



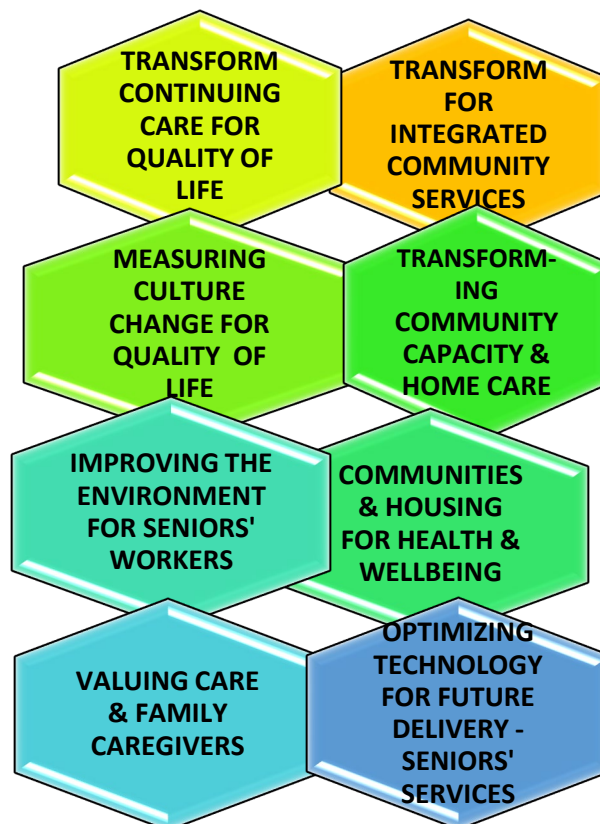
ALBERTA ASSOCIATION ON GERONTOLOGY

Futures Policy Forum

*Transforming Healthy Aging and Quality of Life
for Older Albertans*

FINAL REPORT: WEBINAR SERIES 2022/23

ADVANCING A CULTURE AND COMMUNITY FOR CHANGE



May 26, 2023

ALBERTA'S OPPORTUNITY: A CALL FOR ACTION

Alberta's "MNP" report (April 2021, [Enhancing Quality in Facility-Based Continuing Care](#)) provided a compelling vision for Alberta with a comprehensive three-tier plan for transforming systems and services in the province. Fundamental to this plan is developing new models of services and making investments to reflect changing expectations of citizens and leading practices across the world, while enhancing long-term financial sustainability of older adult services and the health care system. **This is our call for action.**

The Vision in the MNP Report is Alberta's Opportunity!

- ✚ **"Albertans are supported to be healthy and active in their community, with an improved QUALITY OF LIFE, and they are engaged, empowered, and enabled to live in inclusive communities with social connectedness and health care access." (MNP, 2021, p. 42)**

The webinar series featured two anchors to moving forward to a future focused on quality of life, with calls to government, providers, and practitioners to take action to bring these words to life:

- ✚ **Grassroots input described what is important to citizens to achieve quality of life with person-centered/directed practice and engagement (webinars 4 & 5).**
 - *Having purpose in life.*
 - *Having individual preferences and understood and accepted; living at risk if not a risk to others.*
 - *Being able to develop relationships with program and care providers, with service providers connected with each other (including physicians).*
 - *Feeling good (e.g. without pain).*
 - *Having choice; recognizing the complexity of quality of life/care decision-making.*
 - *Having discussions about care & support needs that reflect a holistic view of what it takes to live in community with increasing frailty.*
 - *Being provided with information about options for services, not just care/treatment needs.*
 - *Being accepted regardless of ethnicity, circumstances, preferences, needs, whether as the recipient of service or as a care partner.*
 -
- ✚ **System designers were given the challenge in webinar 8 for "Aging in the Right Place" from the National Institute on Aging. It's about:**
 - *Promoting preventive health and better chronic disease management.*
 - *Strengthening home and community-based care and support for unpaid caregivers.*
 - *Developing more accessible and safer living environments.*
 - *Improving social connections to reduce loneliness and social isolation.*

Webinars focused on the MNP transformation plan for change; learning and recommendations for this journey are summarized in the Executive Summary and elaborated upon in the Report.

Going forward, the depth of the transformation of services and systems required is illustrated by a recent quote from Dr. Zayna Khayat.

- ✚ **"Our healthcare system was designed around the system, the payers, the buildings, the clinicians. Well, the centre should be the patient/citizens in communities. They are the reasons we have healthcare"** (Dr. Khayat in her presentation with Debbie Gamble, "Presentation on Trust and Digital Health" quoted in Linked In, May 4, 2023; changes in wording to include "citizens in communities" approved by Dr. Khyat))

EXECUTIVE SUMMARY

AAG’s Future Policy Forum (FPF) began January 2022 with the overarching intent of advancing a culture and community for change in support of Alberta’s vision for healthy aging and quality of life and the comprehensive plan for transformation of services and the system, as set out in the MNP Report (April 2021). The first initiative was establishing the multi-sector Stakeholder Collaborative Committee (SCC) which began meeting January 2022. The SCC approved the plan for a webinar series February 2022.

Webinars were designed to be a catalyst for developing a culture and community of change by engaging individuals in the change process. Implementation was guided by learning from the ADKAR Model for systemic change, with the following goals:

- **Broad Reach:** To reach of diverse stakeholders across Alberta including citizens, individuals receiving service, caregivers, families, front-line professionals, academics, organizations, and government.
- **Aims:**
 - **Aim 1:** Shared learning about the reasons and implications of transformative change.
 - **Aim 2:** Engagement of citizens, aging adults, and experts, to discuss the evidence for change, and the methods, benefits, and opportunities for change.

Eight webinars were implemented from April 2022 to March 2023, with three areas of focus:

Foundations for Change	Transformation Opportunities	Supports for Change
<ul style="list-style-type: none"> ▪ #1-April 2022: Transforming Continuing Care to a Quality of Life ▪ #2-May 2022: Transforming to Integrated Community-Based Services for Older Adults 	<ul style="list-style-type: none"> ▪ #4-Sept 2022: Implementing & Measuring Culture Change to Achieve Quality of Life for Older Adults ▪ #5-Oct 2022: Transforming Community Capacity & Transforming Home Care & Community Seniors’ Services ▪ #8-March 2023: Innovation in Community-based Housing: Communities & Housing for Health & Well-being 	<ul style="list-style-type: none"> ▪ #3-March 2022: Improving the Environment for Seniors’ Services Workers ▪ #6-January 2023: Valuing Care and Family Caregivers ▪ #7-February 2023: Optimizing Technology & Innovation in the Future Delivery of Seniors’ Services

Webinars were delivered by ZOOM based on a 10-point standardized structure and process. They were free to participants. Overall, delivery was highly successful; lessons learned from the process are outlined in the Report.

Significant results were achieved in relation to REACH and AIM 1: *Strong numbers and diversity of individuals participating, with demonstrated value of the webinars to advance awareness of key topics in Alberta’s transformation plan, along with beginning indications of desire/motivation of individuals across the province to continue their involvement. Most hopeful for ongoing engagement and use of the knowledge imparted in the webinars is the ability to access webinar resources on the AAG web and YouTube.*

1. ***Reach: Webinars achieved reach in numbers and diversity of participants.***
 - The objective of reaching a broad range of stakeholders was met with 693 different individuals attending the webinars.
 - Average attendance per webinar ranged from a low of 122 to a high of 203, with the average being @ 150. The biggest challenge to attendance was reported to be the busyness of individuals and competing priorities on time.
 - Registrations were from across the province with approximately 1/3 from each of Edmonton and Calgary zones and the remainder from across the province, in keeping with the distribution of population in the province.
 - Attendees represented broad affiliations, including citizens with an interest in the topic (usually the highest number) with individuals working in government, education, and service delivery organizations making up the remainder. Depending on the subject, a few members of industry and local municipalities were represented.

