

Creating Excellence: Providing Albertans with Quality, Safe Continuing Care Services

Vision: *Individuals and their families will access and receive quality safe continuing care services from a high performing, highly reliable Continuing Care System*



Together with you and your family, in pursuit of this vision, Alberta Health Services (AHS) has developed a Continuing Care Quality Management Framework that will assure quality, safe continuing care services. For further information and detail:

[[Quality Management Framework diagram](#)]

[Full Text – [Continuing Care Quality Management Framework](#)]

[Alberta Health - <http://www.health.alberta.ca/services/continuing-care.html>]

For more information about Continuing Care Quality please email us at:

ContinuingCare.Quality@albertahealthservices.ca

Alberta's Continuing Care system provides ongoing accommodation and care services to help Albertans remain independent while receiving the appropriate level of care to meet their health care needs. Continuing care clients are defined by their need for supports and not by age, diagnosis or the length of time they may require service.

Continuing care services are intended to supplement and complement, not replace, care provided by primary healthcare, individuals, families, and communities.

These services are provided through a variety of living arrangements including those that are community based and facility based; and provided through a combination of internal AHS, external contracted providers, as well as care-givers and informal supports.

Continuing Care Services

*This diagram represents an overview of publicly funded continuing care services delivered by AHS and their contracted providers
This is an overview of the service supports and location where they are provided*

Access to Continuing Care Services

A province-wide, person-centered, integrated, service access and delivery approach that provides Albertans with reasonable, timely and appropriate access to publicly-funded continuing care services based on availability and determination of unmet need.

Managing Transitions

Transitions are minimized and actively managed to ensure that care is coordinated and seamless (e.g. to and from acute care; within the continuing care system; from child to adult programs)

Continuing Care Services include:

- Acute / short term interventions
- Palliative care / End of life
- Rehabilitation / Restorative care
- Long term home care / supportive care
 - Maintenance home care
 - Paediatric services
 - Day programming
- Short stay (e.g. respite, convalescence, hospice)
- Specialty consultative services (e.g. geriatrics, wound care)

Home Care Home Living

- Can be provided wherever a client calls home including, residential living and lodge living
- Personal care and support services are provided through AHS Home Care
 - AHS Home Care Health Professionals provide case management and home care Registered Nurse support for after-hours access

designated Supportive Living

- Personal care support includes 24 hour on-site health care aide assistance, may also have 24 hour Licensed Practical Nursing staff, as required
 - AHS Home Care Health Professionals provide case management and there is Registered Nurse support for after-hours access

Long-term Care Facility Living

- Personal care support includes 24 hour on-site Registered Nurse, Licensed Practical Nurse and Health Care Aides

Building the Continuing Care Quality Management system

Together, we're building a quality management system that has the ability to consistently manage, monitor and measure the continuing care system. This means having a way to provide consistent feedback to a wide variety of partners including continuing care operators, sites, Alberta Health Service zones, as well as Alberta Health, with a performance auditing reporting system that is simplified and streamlined; and an open exchange of ideas and information sharing of learning and best practices. Managing quality within continuing care means we need to:

- **Put people and their families at the centre of their health care** – *“The only true measures of quality are the outcomes that matter to the individual receiving the care and their family”*
- **Be committed to quality and safety** – *“All processes and standards drive towards quality improvement for improved patient outcomes”*
- **Foster a culture of trust and respect** – *“Transparency in reporting quality outcomes with all stakeholders inclusive of the public.”*
- **Be focused on wellness and public health** – *“Fostering the shift in mindset and culture from a focus on illness and treatment to recognizing that a person’s quality of life is determined as much or more by their outlook of wellness and independence”*
- **Enable decision-making using the best available evidence** – *“Quality assurance and continuous improvement is embedded in everything we do and is an integral part of our daily practice and work”*
- **Ensure equitable access to timely and appropriate care** – *“Right care in the right place at the right time will be guided by nationally and internationally recognized best practices in quality assurance.”*

How it all works together

The Minister of Health is ultimately responsible for assuring the public that the system is safe and dependable. As such, Alberta Health has an oversight role to provide strategic and directional policy, legislation, and setting standards for public assurance. Alberta Health Services is responsible for ensuring the delivery of high quality continuing care health and support services throughout Alberta.

Many other stakeholders, including continuing care clients, residents and their families, AHS operations and, contracted service providers, will continue to be instrumental in the development and implementation of the *AHS Continuing Care Quality Management System*.

The Health Quality Council of Alberta (HQCA) is legislated under the *Health Quality Council of Alberta Act* to measure, gather and analyze information, monitor the healthcare system, and collaborate with Alberta Health, Alberta Health Services, health professions, academia and other stakeholders to translate that knowledge into practical improvement to health service quality and patient safety in the healthcare system.

<http://hqca.ca/about/how-we-work/>

Most recently Alberta Health Services have accepted all recommendations from two HQCA reports and is well on its way to implementing them.

[\[http://hqca.ca/news/2014/06/hqca-releases-continuing-care-reports/\]](http://hqca.ca/news/2014/06/hqca-releases-continuing-care-reports/)

Accessing Continuing Care Services

- <http://www.albertahealthservices.ca/4482.asp>

Other Links of Interest

- Canadian Institute of Health Information, Your Health System:
<http://yourhealthsystem.cihi.ca/>
- Government of Alberta - Continuing Care services (home living, supportive living, long term care facilities): <http://www.health.alberta.ca/services/continuing-care.html>
- Government of Alberta - Seniors Support Services:
<http://alberta.ca/supports.cfm>

Concerns, Contact Us

Connect with the necessary resources and experts to provide guidance and resolution for your concerns.

- Concerns and Feedback:
<http://www.albertahealthservices.ca/patientfeedback.asp>
- Continuing Care Resolution Team:
<http://www.albertahealthservices.ca/10113.asp>