



Alberta Health Advocate

2016-2017 Annual Report

Listen. Ask. Learn.

Letter to the Minister of Health



The Honourable Sarah Hoffman
Minister of Health
423 Legislature Building
10800 97 Avenue
Edmonton, AB Canada T5K 2B6

Dear Minister Hoffman:

It is my responsibility and honour to present the Alberta Health Advocate Annual Report for 2016-2017 entitled Listen. Ask. Learn.

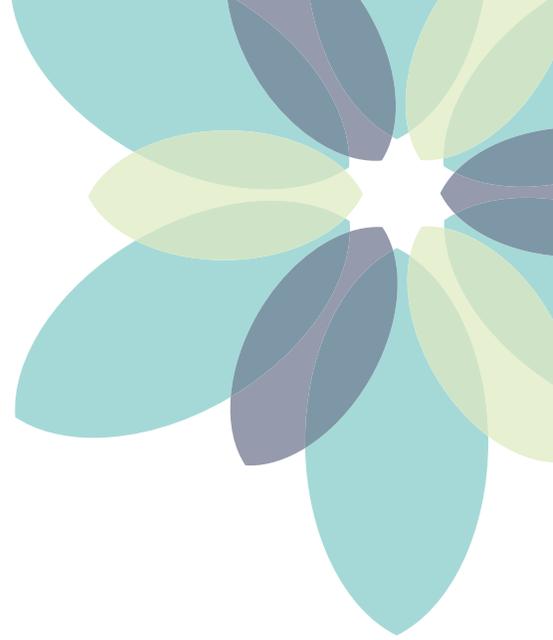
This report summarizes the activities of the Alberta Health Advocate in supporting Albertans to address and resolve complaints about health services, to navigate the health system, and to provide education to Albertans about the Alberta Health Charter.

This report is submitted in accordance with the provisions of section 6(1) of the *Alberta Health Act* for your presentation to the Legislative Assembly.

(Signed by Deborah E. Prowse, Q.C.)

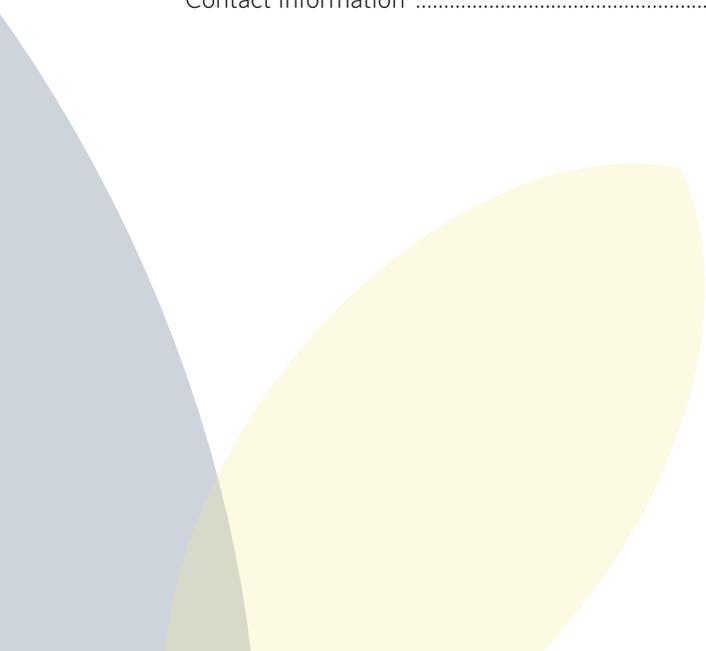
Alberta Health Advocate





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Message from the Alberta Health Advocate

“When you build bridges, you can keep crossing them.”

- Rick Pitino

Bridging information, communication and understanding is a critical role of the Health Advocate in the Alberta health care system. One’s journey to stay healthy, to get healthy or to manage the challenges of chronic conditions or even end of life issues can be complex and challenging in our current health system. Patients/families and residents need to have accurate and timely information to guide and support their experience; and, health care teams need to have information about how the decisions of all parts of the system impact the users and their health journey.

