

Community Needs Driven Research Network

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Alberta Health Services Policy Inconsistencies

Alberta Health Services' (AHS) policies have been observed as varying across the province, with information and service gaps in certain areas. This theme was particularly identified as being critical by participants in Southern Alberta. The lack of consistency in AHS policies lead to misunderstanding among clients and staff, which impacts care particularly in rural and more remote sites.

What policy inconsistencies exist?:

Several policy inconsistencies exist that can result in confusion across care location in Alberta, including:

- Terminology; and
- Service access (with clients in Southern Alberta being at a disadvantage compared with those in Edmonton or Calgary)



Who do AHS policies target?:

Alberta Health Services has also developed policies and service planning to respond to the needs of the major cities, but the specific situation faced by the continuing care sector in remote and rural areas has not been well considered. Rural and remote site do not have the services and capacity of urban facilities. Also, the remote locations of clients place extra demands on case-loads. These concerns were supported by discussion from the northern community networking events, where service gaps were stressed often.



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What did front-line workers say?:

- “They have to get it all together so that we are on the same page so that everybody is getting the same services because we are not... So that if you go into a facility it looks the same whether you are here, or here, or there.”
- “They keep changing the words and the levels and everything, so it’s hard for... and they don’t really inform you when these things are changed, necessarily, so it’s hard to know.”

