

Prairie Mountain

2018/19 Annual Report



Message from Alberta Health Services Board of Directors

Alberta Health Services values Advisory Council members as volunteers, leaders and partners in healthcare planning. With every year that passes, I see how our Councils continue to grow and expand. They challenge us and ask really great questions, they share the AHS story with their communities, their families and neighbours – helping Albertans everywhere to better understand our complex healthcare system – and they advise AHS on our planning, programs and services.



Dr. Brenda Hemmelgarn

We have a number of long-time members leaving Councils in 2019-20 and we would like to acknowledge their hard work, dedication and passion. While we will miss them, we also know it's important for new voices to join the conversation and we look forward to building new partnerships, relationships and connections. We hope our departing members will continue to share their advice as members of the public and share their knowledge of the healthcare system.

This year, we added 23 new members to the Advisory Council family, and we also added a new Council. We were pleased to support and nurture the development of the Sexual Orientation Gender Identity & Expression (SOGIE) Provincial Advisory Council.

Members have made many contributions in their local areas, and you'll learn more about them in this report. Here are a few general examples from across the province over the past year:

- **Evolution of the Wisdom Council:** new Terms of Reference will guide the work of the Wisdom Council and includes creation of an Elder Circle which gives an enhanced role to Elders in helping to advise AHS on programs and services to best meet the needs of Indigenous people.
- **Connect Care:** a number of members have joined the patient advisory committees.
- **Supporting more addiction and mental health services:** many Councils held information sessions and highlighted the importance of services; their efforts helped support the development of Edmonton's new Access 24/7 Addiction and Mental Health Clinic and enhance awareness on services and access.
- **Expanding relationships:** connecting with the LGBTQ2S+ community through the new SOGIE PAC, meeting with municipal leaders, and holding meetings at Métis Settlements.
- **Connecting with Albertans through [Community Conversations](#):** Health Advisory Councils partnered with AHS to host 12 events across the province, where Albertans shared their views about challenges and solutions to healthcare issues.
- **Highlighting top concerns:** based on feedback from their communities, all Councils advised us on local concerns. AHS tracks and responds to concerns at each Council meeting.
- **Participation in Community Engagement Committee of the Board meetings:** various Council Chairs joined the conversation and shared ideas.

Member satisfaction is important to us, and it was gratifying to learn through the Annual Satisfaction Survey that our members are feeling generally satisfied in their roles. They've also said there's a need for more clarity on their role, and we're listening. We have begun work on an overarching Health Advisory Council review to address some of the gaps, and to ensure all our members fully understand their role.

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

Sincerely,

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

Message from the Chair Prairie Mountain Health Advisory Council



Scott Mitchell

In the past year Prairie Mountain Health Advisory Council (PMHAC) has been diligent in making sure the priorities of our work plan are in alignment with our communities concerns and priorities. To that end we have strategically positioned Council to engage in the Calgary Zone's annual planning process – as a 3-5 year Health/Business Masterplan, co-designed to better integrate concerns and priorities of the communities that represent our Zone.

Advisory Councils bring a voice to the communities they represent. This year we have outlined a number of priorities to work on, such as Enhancing Care in the Community (ECC). We had the opportunity to talk with Kerry Bales who is the Senior Program Officer for ECC. This is an enormous opportunity for communities to see how ECC is possible and how to increase quality of Life. We will be charged with the task of working with the Calgary Zone leadership to implement a community engagement process to obtain feedback from community members regarding ECC.

This year our Council members have been busy participating in health committee work and community engagement projects. The commitment of Council to participate in these initiatives is a reflection of the dedication to healthy communities that is at the core of our work plan. These fellow Council members by their participation in Advisory Council activities, empower the communities they represent. Our Council stays involved with the Calgary Complex High Needs Initiatives, Calgary Patient and Family Care, Calgary Patient and Family Care Society, South Health Campus Citizen Advisory Team, Primary Care Council, Provincial Health Link Advisory Council, and the Primary Care Network Model (PCN).

As we look forward to the 2019/2020 work plan I would like to thank my fellow members for their positive, innovative approach in engaging with their communities. As a result we have an understanding of the real local health issues that create information sharing opportunities for our communities to move forward and embrace wellness and health together.

We want to thank the Calgary Zone leadership team and the AHS Board for their continued support and vision of health and wellness for all Albertans. Special thanks to our Advisory Council Coordinator Andrea Jackson. Together we can have a voice to support all the positive relationships that help guide healthy communities in our province.

Looking forward to continuing innovation in health.

Live long and prosper,

Sincerely,

Scott Mitchell
Chair, Prairie Mountain Health Advisory Council

About Our Council

2018/2019 Council Members

Current Members

Scott	Mitchell (Chair)	Vulcan
Sheena	Taggart (Vice Chair)	Nanton
Donna	Crowshoe	Calgary
Laureen	Darr	Calgary
Linda	Humphreys	Calgary
Anita	Jenkins	Calgary
Joyce	McCoy	Didsbury
Sandra	Robertshaw	Calgary
Francesca	Simon	Calgary
Gloria	Wilkinson	Springbank

Past Members

Steven	Herbert	Calgary
Tyler	Magwood	Strathmore
Lawrence	Santiago	Calgary
Michelle	Wong	Calgary



Back row left to right: Donna Crowshoe, Joyce McCoy, Scott Mitchell, Laureen Darr, Anita Jenkins

Front row left to right: Sandra Robertshaw, Gloria Wilkinson, Francesca Simon

Missing: Sheena Taggart, Linda Humphreys

Promoting awareness of our Council

A primary area of focus for us has been to increase efforts at improving respectful interactions with diverse populations, particularly Indigenous peoples.

