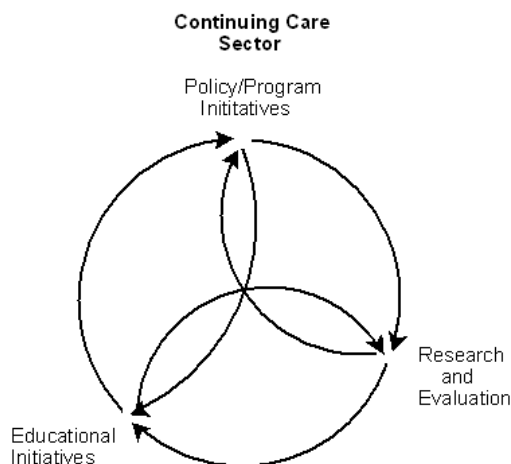


## Appendix 2 – Research and educational opportunities in continuing care based on major policy directions.



Highlighted policy and recommendations from:

Canadian Patient Safety Institute. The Safety Competencies: Enhancing Patient Safety Across the Health Professions. Ottawa. 2008.

Canadian Patient Safety Institute, Capital Health (Edmonton), CapitalCare (Edmonton). Safety in Long-term Care Settings: Broadening the Patient Safety Agenda to Include Long-Term Care Services. 2008.

Canadian Patient Safety Institute, Victorian Order of Nurses of Canada, Capital Health (Edmonton). Safety in Home Care: Broadening the Patient Safety Agenda to Include Home Care Services. 2006.

Government of Alberta. Aging Population Policy Framework. November 2010.

Government of Alberta. Alberta Pharmaceutical Strategy. December 2008,

Government of Alberta. Becoming the Best: Alberta's 5-Year Health Action Plan 2010-2015. November 2010.

Government of Alberta. Continuing Care Strategy – Aging in the Right Place. December 2008.

Government of Alberta. Provincial Services Optimization Review: Final Report. 2008.

Government of Alberta. Vision 2020. December 2008.

Becoming the Best: Alberta's 5-Year Health Action Plan			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
1. All Albertans requiring continuing care will have access to an appropriate option for care within one month (30 days)	Add and refurbish more long-term beds and supportive living spaces	<p><b>Economic impact:</b> What are the impacts on the patients, the caregivers, and the health system?</p> <p><b>Patient outcomes:</b> What impact do the changes have on continuing care patients?</p>	<p><b>Workforce:</b> Are there sufficient number of appropriately trained individuals? How to educate formal and informal caregivers to meet the needs?</p>
	Expand and adjust home care so people can remain independent for as long as possible	<p><b>Patient outcomes:</b> Is there the co-ordinated care available that is needed?</p> <p>Are people receiving similar, consistent services no matter where they live in the province?</p>	<p><b>Workforce:</b> Are there sufficient number of appropriately trained individuals? How to educate formal and informal caregivers to meet the needs?</p> <p><b>Technology:</b> How can technology be used to educate and support caregivers?</p> <p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p>
	Remove barriers and use technology	<p><b>Patient outcomes:</b> Do seniors and people with disabilities have greater independence?</p> <p><b>Technology:</b> what is the effectiveness of new technologies?</p>	<p><b>Technology:</b> How can technology be used to educate and support caregivers?</p>
	Increase support to caregivers	<p><b>Workforce:</b> What support and respite services will help family and community caregivers to reduce burn-out, and enable them to maintain care longer?</p> <p><b>Caregivers:</b> How are caregivers treated in the system?</p>	<p><b>Technology:</b> Can technology be used to train and educate caregivers more quickly and effectively?</p>
	Ensure people with special needs receive support, care and skilled attention from trained staff	<p><b>Patient outcomes:</b> Are families and those with special needs better supported by the health care system?</p>	<p><b>Workforce:</b> Are there sufficient staff trained to provide services to people with special needs?</p>

Becoming the Best: Alberta's 5-Year Health Action Plan			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Enhance access, coordination and standards for continuing care	<p><b>Patient outcomes:</b> Is there a coordinated, flexible and sustainable continuing care system in Alberta?</p> <p>Are Albertans receiving continuing care getting a high quality of life and health care services?</p> <p><b>Economic impact:</b> What is the financial impact on the system, on caregivers?</p>	<p><b>Patient safety:</b> Do caregivers, educators, and students have easy access to standards for continuing care?</p> <p>Do they know how to use the standards in day to day caregiving?</p>

