

# 2018 Alberta Seniors Home Care Client Experience Survey

LONG TERM SUPPORTIVE AND MAINTENANCE CLIENTS, AGED 65 AND OLDER



**This fall, 2018, the Health Quality Council of Alberta (HQCA) will obtain feedback from seniors about their experience with home care.**

In collaboration with Alberta Health Services (AHS) and Alberta Health, this survey will help highlight areas of success and identify areas for improvement in home care services.



**We may be surveying your clients**

## HOW can case managers and front line providers contribute to the success of this initiative?

- Know** about the survey
- If asked, please **encourage** participation
- Care providers and case managers are asked to **refrain** from assisting clients with the survey
- Forward any questions** to the HQCA

## WHO will be surveyed?

### ELIGIBLE CLIENTS ARE:

- 65 years and older
- Long-term supportive and maintenance home care clients
- Cognitively well\*
- Those who receive weekly services of any kind
- All settings except: long-term care, designated supportive living, or hospice

*\*The experiences of long-term supportive or maintenance seniors who are cognitively unwell will be captured through an in-person interview. Their live-in informal caregivers will also be interviewed.*

## HOW are we reaching them?



MAIL



ONLINE



INTERVIEWS

**WHO is the HQCA?** The HQCA is a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans. The HQCA has a legislated mandate to promote and improve patient safety and health service quality on a province-wide basis. To support our work, we are a provincial custodian under the *Health Information Act of Alberta*.

The use of client information for the purpose of this survey is authorized through the *Health Quality Council of Alberta Act*. You can view our Act online: [www.hqca.ca/assets/files/Health%20Quality%20Council%20Act.pdf](http://www.hqca.ca/assets/files/Health%20Quality%20Council%20Act.pdf)

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