



Improving Healthcare Together

The Alberta Home Care Client Experience Survey – Frequently Asked Questions

HEALTH QUALITY COUNCIL OF ALBERTA

Who is the 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.

Under provincial legislation, we have a role to survey Albertans on their experiences with the quality of health services they receive. More information about the HQCA can be found on our website: <http://hqca.ca/about/>

The HQCA is conducting this survey with support from Alberta Health Services (AHS) and Alberta Health.

How did the Health Quality Council of Alberta get my information?

Our partners at Alberta Health Services (AHS) provided us with information to conduct this survey. Any information collected is strictly confidential and is subject to Alberta information and privacy laws. The two pieces of legislation that we must comply with are: *the Freedom of Information and Protection of Privacy Act* and the *Health Information Act*.

SURVEY DETAILS

What is this survey?

This survey asks a variety of questions about client's experiences with the home care services they receive.

Participation is entirely voluntary. If clients choose to participate their answers will be kept strictly confidential, and clients will not be identified in the results or in any reports. Individual responses will never be seen by home care staff

or supervisors. Clients can choose not to answer questions they are not comfortable answering or withdraw from the survey at any time. Clients' care and services will not be affected in any way if they do or do not wish to participate.

We will combine all the responses into provincial and provider reports (sample size permitting) for continuing care leaders and home care providers to plan and improve services.

Why is the HQCA surveying?

We know it's important to listen to Albertans to better understand their experiences receiving home care, because this information helps to identify what can be done better and what is working well. This is also an opportunity for clients to share their experiences about the care and services they receive from home care. Ultimately, the hope is to make a difference to people and their families who receive home care in Alberta.

Who is the HQCA surveying? Why have I been invited to participate?

We are surveying individuals over the age of 18 in Alberta who are cognitively well and are currently receiving/have received one or more of these types of home care services in the last six months.

Home care services may include:

- long term supportive
- maintenance
- acute
- wellness
- rehabilitation home care services

Voluntary participation

Taking part is entirely voluntary. If a client does not want to participate, they do not have to and do not have to give a reason. Clients who choose to participate can also refuse to answer any questions they do not feel comfortable with. Client's care and services will not be affected in any way whether they choose to participate or not. We sincerely hope clients will participate as their feedback is very important.

Benefits

Information clients provide will help us to better understand what it is like to receive home care services. While the survey cannot address specific concerns, it will identify how the home care program is doing provincially, and what is working well and where there are opportunities for continuing care leaders and home care providers to improve home care services in Alberta.

Risks

There are no known risks associated with this survey. We would like to emphasize that taking part is entirely up to clients. If a client does not want to participate, they do not have to and they do not have to give a reason. Clients can also refuse to answer any questions they do not feel comfortable with. A client's care and services will not be affected in any way if they do or do not wish to participate.

Is there a deadline?

If you have received a survey, please complete it as soon as possible. While there is no firm deadline, we anticipate the survey will close in June 2024 so we can begin analytics and reporting.

I need help to complete the survey – how do I get assistance?

Clients are welcome to get help to complete the questions in the survey. Please feel free to get help from a family member, a friend, or from us at: homecare@hqca.ca or by phone at: 1-855-508-8162. Client's responses will be kept confidential. If the client chooses to receive help, we ask that they complete it without help from their case manager or from any home care staff.

I would like more information about the survey

If you have any questions about the survey, please contact the HQCA at: homecare@hqca.ca or by phone at: 1-855-508-8162.

RESULTS OF THE SURVEY

Can I see the results?

Yes. Provincial results are anticipated to be available once analysis is complete, in 2025. These will be posted on the HQCA website: www.hqca.ca or a copy can be requested by calling the HQCA at: 1-855-508-8162.

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Confidentiality and Anonymity

All information will be kept completely confidential. Answers will be combined with those of other home care clients in any reports we produce. Results will be shared with Alberta Health, Alberta Health Services, and home care provider organizations to help identify areas of success and opportunities for improvement.

Individual survey answers will not be shared with anyone.

Please note that in accordance with the *Alberta Protection for Persons in Care Act*, if through a client's survey response they indicate that they have or are currently experiencing abuse by a service provider, we must report this abuse to the appropriate authorities.

Who sees the results from this survey?

- **Home care clients:** Once the provincial report is published on our website, we will notify all participants by letter, letting them know the provincial-level findings from the survey can be found on our website: www.hqca.ca
- **Home care providers:** The HQCA will produce a detailed report specific to their clients (sample size permitting). This report can help determine areas of success and where to focus quality improvement efforts.
- **The general public and decision-makers in the healthcare system:** a provincial report will provide an aggregate view of the key findings and how the home care program is doing provincially. It will be available on our website at <http://www.hqca.ca>.