

▲ **Individualized admission process. Building relationships/partnerships and family involvement. Open door policy. Interdisciplinary teamwork.** How Rivercrest Care Centre in Fort Saskatchewan, Alberta is enhancing experiences in long-term care.

▲ **MEET RIVERCREST CARE CENTRE**

RIVERCREST has **74 LTC beds**, and **6 hospice beds**, and is classified as a private for-profit operator. Of 36 facilities in the Edmonton Zone, Rivercrest was ranked **7th**, in the Health Quality Council of Alberta’s (HQCA) **2017 Long-term Care Family Experience Survey**, moving up from the 32nd spot when compared to the 2014-15 survey results. In addition, they showed significant improvements in the ‘Providing Information and Family Involvement’ Dimension of Care, as compared to the 2014-15 results.

**2017 Long-term Care Family Experience Survey Results**

