

David Thompson

2016-17 Annual Report



David Thompson
Health Advisory Council

Healthy Albertans.
Healthy Communities.
Together.

Message from Alberta Health Services Board of Directors

The health system belongs to over four million Albertans and, as such, their voices need to be heard — and considered — when Alberta Health Services is planning and making decisions about healthcare delivery. Our Health Advisory Councils, Provincial Advisory Councils and Wisdom Council bring the diverse voices of Albertans to the decision-making table, so health services can meet the unique needs of communities across the province.

Our councils are made up of people who are passionate about understanding what’s working and where improvements can be made in how health services are delivered in their communities. Advisory councils demonstrate our true commitment to community engagement – their work is strategic and valued, shaping the future of healthcare and enhancing care in communities.



Dr. Brenda Hemmelgarn

There was much growth over the past year. It was a year of renewed commitment from Alberta Health Services to ensure councils act as the voices of their communities, supported by extensive recruitment to strengthen the reach and diversity of council members. For the first time, Council Chairs collaborated to share their priorities and identify similar priorities across the province. This approach was valuable and created synergies and linkages between councils across Alberta. At the same time, the collaboration between councils also showed how their priorities clearly aligned with Alberta Health Services’ strategic approach and how we are all working towards the same, very important goals.

On behalf of the Alberta Health Services Board of Directors, our leadership team and our workforce, I want to thank you for being our partners. We look forward to continuing to collaborate with councils and the strategic value they offer.

Sincerely,

Dr. Brenda Hemmelgarn
Vice Chair, Board of Directors
Chair, Community Engagement Committee of the Board
Alberta Health Services

About community engagement

Alberta Health Services is committed to meaningful and authentic community engagement. Engaging with Albertans means patients, families and members of the public contribute to healthcare solutions and the betterment of our system. They can benefit by having their needs reflected in planning and decision making. Engagement aligns with the Alberta Health Services culture of caring and listening, which results in more patient-centred care, local decision making and more open and trusting relationships.

Role of Advisory Councils

Alberta Health Services values advisory council members as volunteers, leaders and partners in healthcare planning. They help build a stronger relationship between the people in their communities and those who work in the health system.

Members of Health Advisory Councils, Provincial Advisory Councils, and Wisdom Council are Albertans who care about health of their communities, and are connected to the public in many different ways. They provide a grassroots perspective and an understanding of their communities' health needs, and they're interested in listening to the people. They also:



- share their communities' priorities with Alberta Health Services
- give advice and help to inform the decision-making process
- host public advisory council meetings, in addition to promoting and participating in activities that enhance Albertans' health
- engage with and share information with the community, and follow up on commitments
- give feedback on public education materials, policies, or discussion topics
- share information on health services with the community and provide feedback and input to Alberta Health Services

Councils attend the annual Advisory Councils' Fall Forum to hear a variety of presentations and network with fellow council members, Alberta Health Services staff and members of the Board of Directors.

The Health Advisory Councils and the Provincial Advisory Councils are supported by the Alberta Health Services Community Engagement department, and report through the Council of Chairs to the Community Engagement Committee of the Alberta Health Services Board of Directors. The Wisdom Council reports to the AHS President and CEO.

12 Health Advisory Councils

Bring the voices of Alberta communities to healthcare services. Each council represents a geographical area within the province.

2 Provincial Advisory Councils

Advise on provincewide services and programs for addiction and mental health, and cancer.

1 Wisdom Council

Provides guidance and recommendations to ensure Alberta Health Services develops and implements culturally appropriate and innovative health service delivery for Indigenous Peoples.

Albertans are represented by 12 Health Advisory Councils. Areas are determined by population and travel routes, and are detailed on [this map](#).

The two Provincial Advisory Councils and Wisdom Council operate provincially. Their membership spans all of Alberta.

[View map of treaty areas and indigenous communities in Alberta](#)

For more information on membership:

[Health Advisory Councils](#)

[Addiction and Mental Health Provincial Advisory Council](#)

[Cancer Provincial Advisory Council](#)

[Wisdom Council](#)



Council of Chairs

The Council of Chairs is made up of all advisory council Chairs, who meet five times a year to further the roles, responsibilities, and priorities of councils at a provincial level. The Council of Chairs determines themes or commonalities across different communities to bring forward to Alberta Health Services' leadership and Board of Directors.

