

Prairie Mountain

2017/18 Annual Report



Message from Alberta Health Services Board of Directors

Healthcare is a people business and Alberta Health Services (AHS) alone cannot build a healthier province. Through the work of our Advisory Councils, all Albertans have an opportunity to have a say in what we do at AHS; and that's vitally important to our organization.



Dr. Brenda Hemmelgarn

Council members bring the voices of Albertans to AHS whether through the geographically located Health Advisory Councils or the program-focused Provincial Advisory Councils and Wisdom Council. They build relationships with Albertans and keep the lines of communication open. They are our partners, and their feedback has helped us make the right decisions on how we care for Albertans and how we deliver health services. Their efforts continue to make a positive difference in people's lives every day.

As Chair of the Community Engagement Committee of the Board, I've had the pleasure to connect with many Council members and see their work evolve and expand over the past year. There are direct links between their efforts and the advancements we've made as a health system overall, and in communities across the province. Here are just a few examples:

- **Connect Care** - members offered insights about the system, and had opportunities to join three different committees to help shape what the system would look like.
- **Zone healthcare planning** - members participated in building Calgary and Central zone healthcare plans, and sharing specific needs for the communities they represent.
- **PCN governance committees** - members have been invited to join zone committees.
- **Continuing care** - through interviews, council chairs provided comments and suggestions to help build continuing care plans and solutions in the zones.
- **AHS Health Plan and Business Plan** - members offered perspectives and suggestions into the plan; their input shaped the goals, objectives and performance measures, particularly in the areas of long term care and mental health. They also actively shared the plan with communities across Alberta.
- **Special engagement meetings for Albertans** - many of the Councils had the opportunity to host engagement activities from Open Houses to forums to information sessions, both in person or by video conference.

Other milestones include adopting a new look and brand, carefully developed work plans, and attending the Annual Advisory Council Fall Forum to engage about healthcare issues and connect with each other.

On behalf of the AHS Board of Directors, our leadership team, and our workforce, thank you for all you do. We look forward to continuing to work with you on improving healthcare for Albertans.

Sincerely,

Dr. Brenda Hemmelgarn,
Vice Chair, Board of Directors
Chair, Community Engagement Committee of the Board
AHS

Message from the Chair Prairie Mountain Health Advisory Council



Scott Mitchell

It is our distinct pleasure to present the Prairie Mountain Health Advisory Council (PTHAC) annual report for 2017/2018. The report highlights the good work that has been done by a dedicated group of Council volunteers that represent communities across the Calgary Zone.

The big highlight of the year is our active participation in Calgary Zone Healthcare Planning. This ranged from members attending engagement activities, the Chairs' active participation at the Zone Healthcare Planning Core Committee and regular updates from the Calgary Zone Leadership Team.

Our Council has committed members to attending Calgary Zone committee meetings on a regular basis where they provide feedback, consultation with and communication back to their communities. Committees include Calgary Complex High Needs Initiatives, Calgary Patient and Family Care, Calgary and Area Medical Staff Society, South Health Campus Citizen Advisory Team, Primary Care Council, Provincial Health Link Advisory Council, and Primary Care Network (PCN) Model.

Our involvement with the current pilot to redefine the engagement and collaborative partnership with the Calgary Zone will help pave the way for a proactive planning approach for other Advisory Councils in Alberta. This unique initiative will foster communication and valuable information to the benefit of our communities as we continue to listen to the health conversations of the public. We are excited about the positive change this will bring to the future of health planning.

As we look forward to the 2018/2019 work plan we have an opportunity to engage positively with our communities to assess their understanding of the real local health issues and to offer them accurate health information, all while creating a positive information-sharing opportunity with our Council.

We once again want to thank Calgary Zone Leadership as well as the AHS Board for their continued support and vision to carry on all our work plans to a successful conclusion. Together we can build and support the many positive relationships that engage our communities and bring awareness of the good work of our Council.

Sincerely,

Scott Mitchell, Chair
Prairie Mountain Health Advisory Council

**At time of report printing, Scott Mitchell was Chair*

About Our Council

2017/2018 Council Members

Current Members

Scott	Mitchell (Chair)	Vulcan
Sheena	Taggart (Vice Chair)	Nanton
Laureen	Darr	Calgary
Steven	Herbert	Calgary
Anita	Jenkins	Calgary
Tyler	Magwood	Strathmore
Sandra	Robertshaw	Calgary
Lawrence	Santiago	Calgary
Francesca	Simon	Calgary
Gloria	Wilkinson	Springbank
Michelle	Wong	Calgary

Past Members

Larry	Albrecht (former Chair)	Okotoks
Sarah	Hissett	Calgary/Wainwright
Larry	Loomes	DeWinton
Moremi	Omotoso	Calgary
Whitney	Smithers	Calgary



*Back row left to right: Lawrence Santiago, Moremi Omotoso, Tyler Magwood, Whitney Smithers
Front row left to right: Francesca Simon, Michelle Wong, Sheena Taggart
Missing: Scott Mitchell, Steven Herbert, Anita Jenkins, Sandra Robertshaw, Gloria Wilkinson*

Priorities for our Council

Prairie Mountain HAC identified four priorities of focus for our 2017/18 work plan:

- **Patient-first care**
 - Council invited the Executive Director of Integrated Quality Management and the Manager for Patient Family Centred Care, Integrated Quality Management to present about Patient and Family Centred Care and about AHS' Patient First Strategy. We learned about how Calgary Zone is integrating the initiative and work that AHS is doing to advance each priority.
- **Equitable access**
 - Council sought to gain a better understanding of barriers to access mental health services, and to Indigenous health supports.
- **Wait times**
 - South Health Campus' Facility Medical Director was invited to share information about wait time trends in Calgary Zone. Council learned how the Zone compares to other Canadian site standards and about performance initiatives the Zone is undertaking to reduce wait times.
- **Requests to support community engagement**
 - Council took part in AHS' Ethical Framework engagement session with AHS' Clinical Ethics team and the Community Engagement department.

