



Minutes – Palliser Triangle Health Advisory Council

Monday January 28, 2019 12:00 pm to 3:00 pm

Medicine Hat Regional Hospital, 666 5St. SW, Medicine Hat, AB

Council members present: Reg Radke (Chair), Blake Pedersen (Vice Chair), Dr. Sara Joan Armour, Ajit Atwal, Lorrie Clizbe, Patricia Dietrich, Diane MacNaughton, Paul Nederveen, Heather Norris, Dr. Ken Sauer, Stephanie Shaw, Ron Wickson

AHS: Katherine Chubbs, Linda Iwasiw, Andrea Jackson, Dr. Jack Regehr, Grant Walker, Gwen Wirth, Colin Zieber

Public: Eleven

Regrets: Marjorie Moncrief, Patty Rooks

<i>Agenda Item</i>	<i>Discussion</i>	<i>Action</i>
1. Welcome & Introductions	Council Chair, Reg Radke, welcomed guests to Medicine Hat and to the Palliser Triangle Health Advisory Council meeting.	
2. Approval of Agenda	Moved by Blake Pedersen that the agenda for Monday January 28, 2019 be approved. MOTION CARRIED.	
3. Approval of Minutes	Moved by Ajit Atwal that the minutes of Monday November 19, 2018 be approved. MOTION CARRIED.	
4. Presentations		
4.1. Public Presentation Prairie Rose Hospice and	Treena Klassen, Executive Director with the Palliser Primary Care Network (PCN) advised they have two research projects underway – one on primary care standards and one on leadership and primary care. She shared an Registered Nurse (RN) position in Brooks has been filled with someone who is multilingual which will be a great help to work with multilingual patients. A lot of work is being done on emergency medical record (EMR) standardization and verification and the PCN has made over 3,000 calls to local residents to verify their physician and to ensure EMRs are correct. Lots of education is being done on opioid response and chronic pain management in primary care, and, work continues with new family physicians to ensure they can navigate the	

