



Minutes – Prairie Mountain Health Advisory Council

Thursday May 16, 2019; 5:30 – 8:30 p.m.

Community Health Centre, Room 2180, 60 Grande Blvd., Cochrane, AB

Council members present: Scott Mitchell (Chair), Sheena Taggart (Vice Chair), Donna Crowshoe, Laureen Darr, Anita Jenkins, Joyce McCoy, Andrew Nguyen, Sandra Robertshaw, Francesca Simon, Lisa Thomson, Gloria Wilkinson

Alberta Health Services: Andrea Jackson, Reaghan Gamble, Brenda Huband, Janice Stewart

Public: 4

Regrets: Ann Gardner, Dr. Sid Viner

<i>Agenda Item</i>	<i>Discussion</i>	<i>Action</i>
Welcome & Introductions	Scott welcomed attendees and acknowledged the meeting being on Treaty 7 Land and Metis Region 3 territory.	
1. Approval of Agenda	Moved by Joyce McCoy that the agenda of Thursday May 16, 2019 be approved. MOTION CARRIED.	
2. Approval of Minutes	Moved by Gloria Wilkinson that the minutes of Thursday January 17, 2019 be approved. MOTION CARRIED.	
3. Public Comments	None.	
4. Emergency Strategic Clinical Network	Gillian Harvey, Principal Investigator, University of Alberta, provided an overview of the Emergency Strategic Clinical Network's (ESCN) Patient Journey Map(s). The purpose of the maps is to enhance patient experience in the emergency department and to provide a visually available, standardized communication tool that	Members to email Gloria with final thoughts on

<p>Patient Journey Map</p> <p>Gloria Wilkinson, Patient Advisory and Health Advisory Council Member</p> <p>Gillian Harvey, Principal Investigator, University of Alberta</p>	<p>ensures all patients understand what occurs in an emergency room. The ESCN would like Council’s feedback on the maps’ design.</p> <p>To draft the maps, a research team consisting of staff from AHS, the University of Calgary and the University of Alberta consulted with doctors, nurses, patients and patient advisors. Data was also used from a patient experience survey that’s been collected since 2016 via random samples of patients in the 16 emergency departments. As of February 2019, 43,993 people have provided responses. Additional data was collected via focus groups, staff interviews and site visits. Based on data collected two maps were developed for consideration.</p> <p>The next step will be to test the maps at five sites over the summer then take what’s learned and either adapt the map or announce the final design selected. The ESCN will share the outcomes with the HAC.</p> <p>Gillian adds this research is part of a larger project that includes wayfinding. Through its findings, communication in the emergency room was identified as the top issue, which includes communication between doctors and nurses, and in general. An interdisciplinary team has been organized to look at communication with the intent to increase people’s level of comfort in an emergency situation, and help with navigation from one point to another.</p> <p>Council’s feedback includes the use of wording, making the maps more interactive and encouraging questions on treatment plans. In the interest of time members are asked to email Gloria by May 24 with their final thoughts.</p>	<p>patient journey maps, by May 24.</p>
<p>5. New Business</p>		
<p>5.1 Council Open Discussion</p>	<p>The roundtable focused on discussion of the Top 5-10 Concerns document, which was concluded will be discussed in further detail at Council’s next working meeting.</p> <p>In addition, Sandra Robertshaw shared an update on the Strategy for Patient Oriented Research (SPOR) – Alberta Chapter. She says there are conferences coming up that need patient advisors to attend in order to provide input into what the research should look like. Relationship building is crucial. Big data isn’t enough to making decisions; the patient voice is needed to move things forward. Sandra added that digital story telling can be used as part of complex intervention. There is need for more and to involve patients in their own care.</p>	<p>Council to discuss Top Concerns at next working meeting.</p>

