

Who is accountable in health?

**Roles and responsibilities
in Alberta's
health system**

August 1999

Who is accountable in health?

For additional copies of this booklet, contact:

Alberta Health and Wellness
Standards & Measures
22nd Floor, 10025 Jasper Avenue
Edmonton AB T5J 2N3
Phone: (780) 427-0407
ISBN: 0778502066

Or visit the Alberta Health and Wellness internet site
at: <http://www.health.gov.ab.ca>

Who is accountable in health?

Your elderly parents are able to live in their own home, but they need some additional help with bathing and personal care. Who do you call?

You want to make sure your newborn baby gets all the right immunizations at the right time. Who do you call?

You've recently been released from hospital and you have questions about the treatment you received. Who do you call?

These are the kinds of questions Albertans regularly ask. (You can find the answers to these questions at the end of this booklet.)

In the past few years, there have been a lot of changes in Alberta's health system. Regional health authorities now are responsible for a full range of health services. The roles of physicians and nurses are changing. More health services are being provided in communities and in people's own homes.

With all of these changes, we know there is some confusion. Who is responsible for what? And with the changing responsibilities, who is accountable?

For the past year, the Government of Alberta has been clarifying the roles and responsibilities of the various players in Alberta's health system and outlining who is accountable to whom and for what. This work has involved extensive discussions with health authorities, physicians, nurses and other health providers. The result is a new report called ***Achieving Accountability***. The report describes the roles, responsibilities and accountability of different individuals, groups and organizations in the health system.

Who is accountable in health?

This booklet provides highlights of the *Achieving Accountability* report. And it helps answer Albertans' questions about who is responsible for what in today's health system. If you would like a copy of the full *Achieving Accountability* report, visit the Alberta Health and Wellness internet site at <http://www.health.gov.ab.ca> or call (780) 427-0407.

What does accountability mean?

People have different ideas about what it means to be accountable.

In its simplest terms, being accountable means being expected to answer for your actions.

Physicians, nurses, pharmacists, dietitians, physiotherapists, home care workers, regional health authority board members ... everyone who is involved in the health system is expected to answer for their actions and decisions. They are expected to provide information and answer questions about why they made certain decisions or provided certain treatments.

But accountability is more than this ... it is a more formal arrangement. To be accountable, a person must have been assigned responsibilities that he or she is expected to perform. That person is accountable to the person or organization who says, "These are your responsibilities, this is what you are expected to do and this is how your performance will be evaluated." We can't hold people or organizations accountable for responsibilities they are not expected to fulfill.

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Why is accountability important?

We can't improve the health system unless we know who is accountable to whom and for what. If we are clear on what is expected, who is responsible and who is accountable, we can assess performance and results. And we can take the necessary steps to improve results.

Sorting out responsibilities is not an easy task in Alberta's health system. There is a lot of shared responsibility. Health authorities, physicians and other health providers and organizations work together to meet the health needs of Albertans. They often work together in informal ways and have traditional expectations of each other that aren't always clearly described in legislation. That means it's not always easy to draw distinct lines to decide where one person's responsibility ends and another's begins.

However, there are areas of responsibility that are quite distinct. Legislation sets out the basic responsibilities for different players in the health system. As responsibilities change over time, it is important to consider changes in accountability, too.

There are different ways of holding people accountable for their responsibilities. In the health system, some of the approaches include:

- requiring business plans and annual reports
- having contracts in place so expectations are clear
- monitoring performance through a series of different measures

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- establishing standards and ensuring that best practices are followed
- licensing and accrediting individuals and organizations by expert organizations
- reviewing a professional's performance by peers
- using independent third parties to audit the performance of individuals and organizations
- taking corrective action where standards aren't met or results are not satisfactory

Our long-term goal is to have a high-quality, sustainable health system that is accessible and responsive to the health needs of Albertans ... a health system that is accountable and is committed to constant improvements at every level.

With that background in mind, let's look at who is responsible for what in Alberta's health system.

What responsibilities do individual Albertans have?

