

# Greater Edmonton

## 2016/17 Annual Report



## 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**

Provide 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, Greater Edmonton Health Advisory Council

The Greater Edmonton Health Advisory Council, along with the other Health Advisory Councils and the Provincial Advisory Councils, has continued to provide valuable input to Alberta Health Services. As council members, we represent our various communities by sharing insights, feedback and suggestions on current and emerging healthcare situations with the Edmonton Zone Executive Leadership Team. We welcome our new council members and give heart-felt thanks for the dedication and hard work of those members who have completed their terms.



*Teresa O'Riordan*

Through 2016, a key area of focus for our members was addiction and mental health. Specifically, members identified issues with service access, availability, staffing and serving special need populations (e.g. aging, youth, rural, and vulnerable people). Additionally, seniors' health continues to be top of mind, including program access, housing and placement in various care facilities, lack of available services in rural areas and cultural considerations for the Indigenous population.

We participated in a robust recruitment process, and the development of orientation materials has been a huge asset for both new and returning council members. In addition, at the Advisory Council Fall Forum, valuable information was shared on topics of interest to members, as well as orientation information on the role of Health Advisory Councils and Provincial Advisory Councils.

After a powerful and compelling presentation in September by Medically Supervised Injection Services Edmonton (AMSISE), council submitted a letter of support in November to AMSISE. We continue to support initiatives that help to ensure Albertans in the Greater Edmonton area have access to the services they require in order to lead healthy and fulfilling lives.

The council was pleased to contribute to the establishment of Alberta Health Services' four foundational strategies; a process that helped members identify priorities and ensure alignment with the values and principles that underpin our healthcare system, and prepare for development of the council work plan.

The Council is privileged to have the regular attendance of dedicated executives from Alberta Health Services at our meetings to provide updates and answer questions. We extend our gratitude to Dr. David Mador, Vice President and Medical Director, Northern Alberta, and Deb Gordon, Vice President and Chief Health Operations Officer, Northern Alberta. Your generosity in sharing information and openness to feedback promotes trust, commitment and confidence in our Alberta Health Services system.

Finally, I would like to recognize the Community Engagement Team, Naomi Shopland, Mary Mueller, and Kathryn Ward for their continued dedicated support of the GEHAC Council. We have had the benefit of informative presentations from various AHS departments as a result of your careful listening, and thoughtful follow up actions. Together we are better!

We have a lot of work to do – with meaningful participation, a full complement of healthcare staff, a full slate of council members and continued infrastructure support, our healthcare future is brighter.

Sincerely,

Teresa O’Riordan, Chair  
Greater Edmonton Health Advisory Council

## About us

### 2016 -2017 Council Members

Current Members		
Teresa	O’Riordan (Chair)	Morinville
Sheila	Raffray (Vice-Chair)	Edmonton
Edith	Baraniecki	Edmonton
Victor	Do	Edmonton
Fahim	Hassan	Edmonton
Anahi	Johnson	Edmonton
Alexander	Kuznetsov	Edmonton
Shirley	Munro	Fallis
Iqra	Nazir	Edmonton
Marlene	Pedrick	Sherwood Park
Fahim	Rahman	Edmonton
J. Lawrence	Tymko	Edmonton
Past Members		
Cornelia	Dootjes	Sherwood Park
Donna	Fausak	Evansburg



*Greater Edmonton council members gather at Fall Forum in Edmonton.*

### Topics on the minds of our council and community members:

- Indigenous health
- Addiction and mental health
- Recruitment and retention of health professionals to rural areas
- Midwifery services
- Access to medically supervised injection sites

5

public meetings were held in Evansburg, Edmonton, Sherwood Park, and Stony Plain

7

new members were appointed

## What we are proud of

### Engaging with the public

- In May 2016, council hosted a booth at the Homeless Connect event at the Shaw Conference Centre in Edmonton. We provided event attendees with information about the council, as well as various healthcare services available in the community.

### Providing feedback and advice to Alberta Health Services

- 2016 was a tumultuous year for the province due to the devastating forest fires. Council wrote a letter of support for the work of the Edmonton Zone leadership to the Alberta Health Services CEO during this time.
- At our September 2016 meeting, council heard from Access to Medically Supervised Injection Services in Edmonton Zone (AMSISE) on the need and feasibility of adding medically supervised injection to the spectrum of harm reduction services in Edmonton. Council sent a letter to the Alberta Health Services senior leadership team expressing our support for this initiative.
- Council was given the opportunity to ask questions and provide feedback when representatives from the Alberta Health Services Edmonton Zone strategic planning department team gave a presentation on the Quadruple Aim Balanced Scorecard approach to planning.

### Enhancing the health of community members

- At our March 2017 meeting, council was given an overview of the new Health Quality Council of Alberta Fostering Open Conversations that Unleash Solutions (FOCUS) website. This website is designed to provide information on Alberta's 16 busiest emergency departments.
- Recruitment and retention of health professions is a significant area of concern in the rural areas of our council region. We have been proactive in inviting members of the Alberta Health Services leadership and community members to council meetings, so that we can provide information and support wherever possible.
- One of our council members attended the 2016 Rural Physician Action Plan (RPAP) conference to learn more about recruiting physicians and medical professionals to rural areas.

## A look ahead

We strongly believe in being able to access the right kind of care, in the right place, at the right time and will carry on advocating for regional standards of care, service, assessment and treatment within our council area.

As a council, we intend to support this by:

- Promoting themed meetings during the year to encourage education on specific areas of healthcare.
- Inviting service providers and educators to present information at council meetings based on the needs of the community.
- Increasing communication between council, Alberta Health Services, and partner organizations.
- Providing feedback on Alberta Health Services publications.
- Identifying needs of vulnerable populations.

Community engagement, council awareness and member education are important priorities for our council, and we would like to focus on the following:

- Represent and promote the council at community events.
- Create opportunities for enhanced council awareness in the community.
- Undergo formal community engagement training.
- Identify council's specific role in the Alberta Health Services 2030 planning.
- Create council promotional material.
- Increase knowledge of research based innovation/integration in healthcare.
- Bring mental health first aid training to the area.

As our region continues to grow and evolve, we will work with our rural and urban friends, family, neighbours and Alberta Health Services to advise on community health promotion, priorities, and projects.

# 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](#)
- [greateredmonton@ahs.ca](mailto:greateredmonton@ahs.ca)
- [Twitter](#) and [Facebook](#)