

Palliser Triangle

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 Palliser Triangle Health Advisory Council



Reg Radke

Our Council continues to build public awareness of our role in Alberta's healthcare system. One example of this was through our presence at the annual Sunshine Home & Garden Show in Medicine Hat, March 1-3. Council members answered a variety of questions about the Health Advisory Council (HAC) and our presence also resulted in inquiries about Council membership. Council members have participated in a variety of community conferences and workshops collecting feedback and providing information about Alberta Health Services. AHS Community & External Relations and our HAC hosted a successful Community Conversation event in Medicine Hat in February.

In an effort to gather community input for AHS and the South Zone leadership, our Council has worked towards improving our meeting management. We have adopted an informal working session for HAC members only, prior to the public portion of our meeting. This allows for more time for public presentations and information presentations by AHS staff during our formal meeting. Roundtable reports from our Council members have been streamlined to provide input that is more detailed and identifies actions required.

We have worked hard to encourage public attendance at our meetings, averaging 11 at each meeting. We have proactively tried to schedule up to three public presentations at each meeting and encourage all public attendees to feel more welcome at our meetings. We were encouraged to hear that a public member who had related her cancer treatment journey had been contacted by the Medical Director to provide feedback to physicians on how to improve screening processes. Our South Zone leadership provided a successful example of involving community feedback and participation to solve concerns in a local community continuing care facility.

To ensure all concerns and requests for more information are not lost, we have adopted a tracking instrument that shows when and how each item has been dealt with. The introduction of the Top 5-10 concerns list by Community & External Relations is another way for our HAC to provide feedback to AHS and our Council updates this list at each of our regular meetings.

The Palliser Triangle Health Advisory Council would like to thank everyone who participated in our events and meetings and helped our communities to be heard. I would like to thank all Council members for their work in providing 'someone to listen to' in their role as advisors to AHS.

Sincerely,

Reg Radke,
Chair, Palliser Triangle Health Advisory Council

About our Council

2018-2019 Council Members

Current Members

Reg	Radke (Chair)	Brooks
Blake	Pedersen (Vice Chair)	Medicine Hat
Dr. Sara Joan	Armour	Medicine Hat
Ajit	Atwal	Medicine Hat
Lorrie	Clizbe	Brooks
Pat	Dietrich	Medicine Hat
Diane	MacNaughton	Medicine Hat
Marjorie	Moncrieff	Bow Island
Paul	Nederveen	Medicine Hat
Heather	Norris	Oyen
Patty	Rooks	Seven Persons
Dr. Ken	Sauer	Medicine Hat
Stephanie	Shaw	Medicine Hat
Ron	Wickson	Bassano

Past Members

Rudi Brockmann Oyen



Back row left to right: Blake Pedersen, Paul Nederveen, Dr. Ken Sauer, Ajit Atwal, Ron Wickson, Lorrie Clizbe

Front row left to right: Reg Radke, Dr. Sara Joan Armour, Diane MacNaughton, Patty Rooks,

Missing: Stephanie Shaw, Pat Dietrich, Marjorie Moncrieff, Heather Norris

Promoting awareness of our Council

We have been keen to continue the work of increasing awareness of our Council among local communities. We held two public forums in the community of Brooks whereby the first half was an information session and the second half was targeted engagement to gather feedback for AHS.

In addition, we participated in the annual Sunshine Home and Garden Show in Medicine Hat which provided great exposure to thousands of people. We also hosted a table at a Volunteer Night in Medicine Hat and at the Oyen Activity Fair.

Our members were diligent in connecting with their networks to spread the word about our HAC meetings. This contributed to an increase in public participation at our meetings.

In February we partnered with AHS to host a [Community Conversation in Medicine Hat](#). Thirty-four community participants attended and joined in discussion about wellness, prevention and community care. We learned about a health-related organization that's been successful in the community and discussed ways to improve healthcare. Some of the challenges identified include:

- Addressing shortage of rural health professionals and rural health supports
- Ensuring healthcare information is translated for newcomers to Canada
- Addressing gaps with patient assessments, transitions and complex seniors care
- Ensuring home care is consistent once a patient is discharged from hospital
- Improving pediatric mental health supports through Primary Care Networks and AHS, and mental health services across the age spectrum.

Information gathered was shared with AHS' Health Plan and Business Plan team.