2. ***High value was reported for each webinar.***
 - Motivations to attend were primarily related to the importance of the topic to the individual and the desire to learn more.
 - High value was placed on the ability to learn from international experts, as well provincial ministry representatives regarding what is happening/planned for Alberta.
 - Several individuals attended more than one webinar: 155 attended two webinars, 68 attended three webinars, and 42 attended four webinars. There was a representative from government in each webinar.
 - Positive feedback was received re the value of the content and the quality of the experience for each webinar.

3. ***Intention to use webinar materials was high at the time of the webinar and is borne out by use that is ongoing.***
 - Post-webinar surveys show intention to access webinar resources to support ongoing change efforts by respondent organizations and for continued individual learning.
 - Hits to the You Tube video recording of each webinar began immediately after the video was posted and is continuing. These appear to be more popular than accessing resources on AAG's website (an area needing further development to improve ease of use).
 - ***There have been 770 views of You Tube Videos from May 2022 to May 2023.***

Total reach of webinars to date indicates close to 1500 individuals now have information about Alberta's transformation journey for healthy aging and quality of life for older Albertans because of the webinars, with the potential for continued learning through the YouTube resources and AAG's Website.

For AIM 2, post-webinar surveys provided opportunities for attendees to share their knowledge about needs for change and the methods, benefits, and opportunities for change.

1. ***A very important contribution to a culture and community for change: Grass roots input to what matters for quality of life and the challenge from the National Institute for Aging for "aging in the right place" as described in the Executive Summary.***
2. ***Webinar-specific input identified priorities for change; a report for each of the 8 Webinars outlines strategies for action and is informing follow-up action.***
3. ***Based on analyses of input from the 8 webinars and key messages from speakers, webinars provide three signals of opportunity and risk for the transformation journey, informing the way forward for all parties.***



Moving Forward: There is understanding and appreciation that change is underway.

There is recognition and support for the new Continuing Care Act, increased funding for continuing care, demonstration projects underway, and the collaborative environment in Alberta between government and change leaders. Non-govt provincial change leaders like Healthy Aging Alberta and Caregivers Alberta are valued and available to mobilize change within and across sectors.



Enablers Needing Attention: There are cautions regarding the need to ensure continued momentum with the implementation of changes underway.

Full implementation of the Continuing Care Act & related regulations and standards creates the opportunity to incorporate webinar learning re indicators for quality of life; strengthening the community-based sector and shifting to an orientation of “community-focused” engagement and service delivery will take both funding and demonstration of new approaches that create new value; culture shifts for person-centered/directed services are required across all service providers. This includes improving ease of accessing service information and navigating across providers. Words related to the potential for technology to be “a game changer” need to become actions with clarity re value and priority and cost-benefit.



Barriers Needing Action, Change & Investment to Realize the Future

- Current service delivery issues related to long-standing inadequacy of staffing & funding for continuing care (especially facility-based continuing care and home care) to improve current quality & access: a precursor to service change, key to building public trust in the vision for change.
- Workforce issues impacting seniors’ services workers, with creative and coordinated strategies to improve situations today and prepare for a future with changing demographics and expectations.
- Need to move from current models of service delivery and funding to new approaches to get new results (e.g. line-by-line financial accountability for continuing care as opposed to outcome-focus; task -focused contracting for Home Care, rather than integration of care and housing; potential for new housing models like small home environments but without clarity & support for development of new service delivery & funding approaches).
- System design that creates barriers for intended futures (e.g. case management for SL4; system navigation; administrative processes).
- Family care partners not integrated into care processes and supported.
- Primary care services not integrated and not providing complementary value with services and supports in communities.

Webinar impact is not just about reporting input for change, but in ensuring action takes place.

- **Many of the above areas in the yellow and red zones for change align with priorities for transformation initiatives of the Ministry of Health and Ministry of Seniors, Community & Social Services as outlined below:** SCC is monitoring action with Ministry updates to SCC.
 1. *Optimizing implementation of Continuing Care Act* to emphasize quality of life and required culture changes.
 2. *Addressing long-standing staffing and funding issues to improve quality* in Care Homes and in Homecare and other community services.
 3. *As a second area of investment, develop new models for care homes, community services, housing, and primary care*, taking advantage of demonstration initiatives to expedite change & mobilize learning.
 4. *Re-examining priorities from MNP report to remove systemic barriers to effective teamwork and collaboration* with partners & engagement of citizens in planning & implementing care/supports (case management for SL4; transition services)
- **Three areas have been identified in the post-webinar reviews by SCC as priorities for cross-sector engagement and action to strengthen system-wide supports for change:**
 1. *Strengthening the workforce*, with an action plan from the Workforce Think Tank that built on Webinar 3: Accountability: SCC –planning underway Summer/Fall 2023

2. *Developing a “provincial map” of caregiver supports to coordinate and optimize existing services as well as create a base to strengthen value to caregivers, the key recommendation from Webinar 6: Accountability for moving this forward—Caregivers Alberta with U of A’s Family Caregiver Leaders: Update Winter 2024*
3. *Developing a strategy to enhance support for expected IT/IM/Digital operations by providers across all sectors along with a second strategy to optimize technology innovations to transform seniors’ service, the summary recommendation from Webinar 7. SCC to develop a plan –Fall 2023 for action thereafter.*

Webinar speakers and respondents identified three additional areas to move towards Alberta’s vision by addressing the challenge of reorienting the system to a focus on people and communities:

1. *Examining incentives/levers for change to shift to a culture of person-centered/directed practice and community-focused environments where people and services connect and make Alberta’s vision real.*
 - This includes further discussions about anchoring planning and service delivery in social determinants of health and outcomes that matter to older adults and improving person-centered system navigation.
2. *Examining how the provincial system of services is structured to improve focus, enhance coordination for user value, increase cost-effectiveness of service delivery, and enhance accountability for change and impacts.*
3. *Developing expertise, discipline, and metrics to identify cost-benefits of the changes at service and system levels to support continued investment to transform the system of services and supports for older Albertans, while ensuring best use of health care system resources for everyone.*

Moving forward, AAG’s Culture Change Project (to March 2024) extends the learning from the webinar services with four areas of focus important to systemic change:

- Examining strategies and processes for an integrated system of community services anchored in social determinants of health.
- Engaging stakeholders regarding thought leadership for healthy aging with a future of longevity and diversity.
- Developing recognition and communication strategies to raise the profile of “change makers” and the “changes” we wish to see.
- Evaluating the Futures Policy Forum and the Culture Change Project for lessons learned and examination of potential processes and structures for continued cross-sectoral dialogue and learning to mobilize the transformation journey.

Overall, the goals of the webinar series were met:

- ***Webinars are contributing to a culture and community for change with benefits to webinar attendees with new awareness, knowledge, and supports for the journey ahead.***
- ***Webinars are advancing both the culture and community for change and the transformation agenda with change leaders in government, associations, service providers, and citizens having new perspectives, information, opportunities to sharpen strategic directions, and web-based resources for moving forward.***

ACKNOWLEDGEMENTS

The Webinar Series was made possible by sponsorships that provided funding to AAG to cover the costs of the ZOOM host and additional webmaster work.




AAG recognizes and thanks the following financial sponsors:

- **Platinum Sponsors**
 - ✦ Alberta Blue Cross
 - ✦ Alberta Continuing Care Association
 - ✦ Alberta Innovates
 - ✦ Alberta Seniors & Community Housing Association
 - ✦ Good Samaritan Society
 - ✦ Silvera for Seniors
 - ✦ United Active Living
 - ✦ WE Seniors (Westend Seniors Activity Centre)
- **Gold Sponsors**
 - ✦ Alberta Gerontological Nurses Association
 - ✦ Brenda Stafford Foundation
- **Silver Sponsors**
 - ✦ Alberta Medical Association
 - ✦ Alberta Therapeutic Recreation Association
- **Bronze Sponsors**
 - ✦ CBI Health
 - ✦ Lifestyle Options Retirement Communities
 - ✦ University of Calgary, Brenda Stafford Centre on Aging

AAG also thanks its webinar implementation team (V. Lai, M. Raasok, L. Mansell, S. Anderson, C. Zimmer, G. Maier, and J. Leafloor) whose expertise and in-kind contributions of time allowed the webinar series to be developed, implemented with dissemination of results, and supported with resources available for ongoing use and value. The expertise of Jordanna Bubar as our ZOOM Consultant is acknowledged, as is support from AAG communication & marketing resources, Andrea Dunne and Gail Kostiw.

