

## **Lakeland Communities Health Advisory Council Work Plan 2010 – 2011**

### **Purpose of the Work Plan:**

The Work Plan allows each council the opportunity to describe the work to be undertaken for each year and ensure adequate resources are made available to support their efforts. Each council will develop a Work Plan to be submitted to the Health Advisory Committee of the Board at the beginning of the fiscal year that shall include the goals and strategies to meet those goals, as determined by the council, and include proposals for formal consultations and engagement activities with communities. This allows the Alberta Health Services Board to ensure support for the work of the councils and anticipate needs and expectations each year.

The process for these Work Plans is out of sync with the planning cycle. To allow for plans to be created for this year, the councils are in the formative stage, therefore, the work is in many cases already underway and yet we are still creating plans to describe the work. Councils need to consider the work already completed and place it into the Work Plan as if it were to be done. That will provide the opportunity to report on this completed activity in the Annual Report for 2010/2011. Hence, the Work Plan for 2010/2011 will cover activity already undertaken and any new activities the council plans on between the inception (January 2010) and March 31, 2011. Plans for April 1, 2011 to March 31, 2012 can be included in the Work Plan however, the council will be completing a Work Plan for this time period in April and May of 2011.

### **Roles and Functions of the Health Advisory Council – to act in an advisory capacity to Alberta Health Services.**

- A) Engage the public, gather information and provide the public input with respect to health, health needs and health services in the area
- B) Provide feedback and advice to Alberta Health Services on what is working well and areas for improvement regarding;
  - i) the health care system and services, issues, needs and priorities, access, promotion of health and any other matters requested by Alberta Health Services
  - ii) strategies to further engage the community on health care delivery, and
  - ii) consider information provided by Alberta Health Services, and identify issues and trends from a local perspective
- C) Promote and participate in activities that enhance the health of residents

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<b>GOAL</b>					
<b>A. ENGAGEMENT OF THE PUBLIC</b>					
<b>STRATEGY</b>	<b>ACTIONS REQUIRED TO ACHIEVE (HOW)</b>	<b>SUPPORTS/RESOURCES REQUIRED</b>	<b>RESPONSIBILITY (WHO)</b>	<b>TIMELINE</b>	<b>OUTCOME</b>
<b>1. Involve elected officials to champion a top notch system within the region</b>	<ul style="list-style-type: none"> <li>• Invite municipal leaders to attend council meeting.</li> <li>• Council will create and participate in opportunities to meet with elected officials.</li> <li>• Minutes of meetings distributed to municipalities.</li> </ul>	<ul style="list-style-type: none"> <li>• Invitation sent to Municipalities in area of meeting.</li> <li>• Council members will provide Board Chair with contact information of locally elected officials.</li> </ul>	<ul style="list-style-type: none"> <li>• Chair, council members.</li> </ul>	Established council meeting dates.	<ul style="list-style-type: none"> <li>• Local elected officials will be invited to the council meeting to enable awareness of local health initiatives and be able to champion positive changes.</li> </ul>
<b>2. Maintain transparency through established Council communication plan</b>	<ul style="list-style-type: none"> <li>• Council will provide a meeting summary to various communication channels: existing newsletters, website, and media.</li> </ul>	<ul style="list-style-type: none"> <li>• Listing of community contacts for local media sources and newsletters.</li> <li>• Alberta Health Services web maintenance support.</li> </ul>	<ul style="list-style-type: none"> <li>• Chair.</li> <li>• Community Engagement Officer.</li> </ul>	Ongoing.	<ul style="list-style-type: none"> <li>• Local residents will be aware of council role and business.</li> </ul>

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<b>3. Creating opportunities for public input</b>	<ul style="list-style-type: none"> <li>• Publish email address to the website to invite public input.</li> <li>• Advertise council meetings.</li> <li>• Invite public to present at council meetings.</li> <li>• Council will engage formally and informally with the public.</li> <li>• Consider ways to engage with different demographic groups e.g. seniors, youth, community organizations.</li> </ul>	<ul style="list-style-type: none"> <li>• Website maintenance support, local media, council members will participate in local community engagement opportunities e.g. community functions.</li> </ul>	<ul style="list-style-type: none"> <li>• Alberta Health Services.</li> <li>• Chair.</li> <li>• Community Engagement Officer.</li> <li>• Council members.</li> </ul>	Monthly.	<ul style="list-style-type: none"> <li>• Council members receive information from community members regarding what is working well and opportunities for improvement.</li> </ul>

