



PROVINCIAL SENIORS HEALTH & CONTINUING CARE

Integrated Provincial Program

Contact

[Leadership team](#)

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Key Partners

Zone operators

Contracted care providers

Acute Care Bundle Initiative
Stakeholders

"It's important to always involve people who you are designing the service for, and not in a token way. It's good to see this happening."

– Participant contributing to
"Measuring What Matters"

Major initiatives and achievements, 2022-2023

Provincial Seniors Health and Continuing Care (PSHCC) works with AHS zones, government and other organizations to engage and empower the seniors' health and continuing care community through planning and policy. We use research and evidence to inform health innovation and implementation planning and actions undertaken by our partners. We translate government priorities, and assist and facilitate in the implementation of provincial strategic initiatives to support Albertans.

Measuring what matters – collaborating with Imagine Citizens Network to understand what is important to older Albertans

Over the past year, PSHCC has been working on developing quality indicators aligned with the Provincial Seniors Health and Continuing Care Strategic Plan. As part of this work, we sought the perspectives of users of the healthcare system – older Albertans, their caregivers, and clients receiving continuing care services. We collaborated with the Imagine Citizens Network (ICN) to undertake a unique engagement process to discuss quality indicators from a citizen's perspective. Working with ICN allowed us to explore what is most important for older Albertans to understand and know about our work, and which of the previously identified indicators most clearly reflect their values, hopes, and expectations.

Engagement activities included 24 one-on-one, semi-structured interviews with individual citizens, six small group sessions, one large group conversation, and one large group workshop. Efforts were made to include a wide range of perspectives and participant voices, including individuals residing in supportive living, in Northern Alberta, ethno-culturally diverse individuals, and people with experiences of income insecurity.

This engagement process produced important contextual information, including overarching factors and themes that comprise participants' experiences accessing care and services in Alberta. This information is vital input for strategic planning, and reinforced the need to work on certain recurring area of concern.

It also generated end-user identified priority quality indicator areas and their associated rankings. One of the foremost findings of this work was that **quality of life was identified as the outcome to strive for, measure, and report.**

The quality indicator areas captured through this collaboration reflect the values of participating older Albertans and their caregivers. Overall, the initiative allowed the PSHCC team to engage with and learn from Albertans, ensuring that our work is patient-oriented and patient-guided.

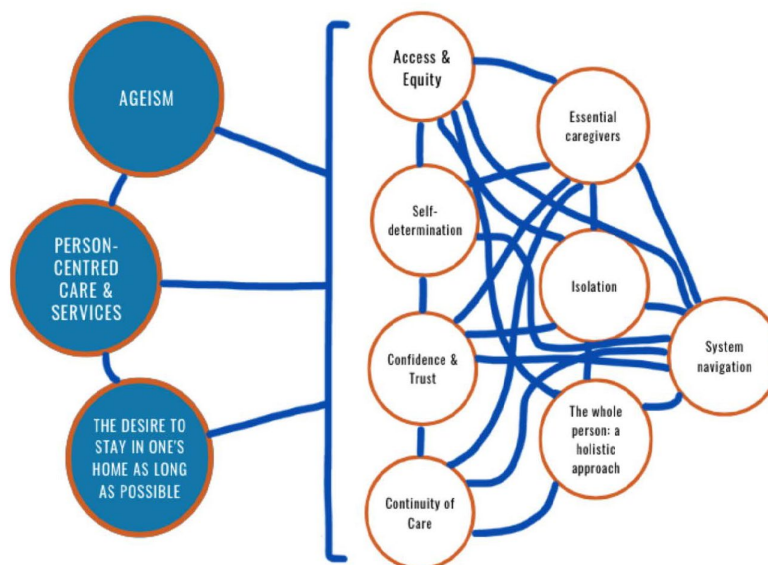


Figure 1. Measuring What Matters: Overarching factors and themes

Impacts on health and care

Rapid roll-out of Provincial PPE Safety Coaching Program in continuing care

Personal Protective Equipment (PPE) plays a vital role in the prevention and control of infections. PSHCC obtained a grant through Healthcare Excellence Canada to support the rapid roll-out of the Provincial PPE Safety Coaching Program in continuing care. This funding was used to enable staff to attend the training to become site designates and coaches. The program evaluation found that the program was well received by designates, coaches and staff in adopting facilities. A comparison of audit data, completed by the Provincial Continuing Care Audit team, demonstrated a **10% decrease in inappropriate use of PPE** following the training. The average Infection Prevention & Control (IPC) audit **risk score also improved significantly**, indicating greater compliance with IPC requirements. To date, one third of continuing care facilities in Alberta have implemented the program.

Appropriate use of antipsychotics in long-term care and designated supportive living

According to 2019 data, 1 in 5 residents in Canadian long-term care (LTC) homes is taking antipsychotic drugs without having a diagnosis of psychosis (CIHI, 2019), and this trend is increasing. In Alberta, PSHCC has continued to provide zones and care facilities with support to reduce the inappropriate use of antipsychotics. Highlights in 2022-2023 include:

- Reviewing and updating the [AUA Toolkit | Alberta Health Services](#).
- Making three revised AUA e-Learning modules available in MyLearningLink (MLL) for AHS staff, and through the [AUA Toolkit | Alberta Health Services](#) for contracted service providers'.
- Initiating qualitative research looking at potential factors that may have influenced the use of antipsychotics in LTC during the COVID-19 pandemic.
- Providing ongoing support and consultation to sites, teams, zones and organizations.

Through these efforts and those of zones and sites, **decreases in the inappropriate use of antipsychotics were observed at 29 sites** across the province in 2022-23.

Understanding social determinants of health and aging in Alberta

Following the successful James Lind Alliance Priority Setting Partnership identifying and prioritizing unmet health research questions from the perspective of older adults (article found [here](#)), the Scientific Office embarked on a project to gain older adults' views on social determinants of health that either facilitate or impede healthy aging in Alberta. The first phase of this work included the voices of 107 respondents from across the province and gathered diverse views on what affects the ability to age well.

These perspectives have informed our thinking regarding the important intersection between the health and social sectors. They also form the basis for the next phase of this work, a software-enabled sorting and ranking process that will give shape to the diverse inputs in this project and provide the basis for prioritization and planning, ensuring PSHCC's work is guided by the perspectives of older Albertans and their caregivers.



What's next: Actions and areas of focus

- ▶ Aligning with other acute care initiatives to incorporate elder-friendly care practices into the routine care of hospitalized patients
- ▶ Engaging in and informing policy and legislation development
- ▶ Focus on quality of life for residents in continuing care

PROVINCIAL SENIORS HEALTH & CONTINUING CARE				
Grants and Publications		Engagement		Outcomes and Impact
	17		18	<ul style="list-style-type: none">• Translation and dissemination of new knowledge• Incorporation of subject matter expertise into health system change
Peer-reviewed Publications		Workshops & Presentations		
	40		99	<ul style="list-style-type: none">• Improvements in care and outcomes for older Albertans
Active working groups		Research members		

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