

# Lakeland Communities Health Advisory Council



## *Annual Report 2010–2011*







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## Message from the Chair, Lakeland Communities Health Advisory Council

It is our pleasure to provide you with the Lakeland Communities Health Advisory Council Annual Report for 2010-2011. Our first year has been formative, yet exciting and challenging.

We received an orientation from the Community Engagement Department and information about the health programs and services in the council area. A Work Plan was developed with a communication plan to support it. Templates for identifying best practices and developing priorities for the council were also developed. We felt it was important to highlight best practices or programs that work well to ensure support and funding for sustainability.

We had the opportunity to engage with communities in our council area, including Athabasca, Bonnyville, Cold Lake, Elk Point, Lac La Biche and St. Paul. We look forward to continuing to engage directly with communities, municipalities and interested organizations. Our mandate is to listen, relay concerns and share information regarding health care services in our area.

Some of the concerns that we have brought forward, in conjunction with the public in our area, have resulted in improved services, such as the Mobile Dialysis Unit for Lac La Biche and area.

We continue to work collaboratively with Alberta Health Services to ensure that the programs and services adequately address the needs of the public.

We wish to thank the Alberta Health Services Board and the Health Advisory Committee of the Board for their guidance. We also thank the Community Engagement Department for the resources and tools they have made available to us.

Sincerely,

Deanna Anderson, Chair  
Lakeland Communities Health Advisory Council



## Message from the Chair, Alberta Health Services Board

Health Advisory Councils are an important link between Alberta Health Services and the people we serve. We can only be genuinely responsive to Albertans if we understand their needs and listen to their concerns, which include hearing directly from councils.

Health Advisory Councils were established to engage local community members to provide feedback on what is working well within the health care system, suggest areas for improvement, and identify local issues and concerns.

The inaugural year for Health Advisory Councils has been highly effective in establishing processes, connecting with Albertans across the province and building foundational relationships both with communities and the Alberta Health Services Board and Leadership. Continually nurturing these connections will enable councils to be better informed and work more effectively in bringing the voice of communities to improve health care across the province.

In the first year of operation, councils have contributed significantly to key Alberta Health Services strategic planning initiatives. Key consultations included the 2010-2015 Health Plan, Alberta Health Act, Accreditation Canada consultation, Provincial Menu, Community and Rural health planning initiatives and the Strategic Scenarios 2030 “Driving Forces Workshops” which centered around health planning for the next 20 years.

Building on these successes over the next year will provide a valuable mechanism for communication and information flow between communities and Alberta Health Services. The Alberta Health Services Board and Leadership are committed to ensuring that Health Advisory Councils are successful in their work now and into the future. Board members will continue to increase engagement opportunities with councils, and attend council meetings, engagement events and community consultations.

In closing, we would like to thank all council members past and present, for the time, effort and expertise they have dedicated to bringing the public perspective forward to improve health care planning across the province.

Sincerely,

Ken Hughes  
Chair, Alberta Health Services Board



# The Year in Review

## Executive Summary

This was the first year of operation for Health Advisory Council 5, which was officially named the Lakeland Communities Health Advisory Council in September 2010. The Lakeland Communities Health Advisory Council annual report reflects on the inaugural year and reviews the accomplishments we have achieved.

*“Each council meeting was held in a different community in order to engage the public in six communities. We listened and responded to five major presentations made by members of the public and provided feedback to eight presentations made by Alberta Health Services.”*

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Health Advisory Councils were developed by the Alberta Health Services Board. The role of the councils is to engage the public and relay information, questions or concerns to Alberta Health Services. Councils also provide feedback to Alberta Health Services about the effectiveness of health programs and services, and promote activities that enhance the health of residents.

The Lakeland Communities Health Advisory Council is located in the centre of the province bordering on the Alberta-Saskatchewan border. The council area includes one city, various towns, villages, summer villages, Métis Settlements and First Nations communities.

Council membership remained fairly strong and consistent. Membership fluctuated between 12 and 15 members throughout the year.

Council received an orientation and spent time developing processes for the council. Council established regular meeting dates, and developed a Work Plan, a communication plan and a method for highlighting best practices in the council area.