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<b>GOAL</b>					
<b>B. PROVIDE FEEDBACK AND ADVICE TO ALBERTA HEALTH SERVICES</b>					
<b>STRATEGY</b>	<b>ACTIONS REQUIRED TO ACHIEVE (HOW)</b>	<b>SUPPORTS/RESOURCES REQUIRED</b>	<b>RESPONSIBILITY (WHO)</b>	<b>TIMELINE</b>	<b>OUTCOME</b>
<p>1. <b>Participate in consultation opportunities as requested by Alberta Health Services sectors</b></p>	<ul style="list-style-type: none"> <li>• Council will accommodate Alberta Health Services presentations and consultations and provide written or oral consultation as requested.</li> <li>• Council will be represented at Alberta Health Services consultation and educational opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Time allocated on the council agenda.</li> <li>• Advance notice of presentations/consultations.</li> </ul>	<ul style="list-style-type: none"> <li>• All council members.</li> <li>• Council representative will attend and report back to council.</li> </ul>	<p>Ongoing.</p> <p>1 per year/council member.</p>	<ul style="list-style-type: none"> <li>• Community feedback is provided to Alberta Health Services through the council members' participation in consultation opportunities.</li> <li>• Council members will be well informed of health services.</li> </ul>

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<b>GOAL B. PROVIDE FEEDBACK AND ADVICE TO ALBERTA HEALTH SERVICES</b>					
<b>STRATEGY</b>	<b>ACTIONS REQUIRED TO ACHIEVE (HOW)</b>	<b>SUPPORTS/RESOURCES REQUIRED</b>	<b>RESPONSIBILITY (WHO)</b>	<b>TIMELINE</b>	<b>OUTCOME</b>
<p><b>2. To provide community feedback and concerns to Alberta Health Services</b></p>	<ul style="list-style-type: none"> <li>Concerns and issues are substantiated by council.</li> <li>Alberta Health Services leaders are invited to participate and address specific community issues and concerns.</li> <li>Briefing notes are submitted to Alberta Health Services Board when deemed appropriate.</li> <li>Promote the use of the Patient Concerns process.</li> <li>Identify and support what is working well in Alberta Health Services.</li> </ul>	<ul style="list-style-type: none"> <li>Alberta Health Services Senior Leaders.</li> <li>Community Engagement Officer.</li> <li>Patient Feedback brochure available in all health facilities.</li> <li>Council members.</li> </ul>	<ul style="list-style-type: none"> <li>Chair.</li> <li>Council members.</li> <li>Community Engagement Officer.</li> <li>Council members.</li> </ul>	<p>Ongoing. Identification of Best Practice is included as a standing agenda item.</p>	<ul style="list-style-type: none"> <li>Alberta Health Services will be aware of regional concerns and issues.</li> <li>Alberta Health Services will have opportunities to provide information to council regarding issues and concerns that have been identified.</li> <li>Community members are aware of Patient Concerns Process.</li> <li>Council will be aware of what is working well within the system and what support is required to maintain the program.</li> </ul>

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GOAL					
C. PROMOTE AND PARTICIPATE IN ACTIVITIES THAT ENHANCE THE HEALTH OF RESIDENTS					
STRATEGY	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE	OUTCOME
1. <b>Inform the public on health services in their community and the zone</b>	<ul style="list-style-type: none"> <li>• Council members will advocate for programs that support preventative screening in local communities.</li> </ul>	<ul style="list-style-type: none"> <li>• Establish process that identifies when mobile screening programs are in council area and promote through council connections.</li> </ul>	<ul style="list-style-type: none"> <li>• Council members.</li> </ul>	Ongoing.	<ul style="list-style-type: none"> <li>• Community members are informed of health services available in the area.</li> </ul>
2. <b>Council members will champion events that support local healthy lifestyle initiatives</b>	<ul style="list-style-type: none"> <li>• Compile listing of events that are occurring in council area.</li> <li>• Promote on council web page, print resources and through informal community connections.</li> <li>• Council members will actively research and support locally occurring events.</li> </ul>	<ul style="list-style-type: none"> <li>• Listing of events, regular upload to website, local media.</li> </ul>	<ul style="list-style-type: none"> <li>• Chair.</li> <li>• Council members.</li> <li>• Community Engagement Officer.</li> <li>• Alberta Health Services.</li> <li>• Website maintenance.</li> </ul>	Ongoing.	<ul style="list-style-type: none"> <li>• Council members and residents will be aware of events that are occurring in the council area that contribute to improved health.</li> </ul>