Finally, the webinars gained their ultimate value from the speakers who contributed their expertise and time on a voluntary basis. A total of 45 speakers were involved; they came from the U.K. (1), Denmark (2), Canadian Change Leaders (4), Assistant Deputy Ministers from Ministry of Health (2), Alberta Champions of Change (22), persons with lived experiences (5), and AAG members as Webinar Chairs (8).

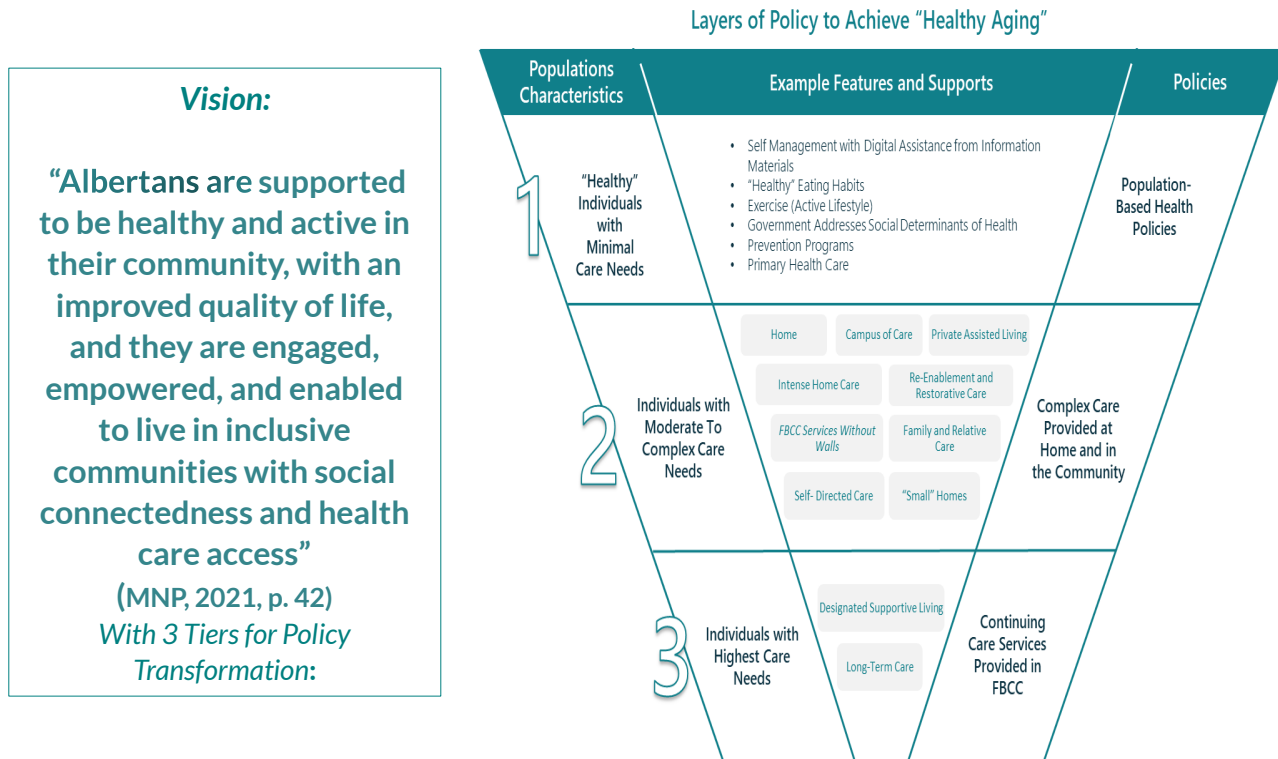
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 Supports for Change	
--Improving the Environment for Seniors’ Services Workers	
--Valuing Care and Family Caregivers	
--Optimizing Technology & Innovation in the Future Delivery of Seniors’ Services	

1.0 PURPOSE AND SCOPE OF WEBINAR SERIES

1.1 Purpose

- Alberta's MNP Report (see AAG website, Futures Policy Forum for an overview and links to the Report) sets out a powerful plan for a future of healthy aging and quality of life for older Albertans:
- In January 2021, AAG initiated a strategy, the Futures Policy Forum (FPF), to create a culture and community for change in support of Alberta's vision and transformation initiatives.



- The first initiative was to establish a cross-sectoral Stakeholders Collaborative Committee (SCC) to guide initiative of the FPF and develop as role models for cross-sectoral change through committee dialogue and learning.
- In February 2022, the SCC approved a webinar series which became the major initiative in 2022/23 for the FPF.
- **The webinar series was to be a catalyst for developing a culture and community of change by engaging individuals in the change process, in keeping with learning from the ADKAR Model for systemic change. The focus was on striving for Broad Reach with two AIMS:**
 - **Broad Reach:** To reach of diverse stakeholders across Alberta including citizens, individuals receiving service, caregivers, families, front-line professionals, academics, organizations, and government.
 - **Aims:**
 - **Aim 1:** Shared learning about the reasons and implications of transformative change.
 - **Aim 2:** Engagement of citizens, aging adults, and experts, to discuss the evidence for change, and the methods, benefits, and opportunities for change.

1.2 Webinar Impact Model: ADKAR

- Delivery of the webinars was early in the transformation journey, starting April 2022, with a focus on opportunities for individual engagement. Given this, the [ADKAR](#) model of change management was helpful in designing the webinars.
 - “ADKAR” is an acronym for the five outcomes an individual needs to achieve for a change to be successful: Awareness, Desire, Knowledge, Ability, Reinforcement.
 - The ADKAR model for change management provided a simple framework for thinking about the webinars, as described in Table 1:

Table 1: Application of ADKAR to AAG’s Webinar Series

ADKAR	Focus	Webinar Experience & Opportunity for Impact
A	Awareness —of the need for change	Webinars were sequenced to build learning and designed to enhance awareness of the MNP plan with evidence from provincial, national and international speakers. Where possible, discussants were involved to share lived experiences.
D	Desire —to participate & support the change	Post-webinar survey questions probed attendee motivation for attending the webinar & opportunities to use webinar resources after the webinar. Statistics regarding repeat participation in webinars suggest motivation to participate in the transformation journey.
K	Knowledge —on how to change	Post-webinar survey questions probed attendee motivation for attending the webinar and asked for input regarding areas important to the change.
A	Ability —to implement desired skills and behaviors	Speakers were asked to provide practical applications of the evidence and importance for the proposed areas of transformation. Post-webinar survey questions asked for input regarding areas important to the change. Webinar reports summarized input and provided an outline of recommended steps forward.
R	Reinforcement —To sustain the change	Participant input was honored in Webinar Reports which were shared with decision makers on SCC and posted on AAG’s web. There is an ongoing challenge to develop meaningful communication strategies regarding the transformation journey; there is a potential to recognize “change makers” in future awards. For the system, there are larger questions related to systemic/cultural changes that enable individuals to contribute to the future.

1.3 Scope of Webinar Series

- Eight webinars were implemented from April 2022 to March 2023, with three areas of focus:

Foundations for Change	Transformation Opportunities	Supports for Change
<ul style="list-style-type: none"> ▪ #1-April 2022: Transforming Continuing Care to a Quality of Life ▪ #2-May 2022: Transforming to Integrated Community-Based Services for Older Adults 	<ul style="list-style-type: none"> ▪ #4-Sept 2022: Implementing & Measuring Culture Change to Achieve Quality of Life for Older Adults ▪ #5-Oct 2022: Transforming Community Capacity & Transforming Home Care & Community Seniors’ Services ▪ #8-March 2023: Innovation in Community-based Housing: Communities & Housing for Health & Well-Being 	<ul style="list-style-type: none"> ▪ #3-March 2022: Improving the Environment for Seniors’ Services Workers ▪ #6-January 2023: Valuing Care and Family Caregivers ▪ #7-February 2023: Optimizing Technology & Innovation in the Future Delivery of Seniors’ Services

2.0 WEBINAR DELIVERY METHODOLOGY

2.1 Methodology

- AAG developed a 10 -point plan for delivery of each webinar within the intentionally developed webinar series. This is described in Table 2.

