

Long Range Planning

Calgary Zone Highlights

People in Calgary Zone participated in workshops, think tanks and coffee chats to help plan the future of healthcare in our communities.



228 people in Calgary Zone who participated

493 comments collected

Three key themes:

- Transforming care into the community
- Focusing on preventative care
- Empowering people in their own healthcare

Calgary Zone key priorities:

- Seniors Care
- Addiction & Mental Health
- Community focus – primary health care, public health, and prevention

Key themes and resulting priorities were similar in Central Zone

Sample of what we heard in Calgary Zone:

We need to improve factors that affect the health of the 'whole' individual and the community, from our income and neighbourhoods to our jobs and education.

It's important to ensure there is seamless navigation, coordination and transition of care for both patients and care providers.

We can gain efficiencies through better use of resources, support for caregivers, and focusing on community based care.

Long Range Planning

What We Heard Summary Calgary Zone

Introduction

Albertans, community health partners, Alberta Health Services (AHS) and Alberta Health (AH) are working together to plan the future of healthcare in our communities. The goal is to co-design a sustainable, quality health system that promotes healthy communities and provides access to services, programs and facilities across the province. By working together, we can explore new, innovative ways of delivering care and preventing illness and injury.

Long range planning for AHS Calgary Zone began in September 2016. AHS, in partnership with Alberta Health, hosted a variety of meetings with community members, health partners and healthcare professionals. The collaborative sessions were extremely valuable and productive, as participants shared their ideas and thoughts to help inform planning. Together, we made great progress exploring a vision for health and healthcare 15 years from now. We reviewed what works well today and can be built on, as well as how we can partner to share accountability for new approaches.

The insightful information that was collected from those activities has been analyzed, themed, and summarized, and will form the foundation of the long range plan for the Calgary Zone going forward. It will also be an input to overarching provincial planning. AHS and AH will also continue to provide multiple opportunities for people to share their perspectives.

While there were many rich and valuable comments from all of the sessions, for the purposes of this summary a representative sampling is provided.

Central and Calgary Zones scope of engagement

- Engagement was broad, and sessions were held in both Central and Calgary Zones.
- Over 800 comments were collected from over 360 people
- Outcomes for both zones were very similar

Calgary Zone engagement activities

Think Tank: November 30, Delta Hotel, Calgary South

Workshop: December 5, South Health Campus

Workshop: December 7, South Health Campus

Workshop: December 8, Crescent Point Field House, Okotoks

Workshop: December 12, Cochrane Health Centre

Coffee Chats: December 2, Mount Royal University

Coffee Chats: December 6, Mount Royal University Iniskim Centre

Coffee Chats: December 8, Ethno-Cultural Council of Calgary



Calgary Zone Participants

To meet timelines and also ensure diverse perspectives, all efforts were made to ensure invitees were representative of broader community groups and views. More than 315 people were invited with 228 stakeholders participating in workshops, think tanks and coffee chats held across the [Calgary Zone](#).

Category	Attendees
Community	<p>Representatives from the communities of:</p> <ul style="list-style-type: none"> • Airdrie • Calgary • Cochrane • Didsbury • DeWinton • High River • Okotoks • Strathmore • Vulcan
Local businesses and business organizations	<ul style="list-style-type: none"> • Airdrie Chamber of Commerce • Bow Valley Chamber of Commerce • Cochrane Chamber of Commerce

Category	Attendees
Senior leadership of key partner groups	<ul style="list-style-type: none"> • The Alex • Calgary Homeless Foundation • Calgary Urban Project Society (CUPS) • The Safe Communities Opportunity and Resource Centre (SORCe) • Vibrant Communities Calgary (VCC)
Health community	<ul style="list-style-type: none"> • East Calgary Family care Clinic • EMS • Patient and Family Advisors • Pharmacy • Physicians and clinical community • Primary Care Networks • Strategic Clinical Networks and provincial programs
Health partners	<ul style="list-style-type: none"> • AHS and contracted care providers • Alberta Health Advocates • Calgary Lab Services • Covenant Health • Healthy Okotoks Coalition • Home Care and Continuing Care partners • Imagine Citizens • Local Primary Care Network leadership • Prairie Mountain Health Advisory Council • South Health Campus Citizen Advisory Team
Government	<ul style="list-style-type: none"> • Alberta Health • City of Calgary • Didsbury Town Councillor • Government of Alberta • Okotoks Town Councillor
Academic	<ul style="list-style-type: none"> • Mount Royal University • Physician Learning Program, University of Calgary • Representative from the Faculty of Nursing, University of Calgary • Representative from School of Health and Wellness, Bow Valley College
Professional Associations	<ul style="list-style-type: none"> • College and Association of Registered Nurses of Alberta (CARNA)
Labour groups	<ul style="list-style-type: none"> • United Nurses Association (UNA)
Foundations/Charities	<ul style="list-style-type: none"> • Alberta Cancer foundation • High River Foundation • Ronald McDonald House • Vulcan County Health and Wellness Foundation
Indigenous groups	<ul style="list-style-type: none"> • Mount Royal University Indigenous post-secondary students and faculty • Wisdom Council representatives
Hard to reach populations	<ul style="list-style-type: none"> • Ethno-Cultural Council of Calgary • Post-secondary Students • Representatives from the LGBTQ+ Community

