



Minutes – Lakeland Communities Health Advisory Council

September 12, 2018 5:00 p.m. to 8:00 p.m. Athabasca Healthcare Centre- Ruth King Room

Council members present: Pat Palechuk (Chair), Mel Smith (Vice Chair), David Beale, Robert Deresh, Zicki Eludin, DeAnne Gelata, Parrish Tung.

AHS: Jennifer Beaulieu, Melony Cole-Zettler, Nicole Dechaine-Ouellette, Deborah Funderburg, Cindy Harmata, Gail Hachey, Mary Proskie.

Public: Four, including Athabasca County Councilor Larry Armfelt and reporter Joseph Quigley from the Athabasca Advocate.

Regrets: Robert Brassard

Please note these minutes in are draft to be approved at January 9 2019 Meeting

<i>Agenda Item</i>	<i>Discussion</i>	<i>Action</i>
Welcome and Introductions	Pat Palechuk welcomed those in attendance to the meeting.	
1. Approval of Agenda	Moved by Mel Smith to approve the agenda for September 12, 2018. MOTION CARRIED.	
2. Approval of Minutes	Moved by Robert Deresh to approve the minutes for May 9, 2018. MOTION CARRIED.	
3. Presentations 3.1. Connect Care - Nicole Dechaine- Ouellette, Clinical Informatics Lead and Cindy Harmata, Senior Operating Officer	Nicole Dechaine-Ouellette and Cindy Harmata provided a presentation on Clinical Transformation and Connect Care and highlights were: <u>Connect Care Vision:</u> Better Health, Powered By Information <u>Mission:</u> To deliver best care and improve health outcomes for Albertans and with Albertans through an accessible, integrated, comprehensive and standardized clinical information system. <u>Connect Care Guiding Principles:</u> <ol style="list-style-type: none"> 1. Put patients & families first. 2. Move fast. 3. Integrate across the continuum. 4. Avoid unhelpful variation. 	

5. Adopt and adapt.
6. Use tools for transformation.
7. Lead with purpose.
8. Partner to advantage.
9. Transform with intent.
10. Heed best experience.

Connect Care Promise for Patients:

- Increase communication and coordination.
- Decrease complexity and fragmentation.

Why do we need connect care?

-Better value for Albertans, Clinicians and AHS.

EPIC Implementation Phases:

Implementation will start in September of 2019 then will be implemented in 9 waves until November of 2022.

Year one – Planning, Implementation and Adoption

Year two- Testing

Years three to six – Training & Go Live then Post Live & Optimization

How are patients being engaged so far?

- Patient Involvement in Request For Proposal to choose vendor
- Patient & Provider Portal Committee
- Patient Advisor Involvement in Connect Care Governance at all levels (Executive Committee; Design & Build; Engagement & Adoption, etc)
- Connect Care Patient & Family Advisory Committee
- Attendance as Voters at Direction Setting Sessions & Adoption Validation Sessions
- Patient Advisor membership on Area Councils

Questions council had for Nicole and Cindy:

Q- Will all physicians have access to this new system?

A- Yes, that's the goal of this particular system, eventually we will all be connected. All healthcare providers will have the opportunity to access this system.