<p>Palliative Care Society – written</p> <p>Regional Collaborative Service Delivery Group,</p> <p>Friends of Medicare</p>	<p>system and its technology. Public Health maintains close communication with physicians to tabulate immunizations done in their offices.</p> <p>Julie Davis, Consultant with Rural Health Professions Action Plan (RhPAP), says RhPAP is hosting a high school skills event in Brooks in April. The event will expose Brooks, Duchess and surrounding communities’ high school students to various rural health careers including medicine, nursing, laboratories and Allied Health. RhPAP has created a short video highlighting the enrichment program for physicians. The program is great for continuing professional development and RhPAP has funding available for rural physicians to participate.</p> <p>Prairie Rose Hospice Palliative Care Society of Brooks</p> <p>Reg Radke spoke on behalf of the Prairie Rose Hospice Palliative Care Society of Brooks, who requests Councils consideration as a potential community partner in supporting and promoting enhanced palliative and hospice care in the Brooks area. The goal is to build strong palliative care support in the years ahead.</p> <p>Southeast Regional Collaborative Service Delivery (RCSD)</p> <p>Donna Balas, Regional Manager, southeast RCSD, and Dr. Nicoelle Wanner, shared information about the RCSD initiative, a partnership with Alberta Education, Alberta Health (including AHS), Alberta Children’s Services and Alberta Community and Social Services. The initiative ensures children, youth and families have access to the supports they require in order to be successful at school and in the community. They work together to identify needs and develop solutions, relative to the region. Services include but are not limited to mental health supports, speech-language therapy and occupational therapy.</p> <p>The southeast chapter would like to provide support for those with visual impairments, and, is in need of more devices for those with complex communication skills. It is also looking at diagnosis and supports for autism, and Dr. Wanner has established a collaborative that works on improving access to mental health services in the regions, in particular for children ages four through nine. She added Policy Wise has requested a call for a proposal for mental health youth hubs, as additional supports and facilitation.</p> <p>Friends of Medicare</p> <p>Avril Torrence, Chapter Chair with the Palliser Friends of Medicare (FOM), shared a plain-language guide to addressing healthcare concerns brochure that the FOM created. The brochure outlines how to navigate the health system. Colin Zieber, Senior Operating Officer, AHS, added this link from Alberta Health is a good companion resource for raising concerns about the healthcare system.</p>	
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<p>4.2. THRIVE – Medicine Hat & Region Strategy to End Poverty & Increase Wellbeing Karen Danielson, Executive Director & CEO</p>	<p>Karen Danielson, Executive Director and CEO of THRIVE (Medicine Hat & Region Strategy to End Poverty & Increase Wellbeing), provided information about the work of the organization, whose goal is to end poverty in Medicine Hat by 2030 by focusing on multiple determinants as opposed to only one.</p> <p>Community consultation and partnership with school divisions, the City of Medicine Hat and others resulted in the development of a strategy and 13 priority areas of focus – leadership and systems change; community system planning; income security; business innovation; energy poverty; affordable housing; homelessness; food security; transportation; health and wellness; learning and literacy; resilient families and community safety.</p> <p>THRIVE incorporates the use of the HelpSeeker application (app), a resource that connects those seeking help with those who provide supports. Supports include help with housing, domestic violence, shelters, recreation, counselling, parenting, mental health, addictions, education and more. Users can go to HelpSeeker.org for further information.</p>	<p>Karen will email Andrea data from THRIVE, to share with Council.</p>
<p>5. Old Business</p>		
<p>5.1. Business Arising from the November 19, 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 – In progress: Council is requesting Trevor Inaba, Executive Director, Addiction and Mental Health to present at the March 25 HAC meeting on the mental health needs assessment. • Reg Radke will follow up with Ajit re: query about AHS’ standards of care for facility owners. Complete. • Andrea will collate and share Heather’s feedback from Oyen Activity Fair with AHS. Complete. • Andrea will seek a response to Dr. Sauer’s query about hospital infections. Complete. • Council will consider a Connect Care presentation in six months (May 2019). To do. • Katherine Chubbs will enquire about wayfinding at MHRH. Complete. • Reg Radke will enquire registration cost for trade show. Complete. • Gwen will provide immunization rates in Bow Island to HAC. Complete. 	
<p>6. New Business</p>		
<p>6.1. South Zone Executive Leadership</p>	<p>Katherine Chubbs, Chief Zone Officer, provided an update on the South Zone 2017-20 three-year plan. Going through all 12 objectives of the plan, Katherine identified key actions and highlights to-date. Highlights include:</p> <ul style="list-style-type: none"> • South Zone is seeing a reduction in lengths of stay and is working close with Continuing Care facilities on 	

