

HIGHLIGHTS: 2015 Alberta Home Care Client Experience Survey

LONG TERM SUPPORTIVE AND MAINTENANCE CLIENTS, AGED 65 AND OLDER

September 2016



The Health Quality Council of Alberta (HQCA) conducted the 2015 Alberta Home Care Client Experience Survey in collaboration with Alberta Health Services (AHS) and Alberta Health to help identify areas for improvement and highlight areas of success in home care. The purpose was to capture the experiences and obtain feedback from seniors aged 65+ receiving long term supportive and maintenance care, who combined represent the largest group of home care clients. This is the first survey conducted by the HQCA in the home care services sector and provides a baseline measurement that can be used for ongoing monitoring.

SURVEY SNAPSHOT

7,171 home care clients responded to the survey about their experiences with professional and personal home care services. The provincial response rate was 64.3 per cent.

Geographic location was shown to have a strong impact on the overall ratings of clients' experiences of home care services. These are categorized as:

Metro: Calgary & Edmonton and commuter communities

Urban: populations 25,000 to 500,000 (such as Grande Prairie, Red Deer, Lethbridge, etc.) and surrounding communities

Rural: populations less than 25,000, and/or greater than 200 kms from a Metro/Urban centre

Because of the greater influence of geographic location on the overall care rating, AHS zone-specific results aren't presented in these highlights, but can be found in the full report: *Alberta Home Care Client Experience Survey Provincial Results – September 2016* at www.hqca.ca.

PROFESSIONAL SERVICES

Typically provided by nurses or therapists. Includes assessment of health status and/or medical conditions; performing treatments and procedures; and, rehabilitation to maximize function.



PERSONAL CARE SERVICES

Typically provided by staff such as healthcare aides. Includes personal hygiene (bathing and grooming); dressing; toileting and incontinence management; and, mobilization and transferring.