Report: Aging Population Policy Framework			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
1. Financial Security and Income	Assist Albertans in planning for their financial needs as seniors	<p><b>Economic Impact:</b> What is the economic impact to seniors, to families, and to the government?</p> <p><b>Knowledge Transfer:</b> How effective are the messages in encouraging the development of financial strategies?</p>	<p><b>Knowledge Transfer:</b> How to provide financial planning information in a meaningful way?</p> <p><b>Workforce:</b> Are there sufficient number of appropriately trained individuals to teach/work with seniors and families in financial planning?</p>
	Support Albertans who choose to remain engaged in the workforce in their senior years	<p><b>Economic Impact:</b> What is the economic impact to seniors, to families, and to the government?</p> <p><b>Patient Outcome:</b> Are there negative patient outcomes as result of remaining in the workforce?</p>	<p><b>Workforce:</b> How can older individuals remaining in the workforce be educated and trained to do the work required?</p>
	Enable appropriate and effective allocation of government funded	<p><b>Economic Impact:</b> What is the economic impact on government, on provider organizations, on seniors?</p>	<p><b>Knowledge Transfer:</b> How to provide financial planning information in a meaningful way?</p>

Report: Aging Population Policy Framework			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	financial supports for seniors who lack the financial resources to meet their basic needs	<p><b>Caregivers:</b> Is there a negative financial impact on family caregivers as a result of lack of financial support for seniors?</p> <p><b>Patient Safety:</b> Do seniors have sufficient financial supports to live safely?</p>	<p><b>Workforce:</b> Are there sufficient number of appropriately trained individuals to teach/work with seniors and families in financial planning?</p>
2. Housing and Aging in the Right Place	Support and foster the development of sufficient affordable housing units for those seniors most in need	<p><b>Patient Safety:</b> What is the impact on patient safety? Do the changes in supports enhance patient safety?</p> <p><b>Caregivers:</b> What is the impact on caregivers in the short- and long-term?</p> <p><b>Patient Outcomes:</b> Evaluation of models in terms of patient satisfaction and efficiency of patient navigation models as measured by quality of outcomes</p>	<p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p> <p>Do caregivers, educators, and students have easy access to standards for continuing care?</p> <p><b>Knowledge Transfer:</b> How to provide financial planning information in a meaningful way?</p> <p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p>
	Encourage market innovation and greater market choice in housing options, especially in rural and remote areas of the province.	<p><b>Patient Outcomes:</b> What is the impact on patient outcomes?</p> <p>Are there sufficient options available in rural and remote areas?</p> <p><b>Patient Safety:</b> What is the impact on patient safety?</p> <p>Are patients receiving the appropriate level of care in order to maintain their safety?</p> <p><b>Economic Impact:</b> What is the economic impact on seniors, families and communities?</p>	<p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?</p>

Appendix 2 from the Background Document for Community Networking Event  
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Report: Aging Population Policy Framework			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Ensure reasonable government-funded home support services are efficiently delivered to those seniors who need them	<p><b>Workforce:</b> Are the appropriate health providers trained and available to efficiently provide services?</p> <p><b>Economic Impact:</b> What are the impacts from the shift to supportive living and home care and away from long-term care?</p>	<p><b>Workforce:</b> Are there sufficient number of appropriately trained individuals?</p> <p>How to educate formal and informal caregivers to meet the needs?</p>
3. Continuing Care	Foster the development of an increased, diverse supply of affordable living options to enable Albertans to age in the right place.	<p><b>Patient Outcomes:</b> What is the impact on patient outcomes?</p> <p><b>Appropriateness:</b> Evaluation of the impact of design on resident care.</p>	<p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p> <p>Are there sufficient numbers of appropriately trained individuals to provide care in all settings?</p>
	Increase the supply and range of home care and community care services to assist Albertans in receiving services in the community.	<p><b>Workforce:</b> What are the barriers to attracting qualified workforce into the Continuing Care sector?</p> <p>Are there sufficient workers to provide optimal care?</p> <p>Home care vs community care vs supportive living vs long-term care centres – what workforce is needed?</p> <p><b>Economic Impact:</b> What is the financial impact to people receiving care in the community?</p>	<p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p>
	Monitor the provision of health care and accommodation services provided in long-term care	<p><b>Appropriateness:</b> Are the health services and accommodation services available appropriate to the needs of the people requiring services?</p>	<p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p> <p>Do caregivers, educators, and students have easy access to standards for continuing care? Do they</p>

Report: Aging Population Policy Framework			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	facilities, supportive living units and through home care to ensure that safe and quality services are provided.	<p>Are they provided in the appropriate locations of the province?</p> <p><b>Caregivers:</b> What is the impact on caregivers as a result of changes in community supports?</p> <p><b>Patient outcomes:</b> Studies of efficacy, efficiency and quality of outcomes for home care</p> <p><b>Patient safety:</b> Do the changes in community supports enhance patient safety?</p> <p><b>Workforce:</b> What is the appropriate mix and number of health professionals to provide these services?</p> <p>Are the current education programs teaching the right skills for working in the community?</p>	<p>have the knowledge to apply them?</p> <p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p>
	Provide support for an appropriate level of services to facilitate aging-in-place among seniors who are in home living settings.	<p><b>Appropriateness:</b> Is home the appropriate setting for those aging-in-place?</p> <p><b>Economic Impact:</b> What is the economic impact on seniors and on caregivers?</p> <p><b>Caregivers:</b> What is the impact on caregivers (formal and informal) with seniors aging-in-place?</p> <p><b>Technology:</b> What are the appropriate technologies to use in continuing care in order to maintain seniors aging-in-place?</p>	<p><b>Technology:</b> How can technology be used to educate and support caregivers?</p> <p>Can technology be used to train and educate caregivers more quickly and effectively?</p> <p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to educate formal and informal caregivers to meet the needs?</p>
4. Healthy Aging and Health Care	Facilitate community and individual efforts to	<b>Knowledge transfer:</b> What are valuable knowledge transfer strategies for evidence-	<b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?

