



## Minutes - David Thompson Health Advisory Council

September 12, 2019 / 5 pm – 8 pm / Consort Hospital and Care Centre – Education Rm - 5402 52 Ave, Consort, AB T0C 1B0

- Council Members:** Carole Tkach (Chair), Sandra Beaudoin, Sandy Doze, Melanie Hassett, Gerry Johnston, Phyllis Loewen, Peggy Makofka, Debra Murphy, Shelagh Slater
- Alberta Health Services:** Maya Atallah, Jennifer Bishop, Janice Stewart
- Public:** Twenty
- Regrets:** Deryl Comeau (Vice Chair), Marie Cornelson, Gerry Greschner, Dawn Konelsky, Janice Lockhart, Faith Pilgrim

<i>Agenda Item</i>	<i>Discussion</i>	<i>Action</i>
1. <b>Approval of Agenda</b>	Moved by <b>Gerry Johnston</b> that the agenda of Thursday, September 12, 2019 be approved. <b>MOTION CARRIED.</b>	
2. <b>Approval of Minutes</b>	Moved by <b>Peggy Makofka</b> that the minutes of Thursday, May 16, 2019 be approved. <b>MOTION CARRIED.</b>	
3. <b>Presentations</b>		
3.1. <b>Mental Health Access</b>  <b>Jennifer Bishop,</b> Director, Mental Health and Addictions	A presentation was made by the Director of Mental Health and Addictions, Jennifer Bishop. Her presentation included the following topics: <ul style="list-style-type: none"> <li>• Geographical Division of Addictions and Mental Health Services in Central Zone (North, East, Red Deer and South)</li> <li>• Types of Addiction and Mental Health Services</li> <li>• Communities Served</li> <li>• How to access Addiction and Mental Health Services, Physician/Psychiatrist Access</li> </ul> Comments made by the public are as follows:	

	<ul style="list-style-type: none"> <li>• Mental Health support is needed for the communities of Castor, Coronation, Consort, Stettler and Hanna. Provost was also mentioned needing more support as they currently get services out of Wainwright.</li> <li>• The community has learned that an adult mental health therapist (Kay Campbell) has been off on medical leave for about three months. There has reportedly been no communication about the absence and no replacement has been provided.</li> <li>• Members of the community expressed concern in asking a patient to drive to their appointment as it is not a safe option and services should come to them.</li> <li>• The principal of the local school stated that because there are a lack of mental health services for children, this is affecting other professionals who are having to deal with this children looking for help.</li> <li>• The local pharmacist stated that she is spending a significant amount of time counselling her clients.</li> <li>• The group added that video/telehealth coverage is unacceptable as a standalone service delivery model. It should use to augment in-person services.</li> </ul> <p><b>Q:</b> What happens when a mental health patient calls the helpline? Who is on the other end? Does the patient get services on the spot or are they asked to make an appointment with someone at another time?</p> <p><b>A:</b> Generally, if the main help line, HealthLink, is called, nurses answer and provide support and linkage to resources. If a client calls a mental health clinic, an intake is started by staff and an appointment can be scheduled at that time.</p>	
<p><b>4. Voices of the Community</b></p>	<p>The community shared its concerns about mental health as per the presentation. They added there is a lack of communication with communities regarding updates to local health services.</p> <p>Rural Health Professions Action Plan (RhPAP) provided updates via email to the Council. If anyone is interested in signing up for their newsletter they are encouraged to visit RhPAPs <a href="#">website</a>.</p>	
<p><b>5. Central Zone Executive</b></p>	<p>Janice Stewart provided the following update:</p> <ul style="list-style-type: none"> <li>• Janice introduced herself as the new Central Zone Chief Zone Officer.</li> </ul>	