Each council meeting was held in a different community in order to engage the public in six communities. We listened and responded to five major presentations made by members of the public and provided feedback to eight presentations made by Alberta Health Services. We received information regarding various health programs and services from 10 sources and we promoted two invaluable best practices within our council area.

Lakeland Communities Health Advisory Council recognizes and embraces the importance and value of community engagement. Our council looks forward to continuing our work with the Alberta Health Services Board to provide a community perspective to the planning of health programs and services.



## Who We Are

Health Advisory Council 5 was established on June 30, 2009 under section 9(4) of the Regional Health Authorities Act (1994), and was later named Lakeland Communities Health Advisory Council. This council was established to enhance engagement between communities and Alberta Health Services. *Please see Appendix 1 for the Provincial Map.*

The Lakeland Communities Health Advisory Council covers a large geographical area, including the major communities of Athabasca, Calling Lake and Lac La Biche in the north. The area stretches south past Boyle to Thorhild and Radway and encompasses communities east of Cold Lake, including Bonnyville, Elk Point, Glendon, Smoky Lake, St. Paul and Vilna. *Please see Appendix 2 for the Council Map.*

The council area is a mixture of communities including one city, six towns, four counties, three villages, 10 summer villages, numerous hamlets, four Métis Settlements, and seven First Nations located near farmland, rolling hills and lakes. Oil and gas exploration and farming are major industries in this geographical area. There is a substantial shadow population using resources in the council area at any given time due to industry, the abundance of recreational opportunities and the many summer villages.

As council members, we aim to provide a voice reflective of our communities, while maintaining a connection to Alberta Health Services.

<b>Current Members</b>	
Ms. Deanna Anderson (Chair)	Elk Point
Mr. Parrish Tung (Vice Chair)	Elk Point
Mr. David Beale	Fort Kent
Ms. Cindy Bizon	Boyle
Ms. Joy Clarke	Bonnyville
Mr. Lorne Dustow	Sputinow
Mr. Trevor Kotowich	St. Paul
Mr. Douglas Lamb	St. Paul
Ms. Mireille Lavoie-Beaupre	Bonnyville
Ms. Patricia Palechuk	Smoky Lake
Ms. Louise Reidy	St. Paul
Ms. Yvonne St. Arnault	St. Vincent
Ms. Pauline Thompson	Lac La Biche
<b>Past Members</b>	
Ms. Candice Maglione	Ashmont
Ms. Mary-Lynn Hetherington	Cold Lake
Ms. Phyllis Collins	Cold Lake
Ms. Margaret Daniels	Caslan



## What We Do

The role of the Lakeland Communities Health Advisory Council is to:

- gather information on public input regarding health, health needs and health services for the residents of the community served by the council,
- provide advice to Alberta Health Services regarding health issues, needs and priorities, access to health services, the promotion of health and other matters requested by Alberta Health Services, and
- promote and participate in activities that enhance the health of residents in the communities served by the council.

Lakeland Communities Health Advisory Council members reflect the diversity of the communities they serve and have a broad interest in health issues as well as the health and well-being of the communities they represent.



## How We Are Accountable

Health Advisory Councils were established on June 30, 2009 under section 9(4) of the Regional Health Authorities Act (1994). The Alberta Health Services Board approved the Bylaw by which the councils were established, which was then approved by the Minister of Health and Wellness. The Alberta Health Services Board appointed members to each council following a provincewide recruitment drive in September 2009. Councils act as an advisory body to Alberta Health Services according to the Council Charter and Bylaw. Council members are required to reside within the geographic area of the council to which they are appointed and serve terms of two or three years to a maximum of five years.

Councils act as an advisory body to Alberta Health Services, providing feedback from the public to support the strategic direction of Alberta Health Services. In this role, councils:

- provide feedback about what is working well in the health care system and areas for improvement;
- engage residents by talking to members of the community and advise of what they are saying about health services in their area;
- consider information provided by Alberta Health Services and identify issues or trends from a local perspective;
- provide feedback to Alberta Health Services on matters pertaining to health services and service delivery on an ongoing basis; and
- provide feedback to Alberta Health Services about strategies to further engage the community on health care delivery.



