

Palliser Triangle

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

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, Palliser Health Advisory Council

Membership on a Health Advisory Council, no matter which region in the province, proves to be a wonderful opportunity to listen to community citizens. Those of us on the Palliser Triangle Health Advisory Council take great pride in our council as our members bring a blend of traits and skills to the table, the desire to listen being the most important.

Listening does not guarantee that change will take place because a concern has been voiced, although that is a possibility. What we have found is that citizens generally want to discuss their concerns and to know that a member has taken time to listen, clarify an issue, or refer their issue to the council or to Alberta Health Services. By approaching concerns in this way, we find a greater deal of satisfaction about the delivery of health services.

Over the years, both Alberta Health Services and our individual communities have gained a more complete understanding as to who we are as a council and how we can often ease their concerns. This increased level of satisfaction has to be maintained and, if at all possible, increased.

As well, efforts by the Chief Zone Medical Officers and individual physicians have resulted in a roster of available physicians in our area of the east portion of the South Zone. Extra effort is being spent on finding specialists. Physician attraction and retention networks are in place and ready to assist from the community's side, such as community benefits, helping new physicians get assistance in setting up an office, helping a spouse find a local job or learning how to take advantage of community resources.

Members of the council are passionate about the delivery of positive health services. As volunteers, they dedicate time, energy, and effort to ensure they can help wherever they can. As Chair, my sincerest thanks and appreciation are extended to them for their work and dedication. It is indeed a pleasure to have such a stable, knowledgeable group of individuals helping us move forward.

Sincerely,

Dr. Ken Sauer, Chair
Palliser Triangle Health Advisory Council



Dr. Ken Sauer

About us

2016 -2017 Council Members

Current Members		
Dr. Ken	Sauer (Chair)	Medicine Hat
Patty	Rooks (Vice Chair)	Seven Persons
Dr. Sara	Armour	Medicine Hat
Ajit	Atwal	Medicine Hat
Rudi	Brockmann	Oyen
Pat	Dietrich	Medicine Hat
Barry	Morishita	Brooks
Diane	MacNaughton	Medicine Hat
Marjorie	Moncrief	Bow Island
Paul	Nederveen	Medicine Hat
Heather	Norris	Oyen
Blake	Pedersen	Medicine Hat
Reg	Radke	Brooks
Stephanie	Shaw	Medicine Hat
Past Members		
Jim	Black	Medicine Hat
Margaret	Kargard	Bassano



Palliser Triangle council members gather at Annual Fall Forum in Edmonton.

Topics on the minds of our council and community members:

- Addiction and mental health services
- Seniors health
- Influenza/immunization
- Capital projects and re-developments in the zone
- Medical Assistance in Dying (MAID)
- Physician recruitment

5

public meetings were held in Oyen, Brooks, Medicine Hat, and Bow Island

2

engagement sessions were held for South Zone 2017-2020 Operational Plan

8

new members were appointed

What we are proud of

Engaging with the public

- We provided on-going support for the South Zone 2017-2020 Operational Plan including hosting engagement sessions and Chair participation on the steering committee.
- We hosted South Operational Plan engagement sessions in Brooks and Medicine Hat.
- We helped to engage community on the Medicine Hat Regional Hospital redevelopment project through the distribution of an information handout.
- We helped distribute accurate information to their networks to combat common myths in the community on the lab services transition.
- One of our members shared a booth at Spectrum Festival with a member of the Alberta Health Services Communications team.
- Our members supported Alberta Health Services at a Passion for Health event to increase awareness of the Health Advisory Councils.
- Council, in partnership with Alberta Health Services, addressed public members' concerns on topics such as grief support, financial burden of 24 hour support, specialist/testing access, Alberta Health Services funding for public programs.

Providing feedback and advice to Alberta Health Services

- We provided a letter of support for the initiation of a recovery centre in the area and subsequently work with Alberta Health Services on the development. In 2016, the council had the opportunity to tour Medicine Hat Recovery Centre. The \$7.6-million facility has 18 beds to help people recover from drug and alcohol abuse.
- We attended a joint engagement session with Oldman River Health Advisory Council in Taber on June 2016 to provide council input into the South Zone Operational Plan.
- A council member participated in key informant interviews through the Action Learning Project which focused on developing an approach that will introduce, enhance and spread family presence across the organization.
- A council member was featured in an Alberta Health Services' Passion for Health "Because you cared" video.

Enhancing the health of community members

- Council participated in numerous committees and projects in order to better understand health services in the zone and better share input from their communities across a wide range of health areas including:
 - Brooks Youth Action Committee
 - Medicine Hat Poverty Reduction Advisory Committee
 - Friends of Medicare
 - Oyen Family and Community Support Services
 - Project Connect
 - Oyen Health Task Force
 - Medicine Hat Police Victim Support Services
 - Senior Citizen Advisory Committee
 - Addiction and Mental Health Provincial Advisory Council
 - Continuing Care Quality Committee
 - St. Joseph's Home Medicine Hat Community Board
 - Community Foundation of Southeast Alberta Board

Key learnings

- We heard presentations from various experts, community and organization representatives on the following topics: Community Infection, Senior's Health, Medical Assistance in Dying, Indigenous Health, Parkinson, Community Engagement, HALO Rescue Services, and Primary Care Networks.
- A council member received training as mental health educator for teachers and community members.
- One of our members received training to become an Alberta Health Services Better Choices Better Health program course facilitator.

A look ahead

As we look ahead for the next year, we will be focused on four key priority areas:

- Understanding and advocating for mental health and addiction services in the South Zone. As mental health is a priority across the province, council will look to collaborate with other health advisory councils in the South Zone, as well as provincial councils like the Addiction and Mental Health Provincial Advisory Council.
- Seniors health and the aging population of the South Zone, which will include looking to assess the needs of the demographic from the public perspective.
- Increasing awareness of health promotion and prevention, including promotions in schools and awareness around medication abuse.
- Attending and hosting public events to increase awareness of the council and Alberta Health Services in order to better provide advice to AHS from feedback from the public.

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](#)
- pallisertriangle@ahs.ca
- [Twitter](#) and [Facebook](#)