<p>5.2 Calgary Zone Executive Leadership Update</p> <p>Janice Stewart, Senior Operating Officer, Peter Lougheed Hospital</p> <p>Brenda Huband, Vice President and Chief Health Operations Officer</p>	<p>Janice Stewart, Senior Operating Officer, Peter Lougheed Hospital, and interim Calgary Zone lead for the HAC, provided the following update:</p> <ul style="list-style-type: none"> • The ARCH program (Addiction Recovery Community Health Program), an acute care service, launched in October 2018. In quarter one it saw 140 unique clients and provided 70 referrals to community resources. These numbers doubled in the second quarter. • The Zone would like to develop a closer relationship with CUPS (Calgary Urban Project Society); specifically, with the referral program for women with addictions. • A report will be out later this month on the EMS and ER flow project that launched last summer. It is understood there are shared responsibilities for efficiencies with staff and EMS teams. • The governance structure for Calgary Zone is working well. As well, the Zone is working with Primary Care Networks (PCN) to share resources to avoid duplication. • Accreditation occurs in June where we're tested for compliance against national standards. Our teams are prepared. • As part of AHS' Indigenous Health Plan, the Zone is preparing staff for cultural competency and care. • Capital Development plans are on hold for the time being. <p>Brenda Huband, Vice President and Chief Health Operations Officer, shared the following information:</p> <ul style="list-style-type: none"> • With the recent provincial election, Tyler Shandro has been appointed Alberta Minister of Health. • A Blue-ribbon panel is being appointed to review government spending across all departments. Premier Jason Kenney has requested an initial report-back by mid-August. • The End PJ Paralysis campaign is an international movement to get patients in facilities out of their pajamas and mobile, and has been a big success in the Calgary Zone. Clinical evidence shows that getting up and moving around improves overall health outcomes. • Supervised Consumption Services (SCS) in Edmonton are operated by non-profit organizations. Calgary is the only health authority operating its own service. <ul style="list-style-type: none"> ▪ Over 5000 people are using our service ▪ There have been no deaths at the site and consumption-related deaths in the area are declining ▪ Crime in the area of the site is also going down as AHS continues to work with the Calgary Police Services to discuss the service ▪ AHS is sharing its expertise with other provinces and will inform health policy in Ottawa 	<p>Andrea will provide Blue-ribbon report results to Council upon availability.</p>
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	<ul style="list-style-type: none"> AHS has also met with Corrections Canada – it will help set up an overdose prevention site in Drumheller. The difference between this and SCS is the Drumheller facility won't have wraparound service. 	
<p>5.3 Follow up discussion to presentation of Greg Price's Story Carmella Steinke, Executive Director, AHS, on behalf of Dr. Sid Viner, Zone Medical Director</p>	<p>Carmella Steinke, Executive Director, AHS, connected with the HAC as follow up to its presentation of Greg's Story:</p> <ul style="list-style-type: none"> 13 recommendations came from Greg Price's health journey; 10 from health and three from the medical examiner AHS is looking to develop a strategy that would help healthcare providers determine where there are gaps in the health system, and how to improve its communication. The strategy would be useful for healthcare providers as well as to the public in better understanding the system Carmella asks if the HAC is interested in collaborating with AHS to facilitate some public viewings of the video The HAC is open to partnering as long as a feedback mechanism is in place for participants to know where their input goes after an event and what, if any, changes are made as a result. Carmella said notes can be taken at each session to track input shared with Zone leadership. As well there will be an opportunity to share feedback online. Joyce McCoy expressed interest in hosting a viewing in Didsbury. 	<p>Andrea will connect with Carmella to determine next steps.</p>
<p>5.4 Advisory Council Coordinator Update Andrea Jackson</p>	<p>Andrea Jackson provided the following Advisory Council Coordinator update:</p> <ul style="list-style-type: none"> Recruitment campaign – recruitment for new members took place in the winter. Recruitment will continue until vacancies have been filled. Annual satisfaction survey – seeking feedback to some survey responses to get further clarification. Andrea will send request to members via email. Top 5-10 – Council will review this list at a working session in June. The list is a compilation of top 'issues' members hear within their communities that is shared with AHS' Community Engagement Committee of the Board. <p>Business arising from January 17, 2019:</p> <ul style="list-style-type: none"> Andrea will send link to summary document, What We Heard, to Council. Complete. Andrea will get a copy of the ECC presentation, from Brenda, to share with Council. In progress. Brenda Huband to inquire who pays for lifeline subscriptions. Complete. 	<p>Andrea will send request for feedback to members via email.</p>

	<ul style="list-style-type: none"> • Andrea to inquire about subcommittee space for Donna. Complete. • Andrea to send 2019/20 meeting dates to Council and Zone leads. Complete. • Council to consider inviting ARCH to present at a future meeting. TBD. 	
5.5 Work Plan Approval	Moved by Joyce McCoy that the 2019-20 Work Plan be approved. MOTION CARRIED.	
5.6 Annual Report Approval	Moved by Joyce McCoy that the 2018-19 Annual Report be approved. MOTION CARRIED.	
5.7 Next working meeting	Thursday June 20, 2019; 5:30-8:30 p.m.	
6. Next Meeting	Date: Thursday September 19, 2019 Time: 5:30 p.m. – 8:30 p.m. Location: Nanton, AB	
7. Meeting Evaluation & Adjournment	Moved by Anita Jenkins that the meeting be adjourned at 8:50 p.m.	

***Please note that these minutes will be adopted at the next Council meeting.**