

Lakeland Communities

2016/17 Annual Report



**Alberta Health
Services**

Lakeland Communities
Health Advisory Council

Healthy Albertans.
Healthy Communities.
Together.

Message from Alberta Health Services Board of Directors

The health system belongs to over four million Albertans and, as such, their voices need to be heard — and considered — when Alberta Health Services is planning and making decisions about healthcare delivery. Our Health Advisory Councils, Provincial Advisory Councils and Wisdom Council bring the diverse voices of Albertans to the decision-making table, so health services can meet the unique needs of communities across the province.

Our councils are made up of people who are passionate about understanding what's working and where improvements can be made in how health services are delivered in their communities. Advisory councils demonstrate our true commitment to community engagement — their work is strategic and valued, shaping the future of healthcare and enhancing care in communities.



Dr. Brenda Hemmelgarn

There was much growth over the past year. It was a year of renewed commitment from Alberta Health Services to ensure councils act as the voices of their communities, supported by extensive recruitment to strengthen the reach and diversity of council members. For the first time, Council Chairs collaborated to share their priorities and identify similar priorities across the province. This approach was valuable and created synergies and linkages between councils across Alberta. At the same time, the collaboration between councils also showed how their priorities clearly aligned with Alberta Health Services' strategic approach and how we are all working towards the same, very important goals.

On behalf of the Alberta Health Services Board of Directors, our leadership team and our workforce, I want to thank you for being our partners. We look forward to continuing to collaborate with councils and the strategic value they offer.

Sincerely,

Dr. Brenda Hemmelgarn
Vice Chair, Board of Directors
Chair, Community Engagement Committee of the Board
Alberta Health Services

About community engagement

Alberta Health Services is committed to meaningful and authentic community engagement. Engaging with Albertans means patients, families and members of the public contribute to healthcare solutions and the betterment of our system. They can benefit by having their needs reflected in planning and decision making. Engagement aligns with the Alberta Health Services culture of caring and listening, which results in more patient-centred care, local decision making and more open and trusting relationships.

Role of advisory councils

Alberta Health Services values advisory council members as volunteers, leaders and partners in healthcare planning. They help build a stronger relationship between the people in their communities and those who work in the health system.

Members of Health Advisory Councils, Provincial Advisory Councils, and Wisdom Council are Albertans who care about health of their communities, and are connected to the public in many different ways. They provide a grassroots perspective and an understanding of their communities' health needs, and they're interested in listening to the people. They also:



- share their communities' priorities with Alberta Health Services
- give advice and help to inform the decision-making process
- host public advisory council meetings, in addition to promoting and participating in activities that enhance Albertans' health
- engage with and share information with the community, and follow up on commitments
- give feedback on public education materials, policies, or discussion topics
- share information on health services with the community and provide feedback and input to Alberta Health Services

Councils attend the annual Advisory Councils' Fall Forum to hear a variety of presentations and network with fellow council members, Alberta Health Services staff and members of the Board of Directors.

The Health Advisory Councils and the Provincial Advisory Councils are supported by the Alberta Health Services Community Engagement department, and report through the Council of Chairs to the Community Engagement Committee of the Alberta Health Services Board of Directors. The Wisdom Council reports to the AHS President and CEO.

12 Health Advisory Councils

Bring the voices of Alberta communities to healthcare services.
Each council represents a geographical area within the province.

2 Provincial Advisory Councils

Advise on provincewide services and programs for addiction and mental health, and cancer.

1 Wisdom Council

Provides guidance and recommendations to ensure Alberta Health Services develops and implements culturally appropriate and innovative health service delivery for Indigenous Peoples.

Albertans are represented by 12 Health Advisory Councils. Areas are determined by population and travel routes, and are detailed on [this map](#).

The two Provincial Advisory Councils and Wisdom Council operate provincially.

Their membership spans all of Alberta.

