

New Home Care Contracts

Why is Alberta Health Services (AHS) signing new contracts for Home Care services?

By going through a process to award contracts for Home Care services, AHS can make sure clients receive the same quality of care no matter where they live in the province. AHS wants to make sure all Albertans have the care they deserve and require, when and where they need it. Home care is critical to the continuing care system as it allows Albertans to remain in their homes longer, in their communities and close to their loved ones. It also allows acute and facility-based care options to remain available for those clients who require that level of care.

How are the contracts awarded?

The Request for Information and Expression of Interest (RFEIQ) process provided an opportunity for current and new providers to submit proposals to offer Home Care services through a fair and transparent process. In June 2022, interested service providers were invited to submit proposals which were evaluated to determine their qualification for receiving a contract to provide Home Care services. This RFEIQ sought to continue or to enhance the current Home Care service levels and identified opportunities for new innovative ways to deliver care.

Why not renew current contracts?

AHS's goal through the RFEIQ was to make sure all Home Care service providers have the same agreement/contract standards in place and are providing the same services for all clients. The goal was to ensure quality and standards are refreshed and new innovative ideas were evaluated and considered. The new contracts will improve quality of reporting and measurement as well as identify opportunities for innovation.

How many contracts were awarded?

Through an extensive evaluation process, AHS awarded seven-year contracts to 10 service providers, and 21 providers were added to a prequalified list for consideration for future contract opportunities.

How will this affect home care clients?

Clients receive care based on their assessed unmet needs. Clients will be informed if their Home Care provider is changing, but their care plans will not change.

Do new contracts mean there will be a change in Home Care services?

Client care plans are not changing, even for those who are being transitioned to a new care provider. Only some clients will see a change in who provides their care. AHS Case Managers will be working directly with these clients to ensure their transition to a new provider does not disrupt their care.

Will this RFEIQ process change the areas contracted providers are providing care?

Home care is being contracted in the same Zones of the province as it was previous to the RFEIQ being issued. Contracts were awarded in Calgary, Edmonton, South and Central Zones. Home Care services in North Zone will continue to be provided by AHS.

How will AHS ensure continuity of care?

Client care is our priority and under these new contracts, AHS can ensure quality care continues. AHS is responsible for monitoring the quality and safety of care provided through all contracted service providers. Throughout the process, AHS will continue to support and monitor Home Care providers to ensure continuity of care.

How will a new provider know a client's care needs?

AHS Case Managers will share your care plan with new providers and review any unique care needs. If a client's care requires specific instructions (e.g., lift transfers, range of motion exercises, catheters), the

new provider and AHS Home Care staff will ensure new care staff are trained to provide specific care needs.

What about Self-Managed Care or Client Directed Home Care Invoicing programs?

These programs will continue and are not impacted by the new contracts.

Who do I contact if I want more information?

If you require more information about this transition, please speak with your Home Care Case Manager. If you have any questions about the RFEIQ process, please reach out to continuingcare@ahs.ca. If you have additional concerns that have not been addressed or want to provide feedback please, visit AHS [Patient Concerns & Feedback](#).