2.2 Lessons Learned

- For Webinar participants, the 90-minute length appeared to be a length that could fit within their day based on statistics regarding departures from the session; delivery at noon seemed to be the best time based on input requested in Webinars 1 & 2. Ability to access webinar resources (slides, video recording, report) after the webinar was appreciated.
- The only recurring concern from potential registrants was the inability for individuals without ZOOM to participate. They were provided with the opportunity to access the events on AAG's web.
- Input from members of the Webinar Team regarding lessons learned from using the 10-point delivery methodology follows:
 - Overall, the methodology proved invaluable to deliver the webinar series with quality.
 - Areas that worked well:
 - Development based on the webinar "agenda" outlining objectives & coordinating speaker input.
 - Webinar topics aligned with areas of high importance to the transformation journey.
 - Consistency of the Webinar Coordinator for the whole series to coordinate webinar activities,
 - Guide data collection, develop webinar reports, coordinate debriefing after each webinar.
 - Support by the ZOOM Host for professional delivery and the statistical analyses.
 - Speaker mix & preparation, through engagement with the Chair. Attendance was highest with presence of national and international leader and Ministry officials.
 - Involvement of Platinum sponsors for introductory remarks contributed to webinar relevance.
 - ZOOM delivery, familiar to participants.
 - For future webinar implementation:
 - An 8-webinar series is at the upper limit to sustain both interest and effort; 3-4 speakers make best use of time. A speakers' package might be helpful to prepare them. Consider a paid coordinator.
 - Delivery needs to be supported by a robust marketing plan, including social media.
 - AAG's website needs to be examined to ensure ease of locating webinar resources.
- Delivery of a webinar series is a significant undertaking. It requires committed resources with knowledge and expertise. Sponsorship funds (total of \$20,000) covered the cost of paid resources; AAG members volunteered time equal to the funds donated.

2.3 Conclusions

- As will be demonstrated in the next section, *the webinar series delivered on the objectives for this change initiative.*
- *AAG, as a multi-disciplinary organization focused on integrating evidence and practice, was well positioned to offer this series, and received positive feedback from participants for this initiative.* This also enhanced success in gaining very strong speakers.
- *Having the Stakeholder Collaborative Committee as the sponsor for the series created an important link to ensuring credibility and value from the webinars.*

Table 2: AAG Methodology for Delivering the Webinar Series

Delivery Component
<p>1. Scope of Webinar Series</p> <ul style="list-style-type: none"> ❖ Approved by SCC as top 8 areas for attention in developing a culture & community for change Sequencing adjusted during year to optimize speaker availability & inter-connections across webinars ❖ Each webinar was defined by an “agenda” which articulated the objectives for the webinar and guided planning the speakers.
<p>2. Webinar Delivery Team</p> <ul style="list-style-type: none"> ❖ Implementation Coordination, Post-Webinar Survey, Review & Reporting (Marlene) ❖ Strategic resource & connection for international speakers (Vivien & chairs) ❖ Chairs for each Webinar (speaker engagement & delivery host) ❖ ZOOM Host & Statistician (Jordanna Bubar) ❖ AAG Webmaster (Andrea; then Jordanna) for Marketing & Website Management ❖ Development of Video Materials (Sharon)
<p>3. Webinar Structure</p> <ul style="list-style-type: none"> ❖ Webinars were 1.5 hours long, delivered over noon hour (12-1:30), based on feedback from 1st two sessions
<p>4. Speaker Mix & Preparation</p> <ul style="list-style-type: none"> ❖ Focus was on profiling Alberta leaders AND national & international resources ❖ Speakers were engaged individually or as a group to plan the webinar ❖ Pre-Webinar Technical Briefing immediately prior to Delivery
<p>5. Webinar Marketing</p> <ul style="list-style-type: none"> ❖ Intent: min 4 weeks/ideally 6 weeks before Delivery ❖ With Marketing PDF highlighting topics & speakers ❖ Marketing through <ul style="list-style-type: none"> ■ SCC members for their members ■ AAG Mail Chimp—2 mailings ■ Targeted Marketing to Key Contacts ■ Follow-up to Previous Registrants
<p>6. Webinar Registration</p> <ul style="list-style-type: none"> ❖ Marketing PDF with ZOOM Link ❖ One week reminder by ZOOM Host
<p>7. Webinar Delivery</p> <ul style="list-style-type: none"> ❖ Through ZOOM ❖ Plan: Introduction (10 min per chair Slides & Platinum sponsor); speakers (@ 4 for 50-60 min); Q & A for 10 minutes with final Question to Speakers
<p>8. Webinar Impact Analysis</p> <ul style="list-style-type: none"> ❖ Registration Stats—ZOOM Host ❖ Post-Webinar Survey to Attendees (completed by @ 25%) ❖ Webinar Report with Statistical Analyses & Priorities for Change for SCC Discussion & Action Planning ❖ Summary Webinar Reporting to SCC
<p>9. Post Webinar Resources</p> <ul style="list-style-type: none"> ❖ <i>Speaker Slides & Video Taped Session</i> available in 1 week on AAG Web ❖ <i>YouTube for Video Taped Session</i> ❖ <i>Webinar Report</i>- 2 months after webinar following SCC review ❖ Speaker Summary; Statistics re Reach; Participant Priorities; Directions for Change ❖ Profile/Ease of Access to Webinar Resources, i.e. AAG website, YouTube
<p>10. Sponsors/Contributors</p> <ul style="list-style-type: none"> ❖ <i>Direct costs (ZOOM Host, AAG Webmaster) covered by Sponsor Revenue; In kind by AAG resources equal to direct costs!</i> ❖ Platinum Sponsors spoke as part of Webinar Introduction; -All Sponsors Recognized on AAG website

3.0 RESULTS—AIM 1

Aim 1 was focused on:

- a. broad reach to diverse stakeholders across Alberta including citizens, individuals receiving service, caregivers, families, front-line professionals, academics, organizations, and government.
- b. shared learning about the reasons and implications of transformative change. The following are summary statistics across the 8 webinars; webinar-specific data are provided within each of the Webinar Reports.

3.1 Reach—from Registration Data

- Webinar attendance ranged from a low of 122 to a high of 204.
- Variation in attendance was impacted by competing events (especially for webinar 6 where a number of usual participants were at a concurrent session with AH) & marketing challenges by AAG. The topics also attracted various levels of interest, as did the presence of national and international speakers and representatives from government ministries.