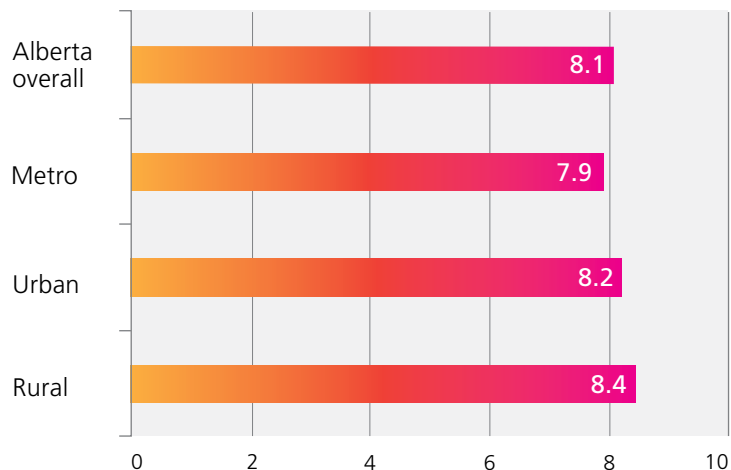




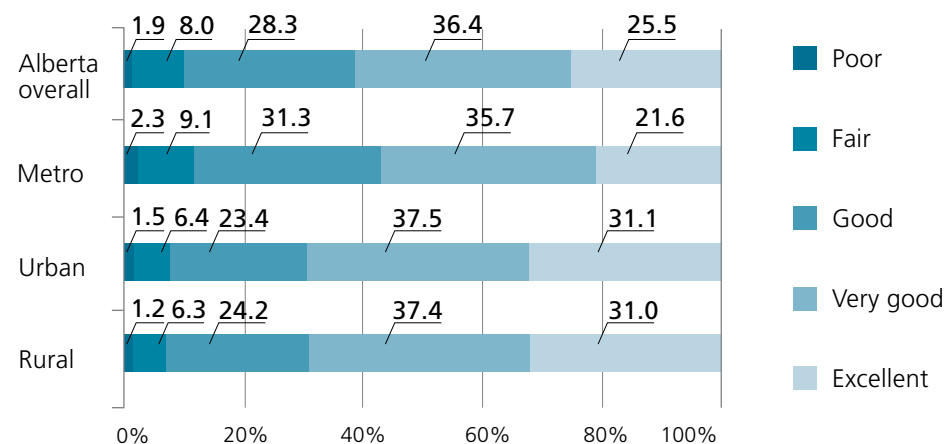
SURVEY FINDINGS at a glance



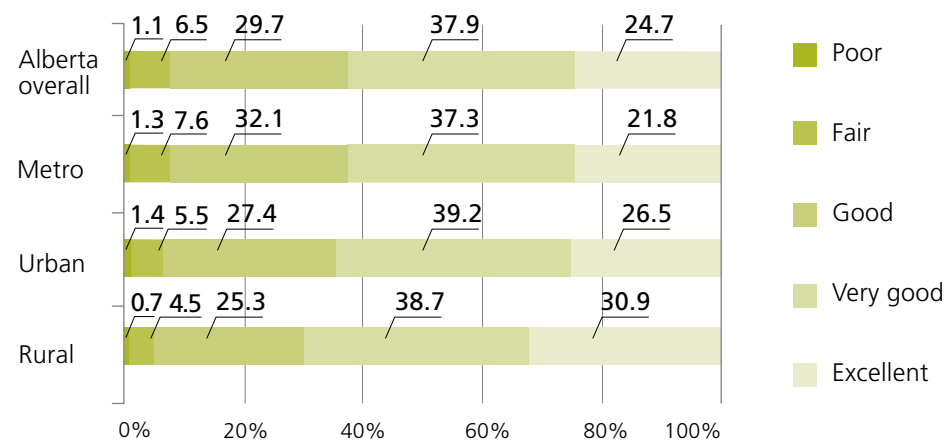
Overall, how would you rate the quality of your home care services, where 0 is the worst and 10 is the best?



Rating of Professional Services Overall, how would you rate your Home Care Professional Services? (please think about all professional staff together).



Rating of Personal Services Overall, how would you rate your Home Care Personal Care Services? (please think about all personal care staff together).





What are the 5 drivers that influence Albertans' overall rating of home care?

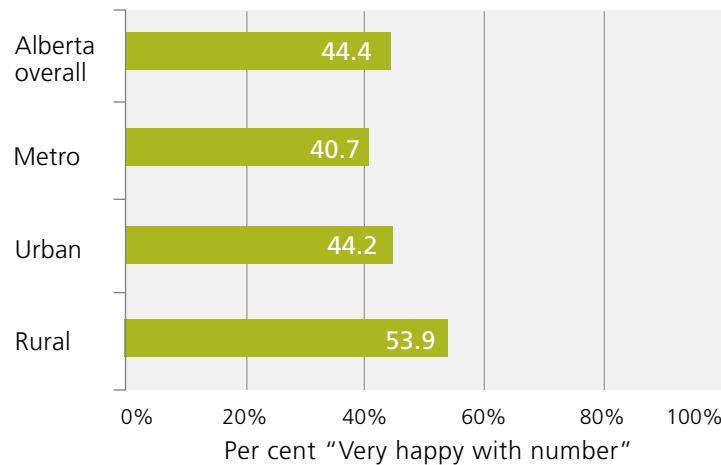
1 RELATIONAL CARE 2 CLIENT NEEDS & EXPECTATIONS
3 CARE PLANNING & CASE MANAGEMENT 4 COMMUNICATION & INFORMATION 5 SCHEDULING

1 RELATIONAL CARE

Clients' perceptions of how they were treated by staff and the interpersonal relationships between clients and staff. The overall scores for Professional Services staff and Personal Care Services staff are each comprised of multiple questions about how clients interacted with staff. The higher the score the more positive the experience.

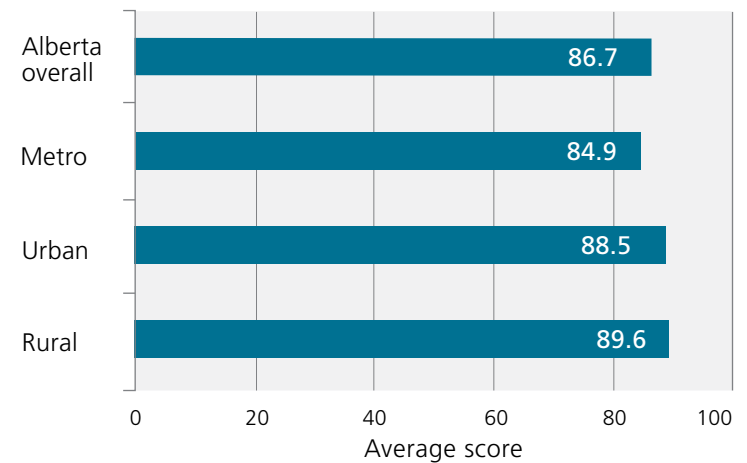
In addition, clients who responded as being "very happy with the number" of different personal care staff reported higher overall care ratings than clients who were only "ok" or "not happy at all" with the number of different staff.

