

Oldman River

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 Oldman River Health Advisory Council

It is my pleasure to present my first (in my role as Chair) annual report on behalf of the Oldman River Health Advisory Council (ORHAC) for 2017/18.



Brad Gillespie

This has been another year of transition for the ORHAC, with Dr. Barbara Lacey stepping down as Council Chair, and me being appointed to the position. I have spent considerable time in this first year as Chair learning the role, and feel comfortable as we move ahead. My thanks to Council members for making the transition a straightforward one, to Lorraine Neal for continuing in her role as Vice Chair, and to Dr. Lacey for being so generous in sharing her considerable experience. We thank Dr. Lacey for her years as Chair, and look forward to her continued contributions as a Council member.

This year ORHAC saw the departure of Bailey Quaite as Council Coordinator and the arrival of Andrea Jackson as temporary, then permanent successor. We wish Bailey continued success in her career and are grateful to continue working with Andrea. Council looks forward to digging in and fulfilling our work plan for the year ahead.

ORHAC recruited one new member during the reporting period and welcomed Lauren Williams to Council in the fall of 2017. Council now has diverse geographic representation from across the Oldman River Region, the entire age range of the population, and from our Indigenous communities in the Council area.

Our Council continues to welcome members of the public to our meetings during the standing public comments portion of our agenda. We anticipate greater participation going forward as this opportunity becomes better known throughout our communities. Council has continued to receive presentations from varying stakeholder groups and medical associations, and has been involved with supporting medical practitioners, patients and family support groups. Some examples include Ronald McDonald House Charities, the College of Physician and Surgeons and the Rural Health Professions Action Plan (RhPAP).

Our members have represented the Council in various public settings including Mental Health Week at the University of Lethbridge, community groups throughout the Oldman River area and local seniors' homes. Council continues to be responsive to community requests and often takes a proactive approach to informing the public about its existence and role in supporting AHS.

We certainly would not be able to do any of these things without the support and encouragement of our AHS South Zone leadership. We appreciate our relationships with AHS staff and would like to thank them for their support. Looking ahead, ORHAC anticipates continuing these relationships and is keen to fulfil the goals as outlined in its 2018-19 work plan. We look forward to the year ahead.

Sincerely,

Brad Gillespie
Chair, Oldman River Health Advisory Council

About Our Council

2017/2018 Council Members

Current Members

Brad	Gillespie (Chair)	Lethbridge
Lorraine	Neal (Vice Chair)	Lethbridge
Fred	Bosma	Lethbridge
Dick	Burnham	Pincher Creek
Geraldine (Gerri)	Eagle Speaker	Cardston
Ryaan	El-Andari	Lethbridge
Clifford (Cliff)	Elle	Pincher Creek
Georgette	Fox	Cardston
Brian	Hammond	Pincher Creek
Henry	Heinen	Picture Butte
Sanowar	Hossain	Lethbridge
Emma	Hulit	Milk River
Dr. Barbara	Lacey	Lethbridge
Wilma	Mulder	Lethbridge
Lauren	Williams	Lethbridge



Back row left to right: Dick Burnham, Lorraine Neal (Vice Chair), Henry Heinen, Wilma Mulder, Fred Bosma

Front row left to right: Emma Hulit, Gerri Eagle Speaker

Missing: Brad Gillespie (Chair), Ryaan El-Andari, Clifford Elle, Brian Hammond, Georgette Fox, Dr. Barbara Lacey, Lauren Williams, Sanowar Hossain

Priorities for our Council

We identified four priorities of focus for our 2017/18 work plan:

- **Addiction and Mental Health**
 - We participated in Mental Health Week at the University of Lethbridge by providing mental health resources, meeting with students and gathering feedback on health services in the region.
 - We invited the executive director of AIDS Outreach Community Harm Reduction Education and Support Services (ARCHES) Lethbridge to present about Supervised Consumption Services.
- **Address the needs of the South Zone aging population**
 - We invited the director of the Medically At-Risk Drivers (MARD) Centre at the University of Alberta, to present about its transportation toolkit and about research underway to inform transportation solutions.
- **Enable co-design of healthcare services at the local level and enhance primary and community based care services**
 - Council maintained continuous contact with its local communities and shared feedback gained with South Zone leadership.
- **Encourage greater emphasis on prevention and health promotion**
 - Council invited the lead medical officer of health to present information about the influenza campaign, pertussis outbreak prevention and management in contracted sites.