Including the public voice in Alberta Health Services planning

In early 2016, Alberta Health Services' Strategic Planning Department met with Health Advisory Councils across the province to gather input for the [2017 - 2020 Health and Business Plan](#). Each council was asked to provide feedback on the plan to ensure the priorities of their communities were considered in the development of the strategic goals for the organization.

Members from various Health Advisory Councils participated in the following provincial committees:

- Apple Magazine Editorial Council
- Continuing Care Quality Committee
- [Health Link](#) and [MyHealth.Alberta.ca](#)
- Patient First Steering Committee
- Patient and Family Advisory Council
- Long range planning

Message from the Chair, David Thompson Health Advisory Council

2016 was a year of re-building and energizing. Recruitment was successful and we now have 12 council members representing communities across Central Zone.

Our council members listened to their communities and provided input into the Alberta Health Services Health and Business Plan as well as the Central Zone operational planning processes. Priorities expressed by our communities are similar to concerns expressed by other areas of the province with addiction and mental health, long term care, coordination of services, transportation, and having access to the right service at the right time in the right place topping the list. Our members were involved in supporting the Sylvan Lake Urgent Care initiative, provided feedback on the need for transportation to health services in our rural areas, shared information related to the development of new long term care options in our region and shared concerns related to the need for mental health services for our youth. Members attended municipal council meetings and other community gatherings to share information and gather input.



Sandy Doze

Central Zone began a long range planning exercise in the fall of 2016. Health Advisory Council members have participated in core committee and working groups, and provided input into visioning and exploring healthcare delivery options. The council and our communities will be involved in the completion of this plan that looks at a future sustainable healthcare system, and transforming care into the community so Albertans can get appropriate care where they are for years to come. This means shifting from a focus on hospitals and facilities to more community-based care closer to home.

I would like to thank the new and returning council members for their enthusiastic commitment to ensuring our council listens to our communities, finds information and supports informed communication to and from Alberta Health Services. Central Zone executive leadership deserves a special thank you for their support, responsiveness, and for providing opportunities to discuss community concerns and areas for improvement.

As a council, our role is very interactive with our communities, and with Alberta Health Services leadership. It has been rewarding to see how our efforts make a difference in how Alberta Health Services understands communities. I believe our community interactions and relaying of that feedback truly adds to the planning processes, and over time, contributes to changes in the system.

Sincerely,

Sandy Doze, Chair
David Thompson Health Advisory Council

About us

2016 -2017 Council Members

Current Members

Sandy	Doze (Chair)	Westerose
Phyllis	Loewen (Vice Chair)	Rocky Mountain House
Marie	Cornelson	Drayton Valley
Heather	Donald	Sylvan Lake
Melanie	Hassett	Stettler
Terry	Johnston	Hanna
Janice	Lockhart	Wetaskiwin
Bob	Long	Three Hills
Debra	Murphy	Bluffton
Faith	Pilgrim	Rimbey
Carole	Tkach	Coronation
Kim	Walton	Sundre

Past Members

Desiree	Bauer	Red Deer
Sharel	Shoff	Drumheller

5

public meetings were held throughout the region, with participation from Central

Topics on the minds of our council and community members:

- Medical Assistance in Dying (MAID)
- Seniors health
- Immunizations/influenza
- Fentanyl and opioid crisis
- Capital projects and re-developments in the zone
- Mental health

8

new members were appointed

5

community members on average attended each meeting, a 60 per cent increase in public attendance from previous year

What we are proud of

- Council was invited to the Central Zone Medical Staff Association (CZMSA) Zone Advisory Forum. The focus of discussion was operative capacity, operational support and inter-zonal collaboration. Recommendations were formulated and shared with stakeholders, including Dr. Verna Yiu, CEO and President, Alberta Health Services, and Sarah Hoffman, Minister of Health.
- One of our members was part of the Sylvan Lake Urgent Care Task Force. The task force recommendation was approved, extending urgent care hours from eight to 16 hours per day.

Engaging with the public

- We hosted and participated in a Red Deer community meeting and hospital tour with Dr. Carl Amrhein, Deputy Minister of Alberta Health, local physicians, Alberta Health Services zone leadership and members from the local Primary Care Networks.
- Two of our members made a presentation to the Wetaskiwin County Board about the Health Advisory Council role and direction moving forward.
- A member of council connected with a 'Three Hills seniors' outreach group interested in learning more about the Health Advisory Council.
- A member of council was invited to attend Rocky Mountain House hospital committee meetings to learn more about goals and objectives of the committee.
- Members participated in Central Zone long range planning through membership on the long range planning core committee, participating in a visioning session, workshops, and assisting with coffee chat visioning exercises with three local community groups.

