



## Highlights: 2019 Designated Supportive Living Resident and Family Experience Surveys

September 2020



The Health Quality Council of Alberta (HQCA) conducted the *2019 Designated Supportive Living Family and Resident Experience Surveys* in collaboration with Alberta Health and Alberta Health Services (AHS) to identify opportunities for improvement and highlight areas of success in designated supportive living (DSL) sites across Alberta.



From May to November 2019, DSL residents and their family members were **surveyed** about the quality of care and services provided at DSL sites.



DESIGNATED SUPPORTIVE LIVING (DSL) SITES OFFER SHARED ACCOMMODATIONS WITH ON-SITE HEALTH CARE STAFF TO PROVIDE ADDITIONAL SUPPORT FOR RESIDENTS. DSL SITES OFFER VARIOUS LEVELS OF SUPPORT.

### Who was surveyed?



**2,857** out of 4,761 eligible DSL residents responded to the survey. These residents resided in a level 3 or 4 site and were without cognitive impairment.

### Want more details about the surveys?



**Download** the full provincial reports for the *2019 Designated Supportive Living Family and Resident Experience Surveys* by visiting: [www.hqca.ca/supportiveliving](http://www.hqca.ca/supportiveliving).



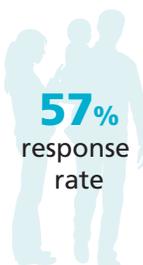
**Learn how each site across the province compares**

A list of site scores in ranked order by AHS Zone can be found in the provincial reports.



**Find out how the 2019 results compare to previous results**

This is the third time the HQCA has conducted these surveys. Previous surveys were conducted in 2016 and 2013-14. A comparison of the 2016 and 2019 results is provided in the provincial reports.



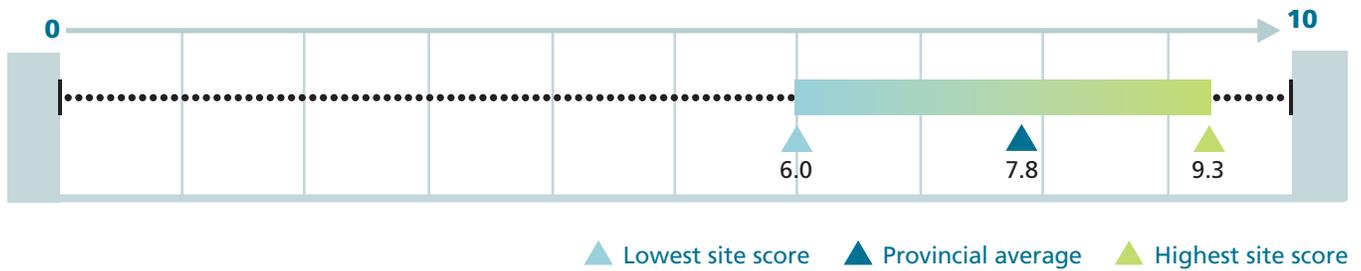
**4,589** out of 8,107 eligible family members, or person most involved in the resident's care, responded to the survey.

## Survey findings at a glance

### How did residents and family members rate their overall experience with DSL?

Residents and family members were asked to rate their overall experience with DSL on a scale from 0 (worst) to 10 (best). The results from this question are reported as the **Overall Care Rating**.

#### Resident Overall Care Rating was 7.8 out of 10



#### Family member Overall Care Rating was 8.4 out of 10



### Would you recommend this site to a family member or friend?

**Propensity to Recommend** a DSL site to someone needing care is an important indicator of the resident's or family member's perception of the quality of a site.



