



Minutes – Palliser Triangle Health Advisory Council

Monday November 19, 2018 12:00 p. to 3:00 pm

Severn Persons Community Hall, Seven Persons, AB

Council members present: Reg Radke (Chair), Blake Pedersen (Vice Chair), Lorrie Clizbe, Dr. Sara Joan Armour, Ajit Atwal, Diane MacNaughton, Marjorie Moncrief, Paul Nederveen, Patty Rooks, Dr. Ken Sauer, Ron Wickson

AHS: Katherine Chubbs, Linda Iwasiw, Andrea Jackson, Dr. Jack Regehr, Gwen Wirth

Public: Three

Regrets: Patricia Dietrich, Heather Norris, Stephanie Shaw, Grant Walker

<i>Agenda Item</i>	<i>Discussion</i>	<i>Action</i>
1. Welcome & Introductions	Council Chair, Reg Radke, welcomed guests to Seven Persons and to the Palliser Triangle Health Advisory Council meeting.	
2. Approval of Agenda	Moved by Dr. Ken Sauer that the agenda for Monday November 19, 2018 be approved. MOTION CARRIED.	
3. Approval of Minutes	Moved by Ajit Atwal that the minutes of Monday September 24, 2018 be approved. MOTION CARRIED.	
4. Presentations		
4.1. Public Presentation	<p>Treena Klassen, Executive Director with the Palliser Primary Care Network (PCN) advised she will share the summary document from the Vital Conversations event that took place in October, with Council. As well, the PCN is visiting clinics to conduct clinic surveys on things such as wait times and parking. Lastly, the PCN is in the process of contacting patients to ensure physicians' panels of patients is accurate, for submission to the emergency medical record (EMR).</p> <p>Julie Davis, Consultant with Rural Health Professions Action Plan (RhPAP), says RhPAP collaborated with the nursing program at Medicine Hat College on a skills event in Bow Island. In January, the Professional Alberta</p>	

	<p>Residents Association (PARA) will host a transition to practice event for southern Alberta rural medicine residents.</p> <p>Avril Torrence, shared the Friends of Medicare has created a plain-language guide to improving healthcare that she'll share with Council in January.</p>	
<p>4.2. Mobile Integrated Healthcare Michele Smith, Manager, Mobile Integrated Healthcare (MIH), AHS</p>	<p>Michele Smith, Manager with Mobile Integrated Healthcare (MIH), provided an overview of the program saying it's an Enhancing Care in the Community (ECC) initiative that improves system capacity by administering non-emergent care in place. The focus is on providing primary care anytime, anywhere, to patients who don't require emergency care. Since it is not an emergency response, there is no linkage to 9-1-1.</p> <p>The MIH program is comprised of the Assess, Treat and Refer (ATR) Patient Coordination Centre and Community Response Teams (CRT). Each ATR is staffed by clinically trained Community Paramedics and is designed to connect to primary and urgent care services in each of the communities we operate in, including Medicine Hat. The program is responsible for the intake of referrals to the MIH program and the coordination of community paramedic resources. The Emergency Medical Response (EMS) Community Response Teams consist of a single community paramedic supported by a direct physician consultation. There is no cost to the patient. Accessing community paramedic services requires a referral from a community healthcare staff member or a physician.</p> <p>There are two ATR Patient Coordinator Centres, located in Edmonton and Calgary. The program provides continuing care and EMS staff with real-time solutions for non-emergent patients. Coverage is province-wide and connects patients with community health services when they opt out of transportation. The program interfaces with existing dispatch services.</p>	
<p>5. Old Business</p>		
<p>5.1. Business Arising from the May 26, 2018 minutes</p>	<p>Due to the amount of action items from the September 24, 2018 meeting, Andrea Jackson, Advisory Council Coordinator, provided members a written report of action items completed. The following are items outstanding:</p> <ul style="list-style-type: none"> • Andrea will connect with Katherine for a copy of the mental health needs assessment – Update: Council may invite Trevor Inaba, Executive Director, Addiction and Mental Health to present at a future meeting on the mental health needs assessment. • Reg Radke will follow up with Ajit re: query about AHS' standards of care for facility owners. To do. • Reg/council will follow up on process for tender, where the information can be found. In progress. • Andrea will follow up with Tony re: list of who is signed up for Medical Fire Response (MFR) program. Complete. • Reg will draft a letter of support re: South Zone Indigenous Patient Navigator Model and share with Andrea Jackson and Council - No longer applicable as Zone has been approved. Complete. 	<p>Andrea will collate and share Heather's feedback (from Oyen Activity Fair) with AHS.</p>

