

True North Health Advisory Council Work Plan 2010 – 2011

Status:

The Work Plan will be reviewed by John Lehnert, Member, Alberta Health Services Board and Clark McAskile, Chair, True North Health Advisory Council by the end of November, 2010. Suggested amendments will be reviewed and approved at the next Health Advisory Council meeting on Wednesday, January 12, 2011.

Purpose of the Work Plan:

The Work Plan allows each council the opportunity to describe the work to be undertaken for each year and ensure adequate resources are made available to support their efforts. Each council will develop a Work Plan to be submitted to the Health Advisory Committee of the Board at the beginning of the fiscal year that shall include the goals and strategies to meet those goals, as determined by the council, and include proposals for formal consultations and engagement activities with communities. This allows the Alberta Health Services Board to ensure support for the work of the councils and anticipate needs and expectations each year.

The process for these Work Plans is out of sync with the planning cycle in this initial year of council existence. In many cases councils have considered the work they have already done and placed it on the Work Plan and this will be reported as completed activity in their 2010/2011 Annual Report. Plans for 2011/2012 may be included in this Work Plan but councils will not undertake this work until that time.

We have asked each council to consider three goals when creating their Work Plans.

Roles and Functions of Health Advisory Councils – to act in an advisory capacity to Alberta Health Services.

- A) Engage the public, gather information and provide the public input with respect to health, health needs and health services in the area
- B) Provide feedback and advice to Alberta Health Services on what is working well and areas for improvement regarding;
 - i) the health care system and services, issues, needs and priorities, access, promotion of health and any other matters requested by Alberta Health Services
 - ii) strategies to further engage the community on health care delivery, and
 - ii) consider information provided by Alberta Health Services, and identify issues and trends from a local perspective
- C) Promote and participate in activities that enhance the health of residents

**True North Health Advisory Council
Work Plan
2010 – 2011**

GOAL 1					
A. PUBLIC ENGAGEMENT IN THE RESPECTIVE HEALTH ADVISORY COUNCIL AREA					
STRATEGY	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE	OUTCOME
<p>1. Provide public (community stakeholders) with the opportunity to meet and discuss local health issues with members of the Health Advisory Council</p>	<ul style="list-style-type: none"> Facilitate public dialogue (1 time per year) through the incorporation of Public Health forums. Organize a minimum of 1 to 2 meetings per year with Health Advisory Council members, public and senior North Zone Alberta Health Services staff. Increase Health Advisory Council regular meetings to a minimum of 9 per year. 		<ul style="list-style-type: none"> Council members and Alberta Health Services supports. 	<p>Fall 2010 - Fall 2011.</p>	<ul style="list-style-type: none"> Improved communication, transparency and engagement with community members. A minimum of one regular Health Advisory Council meeting per year will be reserved as a priority planning session.

**True North Health Advisory Council
Work Plan
2010 – 2011**

GOAL 1					
A. PUBLIC ENGAGEMENT IN THE RESPECTIVE HEALTH ADVISORY COUNCIL AREA					
STRATEGY	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE	OUTCOME
<p>2. Develop a communication process that facilitates a seamless and accurate transmission of emergent and timely health information between senior leadership and council members</p>	<ul style="list-style-type: none"> Survey senior leadership and members of the Health Advisory Council regarding the preferred mode of communication and processes required. Develop a standard operating practice for communication based on input from leadership and council. 	<ul style="list-style-type: none"> Input and approval from senior leadership and Health Advisory Council. Community Engagement Officer. Communications. Consultant. 	<ul style="list-style-type: none"> Alberta Health Services senior leadership. Communications. Community Engagement Officer. IT support as required for surveying mechanisms and information distribution. 	<p>September 2010.</p>	<ul style="list-style-type: none"> Council members report that they are informed on health related matters affecting their respective Councils in a timely manner.

**True North Health Advisory Council
Work Plan
2010 – 2011**

GOAL 2 B. PROVIDE FEEDBACK AND RECOMMENDATIONS TO ALBERTA HEALTH SERVICES					
STRATEGY	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE	OUTCOME
<p>1. Develop and implement a feedback loop mechanism with standardized procedures that: capture emergent healthcare themes voiced by the community during engagement, and ensure that public responses delivered by Health Advisory Council are reported to Alberta Health Services senior leadership for forwarding to pertinent levels within Alberta Health Services</p>	<ul style="list-style-type: none"> To forward feedback received from communities on health services gaps and concerns to Alberta Health Services and respond back to the public. 	<ul style="list-style-type: none"> Administrative time to collate and store data. 	<ul style="list-style-type: none"> Alberta Health Services, Council members. 	Ongoing.	<ul style="list-style-type: none"> To report Increased satisfaction in the dissemination of information and health services by community members in the council area.
<p>2. Provide consultation, education and feedback as requested by service sectors within Alberta Health Services</p>	<ul style="list-style-type: none"> Provide written or oral consultation and education as requested. 	<ul style="list-style-type: none"> Time by Alberta Health Services and Council members. 	<ul style="list-style-type: none"> Council members. 	Ongoing.	<ul style="list-style-type: none"> Community feedback is provided to Alberta Health Services through council communication mechanisms.

**True North Health Advisory Council
Work Plan
2010 – 2011**

GOAL 2 B. PROVIDE FEEDBACK AND RECOMMENDATIONS TO ALBERTA HEALTH SERVICES					
STRATEGY	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE	OUTCOME
3. Establish a mechanism for Health Advisory Council to receive and share information on health service updates within the Health Advisory Council area	<ul style="list-style-type: none"> Provide agenda opportunities for North Zone leadership updates and consultation on healthcare themes in the area. 	<ul style="list-style-type: none"> Time allocated on the council agenda. 	<ul style="list-style-type: none"> Chair of Health Advisory Council. North Zone leadership. Community Engagement Officer. 	Ongoing.	<ul style="list-style-type: none"> Communities are informed and provided with consultation opportunities in respect of health services planning and delivery.

**True North Health Advisory Council
Work Plan
2010 – 2011**

GOAL 3 C. PROMOTE AND PARTICIPATE IN ACTIVITIES THAT ENHANCE THE HEALTH OF RESIDENTS IN THE HEALTH ADVISORY COUNCIL AREA					
STRATEGY	ACTIONS REQUIRED TO ACHIEVE (HOW)	SUPPORTS/RESOURCES REQUIRED	RESPONSIBILITY (WHO)	TIMELINE	OUTCOME
1. Health Advisory Council will help to facilitate a process to inform the public on health services in their community and the zone	<ul style="list-style-type: none"> A mechanism is developed to provide public updates and information on available health services. Information is then disseminated to the public on a quarterly basis. 	<ul style="list-style-type: none"> Contact lists and a distribution channel (tool). Research and establish additional public information linkages. 	<ul style="list-style-type: none"> Council members and Alberta Health Services supports. 	Ongoing.	<ul style="list-style-type: none"> Community members are informed of health services available in the area.
2. To advocate for and facilitate sharing of information with the public on health initiatives in the area	<ul style="list-style-type: none"> Council member to support Alberta Health Services with informing public members on healthcare opportunities in their area. 	<ul style="list-style-type: none"> Linkages to information on primary care networks and health initiatives. 	<ul style="list-style-type: none"> Council Members, Alberta Health Services Community Engagement staff and pertinent Alberta Health Services staff. 	Ongoing.	<ul style="list-style-type: none"> Residents have increased knowledge of primary care networks.