



Palliser Triangle Meeting Summary

Monday, January 27, 2020 / 12:00 p.m. – 3:00 p.m. / Telehealth

Introducing your Palliser Triangle Health Advisory Council members:

In attendance: Reg Radke (Chair), Blake Pedersen (Vice Chair), Andrea Ames, Ajit Atwal, Pat Dietrich, Lorrie Clizbe, Paul Nederveen, Heather Norris, Angie Traill

AHS: Dr. Michael Auld, Katherine Chubbs, Linda Iwasiw, Andrea Jackson, Gwen Wirth, Colin Zieber

Regrets: Ron Wickson

Community Input

There were three members of the public in attendance. The following input was shared:

- Lara Harries of the Rural Health Professions Action Plan (RhPAP) shared information about Rural Health Week, May 25-29, 2020. She adds that nominations for the 2020 RhPAP awards are open until February 28.
- Treena Klassen with the Palliser Primary Care Network (PCN) shares there are two new physicians in Medicine Hat and that six physicians in the city are accepting new patients; two in Brooks are.
- Treena says the PCN has connected with the new mental health staff in Brooks. As well, the PCN has not been successful recruiting for a Nurse Practitioner.

Public Presentation

Medicine Hat & Area Elder Abuse Prevention Coalition

Shantel Ottenbreit, Community Resource Worker, City of Medicine Hat

Colleen Lewis, Co-Chair, Medicine Hat & Area Elder Abuse Prevention Coalition

See the presentation in supporting documents, below.

Highlights include:

- The purpose of the Coalition is to provide a coordinated community response to achieve common goals related to addressing elder abuse. The Coalition's goal is to provide a grassroots approach.
- Elder abuse is deemed as any action or inaction by a person in a trusting relationship that jeopardizes the health or well-being of any older adult, causing harm or distress.
- It's estimated in Medicine Hat there are 1640 older adults being abused (not including non-reported incidents or surrounding rural communities).
- The most common type of abuse is financial.
- The Coalition is in the process of implementing its coordinated community response – its strategic plan and protocols and a response flow.
- The Coalition is advocating for an elder abuse case manager who will support older adults and take referrals.



South Zone Update

The following information was shared with Council:

Katherine Chubbs, Chief Zone Officer, South Zone, provided the following update:

- The Government of Alberta has the AHS Review that was conducted by Ernst & Young (EY). It is anticipated the report will be made public within the next week, or so.
- AHS is anticipating significant changes that will be recommended and will have 100 days to respond.
- South Zone has been focused on financial planning and monitoring and its budget remains on track.
- AHS is preparing a plan pertaining to the Coronavirus and determining if/when it may need to do more planning locally.
- A provincial review was commissioned by the Alberta Government re Supervised Consumption Services. AHS awaits the results and will share them publicly once received.
- 2020-21 will see a significant upload of surgeries so high-level planning is underway to address the need. 2021-23 will require further robust planning.
- Connect Care roll out in the South Zone will be delayed by a year. It remains on track and a priority for AHS. Visit the [website](#) for more information about Connect Care.
- AHS will learn how many mental health beds will be allocated across the province, in the next couple of weeks.

Colin Zieber, Acting Senior Operating Officer, shared the following:

- The Addiction and Mental Health team has begun program planning that will occur over the next 12-18 months. Its focus is expanding partnerships with primary care, children and youth.

Questions and comments from Council

Q. Reg asked if AHS is looking to fill nursing vacancies and support positions.

A. Katherine responded that nothing is on hold, including recruitment. AHS looks at operational best practice to identify its current state, where it needs to be and how it will get there.

Colin Zieber added all positions in rural-east community clinics are filled.

Dr. Michael Auld added the Zone will have a better idea of service needs upon which it will build a physician workforce plan.

Q. Paul asked the status if the MAID (medical assistance in dying) coordinator position.

A. Linda Iwasiw responded someone has been hired and has begun orientation.

Q. Paul asked why the MAID coordinator is located in Lethbridge.

A. Katherine responded it is a Zone position and that AHS hired the most qualified candidate. The position is designed for the service needed, not according to location.

