

# Prairie Mountain

## 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, Prairie Mountain Health Advisory Council

It is our pleasure to present the Prairie Mountain Health Advisory Council annual report for 2016/2017. The report represents the work we accomplished over the past 12 months of service. This past year was especially exciting as we actively participated in the recruitment of ten new members for our council. The recruitment of new members has enabled us to have a broad representation from a cross section of diverse communities within our geographical area. We participated in a well-organized, meaningful orientation process, which was valuable for the new members and an excellent refresh for the five existing council members. Alberta Health Services staff members are commended for their active involvement in planning and delivery of the orientation.



*Larry Albrecht*

Throughout the year, our council remained committed to the process of public engagement, ensuring the voices of Albertans about healthcare are heard and communicated to Alberta Health Services. We continued to provide input on a variety of important pieces of work within Alberta Health Services, through engagement on health matters specific to the Calgary Zone and province-wide. We are pleased that our input was purposefully sought and well received by Alberta Health Services. Resulting actions from our input are communicated back to our council enabling us to provide feedback to the community.

For a good part of the year, our membership numbers were low as people moved to other volunteer or professional commitments. This limited our public engagement activities. With full membership, we look forward to representing the voices of our communities and providing our perspective to the work and initiatives that occur within Alberta Health Services. A significant example is our continuing involvement with Calgary Zone long range planning initiative.

We remain mindful and thankful of the support provided by the Calgary Zone leadership at Alberta Health Services. Together, we recognize the importance of building and nurturing a strong relationship based on mutual trust, respect, and commitment to the health of those we serve. We are also appreciative of the committed support from the Alberta Health Services Board and President and CEO, Dr. Yiu.

Near the end of the past year, we completed the collaborative task of developing our 2017/2018 work plan. The work plan will guide and hold us accountable to our goal of continuing to make gains in engaging our communities and broadening the awareness of our council's existence with the public.

Sincerely,

Larry Albrecht, Chair  
Prairie Mountain Health Advisory Council

## About us

### 2016 -2017 Council Members

#### Current Members

Larry	Albrecht	Okotoks (Chair)
Gloria	Wilkinson	Springbank (Vice-Chair)
Laureen	Darr	Calgary
Steven	Herbert	Calgary
Sarah	Hissett	Airdrie
Anita	Jenkins	Calgary and Canmore
Larry	Loomes	DeWinton
Tyler	Magwood	Strathmore
Scott	Mitchell	Vulcan
Moremi,	Omotoso	Calgary
Sandra	Robertshaw	Calgary
Francesca	Simon	Calgary
Lawrence	Santiago	Calgary
Whitney	Smithers	Calgary
Sheena	Taggart	Nanton

#### Past Members

Jason	Evanson	Calgary
Carla	Helder	Canmore
Carmela	Hutchison	Irricana
Ola	Lawal	Calgary
Tracy D	Mah	Calgary



*Prairie Mountain council members gather in Edmonton at Annual Fall Forum.*

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

- Recovery Task Force
- Medical Assistance in Dying and Ethics
- Know Your Options, capacity, wait times
- Fentanyl and Naloxone
- Patient and family centred care
- Community Paramedics

**10** new members were appointed; 10+ members participated in committees

## What we are proud of

### Engaging with the public

- Council supported Calgary Zone long range planning through participating in engagement sessions, facilitating small discussion groups on with underrepresented populations, participating in the virtual community, submitting blog posts, and suggesting improvements to blog platform.
- A council member attended the Continuing Care Expo with the Apple Magazine team to raise awareness of Health Advisory Councils.

### Providing feedback and advice to Alberta Health Services

- Our Chair and member participated in key informant interviews through the Action Learning Project which focused on developing an approach to introduce, enhance and spread family presence across the organization.
- Council supported and participated in the successful recruitment of ten new council members in fall 2016.
- Our Chair sat on the Calgary Zone long range planning steering committee.
- Council contributed to the development of the Alberta Health Services Health and Business Plan, including submitting 15 potential objectives, which were rolled into the final Alberta Health Services Health Plan objectives. Two objectives can be directly tied to council suggestions:
  - By 2020, we will improve engagement of staff, physicians and volunteers; and
  - By 2020, we will increase physical and psychological safety.
- Council provided feedback on naloxone distribution which helped contribute to the changes in public access requirements.
- Council provided feedback on the EMS driver requirements and supported expanding services.
- Council advocated against the move to a fully-online model for the Calgary Lab Services asking the Lab Services to consider barriers to access.

### Enhancing the health of community members

- Our members serve on over ten committees and are dedicated to gaining a better understanding of health services in the zone and province, and to better sharing input from our communities across a wide range of health issues. Some of the committees we participate in include:
  - Cancer Provincial Advisory Council
  - Calgary Lab Services Customer Advisory Council
  - Calgary Zone Oversight Committee – Complex High Needs Initiatives
  - Calgary Zone Patient and Family Centered Care
  - Calgary & Area Medical Staff Society (CAMSS)
  - Continuing Care Quality Committee
  - Foothills Medical Centre Master Planning Steering Committee
  - Primary Care Council
  - Provincial Health Link Advisory Council
  - Rockyview Patient and Family Centered Care Committee
  - South Health Campus Citizen Advisory Team

### Key learnings

- In order to better understand existing and emerging issues in health services, we received presentations from various experts and community and organization representatives on the following topics:
  - Community Engagement, Ethics and Medical Assistance in Dying, Fort McMurray Fires, Alberta Health Services Health and Business Plan development, Calgary Zone long range planning, Recovery Service Task Force, wait times, Primary Care Network, and Patient and Family Centred Care.

## A look ahead

- We will spend the next year focusing on three key priority areas for the Calgary Zone, including patient first care, equitable access and wait times.
- Council will also continue to support and participate in Calgary Zone and province-wide engagement opportunities, such as long range planning.
- We established subcommittees of council members for each priority area to plan activities and tasks to drive progress.

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