

## PERCENTAGE PLACED IN CONTINUING CARE WITHIN 30 DAYS

**Measure Definition:**

The percentage of clients admitted to a continuing care living option (designated supportive living levels 3, 4, 4-dementia or long-term care) within 30 days of being assessed and approved for placement.

**Why It's Important:**

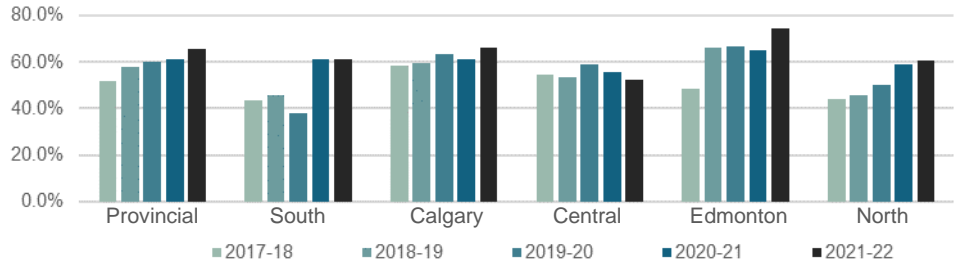
This measure monitors the percentage of people who move from hospitals and communities into community-based continuing care settings. The higher the percentage the better, as it demonstrates availability of long-term care or designated supportive living beds.

**Performance Summary:**

**65.6%**

Provincial  
2021-22

Result: **Improved**  
(Compared to the same period last year)



**Percentage Placed in Continuing Care within 30 Days – Trend**

Zone	2017-18	2018-19	2019-20	2020-21	2021-22	Result
Provincial	51.8%	57.9%	60.0%	61.3%	65.6%	Improved
South Zone	43.3%	45.9%	38.0%	61.0%	60.9%	Stable
Calgary Zone	58.7%	59.6%	63.5%	61.1%	66.1%	Improved
Central Zone	54.6%	53.7%	58.8%	55.7%	52.3%	Deteriorated
Edmonton Zone	48.7%	65.9%	66.8%	65.3%	74.3%	Improved
North Zone	43.9%	45.5%	50.1%	58.9%	60.7%	Improved

**Total Clients Placed**

Zone	2017-18	2018-19	2019-20	2020-21	2021-22
Provincial	7,927	8,098	8,521	7,427	8,664
South Zone	905	908	870	947	983
Calgary Zone	2,632	2,668	2,757	2,399	2,839
Central Zone	1,236	1,312	1,468	1,156	1,257
Edmonton Zone	2,388	2,525	2,685	2,231	2,773
North Zone	766	685	741	694	812

Source: AHS Seniors Health Continuing Care Living Options Report, as of April 22, 2022.

Notes:

Results are reported as "improved" if there is a 3% or greater relative change in a desirable direction when compared to the same time period last year; "deteriorated" if the 3% or greater relative change is in an undesirable direction; otherwise results are reported as "stable".

# Goal 1: Improve the Experiences of Patients and Families

## Objective 1: Expand community-based and home care options in the most appropriate setting.

To provide excellent healthcare experiences and to meet the needs of Alberta's growing and aging population, AHS strives to provide Albertans with care where they want it most— in their homes and communities.

## Actions and Achievements

### Enhance community-based care

- In 2021-22, AHS implemented the Sensory Therapeutic Enhancement Project (STEP) in North Zone which addresses behavioural and psychological symptoms of dementia by promoting safe and enriching care settings where social, psychological, cognitive, emotional and recreational care needs can be met.
- A new service model for outpatient and community physiotherapy was implemented in Calgary and Edmonton Zones. As of March 31, 2022, 128 contracted sites have implemented these standardized services.
- In 2021-22, Mobile Integrated Health and community paramedics expanded the in-home blood transfusions program to communities in the South Zone. Receiving transfusions at home improved quality of life and comfort for patients, and reduced exposure to other illnesses such as COVID-19.
- In January 2022, AHS announced a comprehensive Emergency Medical Services (EMS) 10-point plan that aims to ensure the most critical patients receive timely care and that services remain available and safe for all

Albertans. The plan focuses on immediate actions to create capacity within the EMS system, including hiring additional paramedics, transferring low-priority calls to other agencies, stopping the automatic dispatch of ambulances to motor vehicle collisions without injuries and implementation of an “hours of work” project to help ease fatigue. A ministerial-appointed provincial advisory committee is also developing recommendations to address system pressures.

