

Dr Verna Yiu, VBLOG transcript: May 1, 2016

Hello and thank you for joining me today.

I am in HealthLink in Calgary, where you can see that we provide trusted information to Albertans on their health care 24/7, everyday of the year. It's one of the many AHS services that Albertans have come to rely on—services that are provided by people like you.

I want to share one simple message with all of you, which is that you are all incredible individuals, who in one way or another save the lives of Albertans every day.

Over the last few months, I've had the pleasure of visiting all five zones. And I've witnessed first-hand the pride that people have with the type of work that they do. I've seen the demands and the stresses they've gone over, and I have to say I've been in awe of what I've seen, and knowing that people are able to cope and bear with the things they have to do.

I've seen you comfort people in crisis. I've seen the patience and compassion you show to the frail and sick. I've seen you go the extra mile to make sure patients and families are comfortable and involved in their care plans. I've seen the work that goes on behind the frontlines by staff directly or indirectly supporting the delivery of safe, high quality health care.

Behind me, you can see nurses who are giving invaluable advice to Albertans every day. For example, they may be alleviating the worries of a parent who's calling about a sick child, or a daughter calling about their aging parent, or an unwell Albertan asking whether he or she should be going to the emergency room.

It doesn't matter where you work in our organization, you are all valued.

And, I'd like to leave you with one other thought.

AHS is a big organization and sometimes that makes us a big target for criticism. If the criticism is founded, then I'm okay with that. When the criticism is unfounded, and it impugns the integrity and dedication of our people, we will correct the record in a public way. We did that last month when we corrected misleading commentaries on our sick time and size of our management.

The executive team, the senior leaders and I have your back. You are our single greatest resource in the organization. I'm very, very proud to be leading an organization which puts our patients and families and people first.

Thank you so much for listening—thank you for your caring, your dedication and for your commitment to providing excellence in health care to Albertans.