[View map of treaty areas and indigenous communities in Alberta](#)

For more information on membership:

[Health Advisory Councils](#)

[Addiction and Mental Health Provincial Advisory Council](#)

[Cancer Provincial Advisory Council](#)

[Wisdom Council](#)



Council of Chairs

The Council of Chairs is made up of all advisory council Chairs, who meet five times a year to further the roles, responsibilities, and priorities of councils at a provincial level. The Council of Chairs determines themes or commonalities across different communities to bring forward to Alberta Health Services' leadership and Board of Directors.

Including the public voice in Alberta Health Services planning

In early 2016, Alberta Health Services' Strategic Planning Department met with Health Advisory Councils across the province to gather input for the [2017 - 2020 Health and Business Plan](#). Each council was asked to provide feedback on the plan to ensure the priorities of their communities were considered in the development of the strategic goals for the organization.

Members from various Health Advisory Councils participated in the following provincial committees:

- Apple Magazine Editorial Council
- Continuing Care Quality Committee
- [Health Link](#) and [MyHealth.Alberta.ca](#)
- Patient First Steering Committee
- Patient and Family Advisory Council
- Long range planning

Message from the Chair, Lakeland Communities Health Advisory Council

On behalf of Lakeland Communities Health Advisory Council, it is my pleasure to provide you with our annual report, outlining activities and accomplishments of the past year.

Hosting our meetings in-person and via videoconference at locations throughout our region has provided the opportunity to hear from a broad range of community members, organizations and municipal leaders. Additionally, members connected with their personal networks from within the communities they reside, which aided in promoting the council and encouraging public participation at meetings. With this broader public reach we were able to collectively provide feedback to Alberta Health Services North Zone leadership, and to the Community Engagement Committee of the Alberta Health Services Board.



Patricia Palechuk

Over the past year, we recruited six new members to our council, bringing our membership to 10, and their insights and contributions are appreciated. We look forward to welcoming new members in the coming year.

I would like to sincerely thank past council members who have moved on, returning members who have persisted through times of uncertainty, and new members who have taken a leap of faith to join us. In addition, thank you to community members, organizations and municipal leaders who participated in our meetings and provided input, all of which assisted in formulating recommendations to Alberta Health Services.

I wish to extend gratitude to Alberta Health Services North Zone leadership who patiently responded to our questions, provided information and guidance throughout the year and accepted our input.

Working together, we all share a passion for providing and supporting continuous improvements in healthcare service delivery and planning for our zone.

Sincerely,

Patricia A. Palechuk, Chair
Lakeland Communities Health Advisory Council

About us

2016 -2017 Council Members

Current Members		
Patricia	Palechuk (Chair)	Smoky Lake
Mel	Smith (Vice Chair)	Redwater
David	Beale	Fort Kent
Adriaan	Botha	St. Paul
Robert	Brassard	Cold Lake
Robert	Deresh	St. Paul
Zicki	Eludin	Lac La Biche
Marvin	Fyten	Lac La Biche
DeAnne	Geleta	Athabasca
Parrish	Tung	Elk Point
Past Members		
Mabel	Dick	Athabasca
James	Lamouche	St. Paul
Carol	Ulliac	Atmore



Lakeland council members gather at Annual Fall Forum in Edmonton

4 public meetings were held in Smoky Lake, St. Paul, Elk Point and Lac La Biche; North Zone leadership participated

6 new members were appointed

Topics on the minds of our community members:

- Connecting with Indigenous communities - council discussed the importance of better understanding Indigenous health needs by connecting with local Indigenous communities to build relationships and improve communication, and taking cultural sensitivity training
- Addiction and mental health - council is interested in understanding the services and treatment options available in the North Zone, so gaps can be identified and we can lend support where possible
- Member recruitment - a recruitment drive in 2016 was successful with the majority of new members being on-boarded in October, resulting in council expanding its reach within the zone
- Orientation - new and returning members participated in orientation at the province-wide Advisory Council Fall Forum in October that included information about the refined role of the council, the role of council members and the role of Alberta Health Services Community Engagement department
- Physician recruitment - understanding recruitment needs and challenges is of particular interest in some of the more rural communities in the zone

What we are proud of

Engaging with the public

- We participated in inter-agency meetings with multiple organizations to exchange information about services available in local areas. Organizations include Alberta Health Services, Primary Care Networks, FCSS, family school liaison workers, local school boards, foundations, and Victim Services.
- We attended the College of Physicians and Surgeons of Alberta (CPSA) in Lac La Biche, and learned about challenges to medical care delivery in local communities, and shared information about the role of the Health Advisory Council.
- We attended bi-monthly joint municipality meetings and provided updates of Health Advisory Council activities.