## What We Have Accomplished

### Engagement of the Public

The Lakeland Communities Health Advisory Council began the process of engaging the public by developing a Work Plan. The plan outlined engagement strategies and tactics for the council to implement. A template form was also developed so council members could bring forward information to the council that would help establish priorities in the council area.

Upon review of the Bylaw the council decided to hold six meetings per year. Each council meeting was held in a different community within the council area to garner input directly from each community. A process was established to invite elected officials to regular council meetings giving them the chance to bring forth concerns and become advocates for change to the health system. The local municipal leaders were invited to each council meeting and were included on the agenda to present information or concerns regarding health in their community. Meetings in the 2010-2011 year were held in St. Paul, Lac La Biche, Bonnyville, Athabasca and Elk Point.

A communication plan was developed by the council to raise awareness and maintain transparency. The plan was based on the following five subject areas:

- community engagement;
- communication with members of the legislative assembly;
- communication with municipal leaders;
- use of the website; and
- invitations to speak to local organizations.

The following methods raised awareness within each community on information from council meetings:

- notices of council meetings were posted at the local health offices and facilities;
- advertisements for council meetings were placed in local newspapers;
- the public was invited to attend with the opportunity to be placed on the council agenda;
- meeting highlights were circulated to the media and municipal leaders in the council area;
- an informational handout about the council was developed to share with the public;
- a banner and bookmarks were developed to provide council contact information to the public;
- a section was developed on the Alberta Health Services website for Health Advisory Councils; and

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*“The local municipal leaders were invited to each council meeting and were included on the agenda to present information or concerns regarding health in their community.”*

*“Council members used additional engagement methods to draw information and feedback from other demographic groups.”*

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- information on the Lakeland Communities Health Advisory Council web page included the council’s name, health council area demographics, role and membership, and the date, time, location, agenda and minutes for each council meeting.

Council members used additional engagement methods to draw information and feedback from other demographic groups. Some of the methods included participation on other committees and informal networks. These included the Fishing Lake Métis Settlement, the Alberta Council on Aging, Alberta Children’s Services, Chambers of Commerce, Elk Point Health Interagency Committee and Family and Community Support Services.

Another method to raise awareness and engage the public was the use of presentations at meetings held by other organizations. For example, the Chair presented at the City of Cold Lake Council meeting.

The following members of the public and members from municipal councils provided information at Health Advisory Council meetings:

- Edith Read, President, Alberta Council on Aging Region 2, spoke about the concerns she received from community members regarding the Nutrition and Food Services Provincial Menu. Council support was requested by the council to bring the information forward for consideration and review by Alberta Health Services (June 9, 2010 Lac La Biche) (Action: Briefing Note sent to Alberta Health Services).
- Peter Kucher, a member of the community, addressed council regarding the lack of dialysis availability in the community of Lac La Biche. Patients currently travel to St. Paul three times a week for dialysis treatment (June 9, 2010 Lac La Biche) (Action: Briefing Note sent to Alberta Health Services).
- Margaret Modin, Chair, Elk Point and District Interagency Health Committee, expressed concerns the community has with low staffing levels at the Elk Point Health Care Centre, creating operational difficulties with respect to the maintenance of service delivery (September 30, 2010 Bonnyville) (Action: Letter of acknowledgment sent).
- Craig Copeland, Mayor, City of Cold Lake, presented an overview of health service needs and concerns that were expressed by the City of Cold Lake Council, including the need for a better quality CT Scan, on-site facility management, physician recruitment, palliative care and respite care services (March 17, 2011 Elk Point) (Action: Letter of acknowledgment sent).
- Margaret Modin, Chair, Elk Point & District Interagency Health Committee, presented an overview of the health needs in Elk Point including a revised

Provincial Menu for continuing care residents, onsite facility management, better wait times for hip/knee replacements, and the need for nurse practitioners, local Emergency Medical Services contacts, and respite services in the Elk Point area (March 17, 2011 Elk Point) (Action: Letter of acknowledgment sent).