Report: Aging Population Policy Framework			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	engage in health living practices that will help achieve active and healthy aging.	<p>based home care practice (i.e. medication reconciliation and wound care)?</p> <p><b>Patient Safety:</b> What the major safety concerns are (i.e. physical, emotional, functional, and social) in home care for clients, family, caregivers, and providers?</p>	<b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?
	Support the provision of timely access to efficiently delivered, high-quality health care services that meet the needs of seniors.	<p><b>Technology:</b> How can technology support the provision of care to seniors?</p> <p><b>Patient Outcomes:</b> What are the continuing services needed in rural areas in order to provide optimal care to those who need it?</p> <p>Differences in outcomes between hospital or long-term care stays and short-term care, outpatient care, or other clinic-type arrangements.</p> <p><b>Workforce:</b> Are there sufficient workers to provide optimal care?</p> <p>Home care vs supportive living vs long-term care centres – what workforce is needed?</p>	<p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p> <p><b>Technology:</b> How can technology be used to educate and support caregivers?</p> <p>Can technology be used to train and educate caregivers more quickly and effectively?</p>
	Match Alberta's health workforce supply to demand for services	<p><b>Education:</b> what is the best way to train and educate the continuing care workforce?</p> <p><b>Workforce:</b> What is the optimal workforce mix to support continuing care, both now and in the future?</p> <p>Where are the shortages in the workforce? What are the barriers to recruitment?</p>	<p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p> <p><b>Technology:</b> How can technology be used to educate and support caregivers?</p> <p>Can technology be used to train and educate</p>

Report: Aging Population Policy Framework			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
		<p>How effective are incentive programs in recruiting key health professionals and other staff?</p> <p><b>Economic Impact:</b> What is the economic impact to provider organizations? to people in continuing care? to caregivers?</p>	<p>caregivers more quickly and effectively?</p> <p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?</p>
5. Transportation and Mobility	Support the ability of Albertans aged 65 and older to continue driving safely	<p><b>Knowledge transfer:</b> What are valuable knowledge transfer strategies supporting elderly drivers?</p> <p><b>Technology:</b> Can technology assist older Albertans to continue to drive safely?</p> <p><b>Patient Safety:</b> Does supporting elderly Albertans to continue driving have an effect on patient safety?</p>	<p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, students, caregivers and elderly drivers?</p> <p><b>Technology:</b> How can technology be used to educate and support caregivers and patients?</p>
	Support the development of affordable, accessible and appropriate transportation options for seniors who are unable to or do not wish to drive	<p><b>Patient Safety:</b> Does providing affordable, accessible and appropriate transportation have an effect on patient safety?</p> <p><b>Technology:</b> How can technology support the elderly in transportation related issues?</p> <p><b>Workforce:</b> What would be the impact on the workforce available to provide affordable, accessible and appropriate transportation options?</p>	<p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, students, caregivers and elderly drivers?</p> <p><b>Technology:</b> How can technology be used to educate and support caregivers and patients?</p>



Report: Aging Population Policy Framework			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
6. Safety and Security	Increase awareness about elder abuse and neglect, and how to prevent and respond to it	<p><b>Knowledge Transfer:</b> What are valuable strategies for supporting elders and family members in order to prevent abuse and neglect?</p> <p><b>Patient Safety:</b> How can awareness of elder abuse and neglect affect patient safety?</p>	<p><b>Workforce:</b> How to appropriately educate and train the workforce to recognize abuse and neglect, and to be able to prevent it?</p>
	Enhance the capacity of Alberta communities to respond to situations of elder abuse	<p><b>Knowledge Transfer:</b> What are valuable knowledge transfer strategies in relation to elder abuse and neglect?</p> <p><b>Workforce:</b> Are the current workers trained to recognize and address abuse and neglect of the elderly?</p>	<p><b>Technology:</b> Can technology be used to educate people in rural and remote communities about issues related to elder abuse and neglect?</p>
	Encourage advance planning with respect to financial and personal decisions	<p><b>Education:</b> Is there a need to increase or change education in financial and personal decision making?</p> <p><b>Patient Safety:</b> Is there an impact on patient safety?</p>	<p><b>Knowledge Transfer:</b> How to provide financial planning information in a meaningful way?</p> <p><b>Workforce:</b> Are there sufficient number of appropriately trained individuals to teach/work with seniors and families in financial planning?</p>
	Facilitate the maintenance of personal autonomy with respect to personal and financial decision-making	<p><b>Patient Safety:</b> What is the impact on patient safety?</p> <p><b>Patient Outcomes:</b> Does personal autonomy of personal and financial decision-making have an effect on patient outcomes?</p> <p><b>Caregivers:</b> What is the effect on family caregivers if autonomy of decision-making is encouraged?</p>	<p><b>Knowledge Transfer:</b> How to provide financial planning information in a meaningful way?</p> <p><b>Workforce:</b> Are there sufficient number of appropriately trained individuals to teach/work with seniors and families in financial planning?</p>