What We Talked About

During discussions, participants talked about why and how they access services, what's currently working well in the zone, what their vision of a healthier population would look like 15 years from now, top priorities, and the roles various groups represented in the sessions could play to achieve the vision. Innovative ideas regarding healthcare planning and service delivery were encouraged. Below is 'What We Heard' grouped into three categories – Healthy Albertans, Healthy Communities, and Healthy Together.

Healthy Albertans

Discussions emphasized the need to improve factors that affect the health of the 'whole' individual and the community, from our income and neighbourhoods to our jobs and education. These factors are a powerful influence on the health and well-being of all Albertans. Albertans would receive culturally safe and appropriate, whole person, team-based, coordinated care, and would have equitable access to:

- health information and resources
- personal health records
- physical activity and nutrition options
- timely health services – right place, right time, right provider
- someone to help them navigate through the system

Healthy Communities

Participants talked about the need to work collectively towards improving the health of our communities. This included enhanced partnerships:

- with various community organizations (including geriatrics, home care, long-term care, primary care, and populations vulnerable to poor health outcomes)
- across government portfolios (i.e. Education, Social Services, etc.)
- across sectors
- with police services, physicians and private employers

Also, gaining efficiencies through better use of resources, support for caregivers, and focusing on community based care.

Health professionals and communities need increased awareness of the benefits of traditional medicine and practices for all cultural backgrounds.

We need to leverage work with leaders who are already leading change, especially with youth and young adults.

Treating the whole person means physical, mental, spiritual, and emotional health. It includes families and communities. It involves schools, daycares, and sidewalks. People don't experience health in these departments, but all together.

All people have capacity and a wealth of expertise to share – tap into it.

In 2031, communities in Alberta:

- actively promote a culture of health and wellness
 - Healthy spaces
 - Physical infrastructure as well as social and mental well-being
- have a greater sense of:
 - Belonging, connectedness, cultural awareness, reduced stigma
- help address the determinants of health

Healthy, Together

During the various engagement sessions, participants discussed the importance of seamless navigation, coordination and transition of care for both patients and care providers. They also talked about how the focus of healthcare needs to shift from illness to wellness, resulting in a more sustainable system because:

- Resources would be positioned to transform care into the community, closer to people
- We would be more effective and efficient at:
 - sharing information
 - partnering
 - timely and appropriate access to services
- AHS staff would be further engaged, empowered, supported

Next Steps

Over the coming months, we will use these valuable learnings to develop a roadmap for health in Alberta. The roadmap will be focused on three key priority areas, each of which encompasses a vast array of input from the engagement sessions:

- Seniors Care
- Addiction & Mental Health
- Community - primary care, public health, and prevention

Teams will work on detailing exactly how we'll achieve the vision, and the steps we'll need to take to get there. Along the way, we'll be working with community partners to co-design and determine what is required from all perspectives.

People need the opportunity to address their trauma and mental health challenges before they can concentrate on physical health and wellbeing.

We need to look at more ways to deliver education and information online, reducing the need to go to an actual brick and mortar building.

- Kids and young adults need to know:*
- *what it looks like to be sick*
 - *what sexual or emotional abuse looks like*
 - *what we can do to help each other be healthy*
 - *how to be mentally and emotionally well.*
-

Post-secondary student groups can help in spreading important health education, and changing mindsets by partnering with the health system and hosting health programs and events.

The work will be prioritized and evaluated, and aligned to resources that are available. We will also provide regular updates on progress. There will be further community engagement activities, and a variety of ways to get involved.

In addition, to encourage ongoing dialogue, [a blog](#) is available that provides a forum for Albertans to bring forward further ideas and concerns, that will help gather feedback on progress and solutions. Please visit the [blog](#) often and participate.

In fall 2017, a plan for reaching the 15-year goals will be submitted to Alberta Health. We're committed to working with and sharing information with Albertans, who know their communities best, to build a sustainable, quality health system that enables access to services, programs and facilities. Together, we look forward to developing the best long-range plans possible that will serve your community in the years to come.

Thank you for giving your time and ideas, and for being part of this exciting journey! If you have questions about long range planning engagement or involvement, please contact community.engagement@ahs.ca.

Provide programs in a way that reduces stigma associated with accessing food banks, social services, and mental health programs.

The relationship between doctors, community, patients, and families, is a partnership and long term investment that is built on communication and support.