	<ul style="list-style-type: none"> • Gwen will enquire a presenter on medicinal use of Cannabis. Complete. • Andrea will share Heather’s feedback with AHS. To do. • Andrea will seek a response to Dr. Sauer’s query about hospital infections. In progress. 	
6. New Business		
<p>6.1. South Zone Executive Leadership Update</p> <p>Katherine Chubbs, Chief Zone Officer, South Zone</p> <p>Dr. Jack Regehr South Zone Medical Director</p>	<p>Katherine Chubbs, Chief Zone Officer, provided the following update:</p> <ul style="list-style-type: none"> • Organization design project is going through its last level of management right now. In 2019 the Zone will review roles and responsibilities. There will be a stronger program focus with a high-level leader attached to each one. • Connect Care is on track with rollout in South Zone scheduled for 2021. A steering committee will be established in the next few months to plan for the rollout. Right now this is the biggest piece of organizational work and the biggest IT solution in AHS history. Within the next six months or so AHS will start planning for a patient portal, and HACs will be asked to help inform this work. Katherine suggested Dr. Low could present about Connect Care, if Council is interested. <p>Ajit questioned the lag time for keeping the system updated with data. Linda Iwasiw responded data is entered at the time of service delivery. Once a physician signs off electronically, there may be occasions the information is delayed by a day, but the majority of information will be available immediately.</p> <ul style="list-style-type: none"> • Enhancing Care in the Community – this will include many initiatives including palliative care and enhanced home care. • Budget request process – this process has been cancelled this year. Katherine sits on a committee to design a new process that will include gathering community input to priorities. • Influenza – Flu season is in full swing and it’s important to get vaccinated. This is the time of year we see an increase in bed pressures. The Zone is looking into options for additional beds. • Aggression by patients - incidents have increased; AHS’ focus is on anti-violence alerts. The numbers could be a result of staff getting better at reporting, but safety remains a priority. • Dialysis in Brooks - AHS met with the Brooks Foundation to discuss monies raised for dialysis. The provincial criteria for a dialysis unit in a community are six patients minimum; Brooks has one. The Foundation is now looking at other options of where it will spend monies raised. • Indigenous Navigator – AHS applied for a research grant and learned last week it will receive \$1.4M. • Bow Island engagement – AHS went to Bow Island in October where it met individually with three different families to discuss concerns. An engagement session was held with community stakeholders 	<p>Council will consider a Connect Care presentation in six months.</p>

	<p>and much of the actions committed to have been successfully completed. AHS is rolling out a new initiative called collaborative care as a piece of work in seniors care.</p> <ul style="list-style-type: none"> • Long Term Care audits – results from recent audits in the Zone indicate residents are happy with their care and accommodation standards are excellent. <p>Dr. Jack Regehr, South Zone Medical Director, shared the following information:</p> <ul style="list-style-type: none"> • Connect Care - the system will give report cards to physicians to advise when notes are duplicated and will improve real-time information sharing. • Rural Maternity Care Provincial Work – AHS is currently determining how it can support different rural sites, where it should perform C-sections et al. • Physician Leadership – a Zone meeting took place in Taber in October. AHS is a leader in accessing resources to help physicians become better team leaders. • Organization design project will also change the way physicians do business in the zone. Cardiology is a focus – where do we place devices, how much training is needed to have these services? We need to determine where areas of expertise are. • Tanya Ellis – Dr. Regehr met with Tanya after her presentation to the HAC in September and got ideas for areas of improvement out of discussion. They are planning to use her feedback for physicians and staff to illustrate how to improve processes and the impact it has to patients. 	
<p>6.2. Report from the Chair Reg Radke</p>	<p>Reg Radke provided the following update:</p> <p>Vital Conversations – Reg (along with several other HAC members) attended this one-day community discussion in Medicine Hat that explored issues, opportunities and solutions to community issues, one of which is health. The event was a collaboration with the Palliser PCN and local organizations.</p> <p>South Zone Senior Operating Officer interview – Reg was invited to sit on the interview panel for the new hire for the Addiction and Mental Health portfolio.</p> <p>Community Conversations – the event for Palliser Triangle will take place in Medicine Hat on February 25. Discussion will continue as we plan for the event along with AHS Community Engagement.</p> <p>Council of Chairs – the October meeting focused on issues of transportation in rural areas; access to Addiction and Mental treatment services; Community Paramedic program as a valuable tool for providing continuity of care; physician recruitment and HAC member recruitment.</p>	