Report: Aging Population Policy Framework			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Provide family and community caregivers with access to supports in their communities which reflect and address the challenges of caring for an aging population with changing circumstances	<p><b>Caregivers:</b> What is the impact on caregivers as a result of changes in community supports?</p> <p><b>Knowledge Transfer:</b> What are the best strategies for addressing the challenges of caring for the elderly in changing circumstances?</p> <p><b>Education:</b> What is the best way to train and educate both the formal and informal the continuing care workforce under changing circumstances?</p>	<p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p> <p>How to educate formal and informal caregivers to meet the needs?</p>
7. Supportive Communities	Encourage and support Alberta communities in becoming age-friendly	<p><b>Knowledge Transfer:</b> What are the valuable knowledge transfer strategies for encouraging age-friendly communities?</p>	<p><b>Workforce:</b> Are current providers and students being educated in terms of age-friendly communities?</p> <p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?</p>
	Support and encourage the recognition of seniors' contributions to Alberta communities	<p><b>Knowledge Transfer:</b> What are the best knowledge transfer strategies to appropriately recognize seniors' contributions?</p>	<p><b>Workforce:</b> Are workers in the continuing care sector trained to recognize seniors' contributions?</p>
	Work with non-profit and voluntary sector organizations in developing and providing services and supports to seniors that reflect community needs and values	<p><b>Knowledge Transfer:</b> What are the best knowledge transfer strategies for working with diverse communities?</p> <p><b>Workforce:</b> Are there sufficient volunteers and workers in the non-profit and voluntary sectors to provide adequate services and supports to seniors?</p>	<p><b>Workforce:</b> What programming can be developed to support non-profit and voluntary sectors in Alberta to provide services and supports to seniors? How can it be delivered?</p>

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Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
		<b>Caregivers:</b> Are family caregivers supported by the programming by non-profit and voluntary sector organizations?	
8. Access to Government	Examine opportunities to align Alberta government programs and services to make them more accessible to seniors who are in need	<b>Appropriateness:</b> Are the services being delivered appropriate and accessible?  Do those who need the programs have the knowledge and ability to access them?	<b>Workforce:</b> Are government employees adequately educated in terms of issues related to the elderly and disabled?
	Explore ways of improving the connection between Alberta government-funded programs and services and those seniors in need	<b>Knowledge Transfer:</b> What are the best knowledge transfer strategies for connecting government to Albertans?	<b>Knowledge transfer:</b> Are there educational opportunities with government to transfer research findings to staff?

Report: Vision 2020			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
1. Providing the right service, in the right place and at the right time	Enhanced services in short-stay, non-hospital facilities	<b>Patient outcomes:</b> Differences in outcomes between hospital or long-term care stays and short-term care  <b>Patient safety:</b> What are the impacts on patient safety?	<b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?  Do caregivers, educators, and students have easy access to standards for continuing care?  Do they know how to use the standards in day to day caregiving?

Report: Vision 2020			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Develop incentive and training programs to encourage local recruitment of key health professionals and other staff;	<p><b>Education:</b> What is the best way to train and educate the continuing care workforce?</p> <p><b>Workforce:</b> What is the optimal workforce mix to support continuing care, both now and in the future?</p> <p>Where are the shortages in the workforce? What are the barriers to recruitment?</p> <p>How effective are incentive programs in recruiting key health professionals and other staff?</p>	<p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p> <p><b>Technology:</b> How can technology be used to educate and support caregivers?</p>
2. Enhancing access to high quality services in rural areas	Review the range of services at hospitals that are existing, approved and underway, and those in the capital planning process to ensure they reflect local requirements and evaluate what services can be delivered more effectively in either short-stay care, outpatient care or other clinic-type arrangements	<p><b>Patient outcomes:</b> What are the continuing services needed in rural areas in order to provide optimal care to those who need it?</p> <p>Differences in outcomes between hospital or long-term care stays and short-term care, outpatient care, or other clinic-type arrangements.</p> <p><b>Patient safety:</b> Is there a change in patient safety in rural areas?</p>	<p><b>Technology:</b> How can technology be used to educate and support caregivers?</p> <p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p> <p>How to educate formal and informal caregivers to meet the needs?</p> <p>Are sufficient numbers of people trained to evaluate health care programs?</p>
	Promote use of telehealth (e.g. remote monitoring, specialist consultation, etc.) for preventative care, treatment purposes, and increased access in local communities	<p><b>Patient outcome:</b> Evaluation of the efficacy, efficiency and quality of outcomes from the point of view of patients, and patient satisfaction with services</p> <p><b>Workforce:</b> What effect could technology have on the number and mix of health</p>	<p><b>Technology:</b> How can technology be used to educate and support caregivers?</p>