## Provide Feedback and Advice to Alberta Health Services

The following presentations were made to the Health Advisory Council. Feedback was provided by the council after each presentation.

- Lyle McKellar, Director, Inter Facility Transfer, Emergency Medical Services, Alberta Health Services, provided an overview of the *“Discussion Paper on Service and Performance Requirements for EMS Contract Service Providers in Alberta”* (April 29, 2010 St. Paul).
- Steven Clelland, Director, Primary Care Reform, Alberta Health Services, presented on *“Building a Primary Care Foundation, Primary Care in a Primary Health Care System”* (June 9, 2010 Lac La Biche).
- Douglas Lamb, council member, attended the Alberta Health Services *“Open Spaces-Primary Care Forum”*, in Edmonton and provided input on the development of their strategic plan (July 6, 2010 Edmonton).
- Council worked with Alberta Health and Wellness to engage the citizens for the new Alberta Health Act Consultations with Mr. Fred Horne, MLA for Edmonton-Rutherford, Parliamentary Assistant to Health and Wellness and member of the Standing Committee on Health. The consultations were held in two communities in the council area (July 8, 2010 Athabasca, St. Paul).
- Stacy Greening, Director, Community and Rural Health Planning, presented *“Community and Rural Health Planning”* (September 30, 2010 Bonnyville).
- Darlene Arsenault Oakes, Manager, Addiction and Mental Health, presented information regarding re-opening the *“St. Paul Psychiatric Unit”* in the St. Therese Healthcare Centre in St. Paul. The report noted staff hired and services that will be provided (November 18, 2010 teleconference).
- Deanna Anderson, Chair, and Pat Palechuk, council member, attended the *“Driving Forces-2030”* strategic planning session for the North Zone, Alberta Health Services, in Fort McMurray, to plan health services to 2030 (February 7, 2011 Fort McMurray).

- Steven Clelland, Director, Primary Care Reform, presented “*Primary Care- Understanding What We Heard*”, which included input acquired from various stakeholders (March 17, 2011 Elk Point).

## Promote and Participate in Activities that Enhance the Health of Residents

The council received information from various departments within Alberta Health Services. This enabled the council to promote factual information.

- Shelly Pusch, Vice-President, North Zone, provided an overview of the Alberta Health Services structure, and overview of the North Zone health programs, services, challenges, opportunities and successes (January 27, 2010 St. Paul).
- Tracey Smith, Manager, Public Health, North Zone provided a presentation on all of the public health programs and services in the North Zone (March 18, 2010 St. Paul).
- Information from the Patient Concerns Department was shared with the council and copies of the Patient Concerns and Feedback brochure from the website were provided to council members (March 8, 2010 St. Paul).
- Wendy Harrison, Executive Director, Seniors Health, North Zone, provided an overview of services available in the North Zone to support seniors and provided information about a Continuing Care Plan which is under development (June 9, 2010 Lac La Biche).
- Susan McKay, Vice President, Nutrition and Food Services, and Pat Garland, Manager, Nutrition and Food Services, presented the new Provincial Menu and responded to questions (September 30, 2011 Bonnyville).
- Linda Doll, Connecting Care, and Stephanie Miller, Manager, Points West, Lloydminster, provided a presentation about the Points West facility in Lloydminster. A similar facility is in the planning stages for the community of Cold Lake (September 30, 2010 Bonnyville).
- Deanna Anderson, Chair, attended the opening of the Lac La Biche Renal Dialysis bus and was pleased to see this much needed service come to fruition. It is a high quality, effective and efficient service for Lac La Biche (November 9, 2010 Lac La Biche).
- Jo-Anne Thomson, Manager, Nutrition and Food Services, North Zone, presented an overview of the external review regarding the Provincial Menu plus the short-term and long-term action items to address the recommendations (January 20, 2011 Athabasca).

