

# Fact Sheet: 2017 LONG-TERM CARE Family Experience Survey

April 2018



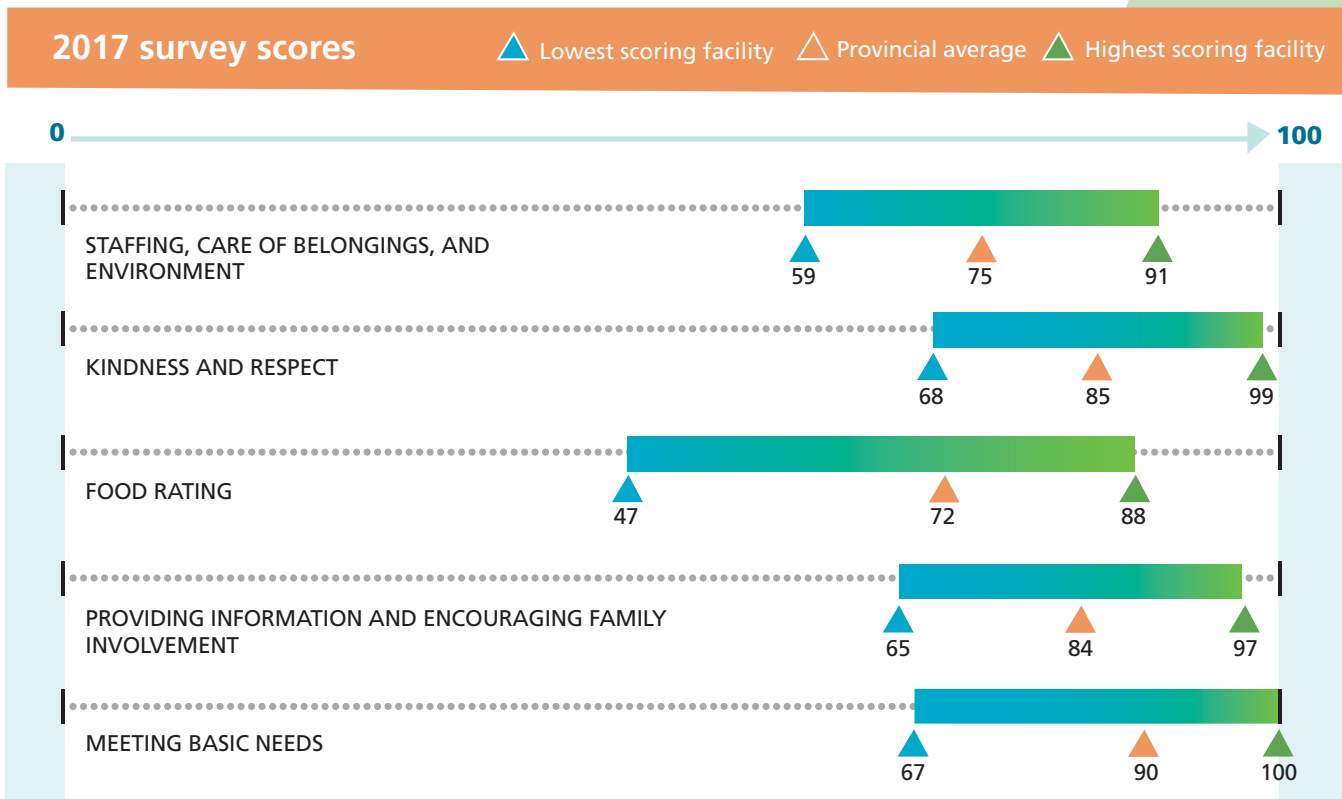
The Health Quality Council of Alberta (HQCA) conducted a survey in 2017 with family members of residents in long-term care about their experiences with the quality of care and services. It is the goal of the HQCA to ensure the important voices of family members are captured and reported to the organizations in Alberta’s healthcare system (long-term care providers, healthcare professionals, Alberta Health Services, and Alberta Health) who have accountabilities to improve the quality of care and services provided at long-term facilities in Alberta.

The HQCA previously conducted long-term care family experience surveys in 2007, 2010 and 2014.

## Survey snapshot

7,562 family members of residents living in 172 long-term care facilities were surveyed in 2017. The provincial response rate was 64 per cent.

The survey explored family members’ responses to questions about key areas of care and services. These are listed below in order of how strongly they influenced family members’ overall rating of a long-term care facility. The higher the score, the more positive their experience.



**NOTE:** Long-term care facilities are also known as nursing homes, auxiliary hospitals, or continuing care facilities.

# 2017 LONG-TERM CARE Family Experience Survey

## Fast facts

- Family members rated overall care at their facilities at an average of 8.4 out of 10. Individual facility scores ranged from 6.6 to 9.7 out of 10.
- The majority of facilities did not show any significant improvement or decline in each of the key measures of care and services since the 2014 survey.
- On average, 93 per cent of family members would recommend their facility to others.
- Family members' top recommendation for improvement was to ensure enough staff are available to meet residents' care needs and their job responsibilities. Only 18 per cent of families said there were always enough nurses and aides.
- On average, smaller facilities have more positive family member experiences than at larger facilities.
- Individual facilities receive detailed facility-level reports to learn about areas they are doing well, and areas for improvement.
- Over the past 10 years, there have been no significant changes between each survey cycle.

There were no statistically significant differences in family experiences with the overall care rating across operator types (AHS, private, and voluntary).

### FAMILY MEMBER

*I think the residents deserve their coffee and tea in a real mug not a plastic mug. It is really nice to see their food is on a nice white dinner plate. This is their home and it looks more like a home family dinner table.*

## Feedback and questions

info@hqca.ca or by mail:

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 @HQCA

*Residents spend most of their time with the staff; hence, caring staff are essential.*

### FAMILY MEMBER

*Unfortunately, I find to have an issue addressed, I have to be the 'squeaky wheel'.*

## Working together

The HQCA thanks the families who participated in this survey and provided valuable insight into what is working well and what can be improved in Alberta's long-term care facilities.

This survey was conducted in collaboration with Alberta Health and Alberta Health Services. The HQCA thanks these organizations for their support.

## How do family member experiences at my facility compare to those at other facilities in Alberta?

Visit <http://hqca.ca/surveys/continuing-care-experience/> to download the full provincial report including a ranked list of facilities within each AHS zone. Facility-level reports are available by contacting each facility.