We're putting individual Albertans first ... because the ultimate responsibility for health lies with each one of us. We are responsible for our own and our family's health. And we do that by maintaining healthy lifestyles, making sure our children are healthy, and keeping informed about things that affect health in our community and across the province.

Individual Albertans have the right to make their own health decisions in consultation with a variety of health providers. They also have a right to health information to help them make the best decisions.

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Albertans also have the right to expect that their personal health information will be shared only with those who need it and that the privacy of their health information will be protected. New legislation is being developed to strengthen the rules governing health information to ensure that Albertans' right to privacy is respected while giving caregivers the information they need to do their jobs.

Individual Albertans are responsible for:

- ensuring the health and safety of their family
- educating themselves about healthy lifestyles
- using the health system in a responsible manner
- assisting health providers by providing information about their health
- educating themselves about health services and how to use those services appropriately
- following instructions for diagnostic tests and treatments (and that includes finishing your prescriptions!)
- registering with the Alberta Health Care Insurance Plan and paying premiums if eligible

What does the federal government do in health?

The federal government provides funding to the provinces to support health services, with the understanding that the provinces will follow the principles of the *Canada Health Act*. The federal government also manages health services on federal lands and Indian reserves, and funds health services for selected groups such as the military, veterans, immigrants and registered Indians. It also addresses national health concerns by providing grants to the provinces or community groups, and by sponsoring health research grants.

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The federal government administers the *Canada Health Act*. Alberta fully supports the Act which has five broad principles:

- **Universality** – all residents of Canada are entitled to public health insurance coverage (this ensures they receive insured services provided on uniform terms and conditions)
- **Accessibility** – residents must have reasonable access to medically necessary hospital and physician services without financial or other barriers, and physicians and hospitals must receive reasonable compensation for their services
- **Comprehensiveness** – all medically necessary services provided by hospitals and doctors must be insured
- **Portability** – coverage is maintained when a resident moves or travels within Canada or travels outside the country (coverage outside Canada is restricted to the coverage the resident has in his/her own province)
- **Public administration** – administration of the insurance plan must be carried out on a non-profit basis by a public authority

You'll notice the reference to “medically necessary” services. That's because the *Canada Health Act* applies only to medically necessary physician, hospital and surgical-dental services. It does not apply to the full range of health services, such as home care, physiotherapy or nursing homes, that are available in a province. And it does not apply to health services provided through the Workers' Compensation Board.

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Who is the federal government accountable to?

To all Canadians.

What does Alberta's Minister of Health and Wellness do in health?

Health is one of the most important responsibilities of the provincial government. The Minister of Health and Wellness has ultimate responsibility for the overall quality of the health system in the province, for maintaining the health system, and for ensuring that the health needs of Albertans are met. The Minister of Health and Wellness, assisted by an Associate Minister, is responsible for four key areas:

1. *Setting direction, policies and provincial standards*

Through legislation, policies and standards, the Minister of Health and Wellness provides overall direction to the health system. The Minister ensures that there is coordination among regional and provincial health authorities, public and private organizations. This helps achieve the best health outcomes for Albertans and avoids costly duplication of effort and services.

2. *Allocating resources*

The provincial government provides the majority of funds for Alberta's health system. The Minister is responsible for ensuring that health authorities and health providers have the resources they need to perform their responsibilities and for allocating resources fairly. Decisions about funding are

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made by the provincial government and must balance growing needs in the health system with the total amount of money available for all government programs.

The Minister also provides some support to the Alberta Heritage Foundation for Medical Research and Alberta's faculties of medicine at the University of Alberta and the University of Calgary.

