

Lesser Slave Lake Health Advisory Council



Annual Report 2010–2011





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Message from the Chair, Lesser Slave Lake Health Advisory Council

We are pleased to provide you with the Lesser Slave Lake Health Advisory Council Annual Report for 2010-2011.

In our first year as a committee we have witnessed significant changes and dynamics in the management of Alberta's health care system.

The past year has been a development year for the council. We have solidified processes and tools such as membership, regular meetings and developed a Work Plan.

It has also been challenging with our members dispersed across a large geographical area, including some remote locations. Each member brings strength to our council and provides a report from communities across our council area.

We appreciate the opportunity to communicate our successes, while identifying areas for improvement in our communities. We have provided feedback to Alberta Health Services about future directions and plans for health care and we have collaborated with Alberta Health Services on areas for health care improvement.

The council will continue to explore the possibilities available to engage citizens so that they can benefit from the health system in our communities.

We wish to thank the Alberta Health Services Board and the Alberta Health Services 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.

By moving forward together, we can maintain and improve the health of our communities.

Sincerely,

George Keay
Chair, Lesser Slave Lake 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.

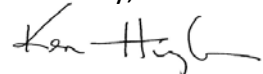
The inaugural year for Health Advisory Councils has been highly effective in establishing processes, connecting with Albertans across the province and building foundational relationships both with communities and the Alberta Health Services Board and Leadership. Continually nurturing these connections 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

The Lesser Slave Lake Health Advisory Council Annual Report reflects on the past year and provides an overview of our accomplishments.

“Their connection to other committees provides a conduit between the local communities and the Health Advisory Council and ultimately, Alberta Health Services”

The Lesser Slave Lake Health Advisory Council area is uniquely located around the Lesser Slave Lake. Reliance on the oil, gas and forestry industry adds a large seasonal shadow population to the area and the considerable amount of industrial activity in the council area adds pressure to the health system.

We are fortunate that many of our council members are from various communities across the council area and are active on other formal and informal committees. Their connection to other committees provides a conduit between the local communities and the Health Advisory Council and ultimately, Alberta Health Services.

We have been forthright this year in ensuring Alberta Health Services is aware of areas for improvement in the health care system. Each of our council members engaged the residents in their local community and reported on residents’ feedback about health services.

We learned a great deal of information from Alberta Health Services about the programs and services provided in northwest Alberta, specifically, in Public Health and Senior’s Health.

We were able to highlight noticeable trends in our area, including the increased gas and oil activity, and provide this local perspective to Alberta Health Services. We also highlighted the need for services in our communities, including a new hospital in High Prairie and a psychiatrist in Slave Lake and High Prairie.

We provided feedback to Alberta Health Services on matters pertaining to health services and delivery, including Emergency Medical Services, Community and Rural Health planning and Primary Care planning.

We look forward to continuing our work with the Alberta Health Services Board through our expanded and strengthened role.

We are pleased that the Alberta Health Services Board recognizes the importance and value of community engagement for the planning of health services.



Who We Are

Health Advisory Council 3, later named the Lesser Slave Lake Health Advisory Council, was established on June 30, 2009 under section 9(4) of the Regional Health Authorities Act (1994). The Lesser Slave Lake Health Advisory Council was established to enhance engagement between communities and Alberta Health Services. *Please see Appendix 1 for the Provincial Map.*

The council area surrounds Lesser Slave Lake in northwest Alberta. The council area boasts a beautiful natural habitat of forest surrounding the lake and areas of farmland.

The council area includes four major communities, eight First Nations, three Métis Settlements, 18 Indian Reserves (IR) and a multitude of hamlets. There is a considerable shadow population present because of the oil, gas and forestry industries in the council area. The endless recreational opportunities on and surrounding the lake also draws a seasonal shadow population. *Please see Appendix 2 for the Council Map.*

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

Current Members	
Mr. George Keay (Chair)	High Prairie
Ms. Colleen Greer (Vice Chair)	High Prairie
Ms. Sharon Anderson	Gift Lake
Mr. Kim Courtoreille	Wabasca
Mr. Archie Cunningham	High Prairie
Mr. Rick Dumont	High Prairie
Ms. Nona Elliot	High Prairie
Mr. Robin Guild	Wabasca
Mr. Ken Matthews	High Prairie
Ms. Karina Pillay-Kinnee	Slave Lake
Ms. Ethel Ruecker	Faust
Ms. Frances Schultz	Fawcett
Mr. Marian Wolitski	Wabasca
Past Members	
Ms. Rose Kasinec	High Prairie
Mr. Leonard Olson	High Prairie



What We Do

The role of the Lesser Slave Lake 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.

Lesser Slave Lake 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

“Councils act as an advisory body to Alberta Health Services, providing feedback from the public to support the strategic direction of Alberta Health Services”

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

During the inaugural year, the Lesser Slave Lake Health Advisory Council explored ways to promote awareness of the council to the public. Meetings were held in Wabasca and Slave Lake; some meetings were held by video conference. Agendas and minutes were posted to the Alberta Health Services website on a regular basis.

“Council members also used engagement methods to draw information and feedback from other demographic groups, including participation on other committees and informal networking.”