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Unique presentations have been held on topics such as Emergency Services response times, Calgary Zone Quality Initiative, Carewest, Rural Health Professions Action Plan (RhPAP) and Zone Health Care Planning.

5

Public meetings were held in Calgary.

11

Zone Operation committees offered opportunities for Council members to participate such as Zone Healthcare Planning, Calgary Complex High Needs Initiative, Calgary & Area Medical Staff Society, and Primary Care Council.



Engaging the public

- We met with two student focus groups at Mount Royal University. One was an Indigenous group and one was a peer-to-peer mental health group. The focus of these meetings was to discuss their perspective on long-range planning for AHS.
- Our involvement in what is formerly known as Long-range Planning, now Calgary Zone Healthcare Planning included participation in various engagement sessions with a wide variety of stakeholders.
- We made a recommendation for RhPAP to connect with AHS' Wisdom Council and the Indigenous Health Strategic Clinical Network (SCN) to help support their strategy for engaging on and off reserve Indigenous populations on the topic of attraction and retention of health professionals from Indigenous communities.
- A large part of our focus in 2018/19 is to connect with the public, provide education about relevant health topics, gather feedback and share what is heard with Calgary Zone leaders. This work will be addressed at coffee chats by individual members as well as in larger public engagement sessions.

For more information about Health Advisory Councils, visit ahs.ca

Providing feedback and advice to AHS

We provided feedback to AHS about Continuing Care services.

We worked with Zone leads to co-design an engagement plan that will align Council operations and planning cycles with the Zone.

We informed the development of the Calgary Zone Healthcare Plan by participating in the Core Committee with AHS staff from multiple departments. We also helped inform the reporting style of the plan so readers can see themselves within.

We recommended RhPAP connect with AHS' Wisdom Council and Indigenous Health SCN to help support their strategy for engaging on and off reserve Indigenous populations with respect to attracting and retaining Indigenous health professionals.



Topics on the minds of our Council and community members

We shared the top health concerns and opportunities within our Council area with the AHS Board, which include:

- Invest in wellness, health promotion, and disease prevention
 - This will help reduce incidents of illness and disease before they happen, and reduce dependencies on the health system.
- Improve wait times for mental health and support options
- Address demands on the health system for young adults
 - Offer mental health navigation, more e-health solutions, and tailored approaches to healthcare.
- Help with access to non-AHS health needs
 - Dental, vision, and physiotherapy services are often unavailable to those with a lower income, and charitable sources are limited.
- Improve access to timely bone and joint consults and surgeries.
- Ensure a voice in healthcare decision-making
 - Ensure various communities have representation in healthcare decisions.
- Ensure better integration
 - Reduce silos through improved integration across health services.
- Help facilitate better support for non-English speakers
 - Provide access to medical services and programs for non-English speakers.
- Expand virtual medicine
 - Provide care remotely for people who are travel-restricted, this could “virtually” bring the doctor to their home; use smart health initiatives such as this, in coordination with services like home care.
- Further address supervised consumption services
 - Resources are spent on individuals who use substances, and continue to use; more education, consultation, and communication is needed broadly for all Albertans.

A look ahead

We're looking forward to the year ahead as we plan for more strategic outreach to communities within the Calgary Zone. With the support of AHS Zone leadership we plan to host public engagement sessions where presentations are made on topics of relevance and there is opportunity to obtain feedback from participants to share with AHS. These sessions will be spread across the Zone to ensure both the rural and urban voice is included.

As part of our plans to engage the public we will also connect with small groups of stakeholders in organic settings such as coffee shops and other venues within our local areas. These, too, will be opportunities for us to connect with the broader public to gather feedback about health services in our area.

One of our primary areas of focus will be to support and promote AHS' illness to wellness model of healthcare delivery. We will also focus on increasing community awareness and understanding of the Enhancing Care in the Community initiative, and of the new clinical information system called Connect Care. We want to provide opportunities for people in our communities to learn more about these initiatives and we want to gather their input to share with AHS.

Learn more

- Visit ahs.ca and search Advisory Councils
- Email prairiemountain@ahs.ca
- Check out our Twitter and Facebook accounts, by searching AHS Advisory Councils

Get involved

You can make a difference to the health and well-being of your family, friends, neighbours and community by sharing your thoughts and ideas with AHS. You can get involved by:

- Attending an upcoming meeting. Agendas and notices are posted on the Advisory Council webpage: ahs.ca.
- Delivering a presentation at a Council meeting on a health area of interest or concern.
- Volunteering your time as a Council member. Recruitment drives happen annually. Members are appointed for three-year terms.



Prairie Mountain
Health Advisory Council

Healthy Albertans.
Healthy Communities
Together.