3. *Ensuring delivery of quality health services*

One of the Minister's most important responsibilities is to ensure that Albertans have access to quality health services. The Minister does a number of things to meet this responsibility, including:

- establishing health authorities to deliver health services
- ensuring that Albertans understand what services are available and where to turn if there are problems
- ensuring that emerging health issues are addressed and new technology is examined before it is implemented
- operating a central communicable disease control program, the Alberta Aids to Daily Living Program, and the air ambulance program
- registering Albertans for health insurance benefits
- paying physicians for their services

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- working with other organizations to ensure that Alberta has the health professionals it needs
4. *Measuring and reporting on performance in the health system*

The Minister is responsible for assessing the overall health of Albertans, factors that affect health, and the performance of the health system. This requires timely and accurate information. The Minister establishes the overall strategy for information management in Alberta's health system and ensures a comprehensive province-wide information system is developed. At the same time, the Minister puts processes in place to protect the privacy of individual Albertans' health information.

Who is the Minister of Health and Wellness accountable to?

To the Legislative Assembly and the Government of Alberta. In turn, the Government of Alberta is accountable to all Albertans. The Associate Minister of Health and Wellness is accountable to the Minister.

The Minister of Health and Wellness, assisted by the Associate Minister, is also responsible for:

- the Alberta Alcohol and Drug Abuse Commission
- Michener Centre
- Premier's Council on the status of Persons with Disabilities
- Persons with Developmental Disabilities Boards

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What does the Department of Health and Wellness do?

The Department helps the Minister of Health and Wellness fulfill his or her responsibilities. Specifically, the department is responsible for:

- recommending overall directions and priorities
- developing policies and strategies, legislation, standards and measures
- monitoring and assessing the health of Albertans
- monitoring and making sure that health authorities comply with legislation and standards
- evaluating the performance of the health system
- making recommendations about health authority business plans and budgets, and providing funds
- administering the Alberta Health Care Insurance Plan
- improving the quality and management of health information
- administering the Alberta Aids to Daily Living, air ambulance, drug benefits, and communicable disease control programs

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Who is the Department of Health and Wellness accountable to?

To the Minister of Health and Wellness.

What other responsibilities does the Alberta Government have in health?

Many other Ministers, and their departments, also have responsibilities that impact the health system or the health of Albertans. For example:

- The Minister of Community Development administers the *Protection of Persons in Care Act*, protecting people who live in health facilities.
- The Minister of Children Services looks after Child and Family Services Authorities.
- The Minister of Infrastructure is responsible for construction and maintenance of hospitals and health facilities.
- The Minister of Human Resources and Employment is responsible for the *Workers' Compensation Act*.
- The Minister of Learning looks after health education programs in schools and training and education programs for health professionals.
- The Minister of Municipal Affairs is responsible for legislation establishing ground ambulance services.

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These Ministers, like the Minister of Health and Wellness, are accountable to the Legislative Assembly and the Government of Alberta. In turn, the Government of Alberta is accountable to all Albertans.

What are health authorities responsible for?

There are two types of health authorities in Alberta. Seventeen *regional* health authorities deliver a full range of health services across the province. Two *provincial* health authorities – the Alberta Mental Health Board and the Alberta Cancer Board – provide specialized mental health and cancer programs and services to all regions in the province. A list of health authorities is included at the end of this booklet.

What do regional health authorities do?

Regional health authorities run hospitals, health centres and some long-term care facilities. They hire physicians, nurses, lab technicians and the full range of health care workers. They inspect restaurants, investigate environmental problems affecting health, and work with others to address health issues in their community.

If you ask, “who has primary responsibility for delivering health services in the province?”, the answer most often is “regional health authorities.”

Regional health authorities have five general responsibilities:

- promoting and protecting the health of people in their region, and preventing disease and injury

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- assessing the health needs of people in their region
- setting priorities for health services and allocating resources
- ensuring reasonable access to quality health services in their region
- providing health services in a manner that focuses on the needs of individuals and communities, and integrates services across their region

They fulfill those responsibilities by:

- assessing the health needs of people in their region – identifying the most important health problems in the region
- listening to community members – providing opportunities for input and advice, including establishing Community Health Councils
- allocating and managing resources – setting priorities and managing budgets, hiring staff, negotiating salaries, and making the best use of available funds
- consulting with other organizations involved in health – working with schools, municipal governments, ambulance operators, Child and Family Service Authorities, social service agencies, community pharmacies, physicians and others
- developing regional policies, standards and measures