The Office of the Alberta Health Advocates acts as a broker of information. Whether it is providing information about health related programs and resources and how our health system works, or setting expectations as outlined in the *Health Charter*, we support Albertans in their use and understanding of the health care system. At the same time we provide education on the *Health Charter*, providing feedback and



Office Staff [L to R] Lorraine DSylva, Catherine Douglas, Kelly Blenkin-Church, Ashley Cormack, Brightina Opoku-Yeboah, Deborah Prowse, Wendy Armstrong, Susan Fernandes, Jody-Lee Farrah, Than Gunabalasingam



guidance to providers, health care facilities, programs, organizations and various government departments to increase their awareness of the perceptions and experiences of patients, families and residents. With information, shifts in perspective and understanding can produce innovative responses, and system improvements.

Health care requires relationships between different providers and between providers and patients, families, residents and caregivers. The quality of these relationships is improved by timely, respectful and clear communication. Patients are often in the worst experience of their lives when interacting with the health care system; they are sometimes facing life and death issues or circumstances that could drastically change the quality of their life. During these times effective communication between them and providers on all levels is critical to supporting positive experiences and outcomes.

When Albertans experience frustration in the health care system, the Health Advocates office often hears the results of ineffective communication or inadequate information sharing. Our office helps close communication gaps and open understanding between providers, patients and families, thereby assisting in smoother delivery of services and more positive experiences for everyone.

We have had another busy and engaging 2016-2017 year with a 85 percent increase in calls to our office for assistance related to Albertans' experience with the health care system. Internally we completed the updating of our data system and prepared for the re-organization of our office combining the front line staff of the Mental Health Patient Advocate and the Health Advocate to promote a more seamless service to Albertans.

This year we have been engaged in some very complex situations with vulnerable patients and families. With

the aim of responding in ways that reduce conflicts that have arisen or to bridge the gaps in information and communications, we have been busy using our professional skills in issue definition, problem analysis, conflict resolution and resolution promotion.

The stories and experiences of patients and families can be powerful forces leading to safer care and positive patient outcomes. Through our office, the voices of patients in our health care system may be brought forward to contribute to policy, planning and delivery of services and quality improvements.

We have brought forward discussions on the Health Charter with groups working on: the opioid crisis; health information data governance; quality and safety management guidelines; just culture guidelines; and patient concerns framework. We have further collaborated with the city of Edmonton on the implementation of the suicide prevention strategy, and followed up on the *Valuing Mental Health Report* and the Continuing Care Collaborative.

I would like to acknowledge and thank all of the people who have called our office and shared their health care experiences with us, those who have collaborated with us in finding resolutions, those who have listened and those who have responded with ideas, options and innovations. I would also like to thank the office staff who are driven by their dedication and passions to make a positive difference in the health care experience of Albertans.

Deborah E. Prowse, Q.C.
Alberta Health Advocate

Office of the Alberta Health Advocates

Established in 2014, the Office of the Alberta Health Advocates is comprised of the Health Advocate and the Mental Health Patient Advocate (the Advocates). Together providing a point of access for Albertans, the Advocates help people by listening to health service-related concerns and assisting them in finding ways to resolve those concerns. The Advocates refer people to the appropriate programs and services to address their complaints; they have the ability to conduct reviews or investigations into specific complaints related to Alberta’s *Health Charter* and mental health patient rights. The Advocates provide education to Albertans about the expectations of the *Health Charter* and mental health patient rights set out in the *Mental Health Act*.

The Office of the Alberta Health Advocates strives to empower Albertans to be effective advocates in their own health and health care; supporting and advocating for a health care system that is responsive and accountable to the people being served.

Our Vision We envision an integrated and responsive system that empowers and supports Albertans as full participants in their care and fairly addresses their concerns about services that impact health.

Our Mission We promote self-advocacy and assist Albertans in dealing with their concerns about services impacting their health and becoming empowered and effective advocates.

Our Values Respect Integrity Compassion Engagement Excellence

Scenario 1 Navigation

Concern

A parent contacted the Health Advocate about their teenage child who was suffering with chronic pain. The patient had visited the family physician who referred them to a specialist. The parent was concerned as they had not heard from the specialist’s office, nor the family physician’s office in eight weeks. Both physician offices had not returned their phone calls when attempting to confirm an appointment with the specialist.