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Report: Vision 2020			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
		<p>professionals and other staff within the continuing care sector?</p> <p><b>Technology:</b> What continuing care services are best provided by telehealth?</p> <p>Does the continuing care population accept services provided in this mode?</p>	
3. Matching workforce supply to demand for services.	Introduce targeted near-term and long-term recruitment and retention strategies to attract and retain staff, with a special focus on health-care aides and nurses	<p><b>Workforce:</b> What are the barriers to attracting qualified workforce into the Continuing Care sector?</p> <p>Are there sufficient workers to provide optimal care?</p> <p>Home care vs supportive living vs long-term care centres – what workforce is needed?</p>	<b>Workforce:</b> How to make continuing care an attractive career option?
	Address barriers that currently limit health-care providers from working to the full extent of their education, skill and experience	<p><b>Workforce:</b> Clinical practice studies to identify work place distribution and relevance to training, experience and skills of practitioners and the impact on resources.</p> <p>Roles and responsibilities within the workplace – are providers practicing to the limits of their scope?</p>	<p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p> <p>Are sufficient numbers of people trained to evaluate health care programs?</p>
	Support health-care providers by implementing revised processes and tools such as automation that will help them do the job they have been trained to do	<p><b>Technology:</b> Are these the right tools? If not what are the right ones?</p> <p><b>Patient outcomes:</b> What impact does the use of these processes and tools have on continuing care patients?</p>	<p><b>Technology:</b> Are students being taught to use the current and upcoming technologies for care provision?</p> <p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p>

Appendix 2 from the Background Document for Community Networking Event  
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Report: Vision 2020			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Promote team-based care by continuing to focus on the development of models	<b>Workforce:</b> Model evaluation based on quality of clinical outcomes and healthcare worker and patient satisfaction studies	<b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?
4. Improving co-ordination of care and delivery of care	Address unique service gaps for mental health, addictions and seniors' care	<b>Patient outcomes:</b> Outcome studies coupled with patient satisfaction studies. Identification of best practices.	<b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?
	Develop and implement a patient navigator model to support Albertans in accessing and navigating a co-ordinated and seamless health system	<b>Patient outcomes:</b> Evaluation of models in terms of patient satisfaction and efficiency of patient navigation models as measured by quality of outcomes	<b>Workforce:</b> Do workers, educators, and students know how to navigate the health system and act as an advocate for patients/clients?
5. Building a strong foundation for public health	Focus on initiatives that support government and communities in encouraging healthy behaviours through the development of supportive and safe physical and social environments	<b>Patient Safety:</b> Do the changes in care practices enhance patient safety?	<b>Patient safety:</b> Is the workforce educated to ensure patient safety? How can those in the workforce be upgraded easily and effectively?

Continuing Care Strategy			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
1. Investing in Community Supports	Investment in home care funding - Enhance and expand home support services, increase daily care hours and expand self-managed care program.	<p><b>Caregivers:</b> What is the impact on caregivers as a result of changes in community supports?</p> <p><b>Patient outcomes:</b> Studies of efficacy, efficiency and quality of outcomes for home care</p> <p><b>Patient safety:</b> Do the changes in community supports enhance patient safety?</p> <p><b>Workforce:</b> What is the appropriate mix and number of health professionals to provide these services?</p> <p>Are the current education programs teaching the right skills for working in the community?</p>	<p><b>Workforce:</b> How can educational institutions train sufficient numbers of people to provide appropriate home care supports?</p> <p>Are sufficient numbers of people trained to evaluate health care programs?</p> <p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings, including the home?</p> <p>Do caregivers, educators, and students have easy access to standards for continuing care?</p> <p>Do they know how to use the standards in day to day caregiving?</p>
	Health system navigation - Assist Albertans with accessing the appropriate health and personal care programs and provide guidance on accommodations	<p><b>Patient outcomes:</b> Evaluation of models in terms of patient satisfaction and efficiency of patient navigation models as measured by quality of outcomes</p> <p><b>Patient safety:</b> What is the impact on patient safety?</p>	<p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p>
	Transitions back to the community - Assess residents of long-term care facilities and acute care hospitals beds for community placement opportunities	<p><b>Appropriateness:</b> Monitoring of the validity of patient assessment tools.</p> <p><b>Economic impacts:</b> The effect on waiting lists for long-term care beds.</p> <p><b>Patient outcomes:</b> What is the impact on patient outcomes?</p> <p><b>Patient safety:</b> What is the impact on patient safety?</p>	<p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?</p> <p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?</p>