6.3. Work Plan Update	<p>Council met for a working session prior to the HAC meeting to share updates on its work plan. Progress continues as Council will participate in a Community Conversation event in the winter, a trade show in the spring and possibly another public forum in the spring.</p>	
6.4. Advisory Council Coordinator Report Andrea Jackson	<p>Andrea Jackson shared the following Advisory Council Coordinator update:</p> <ul style="list-style-type: none"> • Community Conversations – Reg and Blake provided an update about the February 25 event at the working session, clarifying it is one event that will reflect on the upcoming AHS 10th anniversary and also encourages communities to discuss wellness successes and challenges. Andrea reiterated Council will be included in the planning and building of the stakeholder invitation list. • Budget – RhPAP conference, April 2018, Reg Radke - \$241.61; Public Forum, April 2018, Council - \$176.82; Medicine Hat Volunteer Night, June 2018, Diane MacNaughton - \$20.00; Mental Health Conference, November 2018, Reg Radke - \$225.00; Balance = \$4,159.75 We await an invoice from the Heritage Inn & Suites for the public forum in Brooks on November 7. 	
6.5. Council Roundtable & Good News Stories	<p>Paul Nederveen attended the Vital Conversations event and is hopeful a report will come from the event that will lead to action and change. Paul continues to support providing smokers at the Medicine Hat Regional Hospital a practical place to smoke outside that doesn't require them to cross the street. Paul also supports accessibility of the Tim Horton's area at the Medicine Hat Regional Hospital. Linda Iwasiw says AHS is in discussion with nutrition services about the possibility of reconfiguring the space. Lastly, Friends of Medicare is hosting an information session on medical use of cannabis on November 23 at the Medicine Hat Library.</p> <p>Ajit Atwal attended the Vital Conversation event as well. The next step will be for local agencies to build on the discussion at the event and see how items of discussion will be actioned. Ajit also shared the Community Foundation of Southeastern Alberta provides \$400,000 in grants, two times a year, to various community organizations, many of which impact health and wellness. Monies go toward training, mentoring, supporting seniors outreach programs, mental health, purchasing equipment and more.</p> <p>Marjorie Moncrieff attended the community meeting in Bow Island with AHS in October and feedback has been positive. She is hopeful trust is being regained and that staff is feeling more empowered. Marjorie suggested forming a community group AHS could connect with on various initiatives to provide local perspective. Katherine Chubbs responded the HAC is how AHS does this, as well, it connects with elected officials and with patient advisers regularly.</p> <p>Sara Joan Armour shared the Medicine Hat Public Library hosts many health-related events. She added health services in Alberta need to focus more on prevention and spending less.</p> <p>Diane MacNaughton shared that internal directional signage at Medicine Hat Regional Hospital in relation to</p>	Katherine

	<p>ECGs is unclear. Katherine Chubbs advised she would enquire further. Diane recently attended the rural mental health conference as well as the Medicine Hat Community Housing engagement event on homelessness in Medicine Hat. These events are opportunities to learn about resources and to hear community perspectives on initiatives.</p> <p>Blake Pedersen also attended Vital Conversations and says the information was insightful and the diversity of participants added to the success of the event. Blake also attended his first Palliser PCN meeting as Community Director. The learning curve is steep and he will share information with the HAC.</p> <p>Blake encouraged members to look at the HAC calendar of events and add where there is opportunity for engagement with the community. Council discussed participation in the bi-annual trade show in Medicine Hat, March 1-3, 2019.</p> <p>Moved by Dr. Ken Sauer to register the HAC in the spring trade show, with monies from the HAC community engagement budget. Reg will enquire the cost to register. MOTION CARRIED.</p> <p>Reg proposed holding off on public forum until the fall and would like Council to decide in January.</p> <p>Reg Radke advised the Grasslands Family and Community Support Services (FCSS) contacted him regarding AHS home care no longer attending small community social gatherings and providing foot care and blood pressure testing. Reg is following up to determine why. Reg shared he recently attended a learning session at the Prairie Rose Hospice and Palliative Care Society where he was impressed to learn about their services and accessing them. Reg also recently attended the rural mental health conference and will share the report from the event when it's available. Finally, due to low public attendance at the HAC Public Forum in November Reg will connect with Lorrie Clizbe and other Brooks contacts and will bring a recommendation back to Council in the New Year.</p> <p>Ron Wickson shared an update on the Bassano Project. Architectural work on the senior's portion of the facility is near completion. AHS has been at the table through the design of the project and advised how it could be constructed in order for later integration with the second phase, the health centre. The health centre portion has not yet been approved for funding and is the ultimate goal of the Newell Foundation and its partners. Ron, the Mayor of Brooks, Barry Morishita, and partners hope other funding models are available besides government. The group is working with AHS to ensure written materials are in alignment with AHS' mission, vision, etc.</p> <p>Lorrie Clizbe is a newly appointed member and shared a bit about her background. Lorrie worked 40 years in nursing and now is a nursing instructor at Medicine Hat College. She attended the Advisory Council Fall Forum and says it was nice to view things from a community lens. Katherine offered to connect to inform about the</p>	<p>Chubbs will enquire about wayfinding at MHRH.</p> <p>Reg Radke will enquire registration cost for trade show.</p>
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	<p>South Zone Operational Plan, if desired.</p> <p>Patty Rooks attended both community meetings in Bow Island. She is hopeful things are moving in the right direction. Patty shared concern about the lack of advertising of flu clinics dates to which Gwen responded advertising has been decreased across the province. AHS has been pushing other methods such as social media and on the AHS website. In addition, pharmacies post campaign materials but physician offices do not. Gwen advises she will ensure the HAC received information about local flu clinics. Patty asked about rates of immunization in Bow Island and Gwen will enquire.</p>	Gwen will provide immunization rates in Bow Island to HAC.
7. Next Meeting	<p>Date: Monday, January 28, 2019</p> <p>Time: 12:00 p.m. to 3:00 p.m.</p> <p>Location: Medicine Hat Regional Hospital 666 5 St. Medicine Hat, AB</p>	
8. Meeting Evaluation & Adjournment	Moved by Patty Rooks to adjourn the meeting at 3:05 p.m.	