Addiction & Mental Health
Provincial Advisory Council
Annual Report 2014-15

BRINGING A VOICE TO
ADDITION & MENTAL HEALTH SERVICES
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Annual Report 2014-15

Message from the Official Administrator, Alberta Health Services

The Provincial Advisory Council PAC on Addiction and Mental Health provides important feedback to Alberta Health Services (AHS) regarding addiction and mental health services and the delivery of these services in the province. Each Council member has direct experience with the delivery of addiction and/or mental health services in Alberta either as a patient, or through the experience of a family member or close associate.

Through their regular meetings, external engagement activities and participation on key committees, they are working to bring increased awareness about addiction and mental health issues in the province and identify ways to enhance the delivery of services.

It was a busy year for the PAC on many fronts as they worked closely with the AHS Addiction and Mental Health portfolio and other key stakeholders to carry out their efforts. In addition, they took time to provide feedback to AHS on other provincial initiatives related to health service delivery.

This was also the first full year for the Council of Chairs. It is comprised of the PAC Chairs as well as the Chairs of the Health Advisory Councils (HACs). The Council of Chairs meets regularly to share ideas, best practices, common issues and perspectives from all areas of the province. I have appreciated the meetings I have had with them. The thoughtful dialogue and observations they bring to the table are invaluable.

On behalf of AHS I would like to thank all PAC members for their service this past year.

Their dedication and commitment helps strengthen health care delivery. The time and expertise they generously give is deeply appreciated.

Dr. Carl Amrhein
Official Administrator
Alberta Health Services
Message from the Chair, Addiction & Mental Health Provincial Advisory Council

I am pleased to provide the attached report on the activities of the Addiction and Mental Health Provincial Advisory Council. Over the past year the Council has continued to gain a better understanding of the enormity and complexity of the provincial delivery of addiction and mental health services and AHS. Council has been privileged to benefit from many excellent presentations by AHS staff and AMH agencies who provide valuable insights and information necessary to inform the Council. Council continues to focus on its role and how to best utilize collective time and talents in the service of addiction and mental health advocacy for Albertans.

Connecting with communities, obtaining input and feedback, engaging in meaningful dialogue, and sharing our ideas and recommendations with the AHS Official Administrator continue to be important activities in which the Council engages. Council continues to have representation on several committees related to our mandate, including the Addiction and Mental Health Strategic Clinical Network (SCN) Core Committee, the Patient Engagement Reference Group and the Council of Chairs. Council is increasingly invited to provide input on important issues relating to our areas of interest and expertise and suggests that Council does have an important role to play in AMH services in Alberta.

The theme of “Prevention, Promotion and Early Childhood Development,” continued to occupy much of Council discussion this past year and the Council is excited about the Addiction and Mental Health EMPATHY project in the Red Deer Public Schools. The project is a wonderful example of identifying and acknowledging a need, and then developing a practical strategy for addressing it. Council follows this pilot program with interest.

Additionally, Council focused on access and the need for round-the-clock availability of addiction and mental health services, lacking in much of the province. Many Albertans with urgent needs are unable to access addiction and mental health services they need in a timely and effective manner. Council advocates alternatives to the local hospital’s emergency department, where clients with addiction and mental health challenges may or may not get the help they need, be examined. This recommendation has been placed before the AHS Official Administrator, and found on the AMH PAC website: http://www.albertahealthservices.ca/6070.asp. This issue has received endorsement across the province, and is clearly an important one to pursue.

The AMH PAC has an important role to play, and from the number of requests for presentations, and for our involvement at various levels, we believe we are gaining credibility in the AMH field and have a critical role to play in Alberta. The Council is appreciative of the leadership provided by David O’Brien, Dr. Laura Calhoun, Barry Andres, and Cathy Pryce and for the continued support of Dr. Michael Trew from Alberta Health. Additionally, we are appreciative of the invaluable support and commitment of our Provincial Advisory Council Officer, Barbara Tuepah. A heartfelt thanks to each of these individuals for their unending support, and belief in us.

Please feel free to contact us at any time with your thoughtful input and suggestions.

Dr. Geoff Tagg, Chair
Addiction and Mental Health Provincial Advisory Council
Introduction

With the announcement of the merging of services provided by the former Alberta Alcohol & Drug Abuse Commission (AADAC) and the Alberta Mental Health Board into the provincial amalgamation of AHS Addiction & Mental Health services, the Minister of Health and Wellness requested the development of an Addiction & Mental Health Provincial Advisory Council. The Addiction & Mental Health Provincial Advisory Council held its inaugural meeting June 8-9, 2012.