How the Advocate Helped

The Advocate Representative supported the caller by providing information about the referral processes to medical specialists. The staff confirmed with the family physician that the referral had been completed and opened the lines of communication between the specialist’s office and the patient, who then received an appointment date.





About the Alberta Health Advocate

The *Alberta Health Act* was proclaimed in force on January 1, 2014. It set out the appointment of a Health Advocate and established *Alberta's Health Charter*. Following the proclamation, Deborah Prowse was appointed as Alberta's first Health Advocate in July 2014. The Health Advocate's authority is set out in the *Alberta Health Act* and the Health Advocate Regulation.

The Health Advocate helps Albertans by receiving and responding to complaints and inquiries arising from experiences with health care programs and services. The services provided by the Health Advocate exceed those of a complaint or information telephone service in that the professional Advocate Representatives are able to make successful connections between clients and health services, promote self-advocacy and support Albertans in addressing and resolving their concerns by:

- Listening to Albertans, assisting them in clearly identifying their concerns, looking into their experience and supporting them in finding ways to resolve concerns;
- Referring Albertans to the appropriate complaints resolution processes with information and a plan;
- Reviewing or investigating complaints under the *Alberta Health Act*;
- Finding and providing appropriate information about health care services and programs;
- Providing education on the role of the *Health Charter* in guiding expectations of the Alberta health system; and
- Reporting to the Minister of Health on the Health Advocate's activities.



The Alberta Health Charter

Alberta's *Health Charter* sets out key values, expectations and responsibilities within the health system. It is intended to guide the actions of the regional health authority (Alberta Health Services), provincial health boards, operators, health providers, professional colleges, and Albertans. It covers both publicly funded health services and those purchased through insurance or directly by individuals.

The Health Advocate is guided by the *Health Charter*, which strives to enable Albertans to have access to appropriate, accurate and meaningful information that provides assistance, offers support and resolves concerns arising from health care experiences.

The Advocate uses the first component of the *Health Charter*, entitled "When I interact with the health system" as a lens to consider concerns and complaints brought forward by Albertans for review.

The second component of the *Health Charter* entitled, "Taking my circumstances into account" addresses the importance of patients being fully engaged to achieve optimal health outcomes.

The last component of the *Health Charter* recognizes the importance of the social determinants of health. This is a reminder that economic, fiscal and social policies developed by government are intricately connected to health and wellness.

The *Health Charter* is a living document. As we continue to gain experience implementing the *Health Charter*, we expect to learn how the charter will support patients, providers, and government in understanding expectations and responsibilities within the health system.

Scenario 2 Navigation

Concern

A family member contacted the Health Advocate with concerns about their loved one who has dementia. The patient, who is in a supportive living facility, had recently been placed in a secure unit as they were prone to wandering. The health care staff at the facility were concerned about the patient's safety as the patient was continuously attempting to leave the unit. The health care staff called the family member, who was also the decision maker for the patient, and requested permission to provide sedation to the patient. The family member wanted to know how to approach the health care staff with their concerns about the care plan and the treatment being provided.

How the Advocate Helped

The Advocate Representative first listened to the family members concerns about the care and treatment being provided to their loved one with dementia. The staff provided the family member with information on the Continuing Care Health Service Standards and how the standards apply to case management, care planning and restraint management. Coaching was provided to the family member so they were able to approach the health care staff in an informed, respectful manner that invited an open conversation and partnership in the care of the patient.

ALBERTA'S HEALTH CHARTER



March 2014

When I interact with the health system, I expect that I will:

- Have my health status, social and economic circumstances, and personal beliefs and values acknowledged
- Be treated with respect and dignity
- Have access to team-based primary care services
- Have the confidentiality and privacy of my health information respected
- Be informed in ways that I understand so that I may make informed decisions about my health, health care and treatment
- Be able to participate fully in my health and health care
- Be supported through my care journey and helped to find and access the health services and care that I require
- Receive information on the health system and education about healthy living and wellness
- Have timely and reasonable access to safe, high quality health services and care
- Have timely and reasonable access to my personal health information
- Have the opportunity to raise concerns and receive a timely response to my concerns, without fear of retribution or an impact on my health services and care