How clients felt about the number of different Personal Care Services staff they had

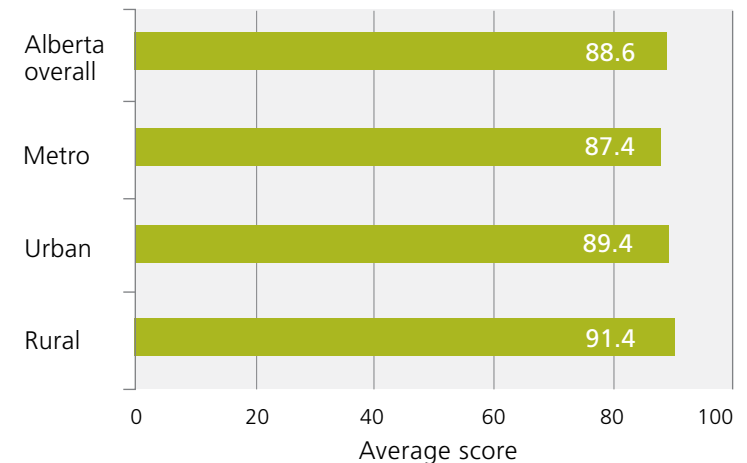


Clients commented that they liked it when: Staff listened to their wishes and needs. Clients also liked it when staff were kind, caring and gentle when delivering care and took a personal interest in their lives.

Treatment by Professional Services staff score



Treatment by Personal Care Services staff score





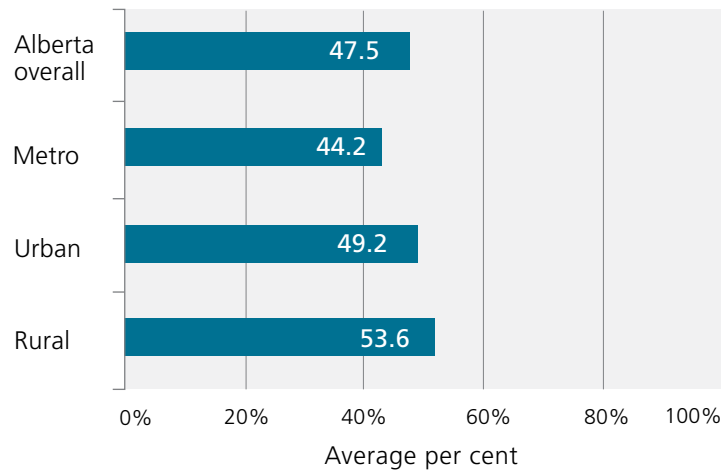
Drivers that influence Albertans' overall rating of home care

2 CLIENT NEEDS & EXPECTATIONS

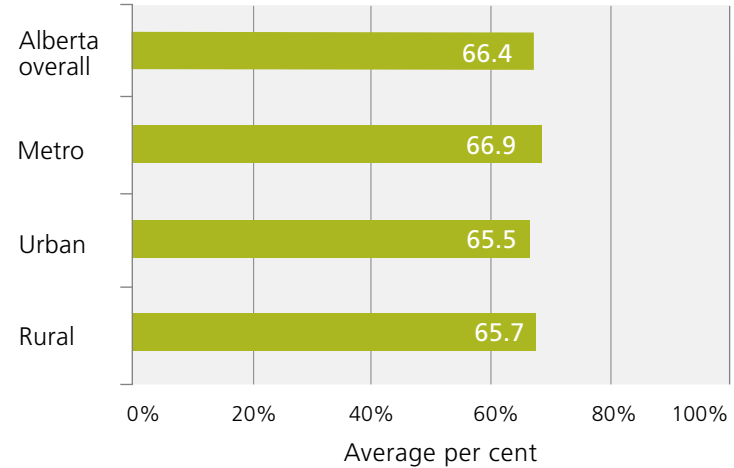
The degree to which clients felt their needs were met or were not met when care was delivered. This driver was defined in two ways. First, where clients expectations were met for the services they were receiving, which was supported by multiple questions (see overall scores below) and client comments. Second, where clients wanted services they felt they needed but were not receiving, which was supported in clients' comments.