	<p>Q-You said it includes all AHS facilities? Does that include Covenant facilities? A- Yes, it includes all covenant facilities and Care West facilities.</p> <p>Q- How will information flow from private clinics? A- We are still in talks currently, but the intent is to have a universal system for all.</p> <p>Q- Is there a portal in which outside provinces/ countries can access my health information? A- Yes, we will be able to give you or your family member a PIN so they can give a one-time access to an outside provider.</p> <p>Q- Can any healthcare profession access my information? What about what we see on the news of those professionals breaching privacy? A- Healthcare professionals will have access, but there are privacy laws and rules to who can access what. Even Connect Care will have limits to access depending on the need and role. We do a lot of training to help providers understand access.</p>	
<p>4. Old Business 4.1 Business Arising from the Minutes</p>	<p>Melony to look into booking November meeting at Bar V Nook in Smoky Lake and arrange a tour. Complete.</p> <p>Gail Hachey to send report to Melony to share with council. Complete.</p> <p>Melony to find out how to get the Alberta Council on Aging Newsletter. Complete.</p> <p>Melony to send out how to subscribe to Community Education Services. Complete.</p> <p>Cindy Harmata to look into cancelled projects in Redwater. On Hold.</p> <p>Melony Cole Zettler to connect with Community Education Services. Complete.</p> <p>Cindy Harmata to look into lodge lab/ mobile services. Complete.</p> <p>Melony to distribute a “What We Heard” document from engagement sessions to those in attendance. In progress.</p>	
<p>5. New Business</p>		
<p>5.1 Voices of the Community</p>	<p>Community member shared that she is excited for the new connect care system to be implemented. They hope that this new system will help create a smoother care transition for patients.</p> <p>Rural Transportation Pilot Project in Athabasca – Athabasca Mayor Collen Powell provided an update (via email). Athabasca was declined participation for the pilot project. They will reapply at a later date.</p>	<p>Melony to share letter from Athabasca Mayor. Complete.</p>
<p>5.2 Work Plan Progress and Upcoming Priorities</p>	<p>Work Plan Discussion for 2019/2020 work plan:</p>	<p>Melony to add extra time to November</p>

	Everyone will go home and think about work plan priorities for 2019/2020. We will add this as an agenda item next meeting – leave half an hour to work on work plan.	Agenda to work on work plan. Complete.
5.3 North Zone Update – Cindy Harmata, Senior Operating Officer	<p>Cindy Harmata provided the following update:</p> <ul style="list-style-type: none"> • St. Paul Abilities Network and the Cold Lake FCSS are in discussions to set up a Stroke Survivor Community Group in Cold Lake. • Athabasca Home Care is working to get the Enhanced Respite Day Program up and running in the Athabasca site, recruitment is underway. • Cold Lake Healthcare Centre Helipad was closed from May 7 to June 27 as it underwent upgrades to safety and efficiency. A significant upgrade was made to the mechanical snowmelt heating system; this will allow for more helicopters landings during the winter months. • The design team has completed the plans for the Lac La Biche CT Scan Update and will present the plans for review on August 22, 2018 • The Radway Continuing Care Centre has purchased a new therapeutic tub and are in the planning stages to have the tub room renovated. • The Smoky Lake Helipad requires an upgrade to meet Transport Canada guidelines. Upgrade to begin in September. • The Cold Lake Hearts for Hospital Gala was held May 5, 2018 and \$165,000 was raised for new equipment and physician recruitment. • Blanket Ceremony - St. Paul Healthcare Centre leadership and staff partnered with Saddle Lake First Nations for a Tipi raising and Kairos Blanket ceremony day on May 4, 2018. • RCMP leadership, Athabasca Leadership, and Nursing groups (UNA) have been meeting since April 2018 to foster a more cohesive, collaborative relationship. Feedback from all partners has been very positive. • AHS staff moved 25 residents to the Bar V Nook Supportive Living building on August 8th. The staff from the Continuing Care site transitioned over to the Bar V Nook as well. • Leader rounding has been initiated in Athabasca and Boyle facilities with positive feedback from patients and families. Patient Advisor has attended one meeting in Boyle and will make rounds with Athabasca Leadership in October 2018. • Naloxone Kits continue to be provided to the public when requested to persons in Boyle and Athabasca on an ongoing basis. Kits are being provided by persons seeking a first • 	

