to home. More than \$400,000 was raised to support cancer programs and patient care at Grand River Hospital. Thank you to event sponsor BlackBerry and all participating sponsors.

The 2013 GRHF Ride for Cancer is scheduled for Saturday, August 24, 2013.



Royal Canadian Legion Ontario Provincial Command

Photo: The Royal Canadian Legion, Ontario Provincial Command, cheque presentation by Branch #50 (Fred Gies) President Jean Davidson, 1st Vice-President Al Hohner to Kim Wilhelm, Development Officer, on Thursday, March 7th, 2013.

Over the years, the Royal Canadian Legion, Ontario Provincial Command, has funded various medical equipment that has helped improve patient care at Grand River Hospital. Their 2012 gift supported the new interventional radiology unit.

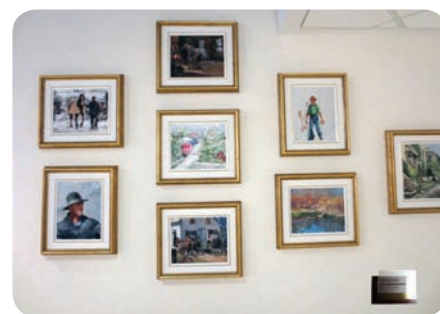


RTO Golf Tournament

Photo Left to Right: Dianne Kennedy, UPI, Doug Nosal, RTO/ERO, Dennis Koebel, RTO/ERO, presented the cheque to Nancy Hewat, Grand River Hospital Foundation

2012 marked the 16th anniversary of the Retired Teachers of Ontario (RTO) – Waterloo Region's annual golf tournament.

More than \$100,000 has been raised in support of regional hospitals since its inception. Grand River Hospital Foundation has been the beneficiary on numerous occasions, and this year received \$13,000 in support of its Interventional Radiology Campaign, \$12,000 from the golf tournament and \$1,000 from RTO.



GRH Welcomes Peter Etril Snyder Gift of Artwork

Grand River Hospital extends its appreciation to renowned local artist, Peter Etril Snyder for his generous donation of 99 incredible pieces of art to Grand River Hospital in 2012. In his words, Mr. Snyder wanted to make this gift because, "As a regular customer of the cancer centre I quickly became aware of the anxiety level for both the patients and their family members accompanying them for treatment. My hope is that my paintings at the KW and Freeport Sites will provide at least a bit of diversion from those worries." The artwork is located in several corridors around the KW Site and in the Freeport cafeteria.

You can read about the pieces of artwork at www.grhf.org

TO FEEL BETTER AND HEAL BETTER, COMFORT IS KEY... OUR PATIENTS DESERVE NOTHING LESS!

The story of The Princess and the Pea tells the tale about a princess who spent a sleepless night on a stack of mattresses made even more uncomfortable because of a tiny pea hidden underneath.

After life-saving cancer surgery, a hip or knee replacement, or another complex procedure at the region's largest hospital, sometimes you just need a good place to rest.

Mattress comfort is important – particularly for our patients as they heal. Often taken for granted, mattresses are an important part of hospital care. Yet, we hardly ever think about the financial investment that's needed for patients to rest comfortably.

The Grand River Hospital has launched a five-year, \$1.8 million initiative to replace all mattresses in our facility by 2018. The Foundation's goal is to raise \$108,000 to purchase 160 mattresses in 2013. These mattresses provide the comfort and support our patients deserve.

**Please make your tax-deductible donation today
and help us help our patients to feel better and
heal better today!**

www.grhf.org/en/princess



First Name Last Name

Street Address City Postal Code

Telephone Number Email Address

Please accept my one time gift of: ☐ \$50 ☐ \$100 ☐ \$300 ☐ \$500 Other: \$_____

Gift To: ☐ Mattresses
☐ Other

Method of payment: ☐ Visa ☐ MasterCard ☐ American Express ☐ Cheque
Please make cheque payable to Grand River Hospital Foundation

Card No

Expiry Date Signature of cardholder

I WANT TO HELP 06/13

☐ I authorize GRHF to process my donation as indicated beside.

Return to: Grand River Hospital Foundation,
835 King Street West, Kitchener, ON N2G 1G3

Supporting GRH through monthly giving is another convenient and cost effective way to give.

Please contact us at 519-749-4205 or visit
www.grhf.org to learn more.

**GRAND RIVER
HOSPITAL
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A receipt will be issued for income tax purposes. No. 88918 0394 RR0001

MAKING A DIFFERENCE FOR YOUR HEALTH, YOUR HOSPITAL!

"Community support makes exceptional care possible at Grand River Hospital"



With your generous support, great achievements were made possible at Grand River Hospital in 2012.

Grand River Hospital Foundation has helped provide \$3.5 million for patient care equipment, clinical research and staff education... all to ensure the best care possible for patients.

Having the finest equipment available means that Grand River Hospital can ensure excellence in patient care. Below are some examples of how community support has allowed GRH to improve care:

- As the leading provider of hip and knee replacements in the region, GRH's orthopaedic equipment, including the orthopaedic trauma equipment, is in use constantly. As the volume of orthopaedic cases continues to increase, it is important to have the necessary equipment available for use in surgical cases. New bone and trauma drill sets will lead to faster and better care.
- Medical scopes such as colonoscopes and gastroscopes are vital to patient care. Scopes provide high definition images. Timely testing using the best technology and equipment means earlier diagnoses and treatment for patients.
- The new interventional radiology unit allows physicians to treat a wider variety of illnesses in ways that were not possible with the old unit. Using state-of-the-art image guidance and minimally invasive catheters (small tubes) and probes means that patients are able to avoid riskier open surgeries resulting in significantly reduced recovery times.

Providing exceptional patient care at GRH is not limited to the purchase of new state-of-the-art equipment. Staff in many patient care areas have also been able to participate in educational and professional development opportunities because of donor support.

Grand River Hospital Foundation is grateful for your generosity. Your support helps GRH continue to provide exceptional care in our community.

**GRAND RIVER
HOSPITAL**

your health, your hospital

835 King Street West,
Kitchener, ON N2G 1G3

www.grhosp.on.ca



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