Professional Services – Per cent of needs met



Personal Care Services – Per cent of needs met



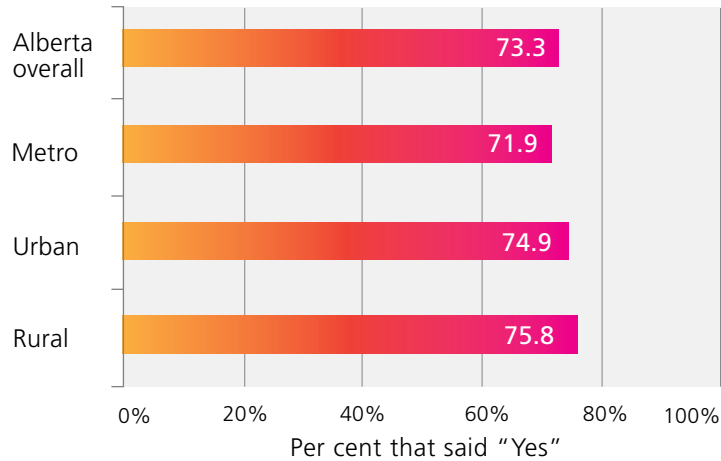
Clients commented that they liked it when: Staff proactively identified and promptly addressed their needs.



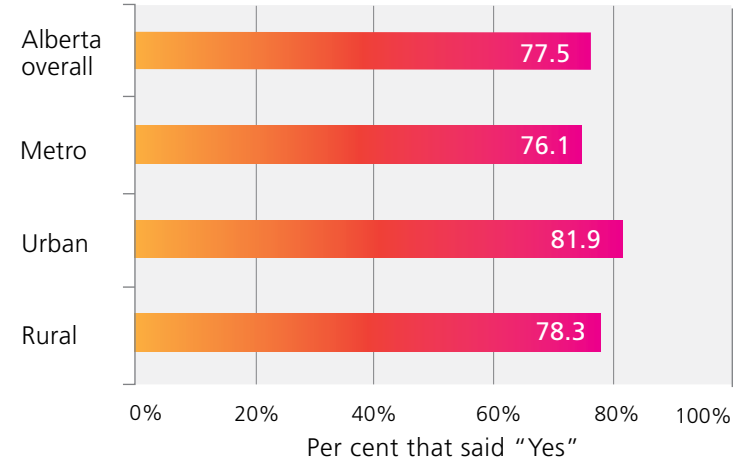
3 CARE PLANNING & CASE MANAGEMENT

The relationship clients had with their case manager and whether the services in their care plan were provided.

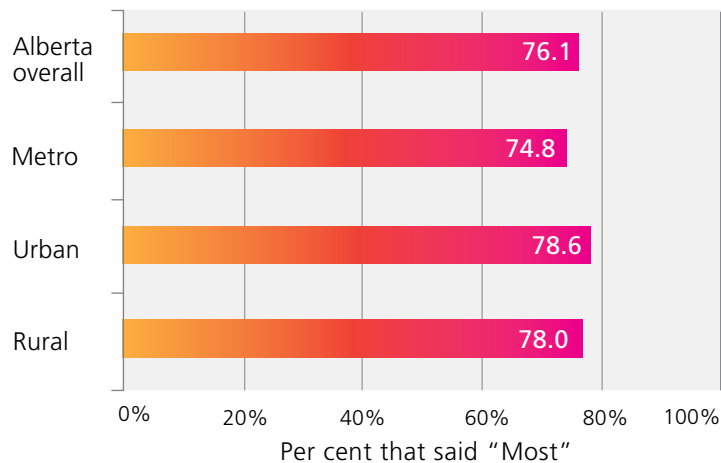
Client was able to reach the case manager when needed