Taking my circumstances into account and to the best of my abilities, when I interact with the health system, I understand that I will be asked to:

- Respect the rights of other patients and health providers
- Ask questions and work with providers to understand the information I am being provided
- Demonstrate that I, or my guardian and/or caregivers, understand the care plan we have developed together and that steps are being taken to follow the plan
- Treat health services as a valuable public resource
- Learn how to better access health services
- Make healthy choices in my life

As I work to be a healthy citizen within Alberta, I expect that:

- When economic, fiscal and social policies are being developed by the Alberta government, the impact of those policies on public health, wellness and prevention will be considered and steps taken to ensure that public policy is healthy policy

For more information contact the Alberta Health Advocate

P: 780-422-1812 Toll Free: 310-0000

www.AlbertaHealthAdvocates.ca



Our Achievements: Connecting and Building

Each year, thousands of Albertans as patients and family members interact within our healthcare system. For most Albertans, their experiences are positive, reflecting high quality care; but for some Albertans, their experiences have resulted in a complaint. The Health Advocate has an important role in connecting with patients and families, helping them to navigate their way through the healthcare system while remaining impartial in the complaint resolution process.

In our third year of operations, the Health Advocate provided client services to **1,519** Albertans. This represents an **85 percent increase** in clients served from 2015-2016.

	2014/15	2015/16	2016/17
Total Clients Served	678	823	1,519

In 2016-2017, of the concerns received by the Health Advocate, **41 concerns were identified as complex**. This is an increase in these types of concerns from previous years. These concerns often involve multiple health service organizations and many health providers from across the health professions; they may also cross government departments and can be historical, often dating back months, and in some case, years. It requires a unique skill set to understand these difficult health experiences and a strategic approach in finding solutions. The Health Advocate, along with our professional Advocate Representative staff, have stepped into complex concerns to assist patients, families and health providers to work through difficult issues, collaboratively finding pathways forward.

In our pursuit to champion the Health Charter, with a purpose to create a shared understanding about what we should expect of others and ourselves in the health system, the Health Advocate provided **33 educational presentations** to groups of patients, families, health service providers and other stakeholders.

Throughout this past year, the Office of the Alberta Health Advocates took further steps towards building a combined operational structure. An integrated structure will assist in providing services to Albertans in a more efficient, effective and seamless manner, and support both Advocates and staff in fulfilling the legislated mandates.

A review of the Office of the Alberta Health Advocates' database was conducted resulting in an extensive upgrade of the system to better manage client cases and collect appropriate and relevant data. The integrated database system is a critical piece of operational infrastructure providing improved data collection and the ability to measure the impact of the Advocates' work; it enhances insight and understanding into health system issues and the complaints raised by Albertans by capturing how complaints are redirected or resolved.

