



**Carewest**  
INNOVATIVE HEALTH CARE

## Quality and Standards Orientation

This set of slides covers content for:

- Quality at Carewest
- Standards
- HIA/FOIPP and Confidentiality

















# Confidentiality Required Learning

- To complete your required learning on confidentiality please go to

<https://www.surveymonkey.com/r/CWCONF21>

If you have further questions, please contact:  
Manager, Information Management & Privacy  
at  
403-230-6929

# Standards related to Long Term Care and Community Programs



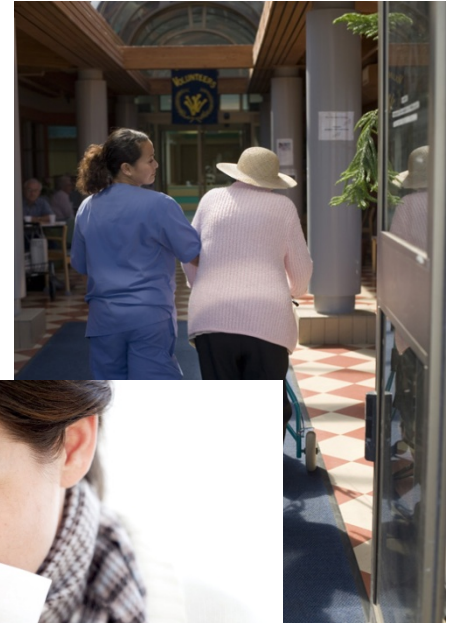
- Pages (slides) 11 – 16 are not required reading if you are working at:
  - Carewest Glenmore Park, and sub-acute units at Fanning and Sarcee
  - Southport
  - Operational Stress Injury Clinic
  - Seating Clinic

If that applies to you, close this document and proceed to the next section of your orientation (Infection Prevention & Control)

**Everyone else must complete the next section and the related quizzes**

# Continuing Care Health Service Standards

- Provincial commitment to delivery of quality Health Care in the continuing care system
- CCHSS set the minimum requirements that Operators must comply with
- 19 standards, amended 2018 to:
  - provide quality services that consider the individual needs, preferences and abilities of each client or resident.
  - Increased attention to safety



# Continuing Care Health Service Standards

## What do you need to know?

Please go to this link for your online learning about the standards

<http://www.surveymonkey.com/r/CWCCHSS21>

## Where can you learn more?

- hard copy of Standards on unit
- Continuing Care Connection, (covered later in your orientation)
- [Online by clicking here.](#)

# Accommodation Standards

The Standards Compliance and Licensing Branch of Alberta Health monitors all lodges, supportive living and long-term care sites in the province of Alberta to ensure sites are complying with “Supportive Living and LTC Accommodation Standards”



# Accommodation Standards

The Provincial Accommodation Standards cover :

- Physical environment
- Hospitality services
- Safety services
- Personal services
- Coordination and referral services
- Residential services
- Human resources
- Management and administration

- All Supportive Living and LTC centres require an Accommodation license and a certificate confirming the centre meets accommodation standards is posted near the entrance.



# Accommodation Standards

- Your role supporting compliance with the Accommodation Standards
  - Assist in ensuring that we provide a comfortable and clean environment
  - Assist in ensuring that building repairs and safety issues are reported in a timely manner
  - Assist in ensuring that Carewest processes are followed, as they have been developed based on required standards.

# Standards Compliance

- The provincial government monitors compliance through various audits and inspections including:
  - Alberta Accommodation Standards audits
  - Alberta Health Services/Alberta Health CCHSS audits
- Your daily efforts to meet standards requirements will support a successful audit
- Answer any auditors questions honestly and fairly