



Work Plan 2019 - 2020

Goal #1: Build awareness of the Council's roles and responsibilities to the public.

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
To increase public awareness of the Health Advisory Council (HAC) by inviting minimum two local community organizations per HAC meeting.	<p>Promote HAC meetings as open to the public through traditional media, social media and Council member networks.</p> <p>Include topic of presentation(s) at meetings, in advertisements.</p> <p>Outreach to communities through public forums (Incl. community conversations).</p> <p>Participate in community events and activities such as trade shows, et al.</p> <p>Utilize best practices from other HAC's.</p>	<p>Council</p> <p>Coordinator</p> <p>Community Engagement (CE) & Communications</p>	March 31, 2020	<p>Public attendance is tracked in meeting minutes and summary.</p> <p>Outreach with communities and local networks is tracked via roundtable reports and meeting minutes.</p>
To maintain regular communication with partners who provide services to the health system by inviting them to five HAC meetings in the year.	<p>Invite stakeholder groups to attend HAC meetings, such as:</p> <ul style="list-style-type: none"> • Primary Care Networks • Rural Health Professions Action Plan • Health Quality Council • Health Foundations • Covenant Health, et al., <p>Utilize best practices from other HACs.</p>	<p>Council</p> <p>Coordinator</p>	March 31, 2020	<p>Tracking of attendance of stakeholders at HAC meetings and/or other events.</p> <p>Three partner organizations attended HAC meetings in the year.</p>

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
To increase efforts at improving HAC meeting culture by making adjustments to meeting environment that ensures a more welcoming environment for public.	<p>Seek larger meeting space in communities</p> <p>Adjust timing of lunch for Council and AHS.</p> <p>Develop satisfaction survey for distribution among public attendees.</p> <p>Add an overall meeting rating score to the HAC meeting survey.</p>	<p>Council</p> <p>Coordinator</p>	Ongoing	<p>HAC meeting space adequately accommodates members, AHS, presenters and public attendees. Meal is served earlier in the day, prior to public arrival.</p> <p>Public satisfaction survey indicates 70 per cent of respondents are satisfied with meeting.</p> <p>Overall meeting rating score by Council indicates 70 per cent satisfaction.</p> <p>Agenda is well-managed to allow reasonable sharing of information.</p>

Goal #2: Gather community input, validate it and provide challenges and opportunities in your Council area to the AHS local leadership and AHS Board.

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
To identify and advise AHS on top health-related concerns from the community.	<p>Submit written roundtable reports.</p> <p>Roundtable reports present information from the community to AHS.</p> <p>Roundtable reports may identify opportunities for additional follow up, from HAC and AHS.</p>	<p>Council</p> <p>Coordinator</p>	March 31, 2020	<p>Council held five public meetings in the fiscal year with AHS representatives in attendance, as tracked in minutes.</p> <p>Meeting follow up is tracked via informal tracking document that identifies completed and outstanding items.</p>

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
	<p>Working session discussion helps HAC members to understand background and validity of top concerns raised.</p> <p>Use of tracking document to capture pertinent information.</p> <p>Review top concerns document and add to or remove items at each meeting.</p>			
To provide AHS with list of Top 5-10 Concerns in the region.	South Zone leads receive a copy of updated Top 5-10 Concerns list after each HAC meeting.	Council Coordinator AHS Communications		<p>Council identifies top 5-10 issues from its communities and updates at each HAC meeting, as noted in AHS tracking document.</p> <p>Top concerns document is shared with AHS and Zone Leadership and triaged for responses back to the HAC as tracked in AHS template.</p>
To identify good news stories re: health services from their communities, at each meeting, to provide a balanced perspective of health.	Members share with AHS in roundtable reports, at each meeting.	Council	Ongoing - annually	Good news stories are documented and tracked as per meeting minutes.

Goal #3: Provide opportunities for AHS to work with Councils to share information about AHS healthcare programs and services with communities.

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
<p>To continue building a respectful relationship with Zone leads by holding bi-monthly meetings with Chairs and inviting AHS to participate in minimum two working sessions.</p>	<p>Request updates by AHS at HAC meetings which may include South Zone Operational Plan, top health concerns, et al.</p> <p>Schedule regular meetings with Chief Zone Officer, HAC Chairs and Coordinator</p> <p>Agenda planning with Chief Zone Officer, Chair and Coordinator Extend invitation to Zone leads to attend minimum two working session(s)</p> <p>Provide sufficient time at HAC meetings for Q&A with HAC and Zone leads</p> <p>Facilitate discussions with South Zone leads re: program and service improvements and successes</p>	<p>Council</p> <p>Zone leads</p> <p>Chair</p> <p>Coordinator</p>	<p>March 31, 2020</p>	<p>Monthly (or bi-monthly) meetings are scheduled with Chairs, Zone leads and Coordinator</p> <p>Dialogue with AHS is fulsome, respectful, insightful and the outcome is positive for AHS and HAC</p> <p>Members and community have clearer understanding of health-related services in their communities, as reflected in meeting survey</p>
<p>To maintain awareness of the activities of Council of Chairs, Provincial Advisory Councils and Wisdom Council by providing regular updates on work and priorities.</p>	<p>Chair(s) to attend Council of Chairs meetings and share minutes with Council.</p> <p>Chair(s) to connect with PAC and Wisdom Council Chairs to obtain updates on work and priorities, to share with Council.</p>	<p>Chair(s)</p>	<p>Ongoing - annually</p>	<p>Chair(s) have emailed Council copies of Council of Chair minutes, and, any other documentation gathered from PACs and Wisdom Council.</p> <p>Council discussed the work of PAC and Wisdom Council at minimum two HAC meetings to determine if there is room for partnership, as noted in meeting minutes.</p>

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
To provide informative presentations from AHS or relevant partners in health, at each public HAC meeting.	Request presentations from internal AHS portfolios and from external partners in health (e.g. RhPAP, PCN, etc.) Request written reports, PowerPoint presentations, etc. from presenters in advance of meetings in order to include with agenda packages (pre-reading)	Council Zone leads Coordinator	March 31, 2020	Council received a presentation at each HAC meeting, as tracked in minutes Council received written documentation of presentations at each HAC meeting.

Goal #4: Provide input to healthcare programs, services or emerging initiatives.

Objectives	Actions	Responsibility	Timeline (1-3 years)	Measures of Success
To maintain focus on local health system issues by reviewing list of top concerns at each HAC meeting and sharing with AHS.	Review top concerns, in addition to new issues brought forward, to inform of local, regional priorities.	Council	Ongoing	Top concerns document is updated at each HAC meeting and submitted to the AHS Board four times per year. Council receives AHS' response to top concerns within six to eight weeks of submission. Responses from AHS are tracked in AHS template.