

Seniors and Continuing Care Provincial Advisory Council

2022-23 Annual Report



**Alberta Health
Services**

Senior & Continuing Care
Provincial Advisory Council

Message from the Official Administrator Dr. John Cowell



It has been a great pleasure to reconnect with Alberta Health Services (AHS) Advisory Councils since I was appointed to the role of AHS Official Administrator in November 2022. Soon after my appointment, I had the opportunity to meet with Council Chairs and our conversation informed the development of my 90-Day Plan to achieve rapid improvements in four priority areas of AHS:

- Improving emergency medical services (EMS) response times.
- Decreasing emergency department wait times.
- Reducing surgery wait times.
- Improving patient flow and continuity of care.

There has been marked improvement in all these areas, not just over my first 90 days as OA, but sustained improvements made possible, in part, by the invaluable advice and perspectives provided by our Councils.

Through our partnership with Advisory Councils, we're seeing EMS response times improving despite sustained increases in call volume across the province. Emergency department wait times are also coming down. Fewer people are waiting longer for surgery than clinically recommended. And we're seeing evidence of improved patient flow with the addition of acute care, intensive care and continuing care beds. We need to continue building on this momentum, while also addressing our organization's serious workforce issues. This is all challenging and complex work, and AHS will continue to involve our Advisory Councils as a key stakeholder for advice and real-time feedback on how we're doing in our efforts to serve all Albertans.

I understand and appreciate the value that Advisory Councils bring to AHS, and look forward to expanding and deepening our partnership. I'll continue to reach out to Council Chairs, and meet with Council members throughout the year, including at the 2024 Advisory Council Forum.

I'd like to express my gratitude for the work of all Advisory Council members. Although AHS still has much work ahead, I look to the future with optimism knowing we'll move forward and navigate our challenges with our valued and steadfast Advisory Council partners.

Message from the Chair Diahann Polege-Aulotte, Seniors and Continuing Care Provincial Advisory Council



As I complete my first full year as Chair of the Seniors and Continuing Care Provincial Advisory Council (SCC PAC), I reflect on how honoured and humbled I am to sit on this Council alongside passionate and like-minded volunteers. The robustness and diversity of the membership has allowed us to view the innovative approaches AHS has taken in terms of resetting health obligations, with open minds.

We have all been affected by the COVID-19 pandemic and are carefully returning to in-person meetings, following required measures. As we move forward, we are recruiting new members as the tenures of the inaugural group are ending. AHS has started recruiting new members to our Council and I look forward to working with them in the upcoming year.

OUR AMAZING VOLUNTEERS



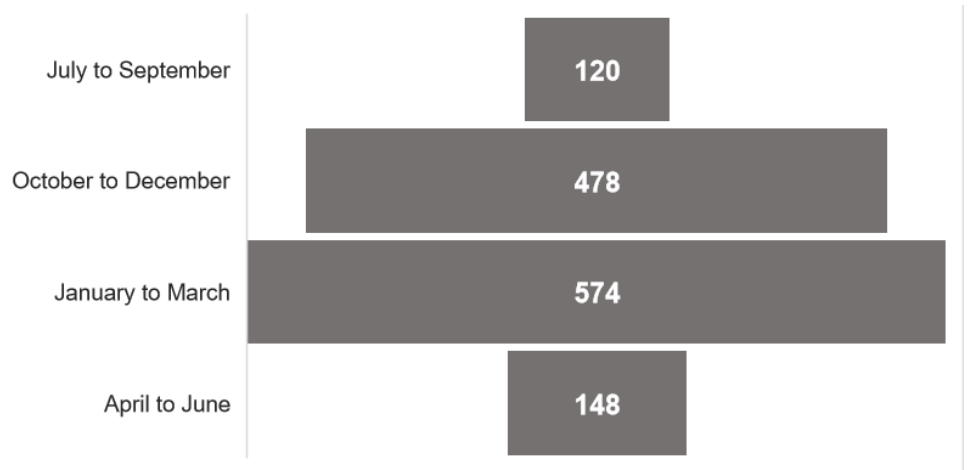
*Top L-R: Diahann Polege-Aulotte (Chair), Susan Sommerfeldt (Vice Chair), Fred Bosma, Ray Clark
Row 2 L-R: John Erkelens, Pat Esau, Linda Grant, Jim Hubbard
Row 3 L-R: Julie Kelndorfer, Veronika Kiryanova, Diane MacNaughton
Bottom L-R: Michelle Miller, Joan Monson, Irene Pirie*

