

Palliser Triangle Health Advisory Council

2022-23 Annual Report



**Alberta Health
Services**

Palliser Triangle
Health Advisory Council

Message from the Official Administrator Dr. John Cowell



It has been a great pleasure to reconnect with Alberta Health Services (AHS) Advisory Councils since I was appointed to the role of AHS Official Administrator in November 2022. Soon after my appointment, I had the opportunity to meet with Council Chairs and our conversation informed the development of my 90-Day Plan to achieve rapid improvements in four priority areas of AHS:

- Improving emergency medical services (EMS) response times.
- Decreasing emergency department wait times.
- Reducing surgery wait times.
- Improving patient flow and continuity of care.

There has been marked improvement in all these areas, not just over my first 90 days as OA, but sustained improvements made possible, in part, by the invaluable advice and perspectives provided by our Councils.

Through our partnership with Advisory Councils, we're seeing EMS response times improving despite sustained increases in call volume across the province. Emergency department wait times are also coming down. Fewer people are waiting longer for surgery than clinically recommended. And we're seeing evidence of improved patient flow with the addition of acute care, intensive care and continuing care beds. We need to continue building on this momentum, while also addressing our organization's serious workforce issues. This is all challenging and complex work, and AHS will continue to involve our Advisory Councils as a key stakeholder for advice and real-time feedback on how we're doing in our efforts to serve all Albertans.

I understand and appreciate the value that Advisory Councils bring to AHS, and look forward to expanding and deepening our partnership. I'll continue to reach out to Council Chairs, and meet with Council members throughout the year, including at the 2024 Advisory Council Forum.

I'd like to express my gratitude for the work of all Advisory Council members. Although AHS still has much work ahead, I look to the future with optimism knowing we'll move forward and navigate our challenges with our valued and steadfast Advisory Council partners.

