

2018 Alberta Seniors Home Care Client Experience Survey

LONG TERM SUPPORTIVE AND MAINTENANCE CLIENTS,
AGED 65 AND OLDER



Information for case managers and front line providers – August 2018

From September to December, 2018, the Health Quality Council of Alberta (HQCA) will capture the experiences of, and obtain feedback from seniors about their experience with home care services through our *2018 Alberta Seniors Home Care Client Experience Survey*. In collaboration with Alberta Health Services (AHS) and Alberta Health, this is the second seniors home care client experience survey the HQCA has conducted. The last survey was three years ago. This survey will help highlight areas of success and identify areas for improvement in home care.

We may survey some of your clients.

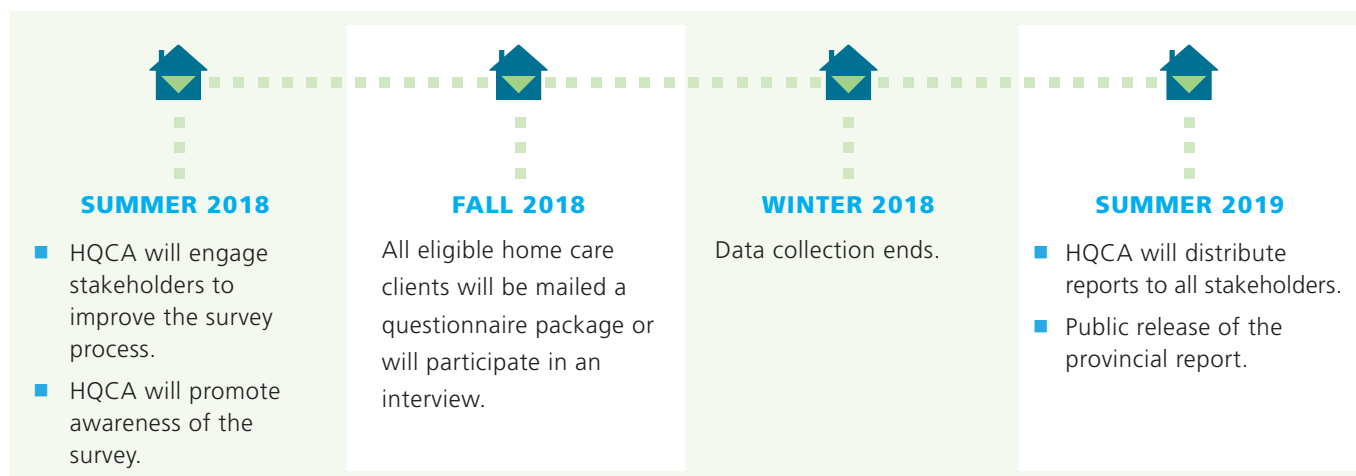
WHY are we surveying?

THE SURVEY PROVIDES AN OPPORTUNITY TO START AND SUPPORT CONVERSATIONS TO IMPROVE HOME CARE SERVICES.



- **Home care clients:** this is a chance to be heard and share their experiences of the care and service they receive. Clients have the opportunity to provide valuable insight into what is working well and what can be improved in their home care experience.
- **Providers of home care:** the HQCA will produce a detailed report of the findings for each provider, specific to the clients they serve. This report can help determine areas of success and where they can focus quality improvement efforts.
- **Healthcare system stakeholders:** the HQCA will produce a provincial report that provides key findings and results for all service providers to inform system-level priorities and improvements. The report will be shared publicly and with home care providers, healthcare professionals, Alberta Health Services and Alberta Health.

TIMELINE





2018 Alberta Seniors Home Care Client Experience Survey SURVEY SNAPSHOT

50+ QUESTIONS, COMPLETELY VOLUNTARY, ANONYMOUS

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, PROFESSIONAL OR PERSONAL HOME CARE SERVICE
- THOSE WHO RECEIVE HOME CARE SERVICES IN ANY SETTING 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 about their experiences.

HOW are we reaching them?



mail



online



interviews

How can case managers and front line personnel contribute to the success of this initiative?

- KNOW** about the survey
- If asked, please **ENCOURAGE PARTICIPATION**
- FORWARD ANY QUESTIONS** about the survey to the HQCA
- Care providers and case managers are asked to **REFRAIN** from assisting clients with the survey. Should clients require help with the survey, they are asked to get assistance from a family member, a friend or from the HQCA.

WHO are we?

The HQCA has a legislated mandate to survey Albertans on their experience and satisfaction with patient safety and health service quality. More information about the HQCA mandate can be found on our website: <http://www.hqca.ca/index.php?id=%2025>.

The HQCA is a custodian under the *Health Information Act of Alberta* and a health care body under the *Freedom of Information and Protection of Privacy Act*, therefore the HQCA's surveys are subject to the provisions of the privacy legislation in Alberta.

For more information, visit the website: <http://hqca.ca/surveys/home-care/>, contact us at 1.855.508.8162 or email homecare@hqca.ca.