<p><b>6.</b></p> <p><b>Leadership Update</b></p> <p><b>Janice Stewart</b> Chief Zone Officer, Central Zone</p>	<ul style="list-style-type: none"> <li>• The Government of Alberta has released a report from the Blue Ribbon Panel, which was tasked with reviewing Alberta’s financial situation. There have since been a number of recommendations made about healthcare spending.</li> <li>• Ernst Young (EY) is the independent-third party contractor hired to complete the AHS Review. They will be sending out a survey to AHS staff as well as opening one up for the public. This is an opportunity for AHS employees and the public to identify ways to find efficiencies across the organization, while improving patient care.</li> <li>• Since AHS was formed there has been a lot of work done to find efficiencies at the corporate level; one board, one Human Resource system, one payroll system. There are challenges around decision making and determining what needs to change. AHS takes its direction from government.</li> <li>• AHS’ Operational Best Practice (OBP) work continues. OBP work is expanding outside of the largest 16 provincial sites it initially looked at. This work has helped AHS to identify that there is an ability to change and remove cost from certain sites and relocate them other sites.</li> <li>• Janice shared that transportation has been identified as a top concern in rural areas of the Central Zone.</li> </ul> <p><b>Q:</b> Why is healthcare spending so high?  <b>A:</b> A lot of factors contribute to healthcare spending – government spending, AHS spending and physician cost.</p> <p><b>Q:</b> Will the election of the federal government have an impact on AHS?  <b>A:</b> No it will not.</p> <p><b>Q:</b> Can other health care professionals be considered to help take pressure off the wait list to see physicians (i.e. rural pharmacist)?  <b>A:</b> AHS is reviewing research conducted on pharmacy services and Nurse Practitioners in rural areas, to look at how to use these professionals as an alternative to physician services in certain communities.</p> <p><b>Q:</b> What other options are being explored to support smaller communities to provide some of the services usually offered at larger centres, that will help alleviate wait lists?  <b>A:</b> Yes, some services that were previously provided at the Red Deer Regional Hospital have been moved into smaller communities.</p>	
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8. <b>Old Business</b>		
8.1. <b>Business Arising from May 16, 2019</b> <b>Maya Atallah</b> Advisory Council Coordinator	Carole will send in Robbie Knight’s name to Sherie Allen be featured for a kudos. <b>In Progress.</b>  The Shared Decision Making focus group DTHAC participated in on May 16, 2019 will have an update in October. <b>In progress.</b>	
9. <b>New Business</b>		
9.1. <b>Advisory Council Update -</b> Maya Atallah Advisory Council Coordinator	Maya Atallah provided a full report. Following are the highlights: <ul style="list-style-type: none"> <li>• Welcomed new members to the Council</li> <li>• Update on the Health Advisory Council Review</li> <li>• Update to the Top Concerns document</li> <li>• 2019 Advisory Councils Fall Forum</li> <li>• Planning and performance update.</li> </ul>	
9.2. <b>Report from Council Chair</b> <b>Carole Tkach</b>	Carole shared the following with the Council: <ul style="list-style-type: none"> <li>• In Coronation there is a lack of mental health services.</li> <li>• Coronation has a contract nurse providing care at the health centre. The challenge is in attracting and retaining health care workers.</li> <li>• The community is saying that smaller community hospitals are interested in taking patients and helping the Red Deer Regional Hospital with capacity.</li> <li>• Carole was invited, along with Council member Sandy Doze, to attend a Central Zone Leadership Forum in Lacombe on June 25, 2019 with AHS Leaders. The topic was around resiliency and how small changes can have a big impact. Carole acknowledges there is more work that needs to be done.</li> <li>• Carole visited the Red Deer Regional Hospital on August 27 with the Minister of Health Tyler Shandro. The needs assessment for the hospital is now available and work is moving along. A tour was given of the pathway of an acute stroke patient from the time of emergency to diagnostic imaging, where a needle is</li> </ul>	

<p><b>9.3.</b></p>	<ul style="list-style-type: none"> <li>• administrated. The Red Deer Regional Hospital has set a record and is leading the province with a time that is ahead by 30 minutes.</li> <li>• Carole shared an update from the June 25/26, 2019 Council of Chairs meeting. The next Council of Chairs meeting is scheduled for September 19 2019.</li> </ul>	
<p><b>9.4. Council Member Roundtable</b></p>	<p><b>Peggy Makofka</b> – Peggy shared a story about a break-in at the ValleyView Manor in September. The incident has really frightened the community, especially seniors. Peggy adds Family and Community Support Services in Rimbey has purchased a Tri-shaw bicycle to provide local seniors with free rides around town.</p> <p><b>Gerry Johnston</b> – Gerry attended the public engagement sessions for proposed Supervised Consumption Services on September 10, 2019. He heard many comments around stopping the sites and putting the money into mental detox and rehabilitation. Gerry added that on August 26 he attended the grand opening of the Lacombe Hospital and Care Centre Emergency Department. Finally, Gerry is looking forward to the HAC Review because he hopes there will be more clarity about the role of Council members and what they can and cannot do within it.</p> <p><b>Sandy Doze</b> – Sandy shared that after the Blue Ribbon Panel Report was released in September there has been a fear of services closing. Sandy adds she attends the Central Zone Primary Care Networks (PCN) Committee meetings and she shared with the group the updates that the PCN is working on around mental health, transitions in care and opioid response initiatives. Sandy will share via email the report card the PCN sends out on its initiative updates. Sandy also shares that in collaboration with AHS, Gastroenterologist specialist have created a primary care guideline of what a physician should do before they refer to a specialist. This will help with managing waitlists.</p> <p><b>Sandra Beaudoin</b> – Sandra shared that the town of Hanna now has a full complement of four doctors. The site manager of the Hanna Hospital met with Sandra and the Town Council to bring clarity about beds closures. There is work needing to be completed at the hospital this year and as a result there will be temporary closures of some of the beds in acute care. Sandra is working with Alberta 55 plus to invite them to Hanna to try to get seniors in the community to be more active. She adds there is one social worker from Three Hills who serves the town of Hanna once a week. The community is still concerned with the</p>	

<p><b>9.5.</b></p>	<p>raise of youth and adult suicide, especially males in the farming and oil and gas industrial seem to be the most effected. Men do not tend to seek out help. More education needs to be available so that people can help recognize the signs of suicide, perhaps bringing education to the school to help create more awareness and prevention.</p> <p><b>Phyllis Loewen</b> – Phyllis shared that getting a person to take the first step towards seeking mental health help is hard and that she read an article that stated 75 per cent of mental health patients are males and/or Indigenous.</p> <p><b>Debra Murphy</b> – Debra shared via email that the Health Advisory Council Twitter and Facebook account followers since May have increased by 30 followers. Debra says sometimes when mental health workers are assessing a patient they begin by apologizing for asking sensitive questions. In order to minimize patients’ possibly feeling further stigmatized, she suggests staff training include information about the impact this can have on them, and encourage staff to avoid it.</p>	
<p><b>10. Next Meeting</b></p>	<p>Date: Thursday November 14, 2018  Time: 5:00 p.m. to 8:00 p.m.  Location: Red Deer Regional Hospital  3942 50A Ave, Red Deer, AB T4N 4</p>	
<p><b>11. Meeting Evaluation and Adjournment</b></p>	<p>Moved by Sandra Beaudoin to adjourn the meeting at 8:25 p.m.</p>	