

GOAL:

A. ENGAGEMENT OF THE PUBLIC

Gather information including public input respecting health, health needs and health services for the residents of the community served by the councils

STRATEGY (WHAT)	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE (WHEN)	RESULTS (OUTCOME/MEASURE)
<p>1. Provide public (community stakeholders) with the opportunity to meet and discuss local health issues with members of the Health Advisory Council.</p>	<ul style="list-style-type: none"> • Facilitate public dialogue (four to six times per year) through the incorporation of “open mic” forums as part of the regularly scheduled Health Advisory Council meetings. • Organize two meetings per year with Health Advisory Council members, the public and senior North Zone Alberta Health Services staff. 	<ul style="list-style-type: none"> • Organize venues in the various communities throughout the Health Advisory Council area • Organize venues in Peace River and Grande Prairie • Overarching Needs: <ul style="list-style-type: none"> • Meeting hall • Beverages/ snacks • Note taker (recorder) • Alberta Health Services information tool kit • Promotional items • Council contact information (i.e. business cards, tri fold display, etc.) • PowerPoint presentation, including equipment 	<ul style="list-style-type: none"> • Council members • Alberta Health Services support 	<ul style="list-style-type: none"> • Fall 2011 to Fall 2012 	<ul style="list-style-type: none"> • Improved communication, transparency and engagement with community members.
<p>2. Develop a communication process that facilitates a seamless and accurate transmission of emergent and timely health</p>	<ul style="list-style-type: none"> • Survey senior leadership and members of the Health Advisory Council as to what is the preferred mode of communication and processes required. 	<ul style="list-style-type: none"> • Input and approval from Alberta Health Services senior leadership and Health Advisory Council 	<ul style="list-style-type: none"> • Alberta Health Services senior leadership • Communications 	<ul style="list-style-type: none"> • September 2011 	<ul style="list-style-type: none"> • Council members report that they are informed on health related matters affecting their respective councils in a timely manner.

GOAL:
A. ENGAGEMENT OF THE PUBLIC
Gather information including public input respecting health, health needs and health services for the residents of the community served by the councils

STRATEGY (WHAT)	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE (WHEN)	RESULTS (OUTCOME/MEASURE)
<p>information between Alberta Health Services senior leadership and council members.</p>	<ul style="list-style-type: none"> Develop a standard operating practice for communication based on input from leadership and council. 	<ul style="list-style-type: none"> Community Engagement Officer Communications consultant 	<ul style="list-style-type: none"> Community Engagement Officer IT support as required for surveying mechanisms and information distribution 		

GOAL:
B. PROVIDE FEEDBACK AND ADVICE TO ALBERTA HEALTH SERVICES
 Provide advice to Alberta Health Services about health issues, health needs and priorities, access to health services, the promotion of health and any other matters requested by Alberta Health Services

STRATEGY (WHAT)	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE (WHEN)	RESULTS (OUTCOME/MEASURE)
<p>1. Develop and implement a feedback loop mechanism with standardized procedures that captures emergent health care themes voiced by the community during engagement, ensuring that public responses delivered by Health Advisory Council are reported to Alberta Health Services senior leadership for forwarding to pertinent levels within Alberta Health Services.</p>	<ul style="list-style-type: none"> To provide feedback received from communities on health services gaps and concerns to Alberta Health Services and, in turn, respond to the public. 	<ul style="list-style-type: none"> Administrative time to collate and store data 	<ul style="list-style-type: none"> Alberta Health Services Council members 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> To report increased satisfaction in the dissemination of information and health services by community members in the council area.
<p>2. Provide consultation, education and feedback as requested by service sectors within Alberta Health Services.</p>	<ul style="list-style-type: none"> Provide written or oral consultation and education as requested. 	<ul style="list-style-type: none"> Time by Alberta Health Services and council members 	<ul style="list-style-type: none"> Council members 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Community feedback is provided to Alberta Health Services through Council communication mechanisms.

GOAL:

B. PROVIDE FEEDBACK AND ADVICE TO ALBERTA HEALTH SERVICES

Provide advice to Alberta Health Services about health issues, health needs and priorities, access to health services, the promotion of health and any other matters requested by Alberta Health Services

STRATEGY (WHAT)	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE (WHEN)	RESULTS (OUTCOME/MEASURE)
<p>3. Establish a mechanism for the Health Advisory Council to receive and share information on health service updates within the Health Advisory Council area</p>	<ul style="list-style-type: none"> Provide agenda opportunities for North Zone leadership updates and consultation on health care themes in the area. 	<ul style="list-style-type: none"> Time allocated on the council agenda. 	<ul style="list-style-type: none"> Chair of Health Advisory Council North Zone leadership 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Communities are informed and provided with consultation opportunities regarding health services planning and delivery.

GOAL: C. PROMOTE AND PARTICIPATE IN ACTIVITIES THAT ENHANCE THE HEALTH OF RESIDENTS					
STRATEGY (WHAT)	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE (WHEN)	RESULTS (OUTCOME/MEASURE)
1. Health Advisory Council will help to facilitate a process to inform the public on health services in their community and the zone	<ul style="list-style-type: none"> A mechanism is developed to provide public updates and information on available health services. Information is then disseminated to the public on a quarterly basis. 	<ul style="list-style-type: none"> Contact lists and a distribution channel (tool) 	<ul style="list-style-type: none"> Council Members Alberta Health Services support 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Community members are informed of health services available in the area.
2. To advocate for and facilitate sharing of information with the public on primary care health initiatives in the area	<ul style="list-style-type: none"> Council members to support Alberta Health Services by informing the public of health care delivery in their area. 	<ul style="list-style-type: none"> Linkages to information on primary care networks 	<ul style="list-style-type: none"> Council members Alberta Health Services Community Engagement Staff Alberta Health Services staff 	<ul style="list-style-type: none"> Ongoing 	<ul style="list-style-type: none"> Residents have increased knowledge of primary care networks.