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- planning and delivering health services – developing annual business plans, addressing unique health needs, delivering the full range of health services and coordinating their services with those provided by other regional and provincial health authorities
- emphasizing wellness – promoting good health and wellness in the community
- providing information – making information available so Albertans can make choices about their health and health services
- ensuring reasonable access to health services – making sure that people in their region have reasonable access to the health services they need, when they need them
- maintaining a concerns resolution process – providing simple and effective ways for people to report concerns and appeal decisions made by the health authorities
- monitoring, evaluating and reporting on performance – measuring results and making that information available to the public, providing quarterly financial reports to the Minister, and annual reports to their residents and the Minister

Who are regional health authorities accountable to?

To the Minister of Health and Wellness. They work closely with community members and answer questions concerning the accessibility and quality of health care provided in their region.

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What does the Alberta Mental Health Board do?

The Alberta Mental Health Board delivers mental health services through community clinics and contracted agencies. It is responsible for the Claresholm and Raymond Care Centres, and the Alberta Hospitals in Edmonton and Ponoka. The board also provides forensic psychiatry services for Alberta, the Northwest Territories and the federal government.

The Alberta Mental Health Board is responsible for:

- assessing the mental health of Albertans
- determining priorities for mental health services
- allocating resources
- developing and monitoring standards for, and monitoring performance in, the delivery of mental health services
- delivering and coordinating mental health services
- carrying out and promoting mental health research
- promoting and advocating mental health services that respond to the needs of individuals and communities, and support the integration of services and facilities

Mental health services are also provided by regional health authorities in certain hospitals and by individual physicians and psychologists. In the future, some community mental health services will be provided by regional health authorities under contract to the Alberta Mental Health Board.

Who is the Alberta Mental Health Board accountable to?

To the Minister of Health and Wellness.

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What does the Alberta Cancer Board do?

The Alberta Cancer Board establishes and operates provincial cancer hospitals and outpatient facilities for:

- preventing, detecting and diagnosing cancer
- treating and caring for cancer patients
- conducting cancer research

The board works with regional health authorities to provide cancer treatment and coordinate provincial cancer services. It has established a number of outpatient cancer clinics across the province, collectively called the Community Cancer Network, to link its cancer centres with regional and community facilities, and the Alberta Program for the Early Detection of Breast Cancer. It also operates a Cancer Registry to help monitor trends in cancer, develop effective cancer screening programs and implement prevention strategies.

Who is the Alberta Cancer Board accountable to?

To the Minister of Health and Wellness.

What are health professionals responsible for?

Health professionals cover a wide spectrum of people and expertise. They provide direct health services to Albertans. Health professionals include physicians, nurses, physiotherapists, optometrists, dentists, pharmacists, dietitians, psychologists, chiropractors and others.

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Their responsibilities include:

- providing advice, care and treatment to their patients
- educating their patients
- representing and acting in their patients' best interests

Health authorities employ most of the health professionals, other than physicians, in Alberta's health system. Private practice physicians and some other health professionals (optometrists, chiropractors and podiatrists) are funded by the Minister of Health and Wellness through the Alberta Health Care Insurance Plan.

Many physicians funded by the Alberta Health Care Insurance Plan work in health authority hospitals – they are on the “medical staff” of the health authority. These physicians may also work in their own offices in the community. They admit patients into hospital, treat and refer patients to other health professionals, order laboratory and other diagnostic tests, and have a significant impact on how hospitals are used and health authority resources are spent.

Some physicians funded by the Alberta Health Care Insurance Plan who practice in communities choose not to work in health authority hospitals. They are not on the medical staff of the health authority. These physicians do not admit patients into hospital, but they refer patients to the health authority for services such as home care. They also order laboratory and other diagnostic tests from the health authority. Through these referrals and orders, these physicians influence how health authority resources are spent.

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Who are health professionals accountable to?

