

About the survey – frequently asked questions

Health Quality Council of Alberta

What is the HQCA?

This project is sponsored and conducted by the Health Quality Council of Alberta (HQCA). The HQCA is a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans.

The HQCA is independent of Alberta Health Services, and does not oversee or provide care to Albertans, including those who receive home care.

Under provincial legislation, the HQCA has a role to survey Albertans on their experiences with the quality of health services they receive. More information about the HQCA mandate can be found on our website: <http://hqca.ca/about/our-mandate/>

How did the Health Quality Council of Alberta get my information?

Any information the HQCA collects is subject to Alberta laws and requires the HQCA to protect this information. The two pieces of legislation that guide the HQCA are the Freedom of Information and Protection of Privacy Act: <https://www.servicealberta.ca/foip/> and the Health Information Act: <http://www.health.alberta.ca/about/Health-Information-Act.html>.

Survey details

What is this survey?

The goal of this survey is to obtain feedback about your experiences with the home care services you are receiving. Your participation is entirely voluntary. Your answers are strictly confidential and you will not be identified in the results or in any reports. Your services will not be affected if you choose to withdraw from the survey.

Why is the HQCA surveying?

This is an opportunity for you to be heard and share your experience about the care and service you receive from home care. Through listening to Albertans like you, the HQCA hopes to provide information that will help identify things that can be done better and things that are already of high quality. The hope is to make a difference to people receiving care, and to their families.

Who is the HQCA surveying? Why have I been invited to participate?

You have been selected because you are a senior receiving home care services.

Voluntary participation

Taking part is entirely up to you. If you don't want to participate, you don't have to and you don't have to give a reason. You can also refuse to answer any questions you do not feel comfortable with. Your care and services will not be affected in any way if you do, or do not wish to participate. We sincerely hope you will participate as your feedback is very important.

Benefits

Information you provide will help us to better understand your experiences of what it is like to receive home care services, and to learn about what is working well and where there are opportunities to improve home care services.

Risks

There are no known risks associated with this survey. We would like to emphasize that taking part is entirely up to you. If you don't want to participate, you don't have to and you don't have to give a reason. You can also refuse to answer any questions you do not feel comfortable with. Your care and services will not be affected in any way if you do or do not wish to participate.

Is there a deadline?

Please complete the survey as soon as possible. We will contact you in 14 days if we haven't received your survey.

I need help to complete the survey – how do I get assistance?

You are welcome to get help to complete the questionnaire. Please feel free to get help from a family member, a friend, or from us at the HQCA - at homecare@hqca.ca or by phone at 1-855-508-8162. However, we ask that you complete it without help from your case manager or from any home care staff.

I would like more information about the survey

If you have any questions about the survey, please contact the HQCA - at homecare@hqca.ca or by phone at 1-855-508-8162.

Results of the survey

Can I see the results?

Yes. Results will be available in summer 2019 on the HQCA website: www.hqca.ca or you can request a copy by calling us at 1-855-508-8162.

Confidentiality and Anonymity

All information about you or anyone else that you speak about will be kept completely confidential. Results from this project may be used in a publicly available report, presentations, or publications about what it is like to receive home care in Alberta, but no names or identifying details from the interviews will be included. *No one involved with your care will have access to what you say during the interview.*

Who sees the results from this survey?

- **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. The report will be shared publicly and with home care providers, healthcare professionals, Alberta Health Services and Alberta Health.

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