

Greater Edmonton

2018-19 Annual Report



Message from Alberta Health Services Board of Directors



Dr. Brenda Hemmelgarn

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.

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 Greater Edmonton Health Advisory Council



Teresa O'Riordan

2018 was an amazing year for the Greater Edmonton Health Advisory Council (GEHAC). There was, and continues to be, much to celebrate. As a Council we are indebted to Deb Gordon and Dr. David Zygun for their dedication to our health system, their genuine respect and appreciation for GEHAC members' feedback; and their organizational leadership. High levels of trust, honesty and timely communication have been key to the development of caring and genuine connections between GEHAC members and with Alberta Health Services leadership.

Throughout the year, GEHAC expressed our ongoing appreciation for the integrative and transformative work being delivered everyday by AHS' staff, executive and Board. The integration of evidence-based practices and protocols into service delivery, capital projects and community engagement strategies maximize opportunities for advancing AHS as a high performing, learning organization.

GEHAC continues to promote Albertans' health and wellness with a focus on integration of services across sectors. GEHAC endorses a social determinants approach to health and applauds the collaborative efforts of AHS with other ministries and departments.

2018 is the 10-year anniversary for AHS. For many of us, it is hard to recall the time when we weren't a single provincial health delivery system. GEHAC celebrates with AHS on their successes and their commitment to community engagement for continuous improvement.

GEHAC continues to identify the importance of ensuring that all Albertans have the care they need, when and where they need it. GEHAC's top 5 priorities endorse the need for effective mental health services; timely access for addiction services; access to the right health services; coordination of research, education and information; and low threshold access to supportive housing. Over the year, GEHAC welcomed and appreciated the excellent presentations at our meetings from AHS staff on these key areas of concern.

As Advisory Council members, over the last year, we had several opportunities to be involved in key initiatives and projects, contributing to the direction of our healthcare and our healthcare system. We also assumed leadership by participating on the organizing committee for the annual Fall Forum; the Edmonton Community Conversation and other committee work.

An Advisory Council's degree of influence is in large part determined by the level of active and meaningful participation of its members. GEHAC's positive impact has been possible due to the generous donation of time, expertise and energy of its members. Thank you to each of the GEHAC members for a very good year. It has been an honor to work with persons who are so passionate, insightful and knowledgeable.

With appreciation,

Teresa O'Riordan
Chair, Greater Edmonton Health Advisory Council

About Our Council

2018-19 Council Members

Current Members

Teresa	O’Riordan (Chair)	Morinville
Sheila	Raffray (Vice Chair)	Edmonton
Alexander	Kuznetsov	Edmonton
Anahi	Johnson	Edmonton
Edith	Baraniecki	Edmonton
Fahim	Hassan	Edmonton
Iqra	Nazir	Edmonton
Lawrence	Tymko	Edmonton
Ryan	Payne	Edmonton
Sharon	Brintnell	Spruce Grove
Shirley	Munro	Fallis
Victor	Do	Edmonton

Past Members

Fahim Rahman Edmonton



*Back row left to right: Fahim Hassan, Teresa O’Riordan, Ryan Payne, Sheila Raffray.
Front row left to right: Edith Baraniecki, Anahi Johnson, Shirley Munro.
Missing: Sharon Brintnell, Victor Do, Alexander Kuznetsov, Iqra Nazir, Fahim Rahman, Lawrence Tymko*

Promoting awareness of our Council

Our Council began on a journey this year to tell our story. We learned about storytelling from Dr. Yiu and put her messaging into practice. Four Council members relayed their personal stories of what matters to them and why they volunteer their time for the betterment of health. We launched our videos at the Advisory Council Fall Forum and have also shared them with the AHS Board, AHS Executive leadership and Edmonton Zone leadership. We will continue to tell our story with these videos on social media, on televisions in healthcare waiting rooms and as opportunities arise.

We were pleased to participate in a number of events with Edmonton Zone leadership. We were recognized and included in the following events:

- Stollery Children's Hospital Foundation \$5 million gift for children's health research
- New Edmonton Hospital blessing ceremony
- Brain Awareness Week event at the University of Alberta
- An Evening with Dr. Yiu
- Edmonton Child and Adolescent Mental Health Facility announcement
- Kipness Funding Announcement for the Urology Centre at the University of Alberta
- Immunotherapy and Cancer Research Evening
- Precision Health Symposium for Diagnostics and Therapeutics and Public Health and Digital Analytics
- Neurology Intensive Care Unit (ICU) announcement (Brain Centre)
- Misericordia Hospital Emergency Department Redevelopment Grand Opening
- Early Onset Dementia Alberta Foundation-Building Dementia Awareness Conference
- Norwood Project Open House



Members of our Council attended the following conferences/meetings to learn information about the health system:

- Complex High Needs Populations Strategic Senior Leadership Forum
- Friends of Medicare information session about private clinics
- Game Changing Research in Alberta hosted by Alberta Cancer Foundation & BioCanRx

Council members participated on other committees to share information both ways. Some of the committees are:

- Health Link Advisory Council
- Edmonton Zone Planning and Performance Coordinating Committee

Listening to our communities and sharing feedback with AHS

Our Council members are connected to a wide range of communities and networks from which we gather feedback on healthcare services. We share this feedback at AHS meetings and in other ways, such as focus groups.

