

**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><b>1. Provide public (local community residents and stakeholders) with the opportunity to meet and discuss local health issues with members of the Health Advisory Council.</b></p>	<ul style="list-style-type: none"> <li>Organize at least three public meetings per year with Health Advisory council members, the general public and North Zone Alberta Health Services leadership.</li> </ul>	<ul style="list-style-type: none"> <li>Meeting hall</li> <li>Beverages/snacks</li> <li>Note taker</li> <li>Promotional Items</li> <li>Council information (business cards, tri fold display, etc.)</li> <li>Advise the public and stakeholder groups through paid ads in the three local papers</li> </ul>	<ul style="list-style-type: none"> <li>Council members</li> <li>Alberta Health Services support</li> </ul>	<ul style="list-style-type: none"> <li>Fall 2011</li> <li>Spring 2012</li> </ul>	<ul style="list-style-type: none"> <li>Improved communication flow, transparency and engagement with local community members.</li> </ul>
<p><b>2. Develop a communication process that facilitates a seamless and accurate transmission of emergent and timely health information between Alberta Health Services leadership, and council members.</b></p>	<ul style="list-style-type: none"> <li>Survey Alberta Health Services leadership and members of the Health Advisory Council as to what is the preferred mode of communication and processes needed. Develop a standard operating practice for communication based on input from leadership and council.</li> <li>News releases will be</li> </ul>	<ul style="list-style-type: none"> <li>Input and approval from Alberta Health Services leadership and the Health Advisory Council</li> <li>Community Engagement Officer</li> <li>Communications consultant</li> </ul>	<ul style="list-style-type: none"> <li>Alberta Health Services leadership</li> <li>Communications</li> <li>Community Engagement Officer</li> <li>IT support where required</li> </ul>	<ul style="list-style-type: none"> <li>September 2011</li> </ul>	<ul style="list-style-type: none"> <li>Council members report that they are informed on health related matters affecting their respective councils in a timely manner.</li> </ul>

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	provided to council on a regular basis.				

**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. <b>Develop and implement a feedback loop mechanism with standardized procedures that capture emergent healthcare themes voiced by the community during engagement, and ensure that public responses delivered by Health Advisory Council are reported to Alberta Health Services leadership.</b></p>	<ul style="list-style-type: none"> <li>To provide feedback received from communities on health services gaps and concerns to Alberta Health Services and, in turn, respond to the public.</li> </ul>	<ul style="list-style-type: none"> <li>Administrative time to collate and store data</li> </ul>	<ul style="list-style-type: none"> <li>Alberta Health Services</li> <li>Council members</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>To report increased satisfaction in the dissemination of information and health services by communities in the council area.</li> </ul>
<p>2. <b>Provide consultation, education and feedback as requested by service sectors within Alberta Health Services.</b></p>	<ul style="list-style-type: none"> <li>Provide written or oral consultation and education as requested.</li> </ul>	<ul style="list-style-type: none"> <li>Time by Alberta Health Services and council members</li> </ul>	<ul style="list-style-type: none"> <li>Council members</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Community feedback is provided to Alberta Health Services through council communication mechanisms.</li> </ul>
<p>3. <b>The Health Advisory Council will provide consultation and receive</b></p>	<ul style="list-style-type: none"> <li>Provide agenda opportunities for Alberta Health Services leadership</li> </ul>	<ul style="list-style-type: none"> <li>Time allocated on the council agenda</li> </ul>	<ul style="list-style-type: none"> <li>Health Advisory Council Chair</li> <li>Alberta Health</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Communities are informed and provided with consultation opportunities</li> </ul>

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regular timely updates on health services within the council area.	updates and consultation on health care themes in the area.		Services leadership		in 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)
<p><b>1. Health Advisory Council will help to facilitate a process to inform the public on health services in their community and the Zone.</b></p>	<ul style="list-style-type: none"> <li>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. Quarterly articles from Chair or their designate in Healthy Living articles to be featured in the local media, where possible.</li> </ul>	<ul style="list-style-type: none"> <li>Contact lists and distribution tool</li> </ul>	<ul style="list-style-type: none"> <li>Council members</li> <li>Alberta Health Services support</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Community members are informed of health services available in the Health Advisory Council area.</li> </ul>
<p><b>2. To advocate for and facilitate sharing of information with the public on Alberta Health Services primary care health initiatives in the Health Advisory Council area.</b></p>	<ul style="list-style-type: none"> <li>Council members to support Alberta Health Services by informing the public of primary healthcare delivery in their area.</li> </ul>	<ul style="list-style-type: none"> <li>Linkages to information on primary care networks</li> </ul>	<ul style="list-style-type: none"> <li>Council members</li> <li>Alberta Health Services</li> <li>Community Engagement staff</li> <li>Other relevant Alberta Health Services staff</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Residents have knowledge of primary care networks.</li> </ul>