

Summary of Alberta Health Services Appreciation

Presidents Excellence Awards

Since 2011, the President's Excellence Awards have recognized and celebrated the dedication and accomplishments of AHS staff, physicians and volunteers.

Award recipients demonstrate exceptional collaboration, innovation and a commitment to quality improvement. They also exemplify the AHS values of compassion, accountability, respect, excellence and safety.

The current award categories are as follows:

- Outstanding Achievement in Service Excellence, Corporate and non-clinical Support Services
- Outstanding Achievement in Patient and Family Centred Care
- Outstanding Achievement in People Excellence
- Outstanding Achievement in Innovation and Research Excellence
- Outstanding Achievement in Quality Improvement
- Lifetime Achievement, staff and physicians
- Lifetime Achievement, volunteers

Cultural/special days

Cultural/special days is a new initiative launched in 2018 by the Diversity and Inclusion team which recognizes that our workforce, patients and families include individuals from many diverse backgrounds, communities, cultures and religions. AHS' intent is to recognize and celebrate our differences with the goal of building understanding and creating a sense of belonging for all of our people as we become a safer and more inclusive organization.

Thanks for Caring

AHS developed a new website, <http://www.thanksforcaring.ca/>, which launched May 9, 2016 to provide a simple way for Albertans to express thanks to the people at AHS who have provided exceptional care and whose kindness made a difference.

AHS is regularly contacted by patients, clients and families asking how they can thank those who cared for them, or helped a family member. This sites helps Albertans do that.

AHS is proud of our people. This site recognizes staff, physicians, midwives and volunteers for the care and support they provide to Albertans every day. It fosters a sense of pride and supports our commitment to the Patient First Strategy, and, it aligns with our People Strategy. It's also an opportunity to share examples of genuine and inspiring patient/client/family experiences to help tell the AHS story and humanize our organization.

The site allows patients and families who have been helped by an individual or care team at AHS to send a personalized 'sticky-note' style message of thanks directly to care providers. Messages can be personalized by selecting from a menu of page shapes, background colours, font styles, and emoticons.

Messages are posted to the site, and can be viewed publicly. Users will also have the opportunity to share their messages via social media. The site also includes a 'Can we contact you' button to allow for follow up for Because You Cared video and other proactive opportunities inspired by these thank you notes.

Thank A Paramedic

Alberta Health Services (AHS) created the Thank A Paramedic website (www.thankaparamedic.com) as a way for patients and families to say thanks for the care they received from AHS Emergency Medical Services (AHS EMS). It is the first website of its kind in Canada.

By creating and promoting the Thank A Paramedic website, AHS has been able to highlight the heroic actions of the men and women on the front line of emergency health care in Alberta, share messages of thanks directly with those paramedics, and reposition AHS as a caring organization that is passionate about health and proud of its staff.

The website allows patients and families to simply share a note of thanks – and if they provided enough information about their emergency, to identify the actual paramedic that helped them and send the thank you note directly to them.

Patients shared feedback that due to stress, time or confusion, they often didn't catch the name of their paramedic or remember to say thank you. This inspired our tagline: "You called. They came. They helped. And they were gone. And you didn't get a chance to say thanks. Now's the time."

Doc of the Week

Doc of the Week, launched Jan. 1, 2018 – and is an online project that showcases some of Alberta's 8,000+ physicians who help make our health care system what it is. Through candid snapshots and personal stories and reflections, Doc of the Week showcases our physician workforce, in leadership roles and on the frontlines.

One picture and short blurb (50 – 100 words) will be shared for all 52 weeks of the year. AHS staff, the public and physicians will have the opportunity to nominate a physician of the week via the CMO Inbox or on Social Media using the hashtag #docoftheweek.

The intent of this initiative is to raise the prominence of AHS' physician workforce, show that AHS is an organization that values its medical staff and their perspective, and offer a platform for the public and AHS' people to recognize physicians who make a difference.

Staff, physician's patients and families will also be encouraged to nominate a Doc of the Week using the hashtag #docoftheweek.

Because You Cared

The videos provide a forum for patients and families to express their gratitude to health care providers or other members of the AHS team, for the positive impact they had on a person's health care experience. The objectives for the Because You Cared videos are based on the desire to recognize our staff, physicians and volunteers for the work they do for Albertans.

- To show staff they are appreciated for the work they do

- To change the culture within AHS by encouraging and building up staff
- To get staff more involved in Passion for Health
- To realize more AHS leadership buy-in and support for Passion for Health activities
- To help staff and leaders understand that the work done through Passion for Health is part of the delivery of health care and our mandate to educate Albertans on resources and services that will support better health
- To change the “face” and reputation of AHS with Albertans by helping the public understand that AHS teams go above and beyond regular job expectations to make a difference in health care in this province because they are passionate about health; to put a friendly face to AHS
- To show what AHS does for Albertans – What we do FOR YOU (with deliberate emphasis on “for you”, because it isn’t enough to simply show what we do – it has to be relevant to Albertans)

We Are AHS

We are AHS 2.0 focuses on sharing and celebrating the great work our people do every day throughout Alberta and will provide visibility to some of our staff, patients and families who make our healthcare system what it is. This project involves sharing one picture and a short story of the individual’s professional and/or personal life for all 365 days of the year.

Throughout the course of the year, the community – including staff, physicians, volunteers, patients and families – will be encouraged to share their photos on social media and tell the AHS story. By sharing images on Instagram, Facebook and Twitter, We are AHS will become a collaboration between AHS and the people we care for.

Groups of Focus:

- Volunteers
- Physicians
- Operations
- Health Advisory Councils (HACs)
- Provincial Advisory Councils (PACs)
- Wisdom Group
- QHI
- Connect Care
- Nursing (RNs, LPNs, Nursing Aids)
- EMS
- Allied Health
- SCNs
- Patients and families