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

5

Public meetings were held - four in Lethbridge and one in Cardston.

3

Members joined three committees including the Seniors and Continuing Care Provincial Advisory Council, Connect Care and the Surgical Strategic Clinical Network.

8

Presentations were made on topics such as Choosing Wisely, RhPAP and Supervised Consumption Services.



Engaging the public

- We consulted the public and AHS on plans for the Raymond Care Centre.
- We connected with University of Lethbridge students during Mental Health Week as we managed a booth where we provided mental health resources and listened to student feedback about health services.
- We shared information about barriers and opportunities to transportation services in our local communities with the MARD program. We also shared our feedback on the toolkit with MARD's director.
- We invited representatives from RhPAP to attend our public meetings to share updates on local attraction and retention efforts.
- We invited the ARCHES Lethbridge program to present about its new medically supervised consumption service, and we provided ideas as to what it can do in the months and years ahead to continue to build support in the community.
- We shared resources within our communities such as Goals of Care designation Green Sleeves, AHS' Apple Magazine and information about depression for seniors. We also supported and promoted immunization within our communities.

Providing feedback and advice to AHS

- We shared our thoughts and suggestions about the potential impact to services after AHS moved to the Combined Laboratory and X-Ray Technologists model.
- We provided:
 - Support for the addition of beds in Milk River; new beds are being added in 2018.
 - Input to AHS' Ethical Framework via an engagement session with AHS' Clinical Ethics team and the Community Engagement department.
 - Input to a storytelling engagement session with AHS Web Communications and Community Engagement department.
- We took part in engagement with AHS regarding service delivery of Continuing Care.

Topics on the minds of our Council and community members

Top issues Identified in Our Region

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

- Mental health
 - lack of awareness in communities
- Addictions and suicide prevention
- Lack of supports for seniors who have depression (lack or minimal awareness of).
- Aging population
 - lack of supports in general
- Transportation for seniors and those with mobility restraints.
- Increased personal health accountability.
- More support for awareness about prevention and health promotion.

Cultural Awareness

Out of acknowledgement and respect for Indigenous peoples we introduced a moment of recognition at the beginning of our publicly held meetings as each of these are hosted on Treaty 7 Land. In addition, we have expressed interest in Indigenous Cultural Competency and Sensitivity training and look forward to those teachings in the coming year.

Council profile

We look forward to continuing to build the profile of our HAC within our communities and will do so through our members, in partnership with our AHS South Zone leaders, and AHS Community Engagement department.



A look ahead

We were pleased to welcome two new members to our Council in the last year, bringing our membership to capacity. In the coming year some of our long-standing members' terms will come to an end, so we will once again be seeking new members to join us.

As we plan our activities for the coming year, one of the key areas of focus is to broaden the awareness of the HAC and to gather more feedback about health services to share with AHS. We will do this by reaching out to local service groups and community organizations as well as local media, with the support from Community Engagement. We look forward to establishing a connection and maintaining a mechanism for ongoing communication thereafter.

We are looking forward to hosting some engagement events in the coming year where specific information will be presented that aligns with our work plan, and there will be an additional opportunity to hear from the public.

In addition to increasing opportunities to gather public feedback, we also want to increase our own knowledge and awareness of the services provided in our area. We plan to take tours of various healthcare facilities and to invite presenters to share information about local programs and services.

Learn more

- Visit ahs.ca and search Advisory Councils
- Email oldmanriver@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.



Oldman River
Health Advisory Council

Healthy Albertans.
Healthy Communities
Together.