The Council acts as an advisory body to AHS to enhance the delivery of addiction & mental health services according to the Provincial Advisory Council Bylaws and Terms of Reference.

Who we are

The Council is comprised of 15 volunteer members from across the province, with representation from all five Alberta Health Services zones. Council members have direct experience with the delivery of addiction and/or mental health services in Alberta either as a patient, or through the experience of a family member or close associate. Council members serve terms of two years to a maximum of six years. Council meets quarterly at two day meetings (comprised of a committee and council meeting) alternating between Calgary and Edmonton.

Additionally, Council members sit on various Alberta Health Services and/or Alberta Health committees such as the Addiction & Mental Health (AMH) Strategic Clinical Network Core Committee; Patient Safety Quality and Policy Sub-committee; Alberta’s Alcohol Strategy Advisory Committee; Acute Inpatient Mental Health Policy Review Working Group; Provincial Addiction Curricula & Experiential Skills Training Initiative and the Enhancing Concurrent Capability Provincial Advisory Group. Members have also worked directly with Addiction and Mental Health staff on initiatives such as the provision of personal ID to Alberta’s homeless population and have sent letters to the editor addressing the need of stigma training for those working with addiction and mental health populations.
Council members have presented at various Health Advisory Councils, Patient Engagement Conferences and Research Conferences hosted by the Strategic Clinical Network and service groups.

Over the past year, specific members have been acknowledged for their contributions to Alberta’s addiction and mental health communities. Members have been elected to the Royal Society of Canada and received The True Grit Award from the Lieutenant Governor’s Circle on Mental Health & Addiction.

What we do

The Council, in partnership with AHS provincial Addiction & Mental Health service providers, offers recommendations on AMH provincial service delivery and program design. The Council serves as a conduit for AMH issues or concerns from communities across Alberta and makes recommendations to AHS on programs needing development and reviews existing AMH programs for system improvements.

The Council’s primary functions, as indicated in their bylaws are to:

- provide a vehicle for addiction and mental health consumers to identify existing and emerging addiction and mental health issues;
- advise AHS on ways to improve quality, access and sustainability of addiction and mental health services in Alberta;
- consider and provide evidence-based suggestions to AHS in the development of AHS’ Addiction & Mental Health strategic plans.

In an advisory role, the Council will encourage Albertans to participate in the development of its advice for comprehensive and effective addiction and mental health services. Therefore, the Council will:

- provide ongoing feedback to AHS about what is working well in the addiction and mental health system and identify areas for improvement;
- consider information provided by AHS Addiction & Mental Health service providers and identify issues or trends from a user perspective;
- review key performance indicators for the AHS Addiction & Mental Health system;
- provide feedback to AHS about strategies to further engage consumers on addiction and mental health care delivery.
Addiction & Mental Health 2014-15 Membership List*

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<tr>
<th></th>
<th>Council Member</th>
<th>Residence</th>
<th>AHS Health Zone</th>
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<tr>
<td>1.</td>
<td>Dr. Geoff Tagg (Chair)</td>
<td>Red Deer</td>
<td>Central Health Zone</td>
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<tr>
<td>2.</td>
<td>Denise Lambert</td>
<td>Onoway</td>
<td>North Health Zone</td>
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<td>3.</td>
<td>Monique Maisonneuve</td>
<td>Guy</td>
<td>North Health Zone</td>
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<td>4.</td>
<td>Kathryn Wiebe</td>
<td>Bonnyville</td>
<td>North Health Zone</td>
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<td>5.</td>
<td>Vivian Lillico</td>
<td>Edmonton</td>
<td>Edmonton Health Zone</td>
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<td>6.</td>
<td>Dr. Austin Mardon</td>
<td>Edmonton</td>
<td>Edmonton Health Zone</td>
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<td>7.</td>
<td>Bavie Sara</td>
<td>Edmonton</td>
<td>Edmonton Health Zone</td>
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<td>8.</td>
<td>Karen Andresen</td>
<td>Red Deer</td>
<td>Central Health Zone</td>
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<td>9.</td>
<td>Peter LeBlanc</td>
<td>Camrose</td>
<td>Central Health Zone</td>
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<td>10.</td>
<td>Heather Hanberg</td>
<td>Calgary</td>
<td>Calgary Health Zone</td>
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<td>11.</td>
<td>Kaj Korvela</td>
<td>Calgary</td>
<td>Calgary Health Zone</td>
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<td>12.</td>
<td>Patti Fisher</td>
<td>Calgary</td>
<td>Calgary Health Zone</td>
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<td>13.</td>
<td>Tanya Richer</td>
<td>Calgary</td>
<td>Calgary Health Zone</td>
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<td>14.</td>
<td>Barbara Murray</td>
<td>Picture Butte</td>
<td>South Health Zone</td>
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<td>15.</td>
<td>Vacant</td>
<td>Presently Recruiting</td>
<td>South Health Zone</td>
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*Council would like to thank the following past member for their input:
- Gerry Lynn Carter; Medicine Hat, South Health Zone

