



NEWS RELEASE

January 28, 2015

**HQCA releases first provincial surveys of supportive living facilities**

(Edmonton, AB) Today, the Health Quality Council of Alberta (HQCA) released results of the first provincial surveys that measure the experience of residents and families with the quality of care and services received at supportive living facilities in Alberta. Survey results are presented in two provincial reports: *the Supportive Living Resident Experience Survey Report* and *the Supportive Living Family Experience Survey Report* and are available today at [www.hqca.ca](http://www.hqca.ca)

This research was conducted between April 2013 and January 2014 by the HQCA in collaboration with Alberta Health and Alberta Health Services, and provides a baseline measurement about residents' and family members' experiences at 134 supportive living level 3 and 4 facilities across the province.

"These surveys gave residents and families in supportive living facilities an opportunity to share their experiences about the care and services they received," explains HQCA Board Chair Dr. Tony Fields. "We hope these results will guide reflection on areas of excellence and opportunities for improvement at supportive living facilities across the province," adds Andrew Neuner, Chief Executive Officer for the HQCA.

Survey highlights:

- Residents rated their overall care at an average of 7.8 out of 10.
- Families rated the overall care at an average of 8.4 out of 10.
- 89% of residents (facility results ranged from 54% to 100%) and 92% of families (facility results ranged from 52% to 100%) would recommend their facility to others.
- Smaller facilities, overall, receive more positive ratings from residents and families than larger facilities.
- At a provincial level, resident and family experiences can be improved by focusing on (in this order): staffing levels and availability, food quality and dining experiences, and the resident environment - including resident personal safety, privacy, the quality and cleanliness of the residents' rooms, and the safety of residents' belongings. Individual facilities, however, may have different areas for improvement.

*The Health Quality Council of Alberta gathers and analyzes information and collaborates with Alberta Health, Alberta Health Services, health professions, academia, and other stakeholders to translate that knowledge into practical improvements to health service quality and patient safety in the health care system.*

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