- Kelly Lyons, Community Physician Recruitment Consultant, with the Rural Physician Action Plan addressed the council and shared strategies in place to recruit and retain physicians in the council area (January 20, 2011 Athabasca).
- A best practices template was developed for council members to use at meetings. Best practices are health programs or services that are unique and effective, yet promote health. The best practices outlined below were presented at a council meeting held on January 20, 2011 in Athabasca.
  - Doug Lamb, council member, presented information from the “*Champions for Change 2020 Sustainability Plan*” for St. Paul. One of the areas of focus for the plan is promoting healthier lifestyles. Some of the ideas in use for promoting healthier lifestyles are a paved walking track around St. Paul, a rural community garden and gardens for seniors located in the town. St. Paul is praised by the council for addressing the root cause of many health issues by promoting healthier lifestyles.
  - Pauline Thompson, council member, provided information regarding the “*Mobile Diabetes Screening Initiative (MDSI)*”. MDSI targets remote and underserved communities with a risk of diabetes including Aboriginal communities. This has been a very effective and proactive program that provides education and promotes wellness. It is a much needed service for several communities in the north.

## What We Have Learned

The first year has been a learning experience for our Lakeland Community Health Advisory Council. We have gained greater insight into the programs and services offered by Alberta Health Services and have developed processes and techniques to support our council. We learned:

- how the Alberta Health Services structure is organized and the many services it offers.
- that individuals from towns and municipalities were willing to share their concerns regarding health services in their community when they were invited to local meetings.

## Logistics and Process

We learned that:

- the local health centres and health units were receptive to posting notices for our upcoming council meetings;
- moving the meetings from one community to another was invaluable, council met local residents and representatives from local towns and county councils at the meetings;
- inviting a key stakeholder in a community to our meetings ensured many others would attend;
- due to the weather in Alberta, we must have a flexible meeting format. For example, in November 2010 we held our council meeting via teleconference, which we found to be extremely effective; and
- having representatives from Alberta Health Services present at our meetings to address the council and public directly was a very valuable information sharing technique.



## Looking Forward

### 2011-2012

Our council is looking forward to 2011-2012.

We look forward to reviewing the accomplishments from the past year in detail, the areas that may require change and to developing a Work Plan to guide us toward another successful year.

In the next year, we plan to engage more citizens within our council area. We welcome their information, questions and concerns. It has worked well to have management from Alberta Health Services attend our meetings to provide information and we look forward to their ongoing commitment.

In the year ahead, we look forward to the expanded and strengthened role of the Health Advisory Councils. We are also pleased that we will be connecting regularly with the Alberta Health Services Board and management about strategic planning initiatives, both locally and provincially.

We will continue our work highlighting best practices (health services and programs) that work well to ensure support and funding for sustainability. We will continue to learn more about Alberta Health Services programs and services, while simultaneously providing community feedback.

Our annual Work Plan will be available to view on the Alberta Health Services website [www.albertahealthservices.ca/1812.asp](http://www.albertahealthservices.ca/1812.asp)

*“We will continue to learn more about Alberta Health Services programs and services, while simultaneously providing community feedback.”*

There are many engagement opportunities ahead and many communities to engage. We look forward to a busy year.



## Contact Information 2011-2012

We welcome the opportunity to hear your voice. Please contact us at:

Deanna Anderson, Chair  
Telephone: 780-724-4072  
Email: [council5deanna@hotmail.com](mailto:council5deanna@hotmail.com)

Patricia Palechuk, Vice Chair  
Telephone: 780-656-3050  
Email: [palechuk@telus.net](mailto:palechuk@telus.net)

Mary Mueller, Community Engagement Officer  
Telephone: 780-350-3103  
Email: [mary.mueller@albertahealthservices.ca](mailto:mary.mueller@albertahealthservices.ca)

Community Engagement Department:  
Telephone: 1-877-275-8830  
Fax: 403-943-1163  
Email: [community.engagement@albertahealthservices.ca](mailto:community.engagement@albertahealthservices.ca)

Council Web Page:  
[www.albertahealthservices.ca/1812.asp](http://www.albertahealthservices.ca/1812.asp)