Message from the Chair Krista Weiss, Palliser Triangle Health Advisory Council

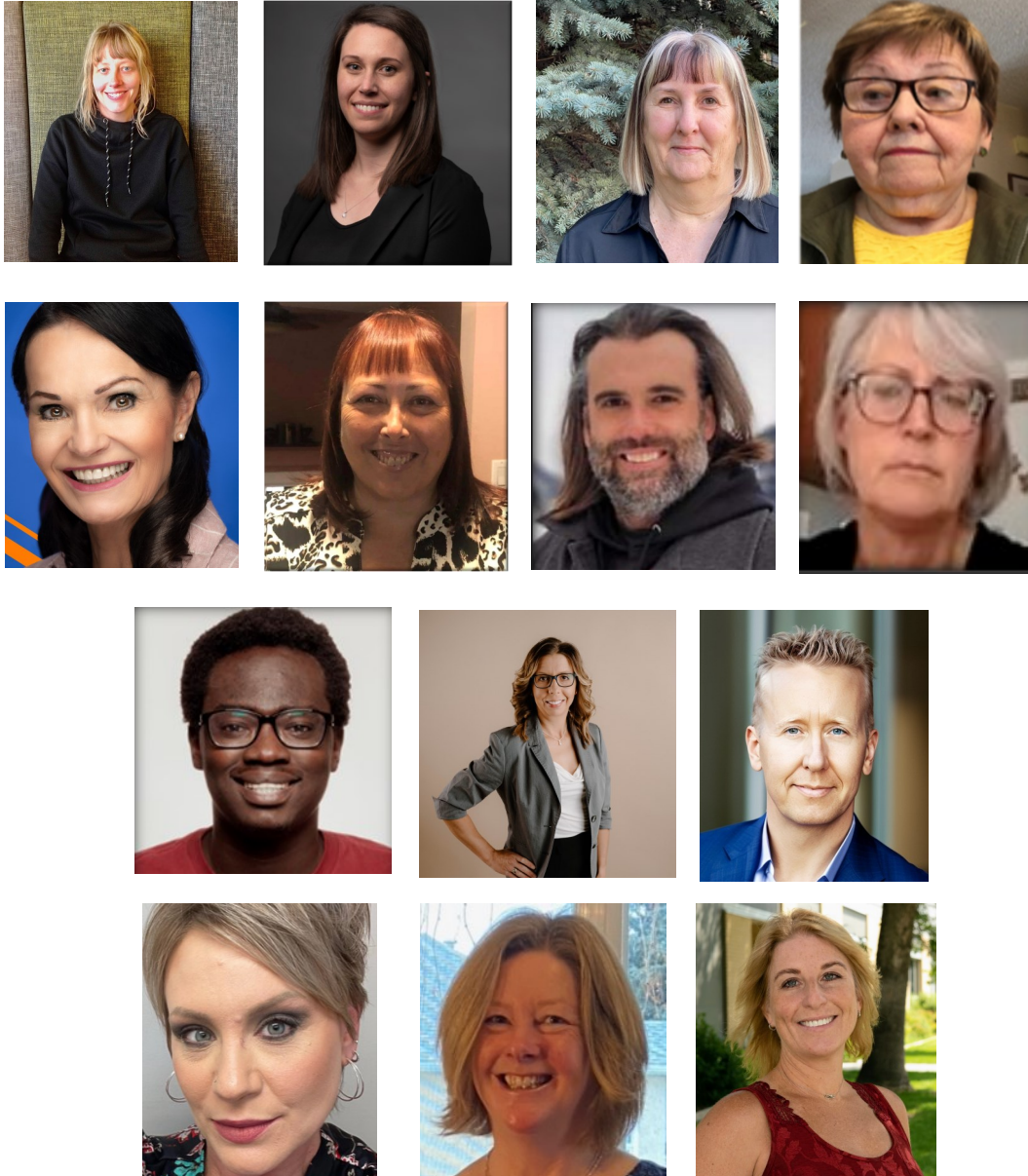


We said goodbye to long-standing Palliser Triangle Health Advisory Council (PTHAC) members this past year and welcomed several new people to our Council: Daphne Anstey-Martin of Duchess; Cathy Fox of Brooks; Michelle Miller of Redcliff; and Wes Paterson and Gwendoline Dirk of Medicine Hat. They bring experience and perspectives that have benefited our Council and we are excited for their continued participation.

PTHAC has endeavored to provide presentations and engagement opportunities on health topics that community members want to hear about, including lab services, addiction and mental health resources, cancer care, virtual health, and living and aging well for seniors and those in continuing care.

PTHAC will continue our work in connecting community members of southeast Alberta and AHS. We are grateful for the support we receive from South Zone leadership and we look forward to continuing the dialogue in the year ahead.

OUR AMAZING VOLUNTEERS

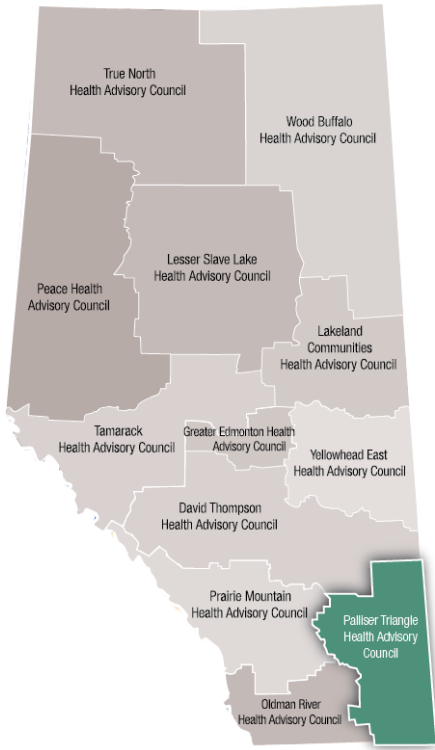


*Top L-R: Krista Weiss (Chair), Rachel Vossen (Vice Chair), Daphne Anstey-Martin, Jill Bernhart
Row 2 L-R: Gwendoline Dirk, Cathy Fox, Martin Gendron, Kathleen Hutcheon
Row 3 L-R: Gop Majak, Michelle Miller, Wesley Paterson
Bottom L-R: Amanda Peterson, Deborah Reid and Janine Tolhurst*

“*This* year, the South Zone has embarked on the journey of creating the South Zone Healthcare Plan which will share the high-level strategic vision and support of clinical service plans for the zone for the next 10 to 15 years. Our HAC members have been right there with us, sharing the views and perceptions of the communities they represent. As we continue to move forward, we greatly appreciate the perspective they bring and value their input in the support of the delivery of healthcare services.

Linda Iwasiw and Dr. Aaron Low
Chief Zone Officer and Zone Medical Director, South Zone

FACTS AND FIGURES



Council Member Representation

Brooks
Duchess
Desert Blume
Foremost

Irvine
Medicine Hat
Oyen
Redcliff



By the numbers

Public participation in PTHAC meetings & events:

3 public meetings

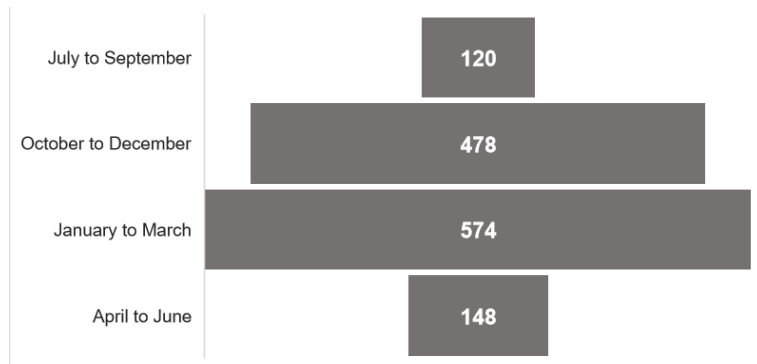
106 public attended

1 engagement event

89 public attended

5 new members

Provincial participation at Advisory Council meetings & events*



*Reflective of the number of public that attended all HAC and Provincial Advisory Council meeting and events between July 1, 2022-June 30, 2023.