Because of the services they provide, health professionals have a close relationship with their patients. People have high expectations for health professionals. Those expectations include trust and loyalty, privacy, and ethical and professional conduct. Health professionals are expected to answer their patients' questions and to provide information and explain why certain decisions were made.

Health professionals are accountable to:

- their professional organization – the body that sets out professional standards, licenses members as professionals, and makes sure that members meet those standards on an ongoing basis
- their employer or the organization they have a contract with – the organization that sets out their responsibilities, assesses their performance, and pays for their services
- their hospital if they are on the medical staff of the facility – the hospital sets out their responsibilities and privileges, and assesses their performance

Health professionals funded by Alberta Health Care Insurance Plan answer to the Minister of Health and Wellness when they submit their billings. They are not accountable to the Minister.

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What are professional organizations responsible for?

There are two kinds of professional organizations – those that regulate the practice of a profession according to legislation, called regulatory bodies, and those that represent health professionals in labour negotiations and contracts.

There are 30 health professions governed by regulatory bodies in Alberta. These professional organizations include groups like the College of Physicians and Surgeons of Alberta, the Alberta Association of Registered Nurses, the Alberta Pharmaceutical Association, the College of Physical Therapists of Alberta and others.

Professional organizations that regulate a profession:

- review the performance of their members
- set education and competence requirements
- set requirements for ongoing practice and conduct of their members
- discipline members who don't meet professional standards

The Government of Alberta is working with regulatory bodies to develop regulations under the newly passed *Health Professions Act*. Once proclaimed in force, this Act will govern all regulated health disciplines. This Act will:

- require public members to be on the governing councils of the professions
- require continuing competency programs

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- require most disciplinary hearings to be open to the public
- extend some authority to the provincial Ombudsman

Organizations like the Alberta Medical Association and the United Nurses of Alberta do not regulate the practice of a profession — they represent their members for contract negotiations and workforce issues with employers and funding bodies.

Who are professional organizations accountable to?

Professional organizations that regulate a profession are accountable to their members. These professional organizations answer to the Minister of Health and Wellness and the Legislative Assembly, but they are not formally accountable to the Minister, the Legislative Assembly or to Albertans.

Professional organizations that represent their members for contract negotiations and workforce issues are accountable to their members.

What about other organizations and agencies in health?

A wide range of organizations provide health services in communities across Alberta. The list is too long to provide all the details, but the following highlights the most common organizations, their responsibilities and accountability.

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1) Organizations Contracted with Regional Health Authorities

Many private and non-profit organizations provide services to regional health authorities through contracts (e.g., non-profit, denominational hospitals; long term care facilities; medical laboratories, etc.). These organizations provide a wide range of publicly funded services including acute care, community rehabilitation, continuing care and home care. Contracted organizations are responsible for providing quality care and meeting the same standards as facilities operated by the regional health authorities. Contracted organizations are accountable to their owners and to the regional health authorities with whom they have contracts.

2) Ambulance Operators

Ground ambulances are operated by municipal governments or private operators. Ground ambulance operators are responsible for providing ambulance services in a municipality and, in some cases, for transporting patients between hospitals according to contracts with regional health authorities. Ground ambulance operators are accountable to the Minister of Health and Wellness for quality of service, and to municipal governments and regional health authorities with whom they have contracts.

Air ambulances are contracted by the Minister of Health and Wellness. Ambulance operators, aircraft operators and dispatch centres are responsible for providing air ambulance services according to their contract with the Minister. Ambulance operators,

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aircraft operators and dispatch centres are accountable to the Minister of Health and Wellness.

3) Community Pharmacies

Community pharmacies supply medication and other health remedies to Albertans on a retail basis.

Community pharmacists are responsible for dispensing medication, advising customers, monitoring drug therapy, and assisting in assessing outcomes. Owners of community pharmacies are accountable to the Alberta Pharmaceutical Association. Community pharmacists are accountable to the Alberta Pharmaceutical Association and their employers.