FACTS AND FIGURES

Membership Representation



Public Participation at Advisory Council Meetings & Events*



*Reflective of the number of public that attended Health and Provincial Advisory Council meetings and events between July 1, 2022-June 30, 2023.

“*The Seniors & Continuing Care Provincial Advisory Council has continued to be an active and engaged group of individuals committed to furthering the evolution of continuing care in the province. The discussions are always interesting and, at times, spirited with good questions and information exchange and all with the intent of informing AHS of the reality of the continuing care system that exists in Alberta. Beyond Committee meetings, I can’t recall a time when there has been an ask for participation in an initiative that didn’t garner one or more members who then worked on that initiative, actively participating in meetings, and reporting back to Council to bring the wisdom of the Council forward at subsequent meetings.*”

Dr. Jim Silvius

Senior Medical Director, Provincial Seniors Health & Continuing Care

KEY ACHIEVEMENTS

The Alberta Health Services (AHS) SCC PAC in an advisory role, considers existing and emerging topics from the continuing care community service-user's perspective. It makes recommendations to the AHS Official Administrator, CEO and Executive Leadership on system-level opportunities to improve continuing care service provision and access for Albertans. Members strive to capture lived experience and ensure patients and families are at the centre of all healthcare activities, decisions and teams. Our key achievements include:

- ✓ Council member and Vice Chair, Susan Sommerfeldt, was recognized as Primary Investigator and working with Covenant Health to produce the peer-reviewed published article *Profound Effect: Documenting healthcare work during the COVID-19 pandemic*
- ✓ Participated in Alberta Health's *Community Care Innovation Forum* and *Modernizing Alberta's Primary Health Care System*
- ✓ Participated in development of AHS Family Presence Policy Suite in response to the COVID-19 pandemic; received presentation of suite from Engagement & Patient Experience.
- ✓ Learned about upcoming changes to the Medical Assistance in Dying (MAID) federal legislation adding mental disorders as an eligible reason for request and work completed to ensure safe and appropriate provision following acclimation.
- ✓ Represented continuing care system-access perspective on:
 - AHS Provincial Continuing Care Policy Review & Implementation Panel
 - Appropriate Prescribing and Medication Use Strategy for Older Albertans
 - Ad hoc group participation as requested.
- ✓ Received information from AHS on:
 - Home Care
 - AHS Foundations
 - Forgotten Lives
 - Experiences of transgender older adults with dementia

OPPORTUNITIES TO PROVIDE INPUT (ALL ADVISORY COUNCIL MEMBERS)



Newcomer Engagement Patient & Experience

AHS sought input on how AHS can communicate, support, and enable Albertans to become active partners in their care.



2022-23 Influenza Immunization Campaign

Members reviewed draft AHS influenza campaign materials and provided input toward the provincewide campaign that informed Albertans about the flu shot.