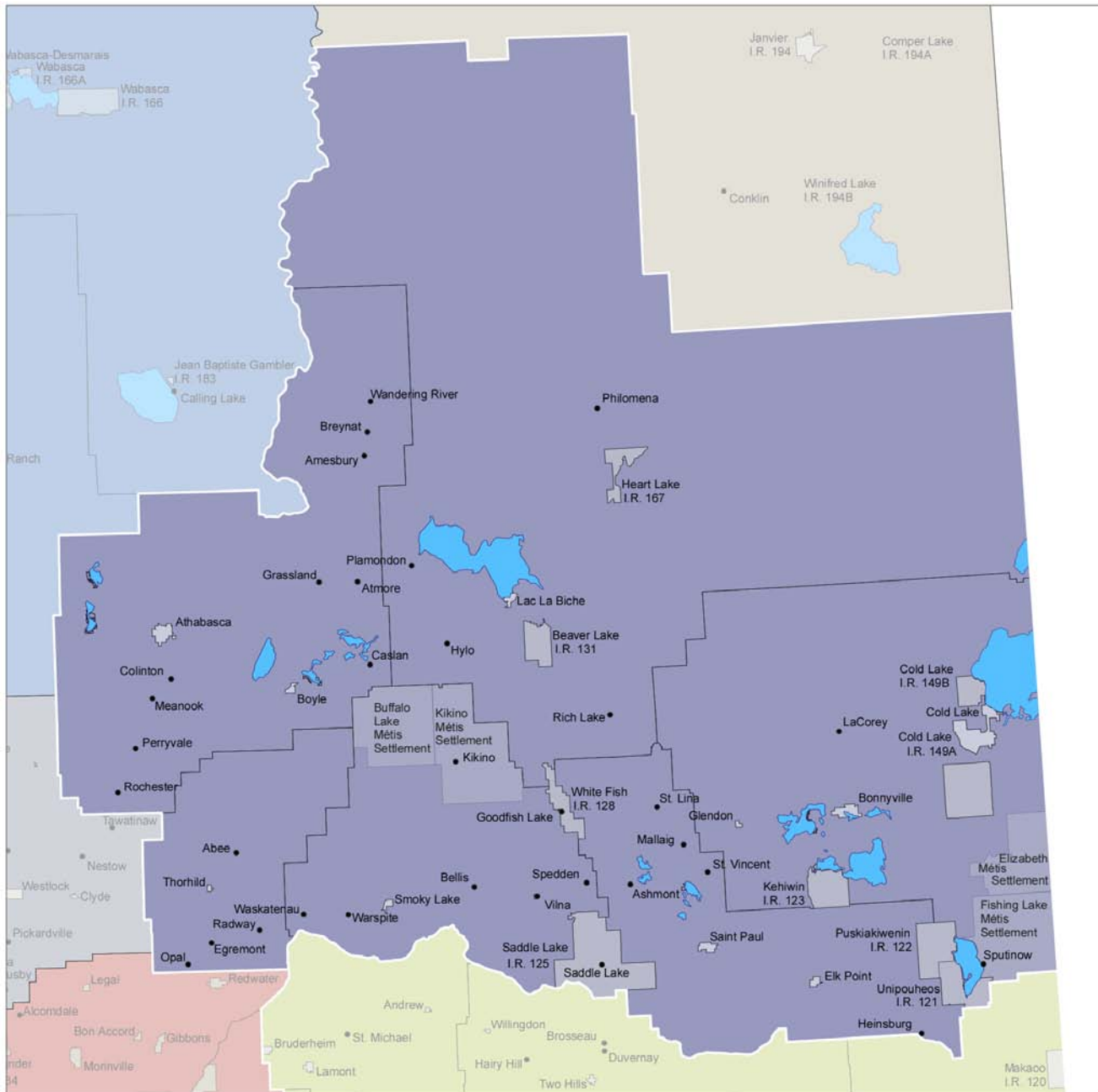
Council Email:  
[lakelandcommunities@albertahealthservices.ca](mailto:lakelandcommunities@albertahealthservices.ca)




 **Appendix 1 – Provincial Map**



# Appendix 2 – Council Map

## Lakeland Communities Health Advisory Council Map



-  City or Town
-  Indian Reserve
-  Métis Settlement



*Bringing the voice of  
communities to build  
a better health system*