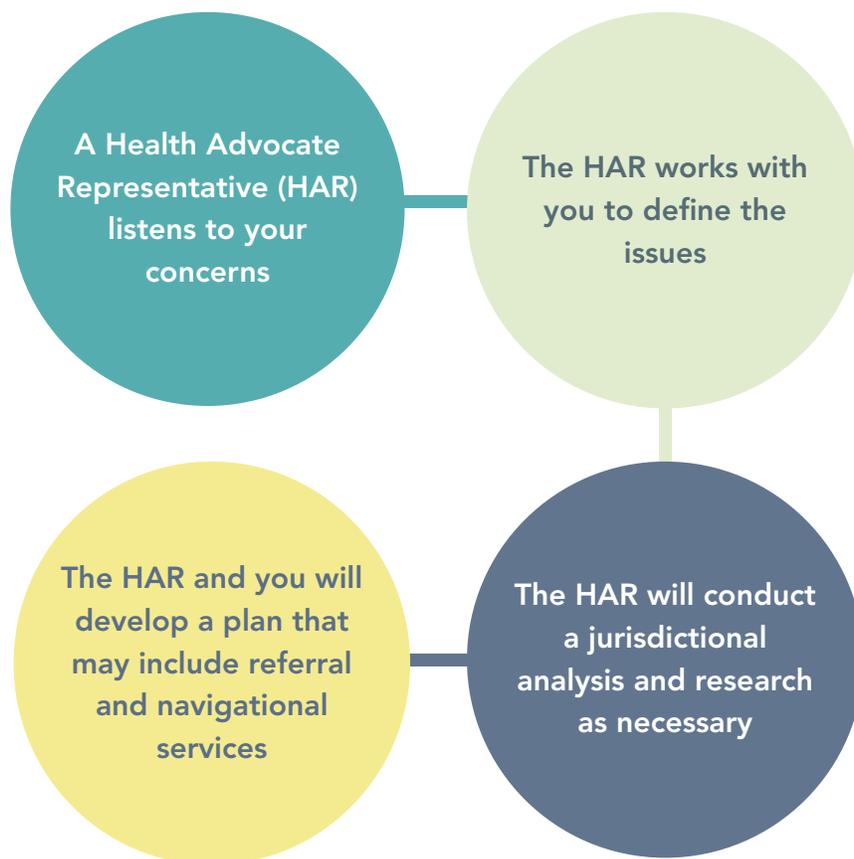


How We Work to Resolve Concerns

Our goal with every client is to provide assistance and support in resolving their concern. When clients contact our office, they will speak with an Advocate Representative, who will actively listen to the story of their health care experience. Together, the staff member and client will define the issue(s) arising from the health care experience and begin working on solutions, a process referred to as early resolution.

The Advocate Representative will work with the client to: develop a plan; provide information; connect the client to the right person to address their concern; empower the client to advocate on their own behalf; provide support to navigate the health system; or, facilitate a referral to the appropriate complaint resolution process, person or organization.

The early resolution process used by the Health Advocate allows staff to respect and value the health care experiences of Albertans, and gather and analyze important information that can resolve concerns. Viewed through the lens of the *Health Charter*, early resolution supports valuable insights into Alberta's health system and its impact on the health care experience of Albertans.



Summary of Core Activities

The Health Advocate and staff carried out activities to fulfill the core functions of **review, referral, navigation, and education**. These activities are represented through data collected from clients, families, caregivers and health service providers throughout Alberta when complaints, information inquiries and education requests were received. A primary goal of the Health Advocate is to ensure that Albertans have access to appropriate, accurate and meaningful information that provides assistance, offers support and resolves complaints or questions arising from health care experiences. The Health Advocate core functions are described as:

- **Review function** refers to activities carried out in accordance with section 4 of the *Alberta Health Act*, in cases when no other dispute resolution process exists, the Health Advocate may carry out a review, with or without a complaint, into situations where someone is believed to have failed to act in a manner consistent with *Alberta's Health Charter*.
- **Referral function** refers to activities carried out to assist individuals in resolving a health-service related complaint by referring them to the appropriate complaint resolution process, person or organization with jurisdiction to address their health-service complaint.
- **Navigation function** refers to activities carried out to assist individuals who are having difficulty accessing various health services and programs by providing information and connecting them to the appropriate resource, person or organization that may be able to help them.
- **Education function** refers to educational activities including presentations, consultations and other types of speaking engagements.

The data listed below is representative of the total number of individuals who received service from the office of the Health Advocate. It is not unusual for clients to contact the Health Advocate several times throughout the reporting year. Clients may return to the Health Advocate for service and support if a new complaint or concern has arisen from a current or past health experience; or, if they have not been satisfied with the outcome or resolution of an ongoing concern. Upon closing a file, the Health Advocate leaves a standing invitation to clients to contact the office again should they need support in the future.

Client Services

In 2016-2017, the Health Advocate connected with an increased number of Albertans. As more people reached out to our office, the Health Advocate listened to understand patient experience and helped to make those experiences matter.

Throughout this past year, people from all parts of Alberta contacted the Health Advocate. In some cases, family members living outside of Alberta contacted the Health Advocate requesting assistance for their loved ones who reside in Alberta.

The majority (90 percent) of connections with clients occurred by telephone and through our website. The Health Advocate and staff also met with clients and families in-person in our Edmonton office and at various health facilities.