	Webinar 1	Webinar 2	Webinar 3	Webinar 4	Webinar 5	Webinar 6	Webinar 7	Webinar 8
Attendance	181	133	122	152	148	156	203	138

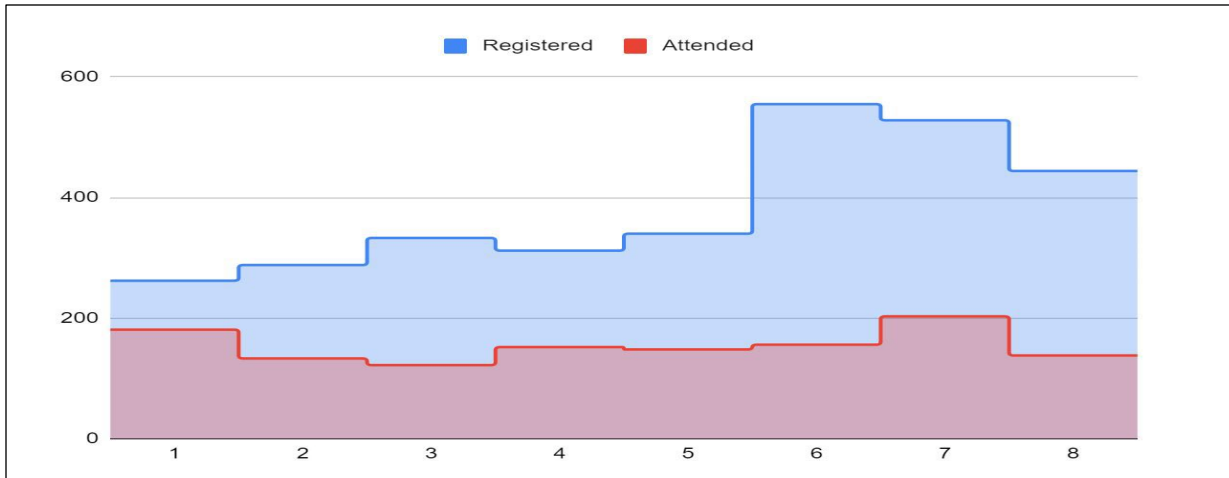
- Attendees came primarily from Edmonton and Calgary Health Zones (about 1/3 of attendees each), with the balance of attendees from a range of smaller urban centres and rural Alberta. This is in keeping with the distribution of population in the province.
- Major reasons why attendees registered but did not attend were because of workload pressures.
- Attendees represented the desired diversity of stakeholders, with small changes from one webinar to another due to appeal. Government representatives attended each webinar.

**Affiliations of attendees, by most popular designation show diversity for each webinar
(numbers represent ranking of attributed affiliation out of the total replies)**

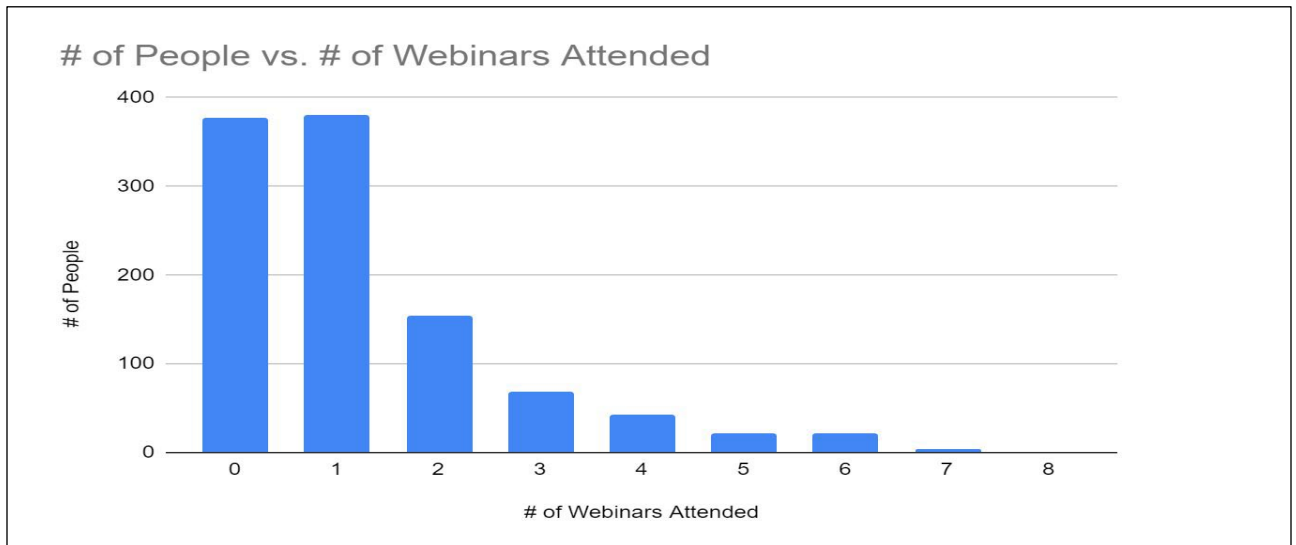
	Webinar							
	1	2	3	4	5	6	7	8
Citizens interested in the future of seniors' services	#1	#1	#1	#1	#1	#1	#1	#1
Educators	#6	#7	#7	#7	#6	#6	#3	#5
Employed representing continuing care	#3	#5	#3	#3	#3	#4	#4	#3
Employed representing seniors' serving organizations & housing	#7	#4	#6	#6	#7	#7	#6	#3
Health care provider	#2	#2	#3	#2	#2	#2	#2	#2
Family Caregivers	#5	#6	#5	#4	#4	#3	#5	#3
Volunteer/community services advocate	#4	#3	#4	#5	#5	#5	#7	#4

- Analysis of trends over time show that the number of participants who registered was significantly higher than the number of attendees (as reported above). The process of rolling registrations (attendees could elect to be on the registration list for the next webinar) skewed total interest but the attendees remained reasonably constant.

Performance Over Time



- A total of 693 different individuals attended the 8 webinars.**
The following analysis shows that most individuals attended only one webinar (380 people) while 155 attended two webinars, etc. One individual attended all 8 webinars.



3.2 Participant Value—from Post-Webinar Survey Data

- Post-Webinar surveys were completed by approximately 25% of attendees—a good response according to AAG’s Webinar Host.**
- Post-Survey questions requested feedback regarding value of the webinars:
 - Motivation to attend—with the most frequent replies as follows:**
 - Personal conviction re needs for change related to the webinar topic---reinforcing the importance of these topics as areas for attention in the transformation journey.
 - Desire to learn to be able to contribute to the change journey.
 - Value of the learning—with most frequent replies were as follows:**
 - Appreciated information and learning about the topics.
 - Appreciated Information about what is happening outside Alberta.
 - Important to hear what is happening in Alberta.
 - Compliments about webinar content and speakers for each webinar

- c. **Use of Webinar Materials to Inform Ongoing Engagement in the Change Journey**
- On-line Resources are available in two locations: AAG Web (Webinar Report, Speaker Slides, Video Recording) and AAG YouTube (video recording)
 - **Attendees indicated high intention to use online resources, a precursor to mobilizing communities for change (% of responses by indicated intention to share resources).**

Online Resources	Webinar 1	Webinar 2	Webinar 3	Webinar 4	Webinar 5	Webinar 6	Webinar 7	Webinar 8
Attendees Very Likely to Access online resource	52%	12%	34%	52%	70%	55%	32%	16%
Attendees Very Likely to Encourage Access by Others to Online Resources	71%	15%	50%	55%	69%	53%	34%	26%

- **Analyses of hits to web-based resources show highest use of YouTube Resources. To date, there have been 770 views by individuals (anticipated to be different from those attending the webinar).**

You Tube Analytics for the Video-Taped Session: May 2022 to May 2023

Webinar	Views
#1-(April 2022)-Transforming Cont. Care to a Culture of Quality of Life	164
#2-Transforming to Integrated Community-Based Services for Older Adults	118
#3-Improving the Work Environment for Seniors' Services Workers	118
#4-Implementing & Measuring Cultural Change to Achieve Quality of Life for Older Adults	136
#5-Enhancing Community Capacity & Transforming Home Care & Community Seniors' Services	83
#6-(Jan 2023)-Valuing Care and Caregivers	63
#7-Optimizing Technology & Innovation in the Future Delivery of Seniors' Services	31
#8-Innovation to Create Communities & Housing for Health & Wellbeing	57
Total Views	770

d. **Feedback to AAG Regarding the Webinars –Example comments.**

- *“Speaker choice & range of topics very good”*
- *“Important for AAG to keep up this advocacy work”*
- *“Thanks for the fabulous presentations in plain language”*
- *“Very inspiring with hope for innovation in Alberta for older Albertans”*
- *“Videotape of the webinar was very helpful” (from a consultant 2 months after webinar)*

3.3 AIM 1-Summary Reflections

- **Webinars have achieved broad reach with a total of almost 1500 different individuals (693 from the webinars; 770 from YouTube) now aware of Alberta’s plan for transformation of seniors’ services.**
- **Attendees indicate positive alignment with the change topics, value in the knowledge imparted and the ability to access online resources to support the transformation journey.**

4.0 RESULTS—AIM 2

AIM 2 was focused on engaging citizens, aging adults, and experts, to discuss the evidence for change, and the methods, benefits, and opportunities for change. Webinars approached this goal with post-survey questions related to important areas for each change topic.