4) ABC Benefits Corporation (formerly the Board of the Alberta Blue Cross Plan)

The ABC Benefits Corporation is responsible for:

- operating the Alberta Blue Cross Plan
- providing insurance for supplementary health benefit programs
- providing non-group benefit plans for seniors and their dependents, widow(er)s and their dependents, and Albertans under the age of 65 who pay Alberta Blue Cross premiums (the non-group plans are provided according to a contract with the Minister of Health and Wellness)

The ABC Benefits Corporation is accountable to the Minister of Health and Wellness and others with whom it may have contracts.

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5) Private Companies Selling Health Insurance Contracts

Many private companies sell contracts for health insurance to Albertans for additional health services and benefits that are not covered by the Alberta Health Care Insurance Plan. These companies are accountable to their owners and clients with whom they have contracts.

6) Alberta Health Facilities Review Committee

The Alberta Health Facilities Review Committee is responsible for inspecting health facilities and investigating patient complaints about care, treatment and accommodation standards in hospitals and nursing homes. The committee is accountable to the Minister of Health and Wellness.

Have we answered some of your questions?

Alberta's health system is complex. It involves thousands of physicians, nurses, pharmacists, and other health providers. It includes regional health authorities, provincial health authorities, and a wide range of services from conducting medical research to promoting good health in communities or providing life-saving, highly complex medical treatments. The scope and complexity are huge and growing.

Contacts for further information

We hope this booklet has answered most of your questions about the organization of Alberta's health system.

Who is accountable in health?

If you have questions or concerns about registration, claims or billing inquiries for the Alberta Health Care Insurance Plan, please contact Alberta Health and Wellness, (780) 427-1432.

If you have a concern about care you received, there are a number of places to turn. Concerns should be first discussed with the member of the care team who is most closely involved, such as the nurse or doctor. The next step is to contact the program or facility, or the concerns resolution officer of the health authority funding the program or facility (a list of the health authorities is included at the end of this booklet).

If your concern is still not addressed, you can contact the following organizations:

- The Alberta Health Facilities Review Committee, (780) 427-4924, about care received in a hospital or nursing home
- The Protection for Persons in Care Reporting Line (toll free): 1-888-357-9339, about possible abuse of adults in the care of publicly funded care facilities, including: hospitals, nursing homes, seniors' lodges, and group homes
- The Mental Health Patient Advocate, (780) 422-1812, about care received by formal or involuntary patients in designated mental health facilities under the *Mental Health Act*
- The Medical Examiner's Office, (780) 427-4987, about a death — the Medical Examiner can recommend a public fatality inquiry to the Fatality Review Board

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- The appropriate professional organization about the competence or conduct of a health professional:
 - Acupuncture Society of Alberta, (780) 427-3276
 - Alberta Association of Combined Laboratory and X-ray Technicians, (780) 427-3276.
 - Alberta Association of Dental Technicians, (780) 469-0615
 - Alberta Association of Medical Radiation Technologists, (780) 427-3276
 - Alberta Association of Midwives, (780) 427-3276
 - Alberta Association of Naturopaths, (403) 266-2446
 - Alberta Association of Orthotists and Prosthetists, (780) 452-9513
 - Alberta Association of Registered Nurses, (780) 451-0043
 - Alberta Association of Registered Occupational Therapists, (780) 436-8381
 - Alberta Association of Registered Social Workers, (780) 421-1167
 - Alberta College of Optometrists, (780) 466-5999
 - Alberta Dental Assistants Association, (780) 486-2526
 - Alberta Dental Association, (780) 432-1012
 - Alberta Dental Hygienists' Association, (780) 465-1756
 - Alberta Denturists Society, (780) 427-3276
 - Alberta Hearing Aid Practitioners Association, (780) 471-1277
 - Alberta Opticians Association, (780) 429-2694
 - Alberta Pharmaceutical Association, (780) 990-0321
 - Alberta Podiatry Association, (403) 264-5388