Client Services Profile by Contact Type

Contact Type	Percentage of Clients Services Files
Email	8 %
Telephone	41 %
Website	49%
Other	2 %

Based on the data from those who disclosed their age, clients served by the Health Advocate were primarily older adults. A small number of clients were children, adolescents and young adults, ranging in age from under 18 to 24 years. Approximately 77 percent of clients who accessed services chose not to disclose age.

Client Services Profile by Age

Age	Percentage of Clients Services Files
Under 18	1 %
Ages 18-24	2 %
Ages 25-50	7%
Ages 51-64	4 %
Ages 65+	9 %
Undisclosed	77 %

The Health Advocate received complaints and inquiries from a variety of sources including patients, family members, caregivers and health service providers. From the data collected in this reporting year, 60 percent of the complaints and inquiries were received directly from clients, while 39 percent of referrals were from family members and friends. The remaining referrals to the Health Advocate were from health service providers, Alberta Health Services, Government of Alberta officials, MLA officials, the Alberta Ombudsman and others.

Client Services Profile by Referral Source

Referral Source	Percentage of Clients Services Files
Family	37 %
Friend	2%
Self (client)	60%
Service Providers	1 %

Connecting Issues to the Alberta Health Charter

The Health Advocate has the unique opportunity to connect directly with Albertans and hear the stories of their experiences as they interact with all aspects of the health system, and to think about those experiences from the perspective of the *Health Charter*. When connecting the *Health Charter* to concerns, the principles of participation, information, respect, confidentiality, quality and safety, and freedom to comment are identifiable. Considering concerns from the perspective of the *Health Charter* allows the staff to determine if the health care experiences of patients and families are in keeping with the expectations set out in the *Health Charter*. Further, it helps the Health Advocate to determine if the concern is a complaint that a person has failed to act in a manner consistent with the *Health Charter*.

From the 1,519 case files opened in 2016-2017, there were 743 issues identified that relate to the *Health Charter*. Of these 743 issues, 742 were addressed through the referral, navigation and education functions of the Health Advocate. One issue remained unresolved and it is being addressed through the Health Advocates review function.

The primary *Health Charter* issue concerning Albertans is related to the resolution of concerns, or as stated in the *Health Charter*, “to have the opportunity to raise concerns and receive a timely response to my concerns without fear of retribution or an impact on my health services and care.” The ability to raise a concern and the fear of retribution if one does is an issue consistently expressed to our office by Albertans. The Health Advocate will continue to work with other complaint resolution processes, health service providers, patients and families to support a culture in which Albertans feel safe to express their concerns and deem that their issue was resolved in a meaningful way. Connecting the *Health Charter* to issues resulted in the following:

Connecting the Alberta Health Charter to Issues

Alberta Health Charter Statement	No. of Complaint Issues	Alberta Health Charter Statement	No. of Complaint Issues
Access to primary care services	12	Participate fully in my health care	23
Ask questions and work with providers	1	Treated with respect and dignity	4
Circumstances and beliefs acknowledged	24	Public policy is healthy policy	20
Concerns resolution	401	Be supported in my health journey	86
Confidentiality respected	3	Timely & reasonable access to care	76
Information and education	74	Timely & reasonable access to health information	5
Informed in simple language	14	Total	743



Review Function

In accordance with section 4 of the *Alberta Health Act*, a person may make a complaint to the Health Advocate. The Health Advocate may carry out a review or investigative process, with or without a complaint, into situations wherein someone is believed to have failed to act in a manner consistent with *Alberta's Health Charter*.

In this reporting year, the Health Advocate launched **one Health Charter** review. This review is underway and will continue into the next reporting period.

Referral Function

Throughout Alberta's health system, there are several established complaints resolution processes, delivered through individuals and organizations. These organizations are responsible to address complaints within their scope, such as health service delivery, health professional conduct, abuse and neglect, and compliance with provincial health service standards.

When the Health Advocate receives a complaint and determines that it falls within the jurisdiction of another complaints resolution process, person or organization, the Health Advocate must refer the complaint to the appropriate organization that has authority to address it.

In some instances, to address the complaint, referrals to several organizations are necessary to review the complete nature of the identified issues. These multijurisdictional cases require an integrated approach that connects the patient to the right people and coordinates multiple complaint processes that operate uniquely within their own legislation and scope of practice¹.

