A message from Brian Holroyd
& Scott Fielding

Over the next three years, the focus of the Emergency Strategic Clinical Network (ESCN™) will be evolving to address challenges within the Alberta environment.

This Transformational Roadmap outlines the strategic directions for our network that will serve to support Alberta Health Services (AHS) in providing a patient-focused, quality health system that is accessible and sustainable for all Albertans. It is built on the successes achieved by the considerable efforts of emergency care staff; the input from patients and families; and AHS support teams. The ESCN partners with 103 Emergency Departments and 6 Urgent Care Centres.

Over the last 2 years, 2.1 million patients visited our emergency departments with a variety of presentations and acuity. Ongoing health system demands continue to influence bed capacity and flow through issues impacting the emergency departments.

Over the past several years, the ESCN has shown leadership in the development of provincial clinical knowledge topics, the harmonization of provincial policies related to emergency care, as well as ensuring that staff and physicians have access to consistent training and standardizing measurement and outcomes. The ESCN has also lead innovations in research and stakeholder collaboration.

Our vision
Build an inclusive network that supports the advancement of evidence informed emergency care for all Albertans.

Our mission
Support quality patient and family centered emergency care driven by education, innovation and practice-changing research through collaboration.

Our values
The Emergency SCN is committed to AHS Core Values and their integration into its strategic plan. Guiding the Emergency SCN’s goals, everyday work and actions.
Our guiding principles

The ESCN is a group of healthcare professionals, patient and family advisors working together across the province to improve emergency services using evidence informed care in Alberta.

Our work is guided by the following principles:

- Patient-centered care
- Innovation
- Communication
- Accountability
- Responsibility

Our strategic enablers

Patient engagement

The ESCN recognize patients, family and public engagement as the foundation for improving health care quality and how we deliver emergency care. The ESCN believes patient engagement means patients, families and health providers actively collaborating to improve care of Albertans in the emergency department (ED). This includes the many ways that health providers work with patients and families to understand their needs, and respond to them.

The ESCN in partnership with our patient advisors and PACER will continue to engage in a variety of different ways including:

- Continuation of focus groups with patients living with addictions and patients with mental health conditions
- Collaboration of focus groups with individuals where English is not the primary Language
- Develop educational materials with the “voice of the patient” front and centre will assist in improving communications
- Utilize social media strategies and conducting surveys to reach the younger generation, these methods provide a powerful tool to partner with a variety of age groups
- Test and evaluate the use of Information Design to improve communications
- Research in partnership with First Nations organizations to improve their experience in the ED

The many volunteer hours dedicated by our Patient and Family Advisors, in addition to the contributions of our many subject matter experts, have influenced our decisions and contributed greatly to the success of our network.

Goal 1: Improve Patients’ & Families’ Experiences

- Improve patient experience in emergency

Goal 2: Improve Patient & Population Health Outcomes

- Implement an ED initiative to address care of patients in the opioid crisis
- Ensure providers deliver current, evidence-based care
- Implement, standardize and continuously improve Connect Care content
- Address timely EMS offload and transfer of patient care to the ED
- Improve and ensure staff safety when working with patients and family members

Goal 3: Improve the Experience & Safety of Our People

- Support clinical research projects and implementation of Choosing Wisely™ guidelines

Goal 4: Improve Financial Health & Value for Money

- Patient engagement
- Research
- Established relationships
- Technology
- Resources
- Patient reported outcomes, measures and experience
- Access to national and research Data Analytics
- Internal and external stakeholders
- Provincial/Contracted Information System, Connect Care
- People

Alignment with AHS goals

- Patient-centred care
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John Brick
Patient & Family Advisor
Emergency Strategic Clinical Network

As a patient advisor I have the opportunity to share patient experiences, insights and make recommendations across a broad range of care areas with experienced frontline staff. Our mutual goal is to collaboratively create recommendations for staff and patient-care improvements that are effective and efficient to support a sustainable and accountable healthcare system for Albertans.

Gloria Wilkinson
Patient & Family Advisor
Emergency Strategic Clinical Network

I am excited to have recently joined the ESCN. I plan to bring a number of perspectives to the table which I will demonstrate through my years of experiences e.g. Registered Nurse in ED or post-op surgery and in various roles as a patient advisor. And of course both my husband and I have both been patients.

My varied background leads me to believe that the experienced advisors are the lynch-pin to bring the patient-first philosophy to full fruition. This update to the ESCN TRM is the perfect place to provide that input.
# Alignment with AHS goals

## ESCN strategic direction: Health system research & innovation

**Objective**

Build emergency research capacity. Advance and disseminate research knowledge.

**Actions:**

- Develop emergency medicine research skills through mentorship
- Provision of research resources
- Fostering a research culture

## ESCN strategic direction: Response to the needs of our patient population

**ESCN priority:** Patient experience in Emergency Departments (ED) and Urgent Care Centres (UCC)

**Objective**

To improve patient and families experiences in ED/UCC by improving patient communication, timely patient access and quality patient care.

**Focus areas**

- Alberta Health Services (AHS) priority: Patient population
- Objective of AHS: Improve patient experience
- ESCN strategic direction: Patient experience & safety
- ESCN priority: Staff safety
- ESCN priority: EMS offload

## Expected outcomes

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  - Develop OAT program in ED/UCC for: Opioid Use Disorder (OUD) patients
  - To support a culture of harm reduction and to help Opioid Use Disorder (OUD) patients by reducing deaths, overdoses and other health and social challenges that arise from substance use and addictions.

## ESCN strategic direction: Optimized people and resources

**Objective**

To support the growth of an emergency medicine workforce.

**Actions:**

- Participate in the development and implementation of the AHS Pathway program.
- Support AHS initiatives that improve the experience and safety of our people.

## ESCN strategic direction: Development of research infrastructure

**Objective**

Engage and build partnerships for research and innovation.

**Actions:**

- Engage research advisory board (RAB)
- Build ESCN research community
- Cross-SCN collaboration
- Collaboration with national and international emergency medicine research programs.

## ESCN strategic direction: Research and innovation

**Expected outcomes**

- Research projects completed, both ESCN and Pro-SCN
- Students and members trained in Emergency Medicine research skills
- Rigorous projects financially supported
- Scholarly manuscripts published
- Researchers engaged in emergency medicine research

## ESCN strategic direction: Alignment with AHS goals

1. Improve patients’ & families’ experiences
   - Improve patient experience in ED/UCC.
   - Engage and build partnerships for research and innovation.

2. Improve patient & population health outcomes
   - Improve the patient experience and safety.

3. Improve the experience & safety of our people
   - Reduce stigma associated with addiction and opioid use by using the voice of patients with lived experience.

4. Improve financial health & value for money
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5. Improve educational opportunities
   - Connect care
   - EMS offload
   - Staff safety

## Other key actions

- Participate as active members of the Emergency and EMS Area Council for Connect Care.
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We would like to thank all of the members of the ESCN Core Committee, our Working Groups, and our Community Practice members. It is through the commitment and effort of these individuals that the ESCN has been, and will continue to be, able to improve emergency care for Albertans. Many physicians, nurses, and other care providers as well as our patient advisors, have contributed greatly to ensure that the ESCN remains focused on the needs of Albertans, and that we can continue to strive for a goal of “Healthy Albertans. Healthy Communities. Together.”

— The ESCN leadership team