- The first step was to acknowledge Indigenous peoples on whose traditional territories we live and work. An acknowledgement of our meetings being held on Treaty 7 and Métis Region 3 territory now takes place at the beginning of each of our meetings. As well, we've been fortunate to recruit a new Indigenous member to our Council who provides perspective on health services from her unique cultural standpoint.
- Additional steps we took include inviting the Indigenous Health Action Planning group to present information on engagement initiatives it is undertaking, and to gather our feedback on its processes. We attended National Indigenous Peoples Day in June, and, we participated in Cultural Competency via a Blanket Exercise - an interactive learning experience that teaches 500 years of Indigenous rights history in Canada.

Finally, we partnered with AHS to co-host a [Community Conversation in Okotoks](#). The event was a great success as 29 community members engaged with AHS representatives to celebrate local health-related success stories, to participate in discussion about ways to partner to improve healthcare for all Albertans. Results of the discussion were captured in a summary document and shared with participants, and information gathered from the session will be shared with AHS' Health Plan and Business Plan team.

4

Public meetings were held with three AHS Calgary Zone leads in attendance, to engage in conversation about local health service delivery

5

Working sessions were held that focused on additional education and work planning for the year

1

Community Conversation was held in Okotoks in March with 29 community members and 8 AHS representatives



Listening to our communities and sharing feedback with AHS

We have been fortunate over the years to be invited by AHS to join various subcommittees. In the past 12 months our members brought a community perspective to the following AHS groups:

- Calgary Zone Oversight Committee – Complex High Needs Initiative
- Calgary Zone Patient and Family Centred Care
- Calgary and Area Medical Society (CAMMS)
- Primary Care Committee
- Provincial Health Link Advisory Council
- South Health Campus Citizen Advisory Team (CAT)
- Calgary Zone Healthcare Planning Core Committee
- Rural Enhanced Discharge

A primary function of our Council is to connect with people and groups in our communities, at a grassroots level. We've engaged in many meaningful discussions with AHS over the last year. The following examples are a glimpse of some of the feedback we shared:

- Council expressed concern for, as well as participated in a survey, regarding wait times.
- There is a lack of transportation options for seniors in rural areas who have medical appointments in urban centres. Telehealth was identified as a viable option and Primary Care Networks can aide in facilitation.
- Ideas on where to further include First Nations in AHS' promotional materials.
- Information on the work of the Emergency Strategic Clinical Network, Quality Improvement and Calgary Zone Primary Care Network.
- Increased use of virtual reality for pain and anxiety management.
- Information on the work of local community partners who work with marginalized populations (e.g. Calgary Urban Project Society – CUPS; Addiction Recovery Community Health - ARCH).

The Community Engagement Committee of the AHS Board expressed interest in understanding the top health-related concerns from Council areas across the province. We identified the following from within the Calgary Zone:

- Invest in promotion, wellness, prevention
- Improve wait times for mental health services
- Address health needs of young adults
- Timely consults for bone/joint surgery
- Indigenous Voice: Actioning Reconciliation in Healthcare
- Voice in healthcare decision making
- Better integration
- Communication with AHS
- Expand virtual/e-medicine
- Supervised Consumption Services (SCS)

Working with AHS to share information with our communities

In order to build our understanding of health services we identified topics of interest and importance, as they pertained to our work plan. The following presentations were received:

- Indigenous Health Action Plan (IHP)
- Calgary Zone Supported Transitions Committee
- Bridgeland Riverside Continuing Care Centre
- Blanket Exercise
- Enhancing Care in the Community

Topics of key interest that arose over the year include:

- Continued efforts by AHS and First Nations communities to understand and improve health services for Indigenous peoples
- SCS – Zone statistics resulting from its opening; AHS' role in providing public education
- Harm reduction strategies and resources available to address the opioid crisis
- Healthcare utilization rates since the legalization of Cannabis
- Influenza immunization campaign and flu clinics – research, efficacy, risk of transmission
- Work underway on a community treatment initiative for children and youth with addictions and mental health
- AHS' support for research and innovation – getting patients home faster, contributing to improved wait times
- Wait times – context provided about the standard of practice and response timelines



A look ahead

As we look to the year ahead we look forward to membership on our Council continuing to grow and the focus of our work continuing to evolve. A key piece of this work will be to build on the engagement planning cycle that was created with Calgary Zone executive leaders in 2018.

In partnership with Calgary Zone leadership, we co-designed a pilot project for an annual engagement planning process. The intent is for the HAC to become more purposeful in its engagement so as to better help inform the annual and long range service and business planning of Calgary Zone. It is also expected the HAC will have the opportunity to share significant findings with appropriate AHS groups for awareness and follow up as required.

We look forward to continuing on the path of cultural literacy as we endeavor to create a more inclusive environment that will invite and retain an increasingly diverse Council. We will participate in training, seek diversity in our membership and invite Indigenous Health groups to present at our meetings, where possible and meaningful to do so.

Two significant areas of focus for AHS are Connect Care and Enhancing Care in the Community (ECC). We want to increase our understanding of these initiatives, and, to partner with Calgary Zone leadership to organize engagement within our communities that will elicit meaningful feedback for AHS.

We are looking forward to new and continued learning in the months ahead. Addiction and mental health remains a top area of interest. We anticipate connecting with community service providers and AHS partners to learn more about their work and its impact on the health system.

We're going to miss the passion, knowledge and perspective of our parting members but we're optimistic new members will find their place at the table. We will continue recruitment to fill vacancies and we're looking forward to hearing from our new and returning Council members.

Learn more

- Visit ahs.ca/advisorycouncils
- 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.

For more information about Health Advisory Councils, [visit ahs.ca](https://ahs.ca)



Prairie Mountain
Health Advisory Council

Healthy Albertans.
Healthy Communities.
Together.