In 2016-2017, from the **1,519 case files** opened by the Health Advocate, **272 issues** required a referral. Additionally, issues identified under the referral function, were addressed through early resolution. Meaning, when we connected with Albertans, we learned that they had found the appropriate authority to address their concern. In some cases, we found that Albertans contacted the Health Advocate, not to make a complaint or inquiry, but to share their experiences as a learning for others and an important step in their own self-advocacy.

¹Health Quality Council of Alberta, *Patient Concerns Management, A Framework for Alberta* (2017)

Referral Function (cont'd)

Referral Issues

Referral Function Outcome	Percentage of Referral Issues
Connected to other complaints resolution process	73%
Early Resolution	18%
Shared Experience	9%

Connecting to Complaints Resolution Processes, Persons or Organizations

Complaints Resolution Processes, Persons or Organizations	Percentage of Referrals
Alberta Health Services / Covenant Health Patient Relations	54%
Regulated Health Professional Colleges (For example CPSA, CARNA, etc.)	38%
Protection for Persons in Care	3%
Other Government of Alberta Processes (For example: Alberta Ombudsman)	4%
Mental Health Patient Advocate	1%

Navigation Function

The Health Advocate has a role in helping Albertans access and navigate through the many health services and health-related community support programs available throughout the province. The program and service areas range from specific health services and programs, such as mental health services, to medical benefits programs, legal services, financial support programs, housing programs and others that impact a person's overall health.

Albertans have contacted the Health Advocate when seeking information and connection with one or several health services and/or health-related community support programs. Advocate Representative staff listen to underlying issues and needs of the clients and work to connect them to the most appropriate programs and resources.

In some cases, the pathway to services may not be straightforward. The Advocate Representatives will complete research and reach out to organizations and program areas to make the right connection. Issues identified under the navigation function, were addressed through early resolution. Meaning, when we connected with Albertans, we learned that they had found the appropriate health service or health-related community support program they were seeking and that the Health Advocates services were no longer needed. Despite best efforts, in some cases the Advocate Representatives were unable to connect to clients when calls or emails were not returned.

Navigation Issues

Navigation Function Outcome	% of Navigation Issues
Connected to Health Services and Health-Related Community Support Programs and Services	56 %
Early Resolution	25 %
Unable to Connect with Client	19%

Connecting to Health Services and Health-Related Community Support Programs

Health & Community Support Program/Service	% of Navigation Issues
Connected to Health Services and Health-Related Community Support Programs and Services	37 %
Legal Services	12 %
Provincial Financial Support Programs	12%
Government of Alberta Programs and Services	11%
Seniors Programs and Services	6%
Seniors Advocate	5%
Community Support Services	5%
Non-Government Services	5%
Others (Elected Officials/Police Services/Federal Programs/etc.)	7%



Education Services

The Health Advocate has a mandate to provide education on the *Health Charter* including how it applies to Alberta's health care system. The Health Advocate aims to use every interaction between health care providers, leaders and Albertans as an opportunity to educate people on roles, responsibilities and expectations as outlined in the *Health Charter*.

The Health Advocate made formal presentations, participated in expert panels, consulted with groups and educated individual Albertans on the role of the Health Advocate, and educated people about the application of the *Health Charter*.

The Health Advocate delivered **33 educational presentations** across the province, including local, national and international audiences, health leaders, health service providers, and Government of Alberta officials. Some of the Health Advocate's presentation highlights include:

National Patient Relations Conference, Toronto, Ontario

International Patient & Family Centered Care Conference, New York, NY

Alberta College of Social Workers Annual Conference, Calgary, Alberta

Scenario 3 Referral

Concern

A new Canadian contacted the Health Advocate regarding their recent experience at an Emergency Department. The caller shared they had recently transported their neighbour, who was having abdominal pain, to an Emergency Department. The neighbour spoke little English and was restricted to a wheelchair. Upon arriving to the Emergency Department, the caller and neighbour checked in at the admission desk. The caller then left to attend work and told the neighbour that they would be back at the end of the work shift.