<p>Update</p> <p>Katherine Chubbs, Chief Zone Officer, South Zone</p> <p>Dr. Jack Regehr South Zone Medical Director</p>	<p>planning for more beds;</p> <ul style="list-style-type: none"> • the Zone continues to roll out collaborative care to engage patient and families as part of care team; • the Zone doubled their number of patient advisers; • the Zone continues to enhance service for patients with complex needs, expanding police and crisis teams et al; • the framework for the chronic pain model is in pilot testing phase in Medicine Hat right now; • the Zone has done a lot of work on emergency department wait times and continues to address orthopedic surgery wait times; • the Zone has finalized its leadership design. Its leadership structure is small yet high-performing. Next steps are succession planning and mentorship. Zone leadership recognizes the importance of engaging staff early and often, which leads to improved patient care; • Cultural Competency training of staff continues and is mandatory for all staff by October 2019; • to address harm prevention the Zone is creating a new quality structure via Quality Councils. The goal is to have quality conversations and prioritize quality from the frontline, up; • the Zone is looking at how to connect with hard-to-reach populations to provide immunizations; • the Zone has reduced workforce injuries by half. It maintains focus on reducing injury and violence. <p>In addition, South Zone created a model for quality improvement for seniors' health and is in the process of developing a framework for it. A toolkit will be part of it and it will be rolled out across the Zone when ready.</p> <p>When asked the number and location of community beds, Katherine responded six have opened in Fort Macleod, two in in Cardston, twelve in Lethbridge.</p> <p>Lorrie Clizbe asked if psychiatry in Brooks is accepting new patients. Dr. Jack Regehr will inquire.</p> <p>Heather Norris asked if it's possible to speed up renovations at the Oyen Hospital. Katherine advised the AHS contractors have a period of time to complete their projects.</p> <p>Reg Radke asked if AHS' reports on immunization rates is based on information from AHS sites and whether it includes pharmacies and other providers? Grant Walker says AHS asks pharmacies to report its numbers so AHS can include in its reporting. Alberta Health collects information from physicians and all is consolidated.</p> <p>Dr. Jack Regehr, South Zone Medical Director, shared the following update:</p> <ul style="list-style-type: none"> • AHS works close with Primary Care Networks on transitions between home, hospital and back to home; 	<p>Dr. Regehr will inquire if psychiatry in Brooks is accepting new patients.</p>
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	<ul style="list-style-type: none"> • There's been a decrease in over doses from drug use but opioid narcotics remains a big concern; • South Zone has hired two psychogeriatricians in Medicine Hat; • South Zone has not been able to hire a pediatrician with child psychiatry. This is a challenge across the province that AHS is looking at how to resolve; • Medical Affairs sponsored three physicians who will take training in wound care to support keeping people in their homes; • South Zone has recruited a physician in Oyen who should begin in six to twelve weeks. 	
6.2. Report from the Chair Reg Radke	Reg Radke provided the following update: <ul style="list-style-type: none"> • Reg and Blake continue to meet via teleconference with Katherine and Andrea to plan HAC meetings; • Reg has participated in planning for the Community Conversation event, February 25 in Medicine Hat; • Further information in roundtable report. 	
6.3. Advisory Council Coordinator Report Andrea Jackson	Andrea Jackson shared the following Advisory Council Coordinator update: <ul style="list-style-type: none"> • Recruitment campaign – recruitment for new members to Advisory Councils takes place January 14 - February 1, 2019. With a number of terms expiring in the months ahead we are looking to fill vacancies. Coordinator provided recruitment tools for members to share with their communities. • Annual satisfaction survey - the survey will be sent to members January 21, and is intended to measure satisfaction with the role in order to make adjustments as needed. • Top 5-10 – Council reviewed and revised the list from fall 2018. The list is a compilation of top 'issues' members hear within their communities that is shared with AHS' Community Engagement Committee of the Board. 	
6.4. 2019/20 Meeting Dates	Council approved its 2019/20 meeting date schedule.	Andrea to send 2019/20 meeting dates to Council and Zone leads.
6.5. Council Roundtable & Good News Stories	<p>Ajit Atwal continues work with the Community Foundation of Southeastern Alberta, and with Covenant Health. He's been hearing a lot about safe consumption sites – people uncertain of the need, wary of perceived risks.</p> <p>Sara Joan Armour queries if the healthcare system can incorporate a tracking system for at-risk patients, to reduce chances of harm if they wander from a healthcare facility. Colin Zieber responded there is currently a system being piloted with dementia patients in Alberta. Sara also says the justification for a safe consumption</p>	Andrea to collate written roundtable reports; share with Zone leads

	<p>centre in Medicine Hat.</p> <p>Pat Dietrich shared information about the Nurture Pregnancy Centre in Medicine Hat, an organization that provides free supports for new moms in need, up to the first two years of the child’s life. Pat also shared a special transit program in Medicine Hat is undergoing a review of its policies, which will likely have an impact to rehabilitation services.</p> <p>Stephanie said there is lots of talk about the safe consumption site in Medicine Hat and suggests the HAC receive a presentation to dispel myths. Katherine advised that AHS is a partner, with project leads being the community organization (HIV Community Link) and Alberta Health. She adds Safelink is currently hosting information sessions for public to attend.</p>	
<p>7. Next Meeting</p>	<p>Date: Monday, March 25, 2019 Time: 12:00 p.m. to 3:00 p.m. Location: Bassano Community Hall 608 5 Ave. Bassano, AB</p>	
<p>8. Meeting Evaluation & Adjournment</p>	<p>Moved by Sara Joan Armour to adjourn the meeting at 3:15 p.m.</p>	