

Hello,

Please find attached the revised version of the Special Issue - A Year in Review newsletter. We apologize for the errors in the previous version and appreciate your understanding. All identified issues have now been corrected.

Thank you for your continued support.

Special Edition Issue | September 2025

MAPS MOMENTUM

Special Issue - A Year in Review



Welcome to a Special Edition of the MAPS Newsletter!

To mark the completion of the first year of the Modernizing Alberta's Primary Health Care System (MAPS) 2-Year Implementation Plan, we've brought all the progress together in one place. The Year in Review report highlights milestones, initiatives, and lessons learned along the journey so far. To celebrate the report's release, this special edition of our quarterly newsletter takes a closer look at the report and features insights from key leaders and partners who have witnessed the transformation of primary health care in Alberta from the very beginning.

Message from the ADM

It is remarkable to reflect on how far the MAPS initiative has come. What began as a bold plan to strengthen and transform primary health care across Alberta is now taking root through the collective efforts of leaders, providers, and partners across the system.

This past year has been defined by strong collaboration. Through committee meetings, townhalls, or the MAPS Summit (which brought together over 250 health care leaders and experts), we've built stronger relationships, shared ideas and made progress toward a common vision of a modernized primary health care system. The [MAPS Year in Review report](#), released with this newsletter, captures those milestones and accomplishments. None of it would have been possible without your commitment and contributions, so thank you.

This special edition also includes reflections from primary health care leaders who have been part of the MAPS journey from the very beginning. Their perspectives remind us how far we've come — and how much opportunity lies ahead.

- Wanda Aubee, Assistant Deputy Minister, Primary Care and Rural Health Division, Primary and Preventative Health Services

Voices from the Field: Reflections on Year One of the MAPS 2-Year Implementation Plan

A journey of a thousand miles begins with a single step - Lao Tzu

Over the past year, the MAPS initiative has taken many steps forward, even though the vision behind this work has been years in the making.

Dr. Janet Reynolds (medical director, Calgary Foothills Primary Care Network), Rob Skrypnek, (executive lead, Planning and Quality, Primary Care Alberta), and Diana Trifonova (executive director for Calgary Rural PCN), shared reflections on how far MAPS has come, what has surprised them most, and why the work ahead remains so important. Their stories remind us that meaningful change takes time, collaboration, and shared commitment.

All three leaders reflected on how closely implementation so far has aligned with the original MAPS vision. The MAPS report gave the primary care system shared language, a unified vision, and a clear path forward. Diana and Rob highlighted how the report laid out a strong foundation for implementation, helping teams stay focused and aligned.

"Despite all the change happening around us, MAPS has stayed remarkably close to the original vision — and we're still on track." - Rob Skrypnek

Engaging Travel Partners

Travelling with others is always more rewarding when everyone is on the same page. Janet highlighted the strong and nearly universal commitment to modernizing Alberta's primary health care system. This work so far has built on the extensive stakeholder engagement work that shaped the MAPS report, and that momentum continues. While it is impossible to meet every need, the commitment to transparency and ongoing communication remains central as the province moves forward.

"The level of engagement with citizens, health care providers, and community partners is really something to celebrate." - Diana Trifonova

Patients as Partners

No one wants to be left behind. A key focus of the MAPS 2-Year Implementation Plan has been the stabilization of the primary health care system to support a smooth transition and minimize disruption to patient care.

Rob pointed out, "The most significant impacts for Albertans are still to come. The essential work of Primary Care Alberta and the regional networks will be where people truly feel the difference."

While there are exciting improvements still to come, there have already been many positive shifts. Diana and Janet pointed to growing conversations around access to care and improved patient attachment, thanks to the new funding models. Diana also celebrated the growing recognition of patients as partners and the opportunities for them to share their stories through the Imagine Citizens Network.

New Landscapes

Seeing new things is one of the best parts about any journey. When asked about changes seen on the frontlines, each leader offered a unique perspective.