### Develop long-term care and designated supportive living spaces in the community

- In 2021-22, AHS opened 387 net new continuing care beds to support individuals who need community-based care and supports. AHS also opened six new continuing care facilities across the province.
- Ward rooms with three or more residents have been eliminated at continuing care sites across the province.
- AHS added surge capacity to address the shortage of continuing care capacity and decrease the number of individuals waiting in acute care for long-term care and designated supportive living during the pandemic. As of March 31, 2022, all temporary surge beds in continuing care have been closed.

### Increase capacity for home care supports

- AHS is working with AH and Alberta Seniors and Housing to develop and implement collaborative referral and service delivery approaches to address the clinical and support needs of seniors living in the community. This program increases collaboration between

hospitals, primary care networks, home care and social services to allow seniors to remain in their homes as long as possible, reduces caregiver burnout and improves overall quality of life. In 2021-22, a pilot project was implemented in Calgary Zone for patients discharged from the Foothills Medical Centre, leveraging support from local not-for-profit organizations such as The Way In Network and Carya.

- The Rural Palliative Care In-Home Funding Program supports the provision of end-of-life care in rural and remote areas so clients can remain at home instead of being admitted to hospital. In 2021-22, 179 clients were served by the program allowing 63 per cent to pass away in the comfort of their own home.

### Strengthen the patient complaints process

- Working with Alberta Health and the Health Quality Council of Alberta, AHS initiated improvement activities that will enhance the patient complaints process, including competency development and capacity-building for concern management. In 2021-22, no investigations were opened by the Alberta Ombudsman to review administrative fairness, which indicates that AHS is appropriately managing concerns in accordance with the Patient Concerns Resolution Process Regulation (Alberta Regulation 2016/28). Additional information on patient concerns can be found in the Appendix.

## Performance Results Summary

### Percentage Placed in Continuing Care Within 30 Days

2017-18	2018-19	2019-20	2020-21	2021-22
51.8%	57.9%	60.0%	61.3%	65.6%

Source: AHS Seniors Health Continuing Care Living Options Report, as of April 22, 2022.

- This measure monitors the percentage of people who move from hospitals and communities into community-based continuing care settings. The **higher the percentage the better**, as it demonstrates availability of long-term care or designated supportive living beds.
- As of Q4YTD (year-to-date), the percentage placed in continuing care within 30 days (65.6%) **improved** by seven per cent compared to the same period last year (61.3%).

### Percentage of Alternate Level of Care (ALC) Patient Days

2017-18	2018-19	2019-20	2020-21	2021-22
17.5%	16.5%	15.4%	15.2%	13.3%

Source: AHS Provincial Discharge Abstract Database (DAD), as of April 29, 2022.

- This measure monitors the number of days a hospital bed is occupied by a patient who no longer needs acute care services while they wait to be discharged to a more appropriate care setting (called ALC days). The **lower the percentage the better**, as it demonstrates system capacity that meets population needs and suggests appropriate care transitions.
- As of Q4YTD, the percentage of ALC days (13.3%) **improved** by 13 per cent compared to the same period last year (15.2%).
- Using a similar definition, Alberta ranked 3rd among nine provinces for the lowest percentage of alternate level of care days (AB = 15.2%; Canada = 16.7%; Best Performing Province = 12.2%) (CIHI, 2020-21)\*.

\* Parts of this material are based on data and information provided by the Canadian Institute for Health Information (CIHI). However, the analyses, conclusions, opinions and statements expressed herein are those of the author and not necessarily those of CIHI.