

Continuing Care in Alberta: Regional Health Authority and Operator Discussion Session

David Thompson Health Region

Date: June 30, 2005

Location: Red Deer

Attendees: David Thompson Health Region, Continuum Healthcare, Piper Creek Foundation, Northcott Care Centre, Harmony Care Home, Rimoka Housing Foundation, Lacombe Foundation, Mountain View Seniors Housing, Family representative of Red Deer Nursing Home, Bethany Care Society, ALTCA, The Good Samaritan Society, St. Mary's Health Care Centre

Key Themes:

- Standards need to be understandable, applicable and consistent within the different types of continuing care and across regions. Concerned that there is not enough emphasis on outcome standards.
- Concern expressed that increased reporting requirements will create more work and that more resources will be needed. Do not want to be overloaded with standards and processes to the point that care giving becomes secondary.
- Difficulty in recruitment and retention of qualified staff.
- Require more funding and staff to meet the needs of residents.
- Difficulty in accessing appropriate services. Need more integration and coordination within continuing care and across the health care system.
- Communication with the public at large. Need to educate the public so they are aware of continuing care.
- There is often a difference between the expectations of the care givers and operators and the expectations of the residents and their families.
- Need an objective complaints resolution process that residents, family members and the public feels confident in using.

The MLA Task Force also visited with residents and families at the Bethany Collegeside facility.