- Rob pointed to evolving compensation models that are helping to stabilize the system
- Diana expressed excitement about the growing focus on team-based care and the potential of technology and AI to transform primary care delivery

Janet described the structural shifts as the most visible and tangible change. "Being part of this change has been deeply meaningful — I've never seen this level of commitment to modernizing primary care in Alberta." - Dr. Janet Reynolds

Navigating the Ups and Downs

Every journey has its highs and lows, but having a reliable map makes the difference. Reflecting on the work we have done to date, all three agreed the MAPS report has been a steady guide, moving from vision to action.

Diana emphasized the value of engagement: "The level of engagement has been incredible - from citizens to clinicians to community partners. That commitment continues to align the system and it's something we should be proud of."

Diana also highlighted the importance of balancing momentum with sustainability: moving too fast risks staff burnout, while moving too slowly can erode support. Janet agreed, noting the pace of implementation has been well-managed with clear deadlines and enough urgency to sustain engagement. Thanks to the dedication of teams across the province, the bumps in the road have been minimized so far.

Advice for Fellow Travellers

Sharing travel stories can inspire others on their own path. Janet and Diana remind colleagues that MAPS is long-term transformation and keeping the end goal in sight is essential.

Rob and Diana stressed the importance of engagement and buy-in not just from formal leaders, but also from grassroots change champions within primary care teams. Rob also emphasized the need for strong political support and preserving the strengths of the current system. Janet highlighted the importance of staying grounded and focused on the vision.

"This kind of system change needs to start with the end in mind. The end is fluid, but staying focused on the vision is what keeps us moving forward."- Dr. Janet Reynolds

Where are we Headed Now?

The leaders identified two critical priorities for the road ahead:

1. Transitioning to the regional model
2. Embedding robust measurement and evaluation processes

Diana and Rob underscored the need for long-term, consistent funding to sustain change at this scale.

“The next big step is implementing Regional Networks while embedding robust measurement and evaluation. This isn’t just about spending more; it’s also about investing where it will have the highest impact.”- Rob Skrypnek

A Once-in-a-Lifetime Journey

For all three leaders, being part of MAPS is more than just professional – it is deeply meaningful.

"I'm incredibly proud of the work this province has done in primary care. It's kept me engaged, and it makes me want to stay here and keep working for a long time."- Dr. Janet Reynolds

The journey is far from over, but with everyone in primary health care walking together, Alberta is building a stronger, more responsive primary health care system for all.



Diana Trifonova, PCN executive director, Calgary Rural PCN

Diana is the executive director for the Calgary Rural Primary Care Network (PCN) which serves 14 diverse rural communities. She is a member of the MAPS Communications and Change Management Sub-Committee representing other PCN executive directors in the province, as well as co-chair for the Coalition for Primary Health Care in Alberta. Diana also serves on the board of Imagine Citizens Network and is passionate about working with diverse stakeholders to help transform patient and health care provider experiences.



Rob Skrypnek, executive lead, Planning and Quality, Primary Care Alberta (PCA), Edmonton

Rob is the executive lead, Planning and Quality. Prior to this role, he served as the executive lead of the Modernizing Alberta's Primary Health Care System (MAPS) initiative and the senior program officer for primary health care at Alberta Health Services (AHS). Much of his work over the past 10 years has involved supporting AHS and Primary Care Network partners to address key issues facing primary care teams, working with government to support the development of primary and community health policy and strategy, and facilitating the integration of primary care services with AHS and other community services.



Dr. Janet Reynolds, medical director, Calgary Foothills Primary Care Network, Calgary

Dr. Janet Reynolds is a family physician at Crowfoot Village Family Practice (CVFP), where, with the team, she cares for 1,750 patients. She is the medical director at CVFP with dyad executive director Shauna Thome and together they lead and oversee operations in the clinic and report to the clinic's owners. Janet is also the medical director for Calgary Foothills Primary Care Network with dyad executive director Jake Jennings. The most valuable and satisfying leadership development she has experienced comes from co-leading a health care organization with a partner.



Stay Connected

To catch up on progress on MAPS initiatives between newsletters, check out the [MAPS website](#). To connect with the MAPS team, or if you have any questions, comments or concerns, email health.MAPS@gov.ab.ca