Providing feedback and advice to AHS

- We provided input to recommendations and priority objectives for the 2017-2020 Health and Business Plan.
- We shared feedback about security for mental health patients in hospitals, and to the health curriculum review for addiction and mental health and youth.
- We provided feedback during the development of an Advisory Council Handbook.
- We participated at Council of Chairs meetings held throughout the year, which provided the opportunity to network with Chairs of all advisory councils, connect with the Community Engagement Committee of the Board and determine opportunities for collaboration across the province.

Enhancing the health of community members

- We learned about and advised community members on available Alberta Health Services' services such as a foot care clinics provided by a local Primary Care Network, reducing the need for some to travel long distances for care.
- Our council members promoted the patient concerns and feedback line to inform who to connect with when public wishes to relay feedback about care or support services received.

Key Learnings

- We attended the province-wide annual Advisory Council Fall Forum in Edmonton in October. We heard a wide variety of presentations, networked with Alberta Health Services staff, members of the Community Engagement Committee of the Board and fellow council members. The result has been a more clear understanding of the direction and role of the Health Advisory Councils and their members, as well as a better understanding of the broader direction of Alberta Health Services Community Engagement department.
- We invited service providers and educators to present information about the following:
 - Toolkit Workshop – Medically At-Risk Driver Centre (MARD) – invited the Director of MARD to present about the University of Alberta program, which works to improve support of medically at-risk drivers. This resulted in members having an increased understanding of how to develop and sustain alternative transportation services for seniors.
 - Health Plan objectives – Alberta Health Services Strategic Planning Department sought input from council on recommendations and priority objectives for the 2017-2020 Health and Business Plan.
 - Clinical Telehealth services – invited Alberta Health Services Provincial Research Manager, and two Provincial Managers to present about the use of Telehealth technology and how it is used for accessing health services in the region. Members gained an understanding of how and when this technology can be used, and its benefits.
 - Senior leadership overview – invited Senior Operating Director, Rural 5-8, North Zone, to present about North Zone leadership structure. Members learned about the dyad model used for decision making, as well as the zone leadership reporting structure and the programs each are accountable for. Members having a better understanding of the overall functionality of the leadership team.
 - Referral process to specialists – invited Associate Zone Medical Director to provide information about the process for referring patients to specialists. Members gained a clearer understanding of the circumstances under which various service providers make referrals, and about the RAAPID line (referral, access, advice, placement, information and destination).

A look ahead

- Become educated about services available within the zone, in particular in the southeast region. This will help us determine areas we could support in coming years, and relay information to the public.
- Participate in privacy training and cultural sensitivity training.
- Consider hosting education sessions in communities in the zone that focus on healthcare topics relevant to Albertans.
- Work plan priorities include:
 - Understanding transportation services available for those requiring assistance to medical-related appointments, and considering how to lend support for increasing access within the region.
 - Advocating/advising for the right service, in the right place, at the right time; helping members become educated about barriers to access of services and to educate others about their individual role in their healthcare.
 - Providing support for addiction and mental health treatment, and understanding services available within the region and sharing knowledge with our communities.

Get involved

Think of the difference you can make to the health and well-being of your family, friends, neighbours and community by sharing your thoughts and ideas with Alberta Health Services. Get involved:

- Attend an upcoming [Health Advisory Council meeting](#).
- [Make a presentation at a council meeting](#) on a health area of interest or concern.
- Think about volunteering your time as a council member. Recruitment drives happen annually. Members are appointed for three-year terms.

Connect with us:

- [Info on Community Engagement](#)
- lakelandcommunities@ahs.ca
- [Twitter](#) and [Facebook](#)