Permanent Resource Persons
Appointed by the Official Administrator, Permanent Resource Persons are non-voting Council members who are subject matter experts and leaders in the area of Addiction & Mental Health services at AHS.

Their role is to inform and connect the Council with the delivery of provincial Addiction & Mental Health services at AHS.

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Dr. Laura Calhoun</td>
<td>Provincial Medical Director, Addiction &amp; Mental Health</td>
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<tr>
<td>David O’Brien</td>
<td>Senior Program Officer, Community, Seniors, Addiction &amp; Mental Health</td>
</tr>
<tr>
<td>Barry Andres</td>
<td>Executive Director (Interim), Addiction &amp; Mental Health Provincial Services</td>
</tr>
<tr>
<td>Cathy Pryce</td>
<td>Senior Provincial Director Addiction &amp; Mental Health SCN</td>
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<tr>
<td>Dr. Nicholas Mitchell</td>
<td>Senior Medical Director, Addiction &amp; Mental Health SCN</td>
</tr>
<tr>
<td>Marni Bercov</td>
<td>Executive Director, Addiction &amp; Mental Health SCN</td>
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Ex-Officio Permanent Resource Person
Dr. Michael Trew; Chief Addiction & Mental Health Officer, Alberta Health
What we have accomplished

This is the third year for the Council which has resulted in the members having a better understanding of the complexity and limitations with the delivery of addiction and mental health services in Alberta. Five priority focus areas for addiction and mental health were identified by Council and became the framework for the Council work plan.

The five priority focus areas identified by Council are:
- Prevention, Promotion and Early Childhood Development
- Acute Shortage of Specialized Trained Staff
- Continuity of Care
- Stigma of Mental Illness
- Access

Council identified access as its priority focus area. Council believes emergency rooms are areas to provide acute care and are not the most suitable areas to obtain treatment for addiction and mental health concerns. Council in collaboration with AHS is discussing alternatives that are feasible for rural and urban care settings.

Knowledge sharing

At its quarterly meetings in 2014-15 the Council heard presentations that reflect the identified focus areas in addition to areas identified in the Council work plan. The intent is for the Council to become informed of current addiction and mental health programs and services offered in Alberta to enable them to identify gaps and make recommendations for change. Information provided becomes input for the Council recommendations going forward to AHS Leadership. Presentations included:

- **Alberta’s Child and Youth Mental Health Data Report**; Cathy Scott, Director, Policy Research and Strategy, Alberta Centre for Child, Family and Community Research
- **Mental Health Patient Advocate**; Carol Robertson Baker, Mental Health Patient Advocate
- **Alberta Health Advocate Office**; Mary Marshall; Alberta Health Advocate (Interim)
- **Gap Analysis of Public Mental Health & Addiction Programs in Alberta**; Dr. Cam Wild; University of Alberta Professor & Researcher
- **Aboriginal Health Program & Wisdom Council**; Marty Landrie; Senior Manager, Aboriginal Mental Health and Harley Crowshoe; Co-Chair, Wisdom Council
- **Provincial AMH Services**; Dr. Laura Calhoun; AMH Provincial Medical Director
- **EMPATHY Project Adolescent Depression Youth Project**; AMH Strategic Clinical Network (SCN); Cathy Pryce; Senior Provincial Director AMH SCN
- **AMH Alberta Health Strategic Planning**; Dr. Michael Trew; Chief AMH Officer Alberta Health
- **Inpatient Psychiatry Unit**; Peter Lougheed Centre Hsp.; Dr. Lloyd Maybaum; Forensic & Inpatient Psychiatry, Clinical Medical Director MHSSU - Peter Lougheed Centre
- **AMH Strategic Clinical Network**; Dr. Nicholas Mitchell; Senior Medical Director, AMH SCN
- **Overview of AHS Edmonton Zone AMH Initiatives**; Mark Snaterse, ED Edm Zone, AMH
- **Addiction Counselor Initiative**; Barry Andres, AMH ED, Provincial Services and Jill Mitchell, Director Professional Development & Concurrent Capabilities
Council feedback and advice to Alberta Health Services

