



FACT SHEET

RESIDENTS AND FAMILIES

2022 Resident and Family Experience Survey

Information for families and residents

This summer, the Health Quality Council of Alberta (HQCA) will seek feedback from residents and families about their experience with facility-based continuing care (this includes both long term care and designated supportive living).

We want to know:

'What do you think about the quality of care and services here?'



This is your chance to be heard. Share your experience. Your feedback will be summarized by the HQCA in a report to help your community identify areas of success and where they might address improvements.

A SURVEY SNAPSHOT

- Completely voluntary
- 50+ questions about your experience at this site
- Completely anonymous and confidential

SUMMER 2022

Residents and families will be given an opportunity to participate in the survey.

WINTER 2022

HQCA will distribute reports to all sites.

SPRING 2023

Public release of the provincial report.

FREQUENTLY ASKED QUESTIONS

Q: Who is eligible to participate in the survey?

Residents eligible to participate must have lived here for at least one month; and be a cognitively well/non-SL4D resident. Family members eligible to participate include the family member or friend most involved in the care of a resident living here; and be living in Canada.

Q: How are we reaching the survey participants?

Trained HQCA staff may visit here if safe, and will assist eligible residents to complete the survey. HQCA staff will be required to have three doses of the vaccine and adhere to AHS and each site's safety and visiting protocols. If you are not comfortable with the in-person visit for the resident survey, please let facility administration or the HQCA know so we may arrange other alternatives. For continuing care homes that are not eligible for a visit, alternative methods for completing the survey may include mail, telephone, or email. Families will also be invited to participate in an online survey sent via email.

Q: Will the results be available?

Yes. The HQCA will:

- Produce a publicly available provincial report and highlights document (on hqca.ca) that provides key findings that can be used to inform system-level priorities and improvements
- Produce a tailored report for each of the participating communities

Q: How can family/resident councils contribute to the success of this initiative?

- Know about the survey
- If asked, please encourage participation
- Families and friends of residents CAN help with the survey if asked by the resident. However, communities' management and staff have been asked to REFRAIN from helping resident and families with the survey.
- Contact the HQCA if you have any questions

Q: Who is the Health Quality Council of Alberta (HQCA)?

The Health Quality Council of Alberta (HQCA) is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality.

The HQCA is a custodian under the *Health Information Act of Alberta* and a health care body under the *Freedom of Information and Protection of Privacy Act*, therefore the HQCA's surveys are subject to the provisions of the privacy legislation in Alberta.



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