We listen to the vulnerable populations in our large city each year. We attended the Homeless Connect event in April, 2018 at the Shaw Conference Centre. The two-day event provided a number of services and information to the low income and homeless populations in Edmonton. We heard about health concerns with respect to homelessness and low income.

We also attended the Diversity Health Fair. The event welcomed new immigrants to community and provided them with health information. We engaged and gathered feedback from newcomers to the country.

We welcome the public to our meetings and encourage them to share with us. Some of the information provided and concerns heard included:

- A need to see community driven healthcare change by taking action on concerns heard in the community
- A perceived inequality of healthcare services provided to Indigenous patients
- More education and communication required about Cannabis Information about the Driving and Evaluation and Treatment Services (DETS) at the Glenrose Hospital should be shared out further with the public
- Food habits are closely tied to an individual's lifestyle: where a person lives and the cultural background is reflective of that individual's food habits
- A need for access and more resources about addiction and mental health
- Questions about the AHS' stand on the use of natural medicine
- PharmaCare and Dental Care and how adding these types of services can improve wait times and services
- Proper use of Emergency Departments

We were included in AHS decision making by being invited to engagement events to provide feedback. They were:

- Alberta Laboratory Project (formerly known as Lab Hub Project)
- University of Alberta Identity Project
- Participation in a focus group about wait times, and one related to My Health Alberta

The following concerns were expanded upon and submitted to the Community Engagement Committee of the Board as Council wide concerns:

- Effective mental health services
- Addiction services
- Access to the right health services
- Coordination of research
- Education and information
- Supportive housing

Working with AHS to share information with our communities

Leadership from Edmonton Zone participated in each Council meeting. They provided us with timely and topical information to share with our communities; some of the major topics were:

- Connect Care as Edmonton Zone will be the first to launch the new health record system,
- Enhancing Care in the Community and examples of innovative health strategies in other countries,
- Alberta Provincial Laboratory,
- A pharmacy facility for Edmonton,
- The new Southwest Edmonton hospital,
- The Edmonton Zone Primary Care Networks Governance structure,
- ARCH program at the Royal Alexandra Hospital, and,
- Child and Adolescent Mental Health Centre.

When our Council had questions or required information on specific topics, we invited members of AHS program leadership to present. Council received the following presentations last year:

- Enhancing Care in the Community
- Capital Care Norwood Redevelopment Project Update
- Edmonton Zone Trauma Program – Care is Caring
- Boyle McCauley Health Centre
- Action Recovery and Community Health (ARCH) Project
- Human Organ Procurement and Exchange (HOPE) Program

We partnered with Edmonton Zone to host a Community Conversation in Edmonton in November. More than 25 people were in attendance to discuss ways to partner with community and work together to improve healthcare for Albertans. The Edmonton Food Bank was recognized in the community spotlight as a key contributor to health and an example of the importance of partnerships. Groups worked together and identified healthcare challenges, solutions and themes. Areas of suggested improvement included: improve patient experiences; patient and population health outcomes; the experience and safety of our people, and financial health and value for money. We look forward to expanding this conversation to other communities.



A look ahead

Our Council has had a very busy year and we look forward to the year ahead.

We have established themed meetings for the five meetings we host per year, and we will move the meetings from community to community. We look forward to inviting service providers and educators to present information at the Council meetings based on the needs of the community. We are going to target our invitations and awareness of the meetings to those who will benefit the most from the information (i.e. we want to invite seniors' groups for a meeting themed about Seniors Health).

We plan to brand and increase the awareness of our Council by attending many events in partnership with the Edmonton Zone leadership and displaying our Council banner with us at these events.

We look forward to partnering with AHS and attending events in our community to engage with vulnerable populations. Some of the events we plan to attend are Homeless Connect, the Seniors Expo and the Health Diversity Fair. We look forward to gathering feedback at these events to verify our top concerns document, and share it with the AHS Board.

We were pleased to learn about the innovation and vision associated with building the Central Drug Production Facility and the South Edmonton Hospital/Health Campus. We look forward to updates on the status of these major capital projects.

We look forward to learning more about Enhancing Care in the Community. This important topic has been selected as one of this year's meeting themes. We look forward to providing input to this change in service provision.

[Connect Care](#) is a major project and we look forward to being able to support AHS with the implementation. We hope to be an important part in the project as a conduit to the public.

Learn more

- Visit ahs.ca/advisorycouncils
- Email greateredmonton@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 Health 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)



Greater Edmonton
Health Advisory Council

Healthy Albertans.
Healthy Communities.
Together.