Addiction & Mental Health System Recommendations
In October 2014 the Addiction & Mental Health Provincial Advisory Council presented a report to the Official Administrator and AHS Addiction & Mental Health (AMH) leaders titled Priorities in Addressing Addiction and Mental Health in Alberta.¹ The Council identified as their priority issue the right of Albertans to have access to a 24/7 Integrated Mental Health Clinic, where all ages regardless of ethnicity, can receive quality mental health care, delivered with kindness and respect by addiction and mental health specialized trained staff or volunteers. Over the past year the Council collaborated with AHS Addiction & Mental Health leaders to realize potential solutions for this identified need. The Council continues to follow the work plan² that reflects linkages with provincial addiction and mental health services and programs. The work plan is the guiding document for the Council as it provides the road map for the work of the Council. The document was shared with AHS to demonstrate the direction the Council intends to take.

Council has provided input to the following policies that are under development at AHS, including:

- Video surveillance on AMH inpatient units
- Safety precautions on AMH inpatient units
- Suicide risk assessment and management on AMH inpatient units
- Use of audio visual and audio recordings of patients within AMH
- Community treatment orders, mental health act
- Medication labeling for AMH patients

Additionally, Council members attended AHS Health Advisory Council meetings (Lakeland and David Thompson) and provided a question and answer period about the AMH PAC. Feedback was brought back to the Council for discussion.

Committees
Council members are also members of the following AHS &/or Alberta Health committees where they regularly provide input to the programs being developed and facilitate knowledge transfer:

- Addiction & Mental Health Strategic Clinical Network: core committee
- Patient Engagement Reference Group
- Addiction Prevention Awareness Sub-committee
- Provincial Accreditation Medication Management Committee
- Patient Safety Quality and Policy Sub-committee
- Alberta’s Alcohol Strategy Advisory Committee
- Acute Inpatient Mental Health Policy Review Working Group
- Provincial Addiction Curricula & Experiential Skills Training Initiative
- Enhancing Concurrent Capability Provincial Advisory Group
- Patient and Community Engagement Research
- Provincial Addiction Counselling Practice Council

¹ Document provided:  http://www.albertahealthservices.ca/6070.asp
Conferences / Symposiums
Council members represented the Addiction & Mental Health Provincial Advisory Council at the following conferences/symposiums. Information learned was brought back to Council and reported on.

- **Lieutenant Governor’s Circle on AMH:** Ashamed - A conversation about Addiction and Stigma; April 2014
- **Canadian Depression Research and Intervention Network (CDRIN) and Mental Health Commission of Canada:** September 2014
- **Alberta Innovates Health Solutions / AHS Connects Conference:** September 2014
- **Patient & Family Advisors Conference:** October 2014
- **Alberta Family Wellness Initiative:** Norlien Foundation 2014; October 2014
- **Rural Community Physician Attraction and Retention Conference:** March 2015

Feedback and advice to Alberta Health, Government of Alberta
In December 2014, Dr. Michael Trew, Chief Addiction & Mental Health Officer, Alberta Health, invited the Council to comment and provide input to a discussion document requested by the Minister of Health. The document is a current state report discussing the current delivery of addiction and mental health services in Alberta and recommendations for improvement. The document was discussed in detail at council where council members provided fulsome input. Following the meeting a website was established where four questions were provided for council input. Council members provided input directly online or through the Council Officer. The document was then provided to members for final review prior to being presented to the Minister of Health.