## Dimensions of Care

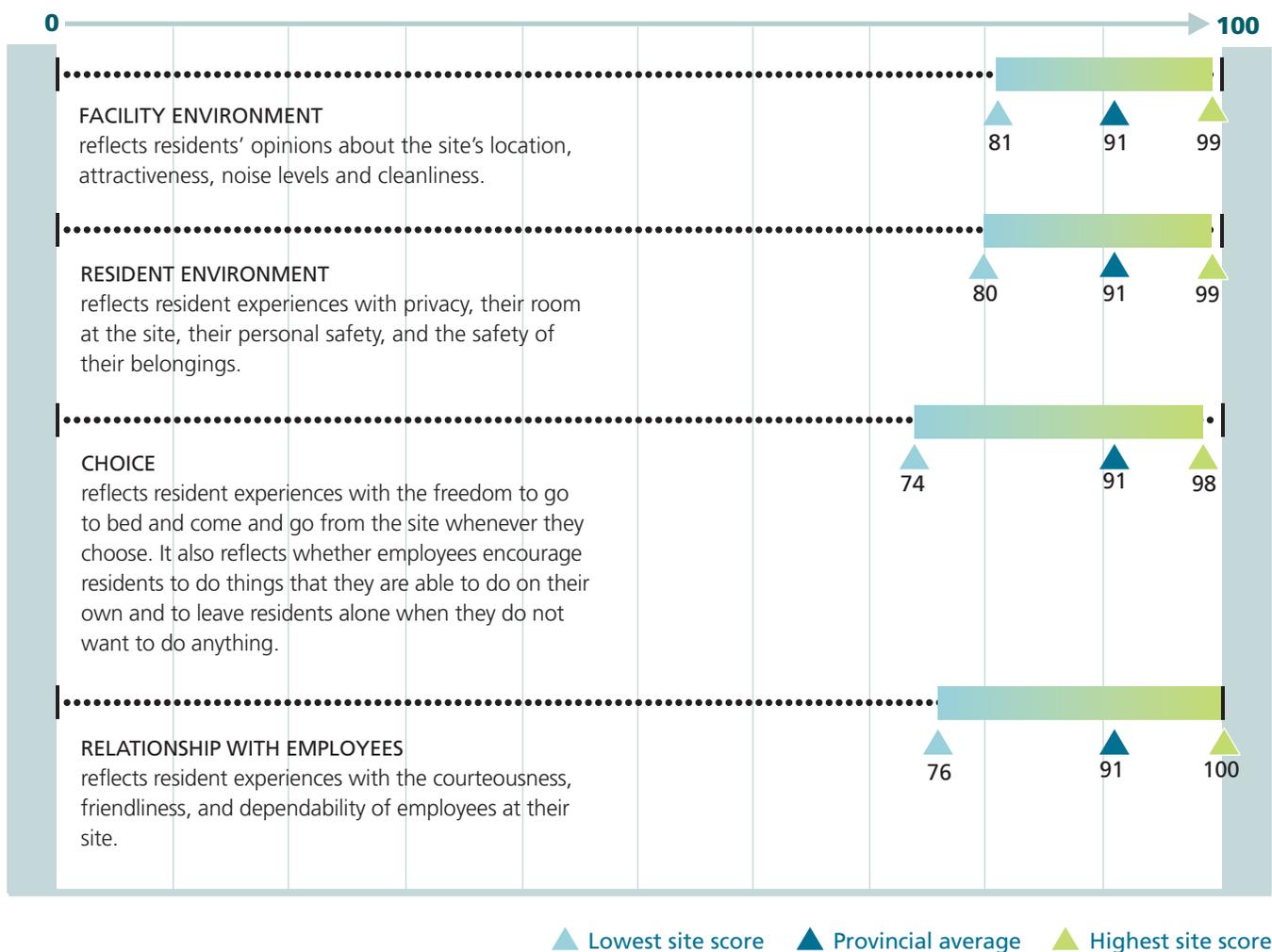
The HQCA's analysis of the survey results identified different Dimensions of Care that influenced the overall experience of residents and family members. Each Dimension of Care summarizes a set of survey questions that share a similar conceptual theme into a single score from 0 to 100, where zero is the least positive experience and 100 is the most positive experience.