Continuing Care Strategy			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Emergency department support - Provide response team that will support emergency room patients in finding more appropriate community-living options	<p><b>Economic impacts:</b> The effect on waiting lists for long-term care beds.</p> <p><b>Patient outcomes:</b> What is the impact on patient outcomes?</p> <p><b>Patient safety:</b> What is the impact on patient safety?</p>	<p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?</p> <p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?</p>
	Caregiver support and enhanced respite	<p><b>Caregiver:</b> What is the impact on caregivers in the short- and long-term?</p>	<p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p> <p><b>Caregiver:</b> How best to support informal caregivers in terms of education?</p>
	Community initiatives - Provide support to communities that will assist seniors and persons with disabilities to age in community settings	<p><b>Patient outcomes:</b> What is the impact on patient outcomes?</p> <p>Evaluation of strategies to deal with the needs of the aging population with disabilities.</p> <p><b>Patient safety:</b> What is the impact on patient safety?</p>	<p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p>
	Dedicated health technology funding - Introduce technology for health and safety monitoring	<p><b>Patient safety:</b> Are patients safer than before the introduction of the technology?</p> <p><b>Technology:</b> What is the appropriate technology and levels of technology in the continuing care sector?</p>	<p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p> <p><b>Technology:</b> Are students being educated in the latest technologies and how to use them in patient care?</p>
2. Sliding infrastructure that meets 'aging in the right place' vision	Replace 7,000 long-term care beds by 2015	<p><b>Appropriateness:</b> Evaluation of the impact of design on resident care.</p> <p><b>Economic impacts:</b> What is the economic impact of replacing the beds?</p>	<p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p> <p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?</p>



Continuing Care Strategy			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
		<p>By replacing, not adding, is there an economic effect to clients in supportive living and other alternative type housing?</p> <p>What are the impacts from the shift to supportive living and home care and away from long-term care?</p>	
	Improve investment model for the operation and development of new long-term care facilities	<p><b>Appropriateness:</b> Monitoring of the validity of patient assessment tools.</p> <p>Are the new facilities being built with capacity to provide the right level of care?</p> <p><b>Economic impact:</b> What is the impact of new investment models on operators?</p> <p><b>Patient safety:</b> Are patients receiving the appropriate level of care in order to maintain their safety?</p>	<b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?
	Support the development of 1,225 additional affordable supportive living spaces	<b>Appropriateness:</b> Are care needs able to be met through these models?	<b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?
3. Changing the way long-term care accommodations are paid	Increase incentives to encourage non-profit and private investment	<p><b>Appropriateness:</b> Are there sufficient resources for these incentives?</p> <p><b>Economic impact:</b> What is the economic impact to patients, family, and care provider organizations?</p> <p><b>Patient safety:</b> What are the impacts on patient safety?</p>	<b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?

Continuing Care Strategy			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Allow for enhanced service options	<p><b>Appropriateness:</b> Are continuing care patients receiving the appropriate services at the right time?</p> <p><b>Patient safety:</b> What are the impacts on patient safety?</p>	<p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals to provide care where needed?</p> <p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p> <p>Do caregivers, educators, and students have easy access to standards for continuing care?</p> <p>Do they know how to use the standards in day to day caregiving?</p>
	Continue government support for those in need	<p><b>Economic impact:</b> What is the economic impact to patients, family, and care provider organizations?</p> <p><b>Patient outcomes:</b> What is the impact on patient quality of life?</p>	<p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?</p>
4. Funding individuals based on needs and/or fund operators	Develop new funding model that will allow Albertans the opportunity to direct health and personal care services where they wish	<p><b>Appropriateness:</b> Do the new funding models meet patient and family needs?</p> <p><b>Economic impact:</b> Evaluation of current funding model for deficiencies and then development of an alternative, if necessary, that is better in some undefined way</p>	<p><b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?</p> <p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?</p>
5. Providing equitable pharmaceutical coverage	Provide equitable pharmaceutical coverage for seniors and persons with disabilities based on their needs - as outlined in the pharmaceutical strategy for Alberta	<p><b>Economic impact:</b> What are the impacts on the patients, the caregivers, and the health system?</p> <p><b>Patient outcomes:</b> What impact do the changes have on continuing care patients?</p>	<p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?</p>

Alberta Pharmaceutical Strategy			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
2. Improve drug coverage for seniors	Drug coverage for seniors will be redesigned, increasing support to those in need.	<p><b>Economic impact:</b> What are the impacts on the patients, the caregivers, and the health system?</p> <p><b>Patient outcomes:</b> What impact do the changes have on continuing care patients?</p>	<p><b>Workforce:</b> Are there sufficient pharmacists/pharmacy technicians in the workforce to provide adequate care to those in the continuing care sector?</p> <p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts of the pharmacy strategy on Albertans?</p>

Provincial Services Optimization Review: Final Report			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
1. Matching intensity of services to patient need	Shift selected services from LTC to supportive living and home care	<p><b>Patient safety:</b> What are the impacts on patient safety?</p>	<p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p>
2. Enhancing access to high-quality services in rural areas	Increase number and provincial management of telehealth programs	<p><b>Patient outcomes:</b> What impact does the use of technology have on continuing care patients?</p> <p><b>Technology:</b> What continuing care services are best provided by telehealth?</p> <p>Does the continuing care population accept services provided in this mode?</p> <p><b>Workforce:</b> What effect could technology have on the number and mix of health professionals and other staff within the continuing care sector?</p>	<p><b>Technology:</b> How can technology be used to educate and support caregivers?</p> <p>Can technology be used to train and educate caregivers more quickly and effectively?</p> <p>Are students being taught to use the current and upcoming technologies?</p>

