

July 15, 2013

Honourable Fred Horne
Minister of Health
208 Legislature Building
10800 97 Avenue
Edmonton, Alberta T5K 2B6

Dear Minister Horne,

Recently, you asked to me review the process of awarding home care contracts by Alberta Health Services (AHS) as a result of concerns raised by certain operators and members of the public. I have completed my review and am please to recommend certain actions for your review.

In response to concerns from some providers, AHS conducted an internal appeal review led by Internal Audit, reporting to an independent Appeal Panel to ensure the home care RFP process was fair and transparent, and if not, to make recommendations regarding the current RFP and/or future RFP processes. An appeal review is a standard policy process when concerns are identified with an RFP. The Appeal Panel's report (attached) was completed on July 5 and provided to me and the Chief Executive Officer for our consideration. The actions recommended below reflect the work of the panel.

I am recommending the following:

- For Community Providers: Continue with transitioning to new providers as per the contract award. Furthermore, as the review panel confirmed, AHS will advise certain providers they will not qualify for a Community Provider award.
- For Congregate Living Providers: Proceed with advising 10 providers that they can qualify for an award subject to their meeting the quality standards expected from all providers as reflected in the RFP and contract documents. This will increase the number of congregate providers in Edmonton to 18. It has been recognized by AHS that it needs to make additional changes to the contract award for congregate living to create a consistent model with Calgary. Criteria for inclusion as a congregate living provider have been developed using Calgary's model. The transition of providers in this sector had been placed on hold pending the completion of this review and will now proceed.

- An additional three providers be offered an opportunity to contract with AHS based on their unique population needs. These providers are:
 - Sisters of Providence
 - Placid Foundation
 - Operation Friendship.
- Requirement that AHS undertake an extensive communication plan for clients, families and community partners reflecting the sensitivities known when service providers are transitioned.

Please do not hesitate to contact me if you wish to discuss further.

Sincerely,

/s

Janet M. Davidson, O.C., BScN, MHSA, LLD (Hon)
Official Administrator
Alberta Health Services

Attachment

CC: Dr. Chris Eagle, President and Chief Executive Officer