

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 at least once through the incorporation of Public Health forums. Organize a minimum of one meeting per year with Health Advisory Council members, the public and senior North Zone Alberta Health Services staff. Increase Health Advisory Council regular meetings to a minimum of nine times per year. 		<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. A minimum of one regular Health Advisory Council meeting per year will serve as a priority planning session.
<p>2. Develop a communication process that facilitates a seamless and accurate transmission of emergent and timely health information between senior leadership and council members.</p>	<ul style="list-style-type: none"> Survey senior leadership and members of the Health Advisory Council regarding the preferred mode of communication and processes required. Develop a standard 	<ul style="list-style-type: none"> Input and approval from senior leadership and Health Advisory Council Community Engagement Officer Communications consultant 	<ul style="list-style-type: none"> Alberta Health Services senior leadership Communications consultant Community Engagement Officer 	<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.

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	operating practice for communication based on input from leadership and council.		<ul style="list-style-type: none"> 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

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<p>1. 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 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.

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<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 Community Engagement Officer 	<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)
<p>1. Health Advisory Council will help to facilitate a process to inform the public on health services in their community and the Zone.</p>	<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) Research and establish additional public information linkages 	<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.
<p>2. To advocate for and facilitate sharing of information with the public on health initiatives in the area.</p>	<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 and health initiatives 	<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.