Council Representation on Addiction & Mental Health Coalitions
Over the past year the Council Chair has represented the Council at various committees whose focus is the advancement of Addiction & Mental Health services in Alberta. Working groups such as:

- Story Engine Workshop: Alberta Health initiative to develop stories in support of youth addiction and mental health services; July 2014
- Children with Complex Needs Conference; October 2014
- Mental Health Need of our Community (included representatives from Alberta Health, City of Edmonton, Alberta Health Services, Canadian Mental Health Association); January 2015
- Council on the Coalition of Prescription Drug Misuse (CoOPDM); March 2015

Council Representation of the Addiction & Mental Health Community
Council members have direct experience with the delivery of addiction and/or mental health services in Alberta either as a patient, or through the experience of a family member or close associate members and advocate patients. Council wrote a letter to the editor (December 2014) in response to an article (H is for Hospital) which appeared in Vital Signs, AMA Monthly Journal, addressing the need to reduce stigma when working with AMH patients.

In conjunction with the Alberta Mental Health Advocate, the Council championed the patient right to privacy when requesting a criminal record check as Council questioned why mental health apprehensions were recorded on a criminal record check.
Province-wide Advisory Council Conference

Each year, members from the 12 Health Advisory Councils and the two Provincial Advisory Councils (Cancer and Addiction & Mental Health), come together from across the province to meet. Six of our council members attended. Various AHS program and Zone leaders attend this province-wide conference for the opportunity to share pertinent information and connect with Advisory Council members for feedback. The conference also provides a forum for council members to network and share best practices. The 110 members present at the 2014-15 conference had the opportunity to provide feedback to the following areas:

- **AHS Priorities** - A complete review of the AHS priorities was provided to advisory council members present. The presentation included the annual planning cycle inputs and outputs. Patient access and system flow; quality and safety and key foundations were the topics of conversation. Members asked questions and provided feedback.

- **The Continuing Care Resolution Team (CCRT)** - The CCRT was tasked to study current concerns in AHS continuing care, identify themes, and recommend potential opportunities for resolution of these concerns. They used the input received at the conference to inform their draft recommendations and work plan.

- **AHS Patient First Strategy** - The “Patient First” strategy ensures patient and family centred-care are at the forefront of delivering seamless and effective health care to Alberta. A presentation was provided and group conversations were held with an opportunity to provide written feedback. The input provided at the conference was incorporated into all the feedback received and recommendations were reviewed by the Strategy’s implementation steering committee.

- **Rural Health Review** - The purpose of the review undertaken by the provincial government was to further understand the needs, challenges, and concerns of Albertans living in small rural communities. Council members were engaged during the conference and asked for input specific to challenges with health services in their communities and possible solutions.

- **Continuing Care - Access to Designated Living Options** - Input received at the conference was used to make policy and procedure revisions. Feedback was compiled with feedback from other stakeholders in a summary.

Council of Chairs

A Council of Chairs, comprised of the 14 Advisory Council Chairs, was announced in September 2013 to serve in an advisory role to the Official Administrator. The Chairs bring forth common concerns and input at a provincial level. Dr. Geoff Tagg; Council Chair is the council representative on the Council of Chairs.

During the course of the year, the Council of Chairs provided feedback on the AHS Health Plan, performance measures and AHS priorities. They also provided feedback on health innovations specific to intellectual property and the preferential access corporate directive.
In addition, the Council learned about the advance care planning goals of care designations and was provided the outcomes from a values session held at the University of Alberta.

Vickie Kaminski, AHS President and CEO, met with the Council to provide operational updates and Dr. Carl Amrhein, AHS Official Administrator, engaged the council about proposed changes to the governance structure of AHS.

**What we have learned**

The Council has worked toward developing a complete understanding of how addiction and mental health services are delivered provincially by AHS. The Council has developed a strong collaborative relationship with the Addiction & Mental Health leaders at AHS who have assisted the Council to focus on subject matter, identified as areas of concern across the province, and where the Council can make an impact to Albertans. The Council has shown the importance of the patient and the caregiver voice to addiction and mental health services and is encouraged and gratified to have received tremendous support from all they have worked with. The Addiction and Mental Health Provincial Advisory Council is looking to the future with great optimism.

**Contact information**

For more information on the council, please contact:

AMH Provincial Advisory Council  
Alberta Health Services  
P: 1-877-275-8830  
E: PAC.AMH@albertahealthservices.ca

Council website: [www.albertahealthservices.ca/6070.asp](http://www.albertahealthservices.ca/6070.asp)