4.1 Adding to What’s Important and What Matters for Quality of Life

- Quality of life for Older Albertans is prominent in Alberta’s vision as well as new Continuing Care Act. Attendees in Webinars 4 and 5 provided input about what is important to achieve quality of life with person-centered/directed practice and engagement.
- **Important characteristics for quality of life included:**
 - *Having purpose in life.*
 - *Having individual preferences and understood and accepted, living at risk if not a risk to others.*
 - *Being able to develop relationships with program and care providers, with providers that connect with each other (including physicians).*
 - *Feeling good (e.g. without pain.)*
 - *Having choice; recognizing the complexity of quality of life/care decision-making.*
 - *Having discussions about care & support needs that reflect a wholistic view of what it takes to live in community with increasing frailty; these discussions should not be just about care/treatment needs.*
 - *Being provided with information about options for support and services, not just care/treatment needs and not just publicly funded services.*
 - *Being respected for who I am as a recipient of services or as a care partner, regardless of ethnicity, circumstances or needs.*
- Discussion in Webinar 4 also identified the following **actions to reinforce a culture of person-centered practice for quality of life:**
 - *Removing barriers to moving forward with a culture of person-centered care and service, including long-standing issues related to inadequate staffing and funding across facility-based and community care services and line-by-line financial accountabilities.*
 - *Incorporating measures from the perspective of the recipient of care regarding their experiences for quality of living, moving away from metrics solely focused on quality of care.*
 - *Implementing accountability for outcomes at individual service and system levels.*
- Discussion in Webinar 5 regarding **shifting to a community-focused system of services identified the importance of valuing all components of service across sectors to support meaningful choices as needs change.**
- This philosophy was reinforced in webinar 8 with discussion of the [National Institute for Aging’s Principles for Aging: Aging in the Right Place](#) as “the process of enabling healthy ageing in the most appropriate setting based on an older person’s personal preferences, circumstances and needs.” For NIA, 4 pillars are fundamental to enabling AIRP:
 - *Promoting preventive health and better chronic disease management.*
 - *Strengthening home and community-based care and supports for unpaid caregivers.*
 - *Developing more accessible and safer living environments.*
 - *Improving social connections to reduce loneliness and social isolation.*
- **The above learnings are recommended as anchors for future system change.**

4.2 Identifying Priorities for Change –Webinar-Specific Priorities for Change

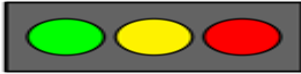
- An overview of key points of input from webinar attendees (per the post-survey questionnaire) and speakers is provided in Attachment A.
 - Comments from participants and speaker support the directions for transformation captured in the webinars.
 - Priorities for change are identified across the pillars of legislation, funding, system and service redesign, workforce, culture and community development, family caregivers, and technology.

- All webinars identified priorities related to funding, system & service redesign, People (paid and unpaid), and the need to shift culture of service to person-centered work, indicating the importance of action related to these areas.
- Within the funding pillar, examples are provided about new models that create economic gain for the system. There is also the ongoing need to discuss who pays for what and the role of choice in accessing services through one's own means.
- Webinar Reports were prepared for each webinar. They included an Overview of the Webinar with the link to the MNP Transformation plan and themes from the speakers, registration statistics regarding Reach and Participant Experience, analyses about What Matters to Participants, and Summary Observations.
 - Each Report was reviewed with the Stakeholder Collaborative Committee, with specific focus on Summary Observations and recommendations for change.
 - Webinar Reports are posted on AAG's website along with the Webinar recording and speaker slides (see summary of resources and links in Appendix B).

4.3 Signaling Opportunities and Risks for the Transformation Journey

- Taken together webinars signal opportunities and risks for the transformation journey. These are illustrated in Schematic 1.
 - Addressing the areas of **CAUTION** requires attention to ensure progress continues and these areas become and stay **GREEN**, providing strength to continue this multi-year journey.
 - Addressing areas that are **RED** are the focus of action planning in the next section.

Schematic 1: Webinars Signal Opportunities & Risks for Transformation Journey in Alberta



Moving Forward

- ❖ Change has begun: There is recognition & support for the new Continuing Care Act, demonstration projects, and beginning increases in funding for continuing care; respondents value directions for change.
- ❖ Webinar input anchors transformation in a culture of person-centredness, well being and choice, with connected services and providers across sectors: the challenge now is implementation.
- ❖ Opportunities for system and service redesign are becoming clearer with support from recognized leaders nationally & internationally.
- ❖ Alberta enjoys a collaborative environment with Government. Non- Govt Provincial Change leaders (eg Healthy Aging Alberta; Caregivers Alberta, Associations) are ready & able to mobilize change within & across sectors.

Enablers Needing Attention

- ❖ Full implementation of the Continuing Care Act & related regulations & standards creates the opportunity to incorporate webinar learning re expectations & indicators for quality of life.
- ❖ Strengthening the community-based sector and shifting to an orientation of “community-focused” engagement and service delivery (Tier2) will take both funding & demonstration of new approaches that create new value (keeping in mind the importance of Tier 3 services that complement Tier 3 for high needs individuals). This includes improving ease of accessing service information and navigating across providers.
- ❖ Education of citizens and stakeholders across sectors is only beginning & needs to continue.
- ❖ Culture of healthy living and quality of life for older adults is bigger than change in systems & services; change needs to be supported by cultural change & shifting values related to valuing aging in the context of a future of longevity & diversity.
- ❖ Words related to the potential of technology to be a “game changer” need to become actions with clarity re value, priority, and cost-benefit.

Barriers Needing Action, Change & Investment to Realize the Future

- ❖ Current service delivery issues related to long-standing inadequacy of staffing & funding for continuing care (especially facility-based continuing care and home care) to improve current quality & access: a precursor to service change, key to build public trust in the vision for change.
- ❖ Workforce issues impacting seniors' services workers, with creative and coordinated strategies to improve situations today and prepare for a future with changing demographics and expectations.
- ❖ Need to move from current models of service delivery and funding to new approaches to get new results (e.g. line-by-line financial accountability for continuing care as opposed to outcome-focus; task -focused contracting for Home Care, rather than integration of care and housing; potential for new housing models like small home environments without clarity & support for development of new service delivery & funding approaches)
- ❖ System design that creates barriers for intended futures (e.g. case management for SL4; system navigation; administrative processes).
- ❖ Family care partners not integrated into care processes and supported.
- ❖ Primary care services not working as teams and not working effectively with community services & supports.

5.0 ACTION PLANNING BASED ON WEBINAR INPUT

5.1 Mobilizing Change from Webinar Input

- Many of the priorities for action align with action plans in the Ministries of Health and Seniors, Community and Social Services for 2022/23 and 2023/24.
- Webinars also have identified strategic change initiatives for areas where cross-sector action is important. Finally, speakers identified areas for strategic attention to mobilize the identified areas for change.
- A summary plan to mobilize change follows in Table 3.