4

Public meetings in
Medicine Hat, Oyen and
Seven Persons

48

Members of
the public in
attendance
at our
meetings

2

Public Forums with
information sessions on the
topics of Medical Assistance
In Dying (MAID) and the
Community Paramedic
Program



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

Listening to our communities and providing feedback to AHS

We had tremendous public attendance at our meetings which elicited a lot of feedback for AHS. Concerns brought forward include:

- Desire to be included in conversations about health services prior to decisions being made
- Lack of transportation resources for patients in rural communities
- Need for more palliative care beds to alleviate capacity at current sites
- Suggestion to review age standards for colonoscopy screening
- Inaccuracies with emergency mapping system in finding some rural addresses
- Need for assisted living to relieve strain on acute care in Oyen
- Need for clear wayfinding signage at labs and at Medicine Hat Regional Hospital
- Lack of advertising of flu clinic dates in rural communities

We learned about uncertainties regarding changes at the Health Centre from the community of Bow Island. We partnered with AHS to host engagement in the community that was an opportunity for stakeholders and AHS to participate in two-way dialogue. The discussion was meaningful as it cleared up misconceptions and it proved to be a positive step towards improving the relationship between AHS and the community.

AHS conducts surveys throughout the year which we encourage our members to participate in. Members provided their feedback to AHS on a survey about diversity and another one on emergency room wait times.

Several of our members are part of additional AHS Zone and/or Provincial committees, furthering opportunities to learn from and share feedback with AHS:

- South Zone Indigenous Patient Navigator Model steering committee
- Addiction and Mental Health Provincial Advisory Council
- Continuing Care Quality Committee
- Wait Times Focus Group
- Connect Care Advisory

Working with AHS to share information with our communities

Presentations were provided at each of our public meetings; from local community groups, individuals and from Alberta Health Services. The following are a list of topics or groups we heard from:

- Oyen Health Foundation
- Health journey of a Colon Cancer patient
- Elder Abuse Community Collaborator with Canadian Mental Health Association
- Bow Island engagement
- EMS Service Planning
- Palliser Primary Care Network (PCN)
- Rural Health Professionals Action Plan (RhPAP)
- Mobile Integrated healthcare (MIH) – an Enhancing Care in the Community initiative
- Prairie Rose Hospice and Palliative Care Society
- Southeast Regional Collaborative Service Delivery (RCSD) initiative
- THRIVE – Medicine Hat & Region Strategy to End Poverty & Increase Wellbeing

AHS South Zone leadership is an integral component of our meetings. Staff attend and provide updates at each meeting and engage in dialogue that informs us of AHS' planning and direction. Highlights include but are not limited to, the following:

- Connect Care - updates on plans and rollout of the electronic health record
- Enhancing Care in the Community (ECC)
- Collaborative Care model of health ([CoACT](#))
- Information about Patient Advisors and their role in contributing to patient care
- Updates on the status of AHS' three-year operational plan
- Role of Quality Councils at healthcare sites
- Physician resource planning in the South Zone
- Replacement bed/stretchers program in acute and long term care sites
- Indigenous Cultural Competency training of staff
- Dialysis in Brooks
- Long term care audits
- Rural maternity care provincial work
- Enhancing services for patients with complex needs
- Emergency department wait times

A look ahead

We've done a lot of work to increase awareness of our Council within local communities and we will continue this work in the year ahead. We will invite local key stakeholders to each of our meetings and members will reach out to the people in their networks as meetings occur in their community. We will also build outreach capacity by hosting public forums with topics of interest, and participation in community events.

As public interest continues to grow we're going to review our meeting culture to determine where we can make improvements that will ensure a more welcoming environment. This will entail a review of meeting space and structure to determine where efficiencies can be found.

We will continue sharing feedback with AHS at our meetings via a submission of top health-related concerns and roundtable discussion. It's important we include the sharing of good news stories in this exchange as we recognize there is a lot of positive work being done in health services.

A significant factor in the work of the HAC is our relationship with AHS South Zone leadership. We will continue cultivating a respectful relationship through regular communication and updates outside of meetings, and by inviting them to some of our in-camera meetings.

It's equally important that we have a clear understanding of the activities of the Provincial Advisory Councils and of the Wisdom Council. We will connect with their Chairs when meeting with the Council of Chairs, and, we will seek updates from them to share at our public meetings.

Finally, as several long-standing members' terms come to an end, we will seek to replenish vacancies to ensure a diverse and robust Council going forward.

Learn more

- Visit ahs.ca/advisorycouncils
- Email pallisertriangle@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)



Palliser Triangle
Health Advisory Council

Healthy Albertans.
Healthy Communities.
Together.