Provincial Services Optimization Review: Final Report			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
3. Enhancing the capacity and effectiveness of Alberta's workforce	Enrich provincial recruitment and retention strategy	<p><b>Education:</b> what is the best way to train and educate the continuing care workforce?</p> <p><b>Workforce:</b> What is the optimal workforce mix to support continuing care, both now and in the future?</p> <p>Where are the shortages in the workforce? What are the barriers to recruitment?</p> <p>How effective are incentive programs in recruiting key health professionals and other staff?</p>	<p><b>Workforce:</b> Are there sufficient numbers of appropriately trained individuals?</p> <p>How to efficiently and effectively educate additional workers?</p> <p>How to educate formal and informal caregivers to meet the needs?</p> <p>Are sufficient numbers of people trained to evaluate health care programs?</p> <p>Are sufficient numbers of students being taught in an interdisciplinary environment?</p> <p>Are members of the current workforce fully capable of working in an interdisciplinary environment?</p>
	Deepen initiatives and incentives to increase productivity	<p><b>Economic impact:</b> What is the economic impact on the provider organizations?</p> <p><b>Patient outcomes:</b> How are patient outcomes affected by the productivity initiatives?</p> <p><b>Workforce:</b> What impact have the initiatives and incentives had on the workforce in terms of retention and recruitment? In terms of productivity?</p>	<p><b>Economic Impact:</b> Are there people adequately trained in order to access the economic impacts to Albertans?</p>
	Increase workforce efficiency by better matching work to skills	<p><b>Workforce:</b> Clinical practice studies to identify work place distribution and relevance to training, experience and skills of practitioners and the impact on resources.</p> <p>Roles and responsibilities within the</p>	<p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?</p>

Provincial Services Optimization Review: Final Report			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
		workplace – are providers practicing to the limits of their scope?  Are the right providers providing the right care in the right location?	
	Build on incentives for providers to work in rural areas	<b>Patient outcomes:</b> What are the continuing services needed in rural areas in order to provide optimal care to those who need it? And what providers are necessary to provide the services?  <b>Patient safety:</b> Is there a change in patient safety in rural areas?  <b>Workforce:</b> Have the incentives had an impact on the continuing care workforce in rural areas?	<b>Workforce:</b> Are there sufficient numbers of educated and trained providers in rural Alberta? How to best educate providers for rural and remote areas?  <b>Technology:</b> How can technology be used to educate and support caregivers?  Can technology be used to train and educate caregivers more quickly and effectively?
4. Improving the coordination of care	Create and strengthen linkages between current silos in the system	<b>Knowledge transfer:</b> What are valuable knowledge transfer strategies in relation to initiatives such as, multi-discipline teams or co-location of services?  <b>Patient outcomes:</b> What is the impact on patient satisfaction and quality of care?  <b>Patient safety:</b> Does enhanced coordination of care improve patient safety?	<b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?  <b>Workforce:</b> Are sufficient numbers of students being taught in an interdisciplinary environment?  Are members of the current workforce fully capable of working in an interdisciplinary environment?
	Increase operational efficiency of the system	<b>Patient safety:</b> What is the impact of a lean operational system on patient safety?  <b>Technology:</b> What is the impact of enhanced IT systems on care providers? On continuing care patients?	<b>Workforce:</b> Are sufficient numbers of people trained to evaluate health care programs?

Provincial Services Optimization Review: Final Report			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Integrate IT systems to enable better transparency and sharing of information	<p><b>Patient safety:</b> What is the impact of technology on patient safety?</p> <p><b>Technology:</b> What is the impact of enhanced IT systems on care providers? On continuing care patients?</p>	<p><b>Technology:</b> Are students being taught to use the current and upcoming technologies for care provision?</p>

Safety in Long-term Care Settings			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
1. Improve and ensure the safety of residents in LTC	Improve the clarity and accuracy of medical information when patients are transferred from one health care facility to another (e.g., acute care to LTC) so that information is not lost or misinterpreted in the process	<p><b>Patient safety:</b> What is the impact of technology on patient safety?</p> <p><b>Technology:</b> Are new technologies being implemented appropriately in the continuing care sector?</p>	<p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p> <p>Do caregivers, educators, and students have easy access to standards for continuing care?</p> <p>Do they know how to use the standards in day to day caregiving?</p> <p><b>Technology:</b> Are students being taught to use the current and upcoming technologies?</p>
	Identify ways for nursing home staff to improve their communication with residents and families and disclosure of information when an adverse event occurs	<p><b>Knowledge transfer:</b> what are valuable knowledge transfer strategies between families and staff?</p> <p><b>Patient safety:</b> Does enhanced communication between staff and family improve patient safety?</p>	<p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, students and families?</p>

