

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

East Central Health Region

Date: July 8, 2005

Location: Camrose

Attendees: East Central Health, Extendicare, Lamont Health Centre, Connecting Care, Community Health Council, Killam Health Care Centre, Beaver Foundation, Flagstaff Regional Housing Group, Vermilion and District Housing Foundation, The Bethany Group, family representative

Key Themes:

- Standards should be flexible to accommodate the new types of care and the different levels of supportive living.
- An information service should be available to help people navigate the continuing care system.
- Care should be focused on the individual resident and take into account both quality of care and quality of life.
- A third party, independent group should enforce standards and set out clear and fast-acting consequences if standards are not met.
- The public needs to have confidence in the standards.
- The public will gain confidence in the system if there is a easy to use complaints resolution process and a process that ensures the people responsible are doing a good job.
- Supportive living and other terms need to be clearly defined and consistent across the province.
- To maintain province-wide consistency, the standards need to be implemented and managed provincially.
- The standards are achievable.

The MLA Task toured Faith House, Rosehaven, Louise Jensen Care Centre, and Viewpoint Lodge in Camrose.