The council wanted to explore opportunities to connect with the Aboriginal population, and welcomed the Pee-Kis-Kwe-Tan “Let’s Talk” Society to present at a council meeting to learn more about the services the society offers to the council area. Alberta Health Services partners with Big Stone First Nations to support the society to provide addiction and mental health services.

The following collateral materials were developed this year:

- an informational handout was developed to inform the public about the council;
- a banner and bookmarks were developed to raise awareness and provide the public with the council’s contact information; and
- a section on the Alberta Health Services website was created for Health Advisory Councils. Information on the Health Advisory Councils’ web page included the council’s name, area demographics, role and membership as well as the date, time, location, agenda and minutes for each council meeting.

Council members also used engagement methods to draw information and feedback from other demographic groups, including participation on other committees and informal networking.

Frances Schultz, council member, attended the Flatbush Community Fair on Sunday, June 19, 2010 to raise awareness about the council.

Community reports were delivered by council members at each meeting. The following themes were derived from the reports and represent the public’s beliefs:

- there is a need for a hospital in High Prairie;
- there is a need for dialysis services in Wabasca;
- there is a need for psychiatric specialty services in High Prairie and Slave Lake;
- there is a lack of supportive living beds and a shortage of physicians in High Prairie;
- there are wait times for physical therapy in the council area;

- there is a concern with the level of Emergency Medical Services in the Slave Lake area;
- the High Prairie Health Centre Emergency Department is busy and poorly equipped; and
- there should be better hours of service for physicians and the laboratory to address the needs of the shadow population in the Slave Lake area.

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.

- Trevor Maslyk, Emergency Medical Services (EMS), Operations Director, North and Edmonton Zone, Alberta Health Services, provided an overview of the *“Discussion Paper on Service and Performance Requirements for EMS Contract Service Providers in Alberta”* (April 26, 2010).
- 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 14, 2010).
- Council worked with Alberta Health and Wellness to engage citizens for the *“Alberta Health Act Public Consultations”* with Mr. Fred Horne, MLA Edmonton-Rutherford, Parliamentary Assistant to Health and Wellness, and member of the Standing Committee on Health, held in the communities of High Prairie and Slave Lake (July 14, 2010).
- Douglas Norton, Director, Decision Support and Evaluation, Community and Rural Health Planning, Alberta Health Services, presented on *“Community and Rural Health Planning”* (September 29, 2010).
- Steven Clelland, Director, Primary Care Reform, Alberta Health Services, presented *“Primary Care – Understanding What We Heard,”* which included input acquired from various stakeholders (March 7, 2011).

Promote and Participate in Activities that Enhance the Health of Residents

Information was received from various departments in Alberta Health Services. The council also received information from the Northern Alberta Development Council that enabled the council to promote factual information.

- Shelly Pusch, Vice President, North Zone, provided an overview of the Alberta Health Services structure, an overview of the North Zone health programs and services, as well as challenges, opportunities and successes regarding health care service delivery (January 18, 2010).

- Jeannine LaBrecque, Manager, Public Health, North Zone, provided a presentation on the public health programs and services in the North Zone (March 8, 2010).
- Information regarding 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 (April 26, 2010).
- Dan Dibbelt, Executive Director, Northern Alberta Development Council, provided members with an orientation on the programs and services available through the Northern Alberta Development Council (June 14, 2010).
- Jo-Anne Thomson, Manager, Nutrition and Food Services, presented an overview of the Nutrition and Food Services' Provincial Menu (September 29, 2010).
- Cindy Harmata, Director, Seniors Health, North Zone, provided an overview of the Senior's Health programs and the various living options available to seniors, including home care, supportive living and facility living (November 15, 2010).



What We Have Learned

The first year has been a learning experience for the Lesser Slave Lake Health Advisory Council.

We have learned processes and techniques to support the work of our council, and determined a date, location and format for our meetings. Some meetings were held in person, while others were held by video conference.

At each meeting, council members gave a report from their community. These reports have been valuable to us as we gained insight and a greater understanding of the communities in our council area.

We have increased our knowledge of the programs and services offered by Alberta Health Services. There are a variety of services offered in our area, but we feel that more services could be offered in our council area.

We appreciated having the presence of Alberta Health Services management at our meetings to respond to questions. We also found it helpful to have direct access to the Alberta Health Services Chair of the Board and other council Chairs.

“At each meeting, council members gave a report from their community. These reports have been valuable to us as we gained insight and a greater understanding of the communities in our council area.”



Looking Forward

2011-2012

We look forward to the future of health care in our province, particularly in the Lesser Slave Lake Health Advisory Council area.

“We will continue to engage with local community members to receive feedback regarding successes and areas of improvement, and to identify local issues and concerns within the health system.”

We will continue to engage with local community members to receive feedback regarding successes and areas of improvement, and to identify local issues and concerns within the health system.

We would like to thank the Alberta Health Services Board for their ongoing commitment and dedication to the council. In December 2010, Alberta Health Services announced a proposal to expand and strengthen the role of Health Advisory Councils in order to provide greater engagement with Albertans. We look forward to connecting with the Alberta Health Services Board and leadership on a regular basis to solidify strategic planning initiatives, both locally and provincially.

