

Message from Edmonton Zone Leadership

Edmonton Zone teams have demonstrated incredible resiliency and an ability to come together to address the severe stressors impacting the healthcare delivery system. Emerging stronger as a result from the work they have done over the past year, zone staff has strengthened their collaboration across sites, portfolios and services, including Covenant Health and their community partners, stakeholders and municipalities.

“The agility, resourcefulness and resilience our teams have shown has been incredible,” notes Carol Anderson, Chief Zone Officer. “From quickly conceptualizing and operating assessment centres, pandemic response units and rapid flow-through immunization clinics, to undertaking a massive universal immunization program, and managing multiple outbreaks and ensuring bed and service availability while maintaining regular business, we engaged support from all sectors, programs and services from across the zone.”

Edmonton Zone has the highest proportion of multi-bed rooms compared to other zones in the province, heightening the importance to keep their patients, staff and physicians safe. The zone team also worked together on the temporary closure of a major hospital during the initial Misericordia outbreak.

In addition to the pandemic response, the past year allowed the Edmonton Zone to accelerate various important initiatives to help improve care in the community. “Virtual health is one example where the ambulatory and virtual hospital teams have done an extraordinary job in incorporating virtual care to support patients,” says Anderson. “The Edmonton Zone Integrated Operations Centre is another. We have clearly shown how having a collaborative, system-based approach to proactively managing patient flow has been absolutely critical to our success in the zone.”

There was also tremendous collaboration across portfolios, sites and programs to implement the second wave of Connect Care - a major informatics installation.

“There have been positive aspects and we definitely have to carry forward the innovative models we’ve created. People think of innovation as a machine or treatment, but we’ve created models that will better serve Albertans going forward,” says Dr. David Zygun, Zone Medical Director, Edmonton Zone. “The pandemic forced us to quickly adapt. Who was important to see in person? Who can be triaged to a virtual visit? Who needs to be there? There have been benefits to these changes for both practitioners and patients.”

Zygun says he has the confidence to know we will get through this, as Edmonton Zone teams have demonstrated their ability to overcome incredible challenges. He is confident they have the right people to solve the problems that need to be solved. The Zone’s Executive Leadership Team has expressed their immense pride, awe and gratitude for their managers, physicians and staff.

Carol Anderson
Chief Zone Officer, Edmonton Zone

Dr. David Zygun
Zone Medical Director, Edmonton Zone



Connect Care Wave 2 launched at suburban sites in Edmonton Zone in October 2020. Photo by Evan Isbister/AHS.

