

Continuing Care in Alberta: RHA and Operator Discussion Session

Capital Health Region

Date: July 28, 2005

Location: Edmonton

Attendees: Seniors Management Services, Sherwood Park Country Cottage, Excel Society, ASCHA (Greater Edmonton Foundation, Canterbury Foundation, Alberta Life Care Housing Foundation), ALTCA (The Capital Care Group, Extendicare Canada, Caritas Health Group, The Good Samaritan Nursing Home, Hardisty Nursing Home), Capital Health Authority (Community Care, Facilities planning and construction, Supportive Living, Planning, Facility Living, Government Affairs, Board member), Resident's family member.

Key Themes:

- The legislation must be updated to compliment the new standards. There should be a clear framework for the implementation and future revision of the standards.
- Recruitment of all levels of staff to continuing care is becoming more and more difficult. Incentives could attract people to a career in continuing care.
- Need better training and education at all levels of staffing, including management.
- Training for Personal Care Aides should be standardized.
- Must ensure sufficient funding to implement the standards.
- The standards need to support meaningful involvement of residents and family members in both care planning and relationship building with the rest of the care team.
- Standards should be connected with complaints resolution and accountability mechanisms.
- The standards should be viewed as minimum standards and operators should be encouraged to go above and beyond.
- Quality outcomes should not be viewed as negative reporting, but as a way to identify areas for improvement and best practices.
- Create an environment of continuous quality improvement.
- The standards need to support meaningful involvement of the all groups involved in continuing care to work collaboratively to improve quality of care. Having a forum to share information would have a strong impact on quality improvement.
- There needs to be some acknowledgement of the different continuing care settings and the services they provide. This should be reflected in the standards.