### Resident experience – Dimensions of Care

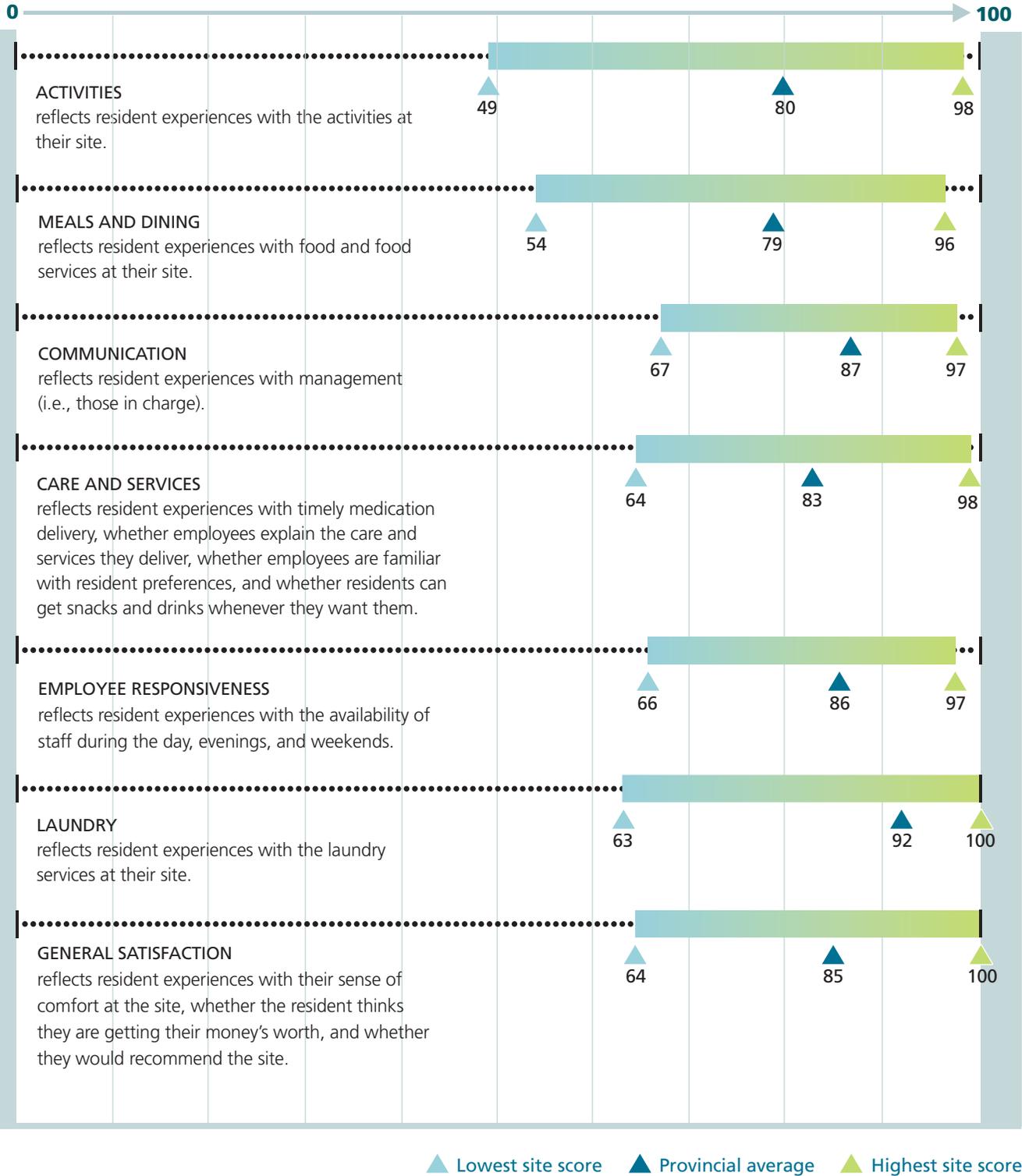
This section reflects the findings from the resident specific questions in the resident survey. The Dimensions of Care are listed from most influential to least influential on the resident's overall experience.