Table 3: Mobilizing Change from Webinar Input

Actioning Current Ministry Priorities—to move forward with improved & expanded services to meet changing needs	Strategic Cross-sectoral Priority Change Initiatives, championed by SCC –to Enhance Supports for the Transformation	Macro Systemic Changes to Shift Culture & Create Incentives for the Changes—for Govt & SCC ongoing dialogue
<ul style="list-style-type: none"> ▪ Optimizing implementation of Cont. Care Act to emphasize quality of life & required culture changes. • Addressing long-standing staffing & funding issues to improve quality in Care Homes and in Home care & other community services. ▪ As a second area of investment, develop new models for care homes, community services and housing, and primary care, taking advantage of demonstration initiatives to expedite change & mobilize learning. ▪ Re-examining priorities from MNP report to remove systemic barriers to effective teamwork & collaboration with partners & engagement of citizens in planning & implementing care/supports (case mgmt. for SL4; transition services). 	<ul style="list-style-type: none"> ▪ Workforce Strategy (Webinar 3 followed by Dec 5th Think Tank), multi-party action plan --Accountability: Ministry with SCC. ▪ Develop a Provincial “Map” of Caregiver Supports (Webinar 6) –Accountability): Caregivers Alberta & SCC. ▪ Develop a 2-part Strategy (Webinar 7) : (a) Enhance Current IM/IT Capacity across providers and (b) to Plan for innovation & investment to support the future seniors’ services system & workforce effectiveness –Accountability for a Plan: SCC. 	<ul style="list-style-type: none"> ▪ Examine incentives/levers for change to support shifts to person-centered/directed practice and community-focused environments. <i>...including social determinants of health and outcomes that matter to older adults and person-centered system navigation.</i> ▪ Examine the structure of the provincial system of services is structured to improve focus, enhance coordination for user value, increase cost-effectiveness of service delivery, and enhance accountability for change and impacts. ▪ Developing expertise, discipline, & metrics to identify cost-benefits of the changes at service and system levels.

5.2 Building on Webinar Input: The Culture Change Project

- Funding from Alberta Health is allowing the Futures Policy Forum initiative (FPF) to be extended to March 2024, with the Culture Change Project (CCP). The following initiatives extend the learning and opportunities for stakeholder engagement:
 - Examining strategies and processes important to an integrated system of community services, building on frameworks that anchor community services in social determinants of health.
 - Thought leadership for healthy aging with a future of longevity and diversity.
 - Recognition and communication strategies to raise the profile of “change makers” and the “changes” we wish to see.
 - Evaluation of the FPF and CCP to identify value and lessons learned as catalysts for change, followed by examination of potential processes and structures for continued cross-sectoral dialogue and learning to mobilize the transformation journey.

6.0 SUMMARY: WEBINARS--ADVANCING A CULTURE AND COMMUNITY FOR CHANGE

6.1 Conclusions re the Webinar Series

- **The webinars are advancing a culture and community for change in support of the future envisaged by the MNP report in five ways:**
 - The webinar series met its goals of REACH, engaging close to 1500 individuals across a broad range of stakeholders.
 - There is evidence of increased stakeholder awareness, knowledge and personal value from each webinar, the intent of AIM 1.
 - Rich input was received from both webinar participants and speakers regarding priorities for the transformation journey (intent of AIM 2), with evidence of desired for ongoing engagement in the journey of change.
 - Action planning by government and the Stakeholder Collaborative Committee and service providers and citizens in communities has been advanced by webinar input related to foundations related to quality of life and identification of priorities and recommendations for change.
 - New resources are available to support ongoing transformation initiatives.

6.2 Sponsor Reflections

- **AAG appreciated the contributions and involvement of the financial sponsors as well as the volunteer contributions of AAG members. As an organization, AAG benefited in three ways, as discussed at the AAG Board Meeting May 16th:**
 - Experience with a new advocacy and engagement methodology.
 - Enhanced profile for its vision of being a catalyst for change in support of healthy aging for older Albertans.
 - Development of on-line resources to support individuals and organizations in the change journey.
- **As the over-arching sponsor for the webinar series and the champion for recommendations moving forward, the Stakeholder Collaborative Committee provided the following reflections at their May 17th, 2023 meeting:**
 - Selection of webinar topics was “spot on”, providing value from both personal and professional perspectives.
 - The three groupings (Foundations for Change; Transformation Opportunities; Supports for Change) added helpful focus for each webinar and created opportunities for synergies related to action planning across sectors.
 - Attendance and follow-up access to web-based resources demonstrates broad-based interest in the transformation journey.
 - Breadth and depth of shared knowledge creates excitement and hope for Alberta’s transformation journey.
 - Alberta Health spokespersons stated that there was great value in hearing from a broad range of experts and stakeholders.
 - As a sponsor, we saw large “return on investment” and increased opportunities to engage our members in the journey for change.
- **Taken together, this Webinar Series has made a unique contribution to moving forward with Alberta’s transformation plan and vision for healthy aging and quality of life for older Albertans.**

APPENDIX A: WEBINAR PARTICIPANT PRIORITIES FOR ACTION

Post-Survey Respondents Identify priorities for change. Following is an overview of areas of importance across 8 webinars; Black print represents respondent input; Purple print refers to key messages from speakers.

CHANGE LEADERS MOBILIZE MULTI-FACETED ACTION PLAN							
Focus	Legislation	Funding	System & Service Redesign	Workforce	Culture & Community Development	Family Caregivers	Technology
Foundations for Change							
Webinar 1: Transforming Continuing Care for Quality of Life April 2022	*Alta ADM- New Cont Care Act=foundation for change	Improve Facility-based Cont. Care: hours of care, team work/culture, environments	>New models for home care with consistent carers >More options for com-based housing & care	Ensure sufficient staff to provide care *C.Estabrooks: workforce sustainability is urgent	>Move from task/treatment focus to teamwork & person-centeredness >	Enhance caregiver supports	
Webinar 2: Transform for Integrated Community-based Services May 2022	>Think creatively re how services will be funded by govt /paid by users	>Develop & fund new models for com based svcs beyond home care with proven impacts on system use (eg Social Prescribing) *BC-Benefiting from provincial coordination of com-based sector	>Improve connections among com-based services, including Family MD's *Dr Essam: Social Prescribing - demonstrated value to connect individuals with services & create individual & system gains		>Develop provincial voice for community-based sector >Acknowledge importance of non-profit org & volunteers >Address issues of stigma & inclusion of diverse populations	Addressing caregiver supports is equally important to services for individuals with care needs	

CHANGE LEADERS MOBILIZE MULTI-FACETED ACTION PLAN

Focus	Legislation	Funding	System & Service Redesign	Workforce	Culture & Community Development	Family Caregivers	Technology
Transformation Opportunities							
Webinar 4: Implementation & Measurement of Culture for Quality of Life Sept 2022 <i>*NB- Beginning descriptions of Quality of Life to guide system development</i>	<i>*New Cont. Care Act (a positive)</i> >New Inspection Process can support culture change >New Act can incorporate measures @ Q of L	>Need adequate staffing to provide quality of life (eg increased hours in FBCC)	>Remove to barriers to teamwork (eg SL4) & develop new models <i>*Need to view system design & service change thro lens & words of individuals & families & in language they understand</i>	<i>*S.Caspar-culture change can support workforce satisfaction & productivity of teams</i> <i>*Need wholistic view of carers in the community & seniors helping seniors</i>	>System designed @ quality of life means thinking about family caregivers	Family care partners need to be involved in decision-making & supported locally, provincially, nationally	
Webinar 5: Enhancing Community Capacity & Transforming Home Care & Community Services Oct 2022 <i>*NB- Participants Support shift to a community focused system as long as FBCC quality is addressed</i>	<i>*Need to think about LTC, not as a place, but as a system of supports & choices (new Act); strategies & new system structures for the future</i>	<i>*CD Howe: Canada VERY low in funding home & community care; we invest in acute care</i> >Address service issues in tiers 2 & 3 svcs & then grow >non-medical supports in Calgary— positive	>Support for Tier 2 shifts with proviso that FBCC is also strong <i>*Danish system demonstrates positive impact on overall system use & public acceptance of emphasizing community svcs & focus on re-enablement; also high use of technology</i>	<i>*speakers sound alarm re need to address workforce issues in order to support current care & service needs & future change</i>	>Need Community based Demo project with social prescribing & enhanced <i>*Danish System structured to support integration & accountability for community services</i>	>important to think creatively @ how family care partners are involved & supported	<i>*Danish system places high value on technology to support individuals & their system for elder care</i>
Webinar 8: Innovation in Communities & Housing for Health & Wellbeing March 2023 <i>*NB- Aging in the right Place: Optimize New Capacity Approvals for New Value</i>	>Need policies to create conditions for innovations of housing options	>Need financial clarity re who pays for with flexible in meeting different needs & circumstances >Increase afford hsg & hsg with care	<i>*Speaker call to action if want health, need to have housing; need to intentionally develop communities for wellbeing, safety & social connected-ness</i>	>opportunity to increase cost-effectiveness of community services with models that integrate housing with care & supports	<i>*Challenge to implement NIA's Aging in the Right Place strategies</i>	>aging well in community needs attention to involvement & supports for family caregivers	>NB areas: social connectivity, supports for independence & safety