Spiritual Care Policy

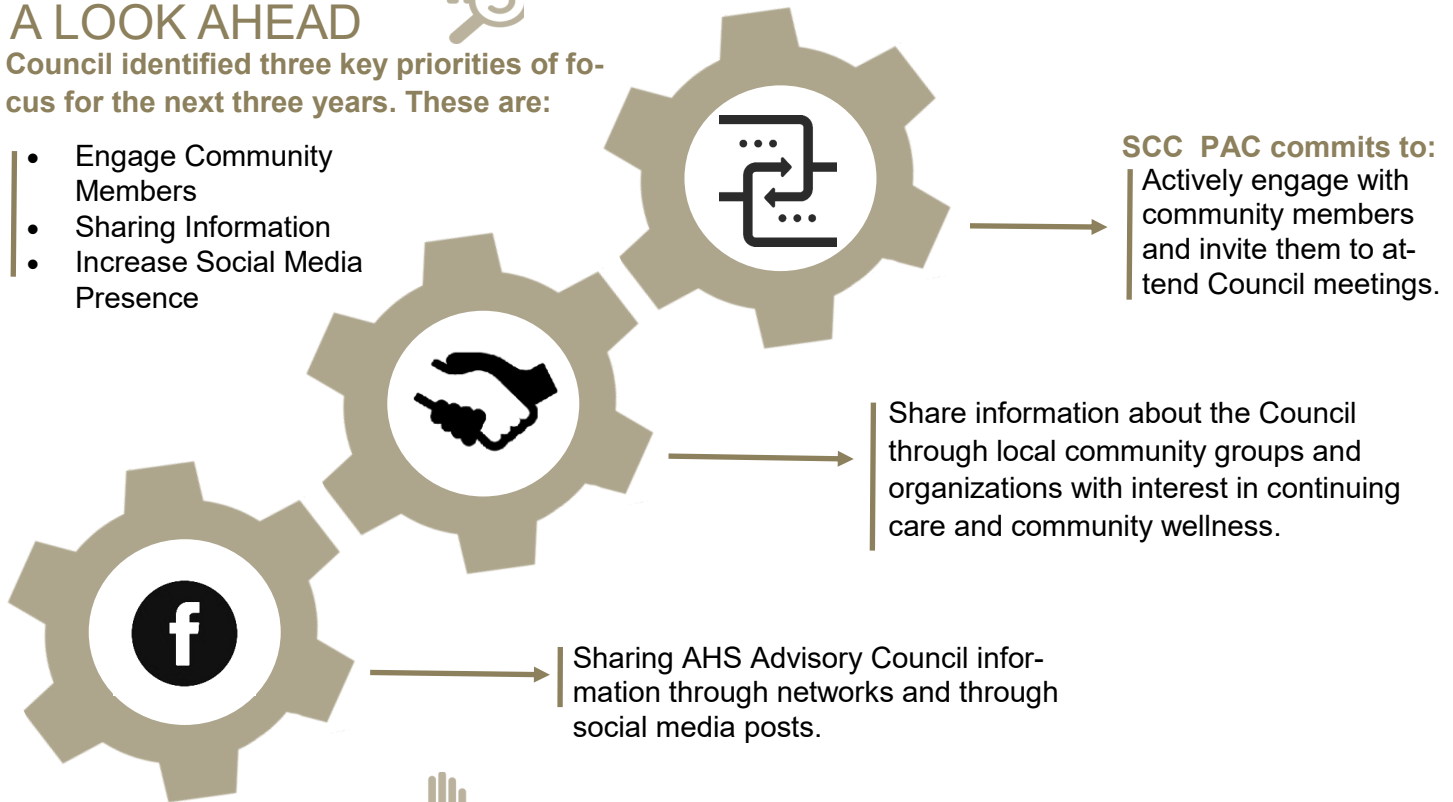
Councils were invited to provide feedback to the AHS Community Spiritual and Religious Care Providers Access Policy.

A LOOK AHEAD



Council identified three key priorities of focus for the next three years. These are:

- Engage Community Members
- Sharing Information
- Increase Social Media Presence



GET INVOLVED



Make a difference to the health and well-being of your community by sharing your thoughts and ideas with AHS.

- Email: cc.pac@ahs.ca
- Phone: 1.877.275.8830
- Attend an [upcoming meeting](#)
- Provide input on various healthcare topics online, at [Together4Health](#)
- Apply to join an Advisory Council:

APPLY