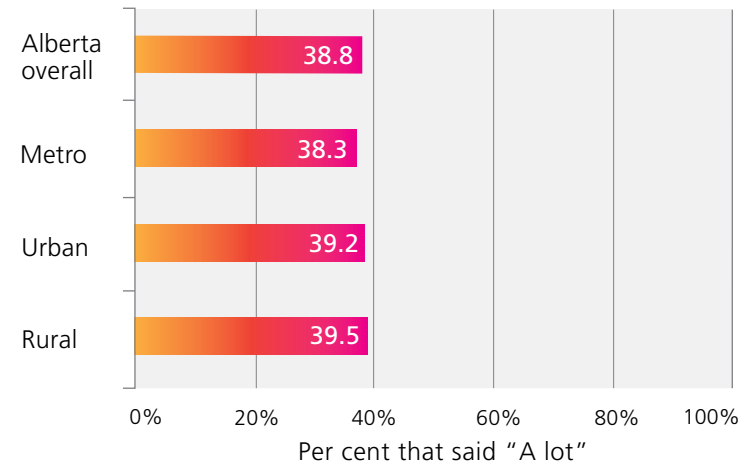
Case manager helped the client get all the home care services needed



Home care provided most of the things in client's care plan



Client was involved in making own care plan



Clients commented that they liked it when: They had contact with their case manager, were involved in establishing and updating the care plan, and were involved in care meetings.



Drivers that influence Albertans' overall rating of home care

Drivers 4 (*Communication & Information*) and 5 (*Scheduling*) were identified solely through analysis of client comments in response to the open-ended survey questions, as opposed to questions that provided specific choices resulting in ratings.

4 COMMUNICATION & INFORMATION

Ways in which staff communicate with clients and with each other.

According to clients' comments, when direct care staff provided information about care, were available to talk with, and communicated clearly, clients reported better home care experiences. There were multiple areas of communication that clients felt could be improved. These included:

- ▶ Access to staff's contact information in order to more easily contact staff
- ▶ Communication between different staff members or between home care providers and other agencies/professionals
- ▶ Communication between all staff groups and clients
- ▶ Language barriers and respectful communication between staff and clients
- ▶ General communication and information about home care services



Clients commented that they liked it when: Home care staff were responsive and available to discuss care.





5 SCHEDULING

Availability, punctuality, and attendance of direct care staff, client perception of staff workload, and also client preferences and requirements for specific appointment times. According to clients' comments, those who experienced receiving care at the same preferred times of day with enough time to complete tasks said this contributed to a positive overall experience with home care. Clients most frequently discussed the following topics about scheduling:

- ▶ Punctuality
- ▶ Attendance
- ▶ Client preferences when scheduling
- ▶ Staff workload
- ▶ Timely medication provision



Clients commented that they liked it when: Staff were punctual, reliable, and appropriately scheduled to meet their needs.



"Frequently I have had to take my own medications on the weekends. Sometimes staff was either late or not booked to come at all. It is an ongoing problem on the weekends."

"I am a little confused about the time allotment. I will be told I have a certain time - 1/2, 3/4 hours or so but the HC worker has too many clients...that they may be able to stay a fraction of the time. At times you feel rushed!."



WHAT HAPPENS NEXT

The HQCA shares the results of the survey with home care providers, Alberta Health Services, and Alberta Health. The information can be used to start and support conversations between providers and their clients, clients' family members, the public, and other stakeholders about the experience of clients receiving home care services in Alberta.

Each home care provider has unique successes and opportunities for improvement that may differ from those identified in the provincial- or zone-level results. These are detailed in provider-level reports, which can help providers determine where to focus quality improvement efforts to best meet the needs of the clients they serve. It's important to note that other factors beyond those identified in this survey can also contribute to client experience and the quality of services provided.

WORKING TOGETHER

The HQCA thanks the clients and families who participated in this survey and provided valuable insight into what is working well and what can be improved for home care in Alberta.

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

MORE INFORMATION

Visit www.hqca.ca/surveys to download the full report: *Alberta Home Care Client Experience Survey Provincial Results – September 2016*. Provider-level reports are available by contacting each home care provider.

Feedback and questions are welcome at info@hqca.ca or by mail: Health Quality Council of Alberta, 210, 811 – 14 Street NW Calgary, AB T2N 2A4