Providing feedback and advice to Alberta Health Services

- Our members expressed support for and participated in public consultation to discuss options for repurposing the space of Sundre Hospital's closed long term care unit.
- Two of our members participated in a 'Surgical Wait List Transform-athon' to brainstorm ideas on improving surgical wait times with a variety of stakeholders. Ideas were incorporated into program operational planning discussions across the province.
- We shared feedback about our satisfaction with the incorporation of CoACT, a model of care where care providers collaborate more with one another, with patients and families.
- We provided community feedback on health priorities into provincial and Central Zone operational planning, many of which were included in the objectives for the Central Zone operational plan. The Alberta Health Services Strategic Planning Department provided updates on progress to the plan throughout the year which resulted in members being informed and consulted throughout the planning process.
- We provided feedback on the new Alberta Health Services values and website development.

Enhancing the health of community members

- Through presentations and informal discussions, information was shared, and our communities concerns and perspectives were heard on long term care services and transportation in our rural communities.
- We promoted the philosophy of ‘right care, right place’, and were involved with community programs and projects that explored areas of equipment loan, transportation and facility use.

Key learnings

- There was a strong level of two way communication between council and Alberta Health Services leaders. As needed, Alberta Health Services leaders consistently came back with more information on specific topics important to our communities, and indicated an understanding of the community point of view.
- We increased our understanding about a variety of issues by inviting service providers and educators to present information at our meetings about:
- Fentanyl – Alberta Health Services Director of Primary Care and Chronic Disease Management and the Director of Community Addiction and Mental Health presented information about drug use statistics in Central Zone, the availability of take home naloxone (THN) kits and the zone’s plan to address drug use.
- Senior leadership overview – the senior operating officer presented about Central Zone leadership structure, the three geographies within the zone and corresponding senior operating officers, and reporting structure of the leadership team and the programs each are accountable for.
- Community Engagement Strategy – the Community Engagement Executive Director presented on Alberta Health Services’ approach to community engagement.
- Operating Room Navigators – the Operating Room Manager from Red Deer Regional Hospital shared information about surgical navigators, processes for providing service and the scope of their work. This program has resulted in more efficient and effective operating room utilization and better communication between Alberta Health Services service areas and patients.

A look ahead

Council will continue to interact and connect with communities and share feedback with Alberta Health Services leadership. We completed our 2017/18 work plan and, as a council, we are focused on:

- Becoming educated about health services available in Central Zone so members can relay information to the public.
- Identifying opportunities to engage communities in discussions related to health services.
- Enhancing communication with community groups, physicians and other healthcare providers.
- Working with other Health Advisory Councils to ensure health issues are highlighted and the Alberta Health Services Board is informed.

Our work plan priorities include:

- Right service, right place – this includes navigators, continuity of care, personal responsibility and community care; council will invite service providers to educate and inform so our members can share information with communities.
- Understanding of and advocating for equitable access, rural and urban, to mental health and addiction programs and services – council will host a public information session related to reducing stigma around mental health, and members will become trained in mental health first aid.
- Long term care, rural access, navigation across levels of care and infrastructure processes – council will host a public information session.
- Timely access to physicians, nurse practitioners and other health professionals – council will invite service providers to educate and inform so our members can share information with communities and provide support and assistance in recruitment and retention.
- Continue to participate in long range planning and provide input into operational planning.
- Host a Central Zone leadership forum to provide an opportunity for municipal leaders, physicians and Alberta Health Services leadership to engage in discussions about health services and opportunities to improve.

Get involved

Think of the difference you can make to the health and well-being of your family, friends, neighbours and community by sharing your thoughts and ideas with Alberta Health Services. Get involved:

- Attend an upcoming [Health Advisory Council meeting](#).
- [Make a presentation at a council meeting](#) on a health area of interest or concern.
- Think about volunteering your time as a council member. Recruitment drives happen annually. Members are appointed for three-year terms.

Connect with us:

- [Info on Community Engagement](#)
- davidthompson@ahs.ca
- [Twitter](#) and [Facebook](#)