Safety in Long-term Care Settings			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
	Enhance the education of nursing home staff at all levels and across disciplines incorporating patient safety concepts into the curriculum so that safety is seen as an integral part of resident care. This includes basic fundamental information about patient safety concepts (e.g., culture assessment, root cause analysis) and leadership training for those in a management position	<p><b>Education:</b> Is patient safety being taught in education programs? In continuing education programs?</p> <p><b>Patient safety:</b> Are patient safety concepts incorporated in care?</p> <p><b>Workforce:</b> Is there an increase in the use of interdisciplinary teams?</p> <p>What is the impact of interdisciplinary teams?</p>	<p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p> <p><b>Workforce:</b> Are sufficient numbers of students being taught in an interdisciplinary environment?</p> <p>Are members of the current workforce fully capable of working in an interdisciplinary environment?</p>
	Introduce health information technology such as computerized physician order entry and medication administration, incident reporting and quality improvement systems, and electronic medical record implementation in LTC homes	<p><b>Knowledge transfer:</b> what are valuable knowledge transfer strategies for evidence-based used of technology?</p> <p><b>Patient safety:</b> Does the use of technology have an impact on patient safety and quality of care?</p> <p>Does technology improve critical incident reporting? Decrease the numbers of incidents?</p> <p><b>Technology:</b> What are the appropriate technologies to use in continuing care?</p> <p>What is the impact of health information technology in continuing care?</p>	<p><b>Technology:</b> How can technology be used to educate and support caregivers?</p> <p>Can technology be used to train and educate caregivers more quickly and effectively?</p> <p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?</p>

Safety in Long-term Care Settings			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
		<p>Is the technology compatible with building infrastructure?</p> <p><b>Workforce:</b> What is the impact of health information technology on the workforce in continuing care?</p> <p>Do staff have the skills necessary to appropriately use the technology?</p>	

Safety in Home Care			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
<p>1. As more emphasis is placed on home-care and the need for home-care increases, a number of areas requiring further research have been identified in relation to safety of patients</p>	<p>As Alberta places more emphasis on home-care as part of the continuing care spectrum, it will be important to address the issues raised by the Canadian Patient Safety Institute.</p>	<p><b>Caregiver:</b> what the impact is of caregiver burden on the physical, emotional, functional, social safety of clients, families, caregivers, and providers;</p> <p><b>Economic impact:</b> what the costs are, in terms of health and money, to patients, families, caregivers, providers, and society to not attend to prevention and mitigating safety risks for these different populations (especially, the “<i>cost of doing nothing</i>”);</p> <p>what the influence is of an increased proportion of home care funding and services directed at post-acute care clients, in lieu of prevention and health promotion for the larger proportion of clients with chronic co-morbid health conditions;</p>	<p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?</p> <p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p> <p>Do caregivers, educators, and students have easy access to standards for continuing care?</p> <p>Do they know how to use the standards in day to day caregiving?</p> <p><b>Technology:</b> How can technology be used to educate and support caregivers?</p> <p>Can technology be used to train and educate caregivers more quickly and effectively?</p>



Safety in Home Care			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
		<p><b>Knowledge transfer:</b> what are valuable knowledge transfer strategies for evidence-based home care practice (i.e. medication reconciliation and wound care)</p> <p><b>Patient safety:</b> what the major safety concerns are (i.e. physical, emotional, functional, and social) in home care for clients, family, caregivers, and providers;</p> <p>how to work proactively to prevent and mitigate safety risks;</p> <p>what the mental health issues are for clients, families, caregivers, and providers and how they impact the safety of all involved;</p> <p>what are effective strategies to increase safety given the uniqueness and diversity of each home care situation;</p> <p><b>Technology:</b> how to develop and evaluate a communication infrastructure, in particular the electronic communication, and to facilitate continuity across the continuum of care;</p>	

The Safety Competencies			
Issue/recommendation/goal	Strategy to meet the goal	Area of research needed	Potential Educational Opportunities
1. Implementation of the Patient Safety Competencies	As the patient safety competencies are rolled out, and as the need for continuing care increases in Alberta, it will be important to review how the competencies are being taught, the impact they have on health professionals practice, and the impact on patient safety	<p><b>Education:</b> Changes in the education of health professionals</p> <p><b>Knowledge transfer:</b> what are valuable knowledge transfer strategies for patient safety competencies</p> <p><b>Patient Outcomes:</b> Baseline data on critical incidents;                      Changes in critical incidents in continuing care and the reasons for the changes</p> <p><b>Workforce:</b> Changes in practice based on competencies</p> <p>Increase use of interdisciplinary health care teams</p>	<p><b>Patient Safety:</b> Are caregivers trained and supported to ensure patient safety in all settings?</p> <p>Do caregivers, educators, and students have easy access to standards for continuing care?</p> <p>Do they know how to use the standards in day to day care giving?</p> <p><b>Knowledge transfer:</b> How best to transfer research findings to staff, educators, and students?</p>