The commitment and dedication of our council supports the ongoing cooperation and partnerships formed between the Alberta Health Services Board and the Lesser Slave Lake Health Advisory Council. Through these partnerships, we can make a significant difference to rural health care.

Our annual Work Plan will be available to view on the Alberta Health Services website www.albertahealthservices.ca/1810.asp

We look forward to the next year as we continue to engage residents in our council area to maintain and improve the health of our rural communities.



Contact Information 2011-2012

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

George Keay, Chair
Telephone: 780-523-3222
Email: g_keay@telusplanet.net

Colleen Greer, Vice Chair
Telephone: 780-523-4237
Email: lgreer@prairiewireless.ca

Mary Mueller, Community Engagement Officer
Telephone: 780-350-3103
Email: mary.mueller@albertahealthservices.ca

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

Council Web Page:
www.albertahealthservices.ca/1810.asp

Council Email:
lesserslavelake@albertahealthservices.ca



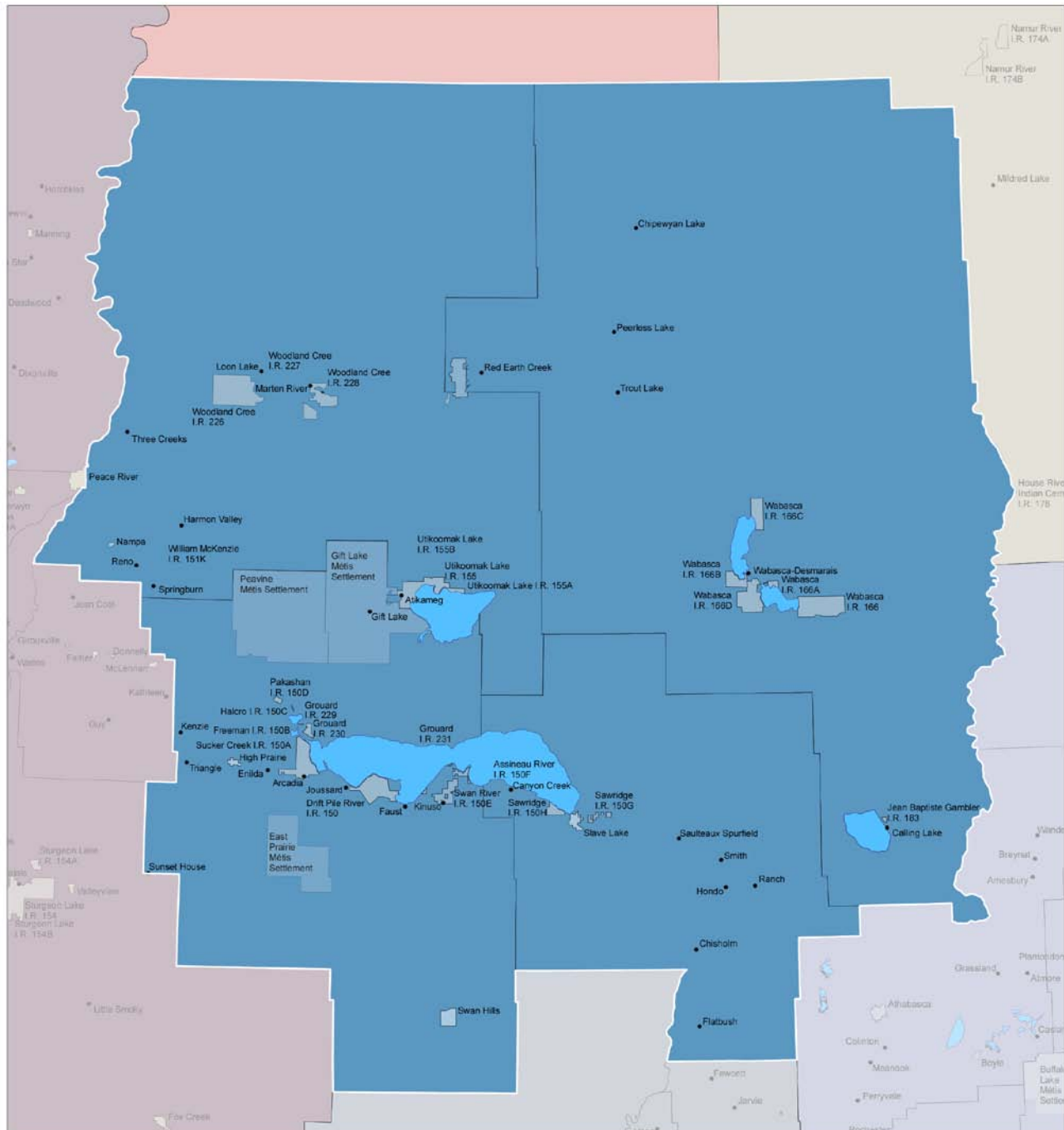
Appendix 1 – Provincial Map





Appendix 2 – Council Map

Lesser Slave Lake Health Advisory Council Map



	City or Town
	Indian Reserve
	Métis Settlement

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