Q. Pat inquired about a cardiology clinic in Medicine Hat.

A. Dr. Auld advised several physicians are opening a private clinic. AHS is working with them to understand the services being offered and to determine how it can help the local community.

Q. Ajit queried why new recruitment is coming from outside of the Zone.

A. Dr. Auld responded that happens sometimes, depending on the specialty. Rural zones often have different recruitment challenges than urban. South Zone looks everywhere when recruiting physicians, including



international graduates.

Reg commented on the emphasis on financial outcomes and need for more emphasis on quality.

Katherine responded that perceptions of quality of care are subjective. AHS focuses on appropriateness of care and that AHS is moving towards an evidence-based system of care that will ensure a quality framework to guide change.

Actions/next steps:

- Dr. Auld will report back to Council about the stability of the workforce (retirements vs. resignations).

Chairs Report

Council Chair, Reg Radke, shared that he provided the December Council of Chairs meeting summary with Council and that he doesn't have anything further to share at this time.

Council Member Roundtable & Good News

- Paul Nederveen expressed concern about continuity of care when physicians don't have hospital privileges.
- Andrea Ames suggests people visit AHS' YouTube Channel to view the palliative care journey of Joe Old Woman from Bassano. She also expressed concern about impact to frontline staff, recruitment and vacancies.
- Heather expressed gratitude for the mental health capacity project that will occur in Oyen. She added the ongoing concern about ambulances unaware of rural addresses, and staff burnout.
- Reg Radke advises it is up to communities to seek funding for pilot transportation projects such as the one in Brooks that help provide access to specialized medical services outside the local community. He adds there is concern about advanced audit notices at facilities, shortage of staff at private care facilities and lack of sufficient training for staff caring for residents with dementia. Colin Zieber says that facilities are given one week's notice prior to an audit. Katherine adds the quality team supports sites to ensure they meet standards.
- Blake Pedersen says that when the AHS Review comes out it will be important for members to have clear messaging, as soon as possible.
- Ajit Atwal has shared recruitment information and is hopeful someone from Medicine Hat will apply.
- Pat Dietrich queries how budget cuts will affect frontline service and care. There is concern frontline services will be cut. Katherine Chubbs responded that as of right now AHS doesn't know what the recommendations are or what they will mean. Information and messaging will be shared as soon as possible and the approach right now it to listen.
- Pat adds the palliative care information on the website remains insufficient. Maura Beaton shared information about the [Palliative Care Dashboard](#) and Gwen has agreed to follow-up on Pat's feedback.
- Angie Traill identified challenges with navigation on the AHS website. Gwen Wirth reminded that Health Link 811 is a great resource public can access 24/7.



- Lorrie Clizbe says navigation of the addiction and mental health portion of the AHS website is challenging as it is unclear what services are funded through AHS and the difference among private services. She added concern about inconsistencies among private facilities. Katherine advised that contractors determine how private facilities staff their site; AHS ensures it meets standards. She also suggested contacting [patient relations](#).

Actions/next steps:

- Gwen Wirth will follow-up with communications re palliative care information on the AHS website.
- Andrea Jackson will [link](#) to the story in Bassano about Joe Old Woman.

Follow up from the November 25, 2019 meeting:

- Council asked to pass names on to Katherine Chubbs of those interested in the South Zone Indigenous Navigation Project. **Complete.**
- Katherine Chubbs to enquire the steps to recruit witnesses for MAID. **In progress as per March meeting.**
- Colin Zieber will enquire if school liaison workers are aware a child and youth mental health works goes to Oyen every week. **Complete.**

Council is working to recruit more members. Anyone interested in applying can do so through the [AHS website](#). The next meeting of the Palliser Triangle HAC is scheduled for Monday, March 23, 2020 at 12:00 p.m. via Telehealth (Medicine Hat, Brooks, Bassano, Oyen).

Learn about the four organizational goals of AHS in the [2017-2020 AHS Health Plan and Business Plan](#).

Join us in changing the conversation from [illness to wellness](#).

Our meetings are open to the public. Dates and locations are [available here](#). [Find your Health Advisory Council here](#). Visit the [webpage](#) for more info.

Contact us at: PalliserTriangle@ahs.ca
Call: 1-877-275-8830.