KEY ACHIEVEMENTS

Advisory Council members share advice and feedback from their communities with AHS. Councils hold public meetings and engagement activities virtually or in locations throughout their geographic area that further contribute to improving healthcare services in Alberta.

- ✓ PTHAC focused on meeting and community event presentations that provided engaging health topics community members wanted to hear about including lab services, addiction and mental health services, senior's health and continuing care for living well, cancer care and virtual health services.
- ✓ 86 community members attended an community engagement session: A Roundtable of Addiction and Mental Health Resources in the South Zone. This event resulted in several community connections amongst community health providers specializing in addiction and mental health, and the information was also shared by several municipalities on their community websites.
- ✓ Council engaged with AHS on a variety of topics, including:
 - South Zone Healthcare Planning
 - Oyen Big County Hospital engagement session
 - Aging in Place – Engagement Session for Older Albertans and Caregivers/Partners
- ✓ The Chair met monthly with the Council Coordinator and AHS South Zone leadership bringing good news stories and health-related concerns to their attention.
- ✓ 90-day Report session with Official Administrator (OA) Dr. John Cowell he reviewed his findings re the health system from his first 90 days as OA.

OPPORTUNITIES TO PROVIDE INPUT (ALL ADVISORY COUNCIL MEMBERS)



Newcomer Engagement Patient & Experience

AHS sought input on how AHS can communicate, support, and enable Albertans to become active partners in their care.



2022-23 Influenza Immunization Campaign

Members reviewed draft AHS influenza campaign materials and provided input toward the provincewide campaign that informed Albertans about the flu shot.



Spiritual Care Policy

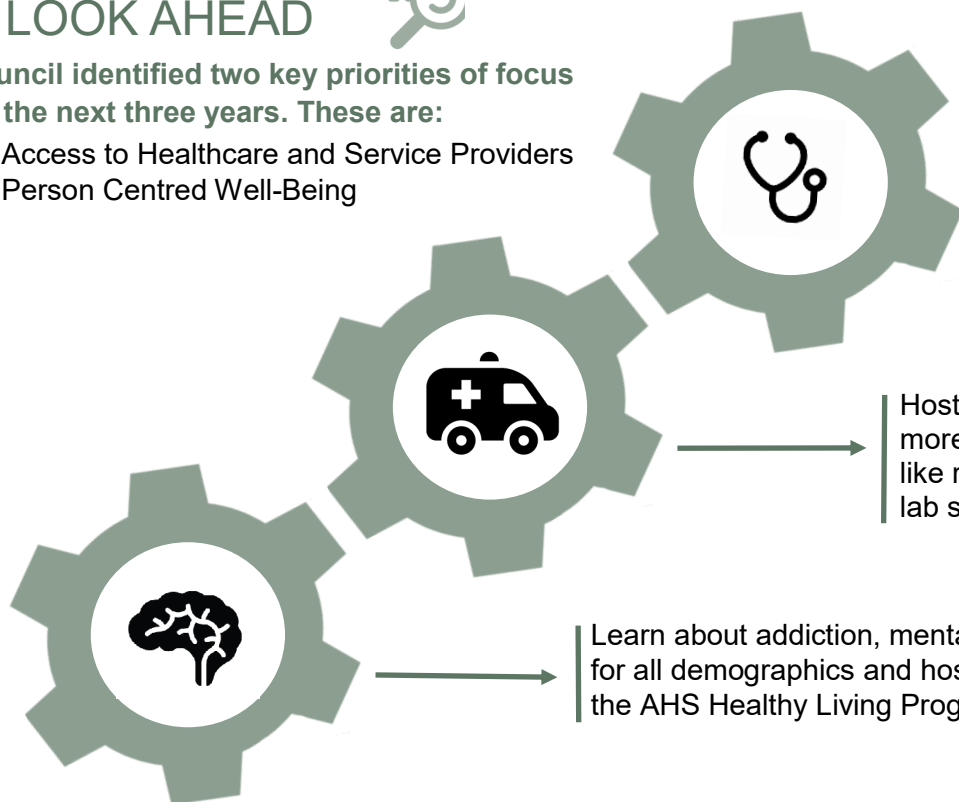
Councils were invited to provide feedback to the AHS Community Spiritual and Religious Providers Access Policy.

A LOOK AHEAD



Council identified two key priorities of focus for the next three years. These are:

- Access to Healthcare and Service Providers
- Person Centred Well-Being



Learn about addiction, mental health and wellness for all demographics and host a presentation on the AHS Healthy Living Program.

Host Community Conversations to learn more about timely health-related topics like recruitment and retention, EMS and lab services.

PTHAC commits to:
Partner with community organizations to host an information session on the process for attracting health professionals to rural areas.

GET INVOLVED



Make a difference to the health and well-being of your community by sharing your thoughts and ideas with AHS.

- Email: pallisertriangle@ahs.ca
- Phone: 1.877.275.8830
- Attend an [upcoming meeting](#)
- Provide input on various healthcare topics online, at [Together4Health](#)
- Apply to join an Advisory Council:

APPLY