### 2019 Resident experience survey scores



**2019 Resident experience survey scores – continued**

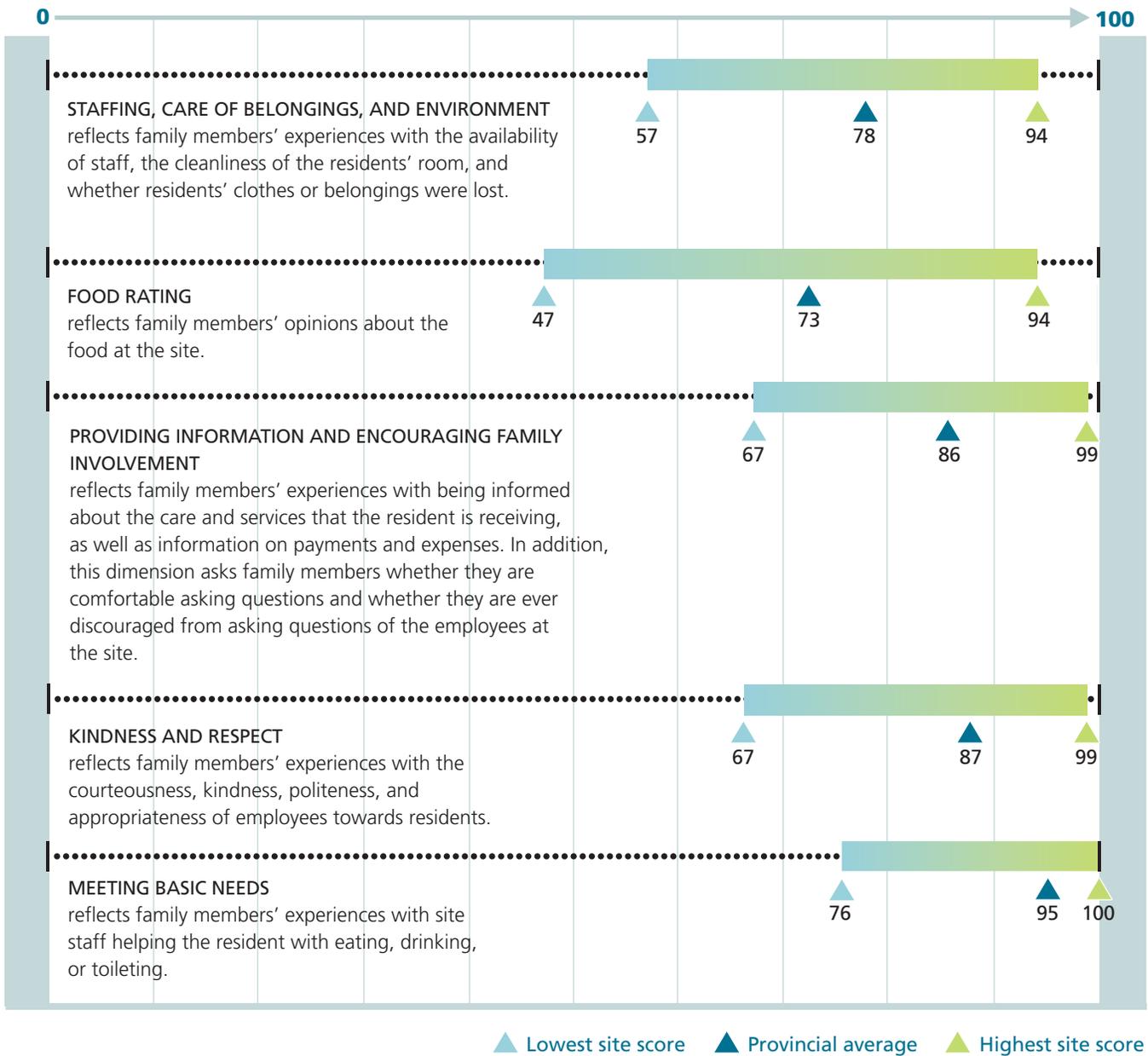




**Family member experience – Dimensions of Care**

This chart reflects the findings from the family member specific questions in the family member survey. The Dimensions of Care are listed from most influential to least influential on the family member's overall experience.

**2019 Family member experience survey scores**





### The voices of family members

Family members were also asked whether they had any suggestions for how care and services at the site could be improved. In total **2,668** family members provided their feedback.

#### Staffing, care of belongings, and environment

“I see very good workers being over worked and pulled in too many directions, not being able to provide the best care.”

“I believe more staffing would make a positive impact for the residents.”

“Just a little more attention to room cleanliness.”

#### Food rating

“Food service is not as good as it should be, especially since enjoying food is one of the few pleasures left to many of the residents.”