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- Alberta Prehospital Professions Association, (780) 466-2772
- Alberta Registered Dietitians Association, (780) 448-0059
- Alberta Society of Medical Laboratory Technologists, (780) 435-5452
- Alberta Society of Respiratory Therapists, (403) 274-1828
- College of Alberta Psychologists, (780) 424-5070
- College of Chiropractors of Alberta, (780) 420-0932
- College of Licensed Practical Nurses, (780) 484-8886
- College of Physical Therapists of Alberta, (780) 438-0338
- College of Physicians and Surgeons of Alberta, (780) 423-4764
- Registered Psychiatric Nurses' Association of Alberta, (780) 434-7666
- Speech Language and Hearing Association of Alberta, (780) 944-1609

Concerns about health professionals or professional organizations can also be forwarded to:

- Health Workforce Planning, Alberta Health and Wellness, (780) 427-3276

If you have a concern about public health, communicable diseases or environmental health concerns, please contact the Medical Officer of Health of the regional health authority (check your local listings).

Who is accountable in health?

If you have a concern about a decision of a regional health authority regarding public health issues, please contact the Public Health Appeal Board, (780) 427-2813.

If you have a concern about health services or the health system in general, please contact the Minister of Health and Wellness, (780) 427-3665, or Alberta Health and Wellness, (780) 427-7164.

If you have questions or concerns about accessing or correcting your personal information that is under the custody or control of the Minister of Health and Wellness, the Department, a health authority or any other public body, please contact the individual responsible for the *Freedom of Information and Protection of Privacy Act* in any of these organizations. You also have the right to ask the Information and Privacy Commissioner, (780) 422-6860, to review any decision, act or failure to act relating to your request.

Regional Health Authorities in Alberta

Chinook Regional Health Authority (Region 1)

960 – 19 Street South
Lethbridge, Alberta T1J 1W5
Telephone: (403) 382-6111

Palliser Health Authority (Region 2)

666 – 5th Street SW
Medicine Hat, Alberta T1A 4H6
Telephone: (403) 529-8042

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Headwaters Health Authority (Region 3)

#4, 28 – 12 Avenue SE
High River, Alberta T1V 1T2
Telephone: (403) 601-8330

Calgary Regional Health Authority (Region 4)

4th Floor, 1035 – 7th Avenue SW
Calgary, Alberta T2P 3E9
Telephone: (403) 541-3670

Health Authority 5 (Region 5)

515 Highway 10E
Box 429
Drumheller, Alberta T0J 0Y0
Telephone: (403) 823-5245

David Thompson Regional Health Authority (Region 6)

602, 4920 – 51 Street
Bag 5026
Red Deer, Alberta T4N 6A1
Telephone: (403) 341-8622

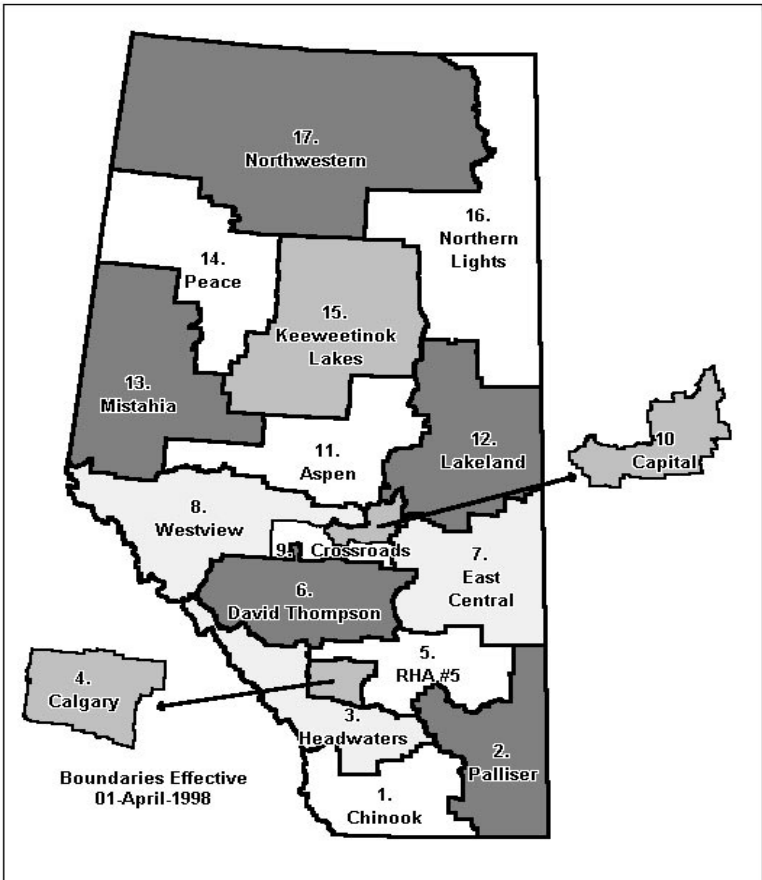
East Central Regional Health Authority (Region 7)

