

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

Palliser Health Region

Date: July 15, 2005

Location: Medicine Hat

Attendees: Palliser Health Region, South Country Village, Riverview Care Centre, Newell Foundation, Brooks Nursing Home, Good Samaritan Society, City of Medicine Hat, Cypress View Foundation, Family physician, Bow Island Health Foundation, Forty Mile Foundation, Acadia Foundation

Key Themes:

- Building standards need to be reviewed.
- Concern about how special diets are provided in different types of facilities.
- Need an effective complaint process that deals with concerns seriously and quickly.
- Encouraging facilities to meet the standards in a positive manner should be the first step.
- Protection for Persons in Care Act would be more effective if it could enforce its recommendations.
- Terminology needs to be the same throughout Alberta.
- Facilities need to be allowed to not admit someone if there are safety concerns to protect residents and staff.
- Difficult to create one set of standards for such a variety of health and housing services.
- Standards and new legislation should allow for using creativity to meet individual needs of residents.
- Staff are important to providing care and need to be recognized for this to lower the staff turnover rate.
- Make sure standards set out realistic expectations and are understandable to residents and their families.
- More funding and staff are required.
- Need to train non-professional care staff after they are hired for rural facilities, because most of these staff cannot afford to leave their communities to go to school.
- People need to make decisions about their future care before they are unable to make these decisions.

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