“It would be great to see healthier food, meaning more meals made from scratch than from processed or items with preservatives. More fresh fruits and vegetables.”

#### Providing information and encouraging family involvement

“Don't get updates when things change, falls, medication changes, ongoing concerns, health updates.”

“The nurses and aides always keep me informed of any problems and provide my [resident] with excellent care. Any health concerns are discussed with me promptly.”

“I would love to be involved in more regular care conferences with staff.”

#### Kindness and respect

“Staff are loving, caring and so sweet to [the resident]. [They are] getting wonderful care and I'm so appreciative of the whole health care team for their love.”

“There should be more interactions with the residents. The people deteriorate so fast because they are bored and lonely.”

#### Meeting basic needs

“Several times I've had to help [the resident] with toileting because the aide can only be in one place at a time.

“Onsite physio support would be helpful, someone to coach and prompt activity that would support sustained mobility and physical ability.”



### Site characteristics

SURVEY RESULTS FOR BOTH THE FAMILY AND RESIDENT SURVEYS WERE COMPARED AMONGST VARIOUS SITE CHARACTERISTICS, SUCH AS SITE SIZE AND AGE, OPERATOR TYPE, LEVEL OF CARE, AND URBAN/RURAL STATUS. SOME OF THESE RESULTS SHOWED:

- There were few differences when comparing private, not-for-profit, and AHS providers; of the few differences that were observed, not-for-profit sites had higher scores than AHS and private provider sites.
- In general, smaller sites (fewer spaces) scored higher than larger sites.
- There were no differences in the Overall Care Rating, Propensity to Recommend, and Dimensions of Care between urban and rural sites.
- There were few differences found in the Overall Care Rating, Propensity to Recommend, and Dimensions of Care based on the age of the site.

### Actions for improvement

In response to stakeholder requests for assistance in interpreting the survey results and identifying improvement opportunities, the HQCA has identified the following Actions for Improvement. These Actions for Improvement were developed by prioritizing survey questions, from both the resident and family surveys, according to greatest opportunity for improvement.

Alberta Health Services and contracted service providers collaborate with residents and/or families to:

#### Food

-  Fully understand resident's food preferences and develop strategies to improve variety and taste of food as well as manage residents' expectations.

**33%** of residents felt that they could always get the foods they like

**37%** of residents felt that the food is always tasty

#### Resident and Family Council



Ensure that residents are aware of their ability to form a Resident and Family Council and, where they exist, engage with Resident and Family Councils to ensure residents are aware of meetings, and determine if there are any other barriers to resident participation. Resident and Family Councils provide a voice to DSL communities and can help make positive changes to the care, services, and quality of life of residents.

**50%** of residents answered yes their site has a Resident and Family Council

**34%** of residents said yes they were part of a Resident and Family Council meeting in the last six months

## Staffing



Fully understand residents' concerns regarding staffing levels of nurses and aides, and develop strategies to address these concerns.

**43%** of residents felt there were always enough nurses and aides in the site

**23%** of family members felt that there were always enough nurses and aides in the site

**46%** of family members felt that they could always find a nurse or aide when they wanted one

## Activities



Fully understand residents' activity needs and develop strategies to meet their needs and manage their expectations.

**50%** of residents said they were always satisfied with the activities offered

## Cleanliness



Fully understand family member's concerns regarding resident hygiene and room cleanliness, and develop strategies to address these concerns.

**41%** of family members felt that the residents' room always looked and smelled clean

**43%** of family members felt that the residents' themselves always looked and smelled clean

## Information



Fully understand family member's expectations for receiving information and develop strategies to improve the timeliness of information provision and manage family member's expectations.

**47%** of family members, who requested information about their resident, felt that they always got the requested information as soon as they wanted it



### More reporting about Designated Supportive Living

Some of the results from this survey will be reported on the HQCA's **FOCUS on Healthcare** online reporting tool. This site allows for interactive comparisons between sites. The DSL

section on this website also provides information about a number of other aspects of care in DSL. Visit:

<https://focus.hqca.ca/designated-supportive-living>



### Feedback and questions

are welcome at [info@hqca.ca](mailto:info@hqca.ca) or by mail:

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