4703 – 53 Street
Camrose, Alberta T4V 1Y8
Telephone: (780) 608-8800

WestView Regional Health Authority (Region 8)

c/o Admin Office – Devon General Hospital
Suite A, 101 Erie Street South
Devon, Alberta T9G 1A6
Telephone: (780) 987-8204

HEALTH REGIONS IN ALBERTA



Who is accountable in health?

Crossroads Regional Health Authority (Region 9)

5610 – 40 Avenue

Wetaskiwin, Alberta T9A 3E4

Telephone: (780) 352-3766

Capital Health Authority (Region 10)

1J2 Walter Mackenzie Centre

8440 – 112 Street

Edmonton, Alberta T6G 2B7

Telephone: (780) 407-1010

Aspen Regional Health Authority (Region 11)

Provincial Building

10003 – 100 Street

Westlock, Alberta T7P 2E8

Telephone: (780) 349-8705

Lakeland Regional Health Authority (Region 12)

210 Provincial Building

Box 248

Smoky Lake, Alberta T0A 3C0

Telephone: (780) 656-2030

Mistahia Health Region (Region 13)

2101, 10320 – 99 Street

2nd Floor Provincial Building

Grande Prairie, Alberta T8V 6J4

Telephone: (780) 538-5387

Who is accountable in health?

Peace Regional Health Authority (Region 14)

10015 – 98 Street
Peace Health Building
Box 6178
Peace River, Alberta T8S 1S2
Telephone: (780) 618-4500

Keeweenok Lakes Regional Health Authority (Region 15)

4620 – 53 Avenue
Bag 1
High Prairie, Alberta T0G 1E0
Telephone: (780) 523-6641

Northern Lights Regional Health Authority (Region 16)

7 Hospital Street
Fort McMurray, Alberta T9H 1P2
Telephone: (780) 791-6161

Northwestern Regional Health Authority (Region 17)

Suite 200, 10106 – 100 Avenue
Bag 10000
High Level, Alberta T0H 1Z0
Telephone: (780) 926-4388

Provincial Health Authorities in Alberta

Alberta Cancer Board

Standard Life Centre
1220 – 10405 Jasper Avenue
Edmonton, Alberta T5J 3N4
Telephone: (780) 412-6300

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Alberta Mental Health Board

19th Floor, 10025 Jasper Avenue
10025 Jasper Avenue
Edmonton, Alberta T5J 2N3
Telephone: (780) 422-2233

Additional copies of this report

If you would like to obtain a copy of this booklet or the full report *Achieving Accountability*, or if you have questions about responsibilities of different players in the health system, we want to hear from you. Please contact:

Alberta Health and Wellness
Standards & Measures
22nd Floor, 10025 Jasper Avenue
Edmonton AB T5J 2N3
Phone (780) 427-0407
Email: ahinform@health.gov.ab.ca

Who is accountable in health?

And by the way, the answers to the questions at the beginning of this booklet are:

- *Call your regional health authority or a private or public organization that provides home care in your community.*
- *Call your nearest community health centre. Check local listings or call your regional health authority.*
- *Call the regional health authority to find out about their complaints process. Talk to your physician to get an explanation of the treatment you received.*