CHANGE LEADERS MOBILIZE MULTI-FACETED ACTION PLAN

Focus	Legislation	Funding	System & Service Redesign	Workforce	Culture & Community Development	Family Caregivers	Technology
Supports for Change							
Webinar 3: Improving the Environment for Seniors' Services Workers June 2023 <i>..Precursor to Workforce Think Tank Dec 2022</i>		>increase hours & funding in FBCC >View compensation for seniors' svcs org in context of larger labor supply >improving staffing environ will improve cost-effectiveness	>Think about how individual professionals can work with more flexibility >Need different care approaches & different staffing models to transform the system—all sectors	>Priority to improve working conditions for seniors' service workforce to stop bleed *Speakers sound alarm for urgent action to address workforce issues	>need culture change to enhance working conditions for & acceptance of diversity in the workplace >need to think broadly @ change C. Estabrooks—Nested Dolls Model	>Think creatively @ how family caregivers can be recognized & supported—and involved as part of a culture of citizenship in care & service settings	
Webinar 6: Valuing Care & Family Care Givers January 2023 NB: Support for Provincial Caregivers Strategy to map services & areas for change	*Badet: Caregivers += the last frontier of public policy in Canada	>Need to address long-standing service delivery issues in staffing & funding to improve FBCC & HC >Expand options for respite & nonmedical supports	>Many disconnects among commun. service providers; need system redesign >Improve Home2Hospital2Home discharge practices, with data re caregiver >expand health neighborhoods	>Enhance knowledge & skills of paid health & social care providers to support family caregivers	>Shift from COVID-19 cultures to welcoming & participative environments >improve service navigation systems	¼ Canadians = family care partner, great diversity (contribute 30% of health budget) >Need to improve all service processes to recognize care partners & provide supports	>ensure IM/IT systems like Connect Care include information related to family care givers
Webinar 7: Optimizing Technology & Innovation for Future of Seniors' Services February 2023 NB: Prov Strategies: 1. Sustain & improve existing IM/IT systems 2. AGE Tech Innovation		*Denmark & Alta Innovates: need to shift cost paradigms- Tech can help 2 types of investment: a. Existing IM/IT Svcs b. New AGETech development for service & system change	*Denmark: proven gains with intentional development of technology to transform service deliver & support workforce >need culture of innovation with users & providers to shift practice & optimize tech development	*Denmark-strategy to invest in tech to support workforce	*AGEWell; Canada is a super ager with 1/3 of pop 65+ by 2050. Need networks of learning to optimize tech		>3 needs: a.Create conditions for effective & safe IM/IT operations today b.Refine priorities for future development—for workforce support & healthy aging c. Implement change demo's learning& mobilizing change

APPENDIX B: INVENTORY OF WEBINAR RESOURCES

✚ Foundations for Change

- [Webinar 1: Transforming Continuing Care to a Culture of Healthy Living & Quality of Life](#)
 - Webinar Report
 - Recording
 - Speaker Slides (shared with speaker consents):
 - Transforming Continuing Care to a Culture of Healthy Living & Quality of Life: Vivien Lai
 - Transforming Continuing Care: Evan Romanow
 - Transformation—It's Complicated: Dr. Carole Estabrooks

- [Webinar 2: Transforming to Integrated Community-Based Services for Older Albertans](#)
 - Webinar Report
 - Recording—including Dr. Marie Anne Essam (in lieu of slides)
 - Speaker Slides (shared with speaker consents):
 - Healthy Aging in BC-A Community-Based Model: Kahir Lalji
 - Moving Towards an Integrated Healthy Aging Community-based Services System for Older Adults in Alberta: Karen McDonald

✚ Transformation Opportunities

- [Webinar 4: Implementing and Measuring Cultural Change to Achieve Quality of Life for Older Albertans](#)
 - Webinar Report
 - Recording—with input from persons with Lived Experience
 - Speaker Slides (shared with speaker consents):
 - Quality of Life for Long-term Care Residents: Measurement, Predications & Directors for Policy: Dr. Tetyana Schippee
 - The Influence of COVID-19 Outbreak, Care Staff burnout, and several other Factors on the Quality of Life of Individuals Receiving Continuing Care: Dr. Mattias Hoben
 - Improving Quality of Life in Continuing Care: From Rhetoric to Reality: Dr. Sienna Caspar

- [Webinar 5: Enhancing Community Capacity & Transforming Home Care & Community Seniors' Services](#)
 - Webinar Report
 - Recording
 - Speaker Slides (shared with speaker consents):
 - International Policy Insights: Continuing Care in Canada: Roslie Wyonch
 - Denmark's Seniors' Care System & the Role Played by the Home Care Program: M. Biering LaCour
 - Enabling a Promising Future for Continuing Care in Alberta: Dr. Samir Sinha
 - Alberta's Strategy in Integrating Continuing Care Services & Enhancing Home Care Capacity & Innovation: Corinne Schalm
 - Community-Based Seniors' Serving Organizations: Part of the Solution: Lisa Stebbins

- [Webinar 8: Innovation to Create Communities & Housing for Health](#)
 - Webinar Report
 - Recording
 - Speaker Slides (shared with speaker consents):
 - Anchoring Our Future: Communities & Housing for Health, with new Healthy Community Guidelines: Dr. Karen Lee
 - Independent Living: Cohousing—An Innovative Community Approach to Living Well in Community: John Mungham
 - Independent/Congregate Living—Three Robins in Rural Alberta: Linda Revell

- Integrating Housing & Community-based Services (360 Living): Lorne Robertson
- Small Homes as an Option for Living Well: Candace Christenson

Supports for Transformation

- [Webinar 3: Improving the Work Environment for Seniors' Services Workers](#)
 - Webinar Report
 - Recording—with discussants from the front line
 - Speaker Slides (shared with speaker consents)
 - Strategies for Improving Work Environment for Seniors' Services Workers: Dr. Carole Estabrooks
 - Workforce Contribution to Quality of Care: Dr. Pat Armstrong
 - Addressing Post-Pandemic Mental Health Needs of Seniors' Services Workers: Colleen Torgenrud
 - Workforce Issues Relating to Community-based Service Workers: Karen McDonald
 - Workforce Issues Relating to Home Care Workers: Darren Farnell
- [Webinar 6: Valuing Care and Family Caregivers](#)
 - Webinar Report
 - Recording
 - Speaker Slides (shared with speaker consents)
 - What's the Care Economy? Jane Badets
 - Family Caregivers: The Economic Value of Work: Dr. Janet Fast
 - Supporting Family Caregivers as Alberta Moves to Integrated Care Closer to Home: Dr. Richard Lewanczuk
 - Supporting Alberta's Caregivers-Valuing their Care: Johnna Lowther
- [Webinar 7: Optimizing Technology and Innovation in the Future Delivery of Seniors' Services](#)
 - Webinar Report
 - Recording
 - Speaker Slides (shared with speaker consents)
 - Digital Transformation in the Danish Municipalities: Christina Harslof
 - The Role of AgeTech in Supporting Older Albertans: Dr. Alex Mihalidis (AGE WELL)
 - Accelerating Digital Health Technologies for Older Albertans: Tim Murphy (AI)
 - Benefits of Technology for Older Adults During Covid-19: Dr. Haidong Liang & Barb Gibson (WE Seniors)
 - Optimizing Technology & Innovation in the Future Delivery of Seniors' Services: Conny Avila

