

# Enhancing resident and family experiences in designated supportive living

Three  minute read

## DID YOU KNOW?

The Health Quality Council of Alberta surveys residents and family members at designated supportive living (DSL) sites across Alberta about their experiences with care and services. The most recent surveys were conducted in 2019 in collaboration with Alberta Health, Alberta Health Services (AHS), and DSL operators.

## WHO'S IMPROVING?

When comparing scores from 2016 to 2019, in both the resident and family experience surveys, 17 sites were identified by the HQCA's analytics team, as showing one or more of the following: statistically significant improvements in survey dimensions; improved regional rankings (based on Alberta Health Services zones); or improved provincial rankings.

## WHAT DID WE LEARN?

Facilities demonstrating improvement emphasized these themes:

1. Connecting with residents, families, and staff, and listening to what they say.
2. Ensuring active involvement in care and decision making.
3. Using what is heard (data) to drive change.
4. Building communities that care.

## SOME OF WHAT WE HEARD...

### Connecting and listening

*"Staff are being listened to and they are also being looked after... I think this actually helps translate to how they treat residents as well."*

- Lynn, executive director at Shepherd's Care Barrhead

### Active involvement

*"(Our chef) not only met with the residents during the food committee meetings, but he would actually go up into each of the suites during meal times to find out what they liked, and what they didn't like, and work with the dietician to make the food better... as long as they felt involved in the process, it has made a huge difference."*

- Colleen, leader at Kingsland Terrace Supportive Living in Calgary



Learn how some sites demonstrate improvement



QUALITY EXCHANGE

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## Using feedback

*“It’s not just about sharing what the numbers are, it’s what they are actually doing with the numbers, and how to enact change.”*

- Lisa, site manager at Spruce Grove Centre

## Building communities that care

*“I think mom, calling it home is the biggest thing. And she has started now, bringing out her photo albums to share with the other residents in the building. Telling them about her history, and about all of these people – like these are her family now.”*

- Elaine, a family member of a resident at Spruce Grove Centre

## LEARN MORE

- Read our full Quality Exchange report on [Enhancing resident and family experiences in designated supportive living](#) on the HQCA website.
- [Review the Designated Supportive Living Survey Results.](#)

## ACKNOWLEDGEMENTS

A special thanks to leadership, staff, family and residents from the following five sites who shared their stories:

- Shepherd’s Care Barrhead (North Zone)
- Good Samaritan Society - Spruce Grove Centre (Edmonton Zone)
- Bethany Didsbury (Calgary Zone)
- Good Samaritan Society, Vista Village (South Zone)
- Kingsland Terrace (Calgary Zone)



## Facilities demonstrating improvement emphasized these themes

Connecting with residents, families and staff and listening to what they have to say.



Ensuring active involvement in care and decision making.



Using what is heard (data) to drive change.



Building communities that care.

