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Covenant Health restructures to enhance resident experience and ensure stewardship

Edmonton, Canada—Covenant Health has announced the realignment of general support services within its Edmonton and St. Albert continuing care facilities. The organization is making deliberate and thoughtful changes to enhance quality care and ensure stewardship in its operations.

“In addition to improving operational effectiveness, it is about creating stronger relationships between residents and staff and providing choice to residents wherever possible. Most of the changes have already been successfully piloted in one or more facilities with positive feedback from residents, families and staff.”

Linda Chow-Turner, Corporate Director, Clinical Nutrition and Hospitality Services

The three sites impacted are the Edmonton General Continuing Care Centre, St. Joseph’s Auxiliary Hospital and Youville Home. In the majority of cases staff displaced by the realignment will have an opportunity to select into another position. Leadership will be working with the unions to minimize the impact on staff.

“We value our staff and the contribution they make. I know this is a difficult time, but we are committed to being open and honest with them when talking about the changes, identifying options and supporting them through the transition.”

Linda Chow-Turner

The total savings from the realignment is approximately \$1.2 million. Implementation of the changes will be complete by the end of September.

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Covenant Health is Canada's largest Catholic health care organization with over 14,000 physicians, employees and volunteers serving in 12 communities across Alberta. A major provider in Alberta's integrated health system, Covenant Health works with Alberta Health Services and community partners to positively influence the health of Albertans through a broad range of programs and services.



Background

Current support services budgets:

Total savings \$1.2 million

Edmonton General Continuing Care Centre – approx. \$600,000

Youville Home – approx. \$440,000

St. Joseph's Auxiliary Hospital – approx. \$140,000

Impacted staff

Food Services – all Edmonton area sites

Environmental Services – all Edmonton area sites

Laundry Services – all Edmonton area sites

Unit Clerks – only Edmonton General Continuing Care Centre