When the caller returned to the Emergency Department, about eight hours later, the neighbour was still sitting in the waiting area. The caller was shocked to learn that no staff member had spoken to the neighbour for such a long period of time. When the caller spoke to a staff person at the admission desk, they were advised that the patient's name was called but no one responded. The caller asked how did this happen and how to file a complaint.

How the Advocate Helped

The Advocate Representative provided information about the services available at Emergency Departments and how patients are triaged. The Representative supported the caller with further discussion about improving communication in a health care setting, particularly an Emergency Department. For example: explaining that the patient's first language is not English; clarifying that the patient would be unaccompanied; and providing a clear pronunciation of the patient's name so that the name would be recognized when it was called. Next, the caller was provided information about the Alberta Health Services Patient Relations complaint process and informed how to submit a complaint so that the neighbour's health experience could be addressed by the appropriate authority.

Strategic Relationships and Committees

The Health Advocate is a respected leader and advisor on complaints and concerns management in Alberta's health system. Building strong and respected relationships, contributing to discussions on current health-service issues and mapping out conflict resolution pathways is key to successfully fulfilling the role of the Health Advocate.

In this reporting year, the Health Advocate has completed **71 consultations** with individuals, physicians, health leaders, health providers and policy makers on such issues as mental health, long term and continuing care, personal health information and patient safety. The Health Advocate has participated in **64 working groups and committees** that are committed to initiatives or projects aimed to support health system improvement. The Health Advocate contributes to these initiatives by educating persons about the *Health Charter*, doing so by representing the patient experience and sharing the valuable lessons learned from patient and family experiences within the Alberta health care system. The working groups and committees include:

- Alberta Health, Continuing Care Collaborative Committee
- Alberta Health, Consumer Health Leaders Group
- Alberta Health, Long Term Care Committee
- Alberta Health Services, Datix Oversight Committee
- Alberta Health Services, Disruptive Behaviors Discussion Group
- Alberta Innovates, Secondary Use Data Platform, Steering Committee
- Canadian Patient Safety Institute, Patient Safety Education Network
- Canadian Patient Safety Institute, Patient Safety Education Subgroup, Co-Chair
- Canadian Patient Safety Institute, Patients First for Patient Safety Committee
- College & Association of Registered Nurses of Alberta, Nurse Orders for Prescriptions and Tests Advisory Committee
- Confidentiality and Legal Privilege Guidelines for Peer Support Programs
- Continuity of Care Leaders Group
- Canadian Society of Hospital Pharmacy, Excellence in Hospital Pharmacy Steering Committee
- Dispute Resolution Network
- Disclosing Unanticipated Medical Outcomes, Faculty Community of Practice
- Edmonton Suicide Prevention Strategy – Implementation Planning Committee
- Government of Alberta Advocates Community of Practice
- Health Care 101 Working Group
- Health Information Data Governance Committee
- Health Quality Council of Alberta, Just Culture Sub-Group, Co-Chair
- Health Quality Council of Alberta, Patient Concerns Management Framework
- Health Quality Council of Alberta, Quality & Safety Guidelines
- Health Quality Network
- Medical Assistance in Dying (MAID) Ethics Review Committee
- Patients for Patient Safety Canada
- Precision Health Implementation Network
- Valuing Mental Health Advisory Committee

Health Advocate Financial Summary

	2017 Budget	2017 Actual	2016 Budget	2016 Actual
Salaries and Employee Benefits	\$ 738,000	\$ 909,041	\$ 742,000	\$ 689,230
Travel and Accommodation	\$ 13,000	\$ 11,030	\$ 13,000	\$ 6,287
General and Administrative Services	\$ 252,000	\$ 82,589	\$ 79,000	\$ 40,598
Total	\$1,003,000	\$1,002,660	\$ 835,000	\$ 736,205

*Numbers above are rounded up

Contact Information

Office of the Alberta Health Advocates
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Edmonton, AB T5J 2Y2

In Edmonton: 780.422.1812
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We are available to assist you during regular office hours, 8:15 a.m. to 4:30 p.m. (closed from 12:00 p.m. to 1:00 p.m.) Monday through Friday. If you telephone after hours, a confidential voicemail is available to take your message.

Visit our website at:
www.albertahealthadvocates.ca