	<p>time and/or replacement kit.</p> <ul style="list-style-type: none"> • The Cold Lake PCN, Lakeland PCN and the Bonnyville PCN non-profit corporation members have voted to merge the three PCNs into one under the Lakeland PCN. Tri-governance meetings have been initiated to work towards a merger in April 2019. • Planning is now underway for the 2018/2019 Influenza Season to ensure all Albertans have access to receive influenza Immunization. Seasonal influenza immunizations will be offered starting October 15, 2018. • As of September 13, Alberta Health Service (AHS) has increased public health services in the community of Redwater. 	
<p>5.4 Physician Recruitment Report – Gail Hachey, Physician Resource Planner, Medical Affairs</p>	<p>Gail Hachey provided the following update:</p> <ul style="list-style-type: none"> • Bonnyville- Three postings – Two Family Medicine positions; one Family Medicine with Anesthesia. • Cold Lake- Seven postings: two Family Medicine with Anesthesia; one Family Medicine; one Family Medicine with Enhanced Surgical Skills; one Family Medicine with Low-Risk Obstetrics; One Obstetrics and Gynecology; One Radiologist. • Elk Point - One posting for Family Medicine. • Lac La Biche - Four postings: one Family Medicine; one Family Medicine with Obstetrics; one Family Medicine with Enhanced Surgical Skills. • Smoky Lake- one posting for Family Medicine. 	
<p>5.5 Report form the Chair – Pat Palechuk, Chair</p>	<p>Pat Palechuk advised she participated in the North Zone Health Advisory Council Chairs meeting in High Prairie with the North Zone Executive Leadership in June. There was lots of discussion about operational plans and relationship building. It was really good to discuss North Zone common issues including; staffing, palliative care, home care, nurse practitioners, rural stroke program and transportation. They will continue to meet quarterly.</p>	
<p>5.6 Advisory Council Update Melony Cole-Zettler, Advisory Council Coordinator</p>	<p>Melony Cole-Zettler provided the following update:</p> <ul style="list-style-type: none"> • Your advisory council brochure – accomplishments have been added and is complete. • Satisfaction Survey - Please review your results and provide feedback. • Top 5 – 10 issues – Review and update your list to submit to the Community Engagement committee of the board. • Committee participation – Please advise us if you are on a committee as a representative 	<p>Melony to send advisory council update to council members as email. Complete.</p>

	<p>of your advisory council.</p> <ul style="list-style-type: none"> • Advisory Councils’ member profiles – As part of the communications plan profiles will be shared on social media, in internal newsletters and as posters for your local site. • “We are AHS” - Highlights the faces of the people who make AHS what it is. • Sharing information with the Provincial Advisory Councils and the Wisdom Council • Advisory Councils’ Fall Forum – October 26 & 27, 2018 – Make sure you are registered. • Social Media Champions – Webinar scheduled for October 10. 	
6. Council Roundtable and Good News Stories	<p>The following members and public members shared the following information:</p> <p>DeAnna – They are working on updating security at the Athabasca Healthcare Centre.</p> <p>Zicki – He arranged for a meeting between AHS, the Lac La Biche town council and the Lac La Biche Health Foundation to discuss the needs for AHS. They are still working on a Health Professionals Recruitment Committee in Lac la Biche. He currently has 17 names of potential members.</p> <p>Robert – Bonnyville held a meet and greet with their physicians recently, it was well attended.</p> <p>David – October 17 Bonnyville will be holding a Senior’s Wellness Fair. David will be there and representing the Lakeland Health Advisory Council asking them if we’re meeting their needs. He also brought up that Patient Feedback line has not been properly advertised as far as he can tell.</p> <p>Parrish – New Locum doctor helping take the pressure off in Elk Point.</p> <p>Pat –When the Smoky Lake Emergency Department closed due to staffing shortages recently Pat was called directly by the health center staff. She was happy to be recognized as part of the team. Also heard a number of complaints in the community. Hospital Auxiliary Zone meeting next Monday in Lac La Biche. She likes that we are now inviting the Hospital Auxiliaries to our meetings.</p>	<p>Melony to share Patient Feedback Poster and Brochure with group. Complete.</p> <p>Melony to look into getting Patient Feedback Posters Posted in our zone.</p> <p>Melony to look into having Smoky Lake Physiotherapy present at next meeting. Complete.</p>
7.		
8. Next Meeting	<p>The next meeting will be:</p> <p>Date: November 9, 2018</p> <p>Time: 5:00 p.m. to 8:00 p.m.</p> <p>Place: Bar V Nook Supportive Living</p>	
9. Meeting Evaluation and Adjournment	Moved by Mel Smith to adjourn the meeting at 8:10 p.m.	

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