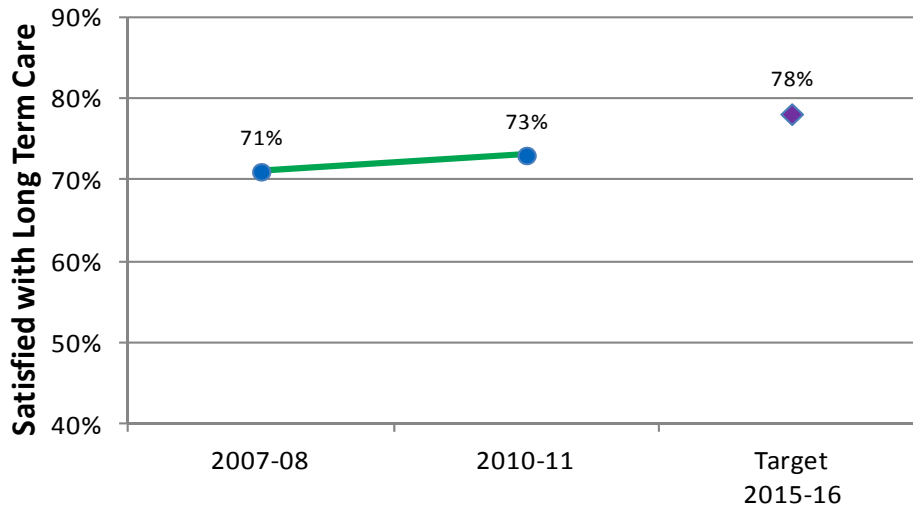


Satisfaction with Long-Term Care – Provincial Details

See below for additional zone details where available.

Satisfaction with Long Term Care



Measure Definition

Satisfaction with Long Term Care: This measures the percentage of families of long-term care residents who rate their overall care as 8, 9 or 10 out of 10, where zero is the lowest level of satisfaction possible and 10 is the best.

Information for this measure is collected through a survey of family members whose relative is a resident in long-term care. This measure is updated every two years.

Note: National Average not available.

Understanding this Measure

Measuring family satisfaction with the care that is being delivered to residents is an important component of managing the quality of Alberta's long-term care services. The survey is administered by the Health Quality Council of Alberta.

2014-15 Actions:

- Implement the *Continuing Care Quality & Risk Management Framework* to provide increased quality assurance in continuing care.
- Engage Patient Advisors on the Continuing Care Quality Committee to help identify gaps and develop a provincial approach to support zones in quality improvement initiatives.
- Reduce use of antipsychotic medication in long term care settings through improved dementia care.
- Develop and implement more regular satisfaction surveys to capture client experiences.
- Implement the Medication Management Program across home care and supportive living settings.

Examples of local initiatives include:

- Implement moveEZ to acute care with integration of Functional Mobility Guidelines. The moveEZ program is designed to prevent the functional decline of elderly patients during their stay.
- Address gaps in care for seniors with complex dementia and/or behavioural issues.
- Work with Family and Resident Councils to ensure processes are in place to address concerns and provide on-going communication with patients / residents and families on a regular basis.

Satisfaction with Long Term Care – Zone Details

Percentage of families of long-term care residents who rate their overall care as 8, 9 or 10 out of 10, where zero is the lowest level of satisfaction possible and 10 is the best.

Zone	2007	2010	2013	2014-15 Target	2015-16 Target
Provincial	71%	73%			78%
South	80%	80%	2013 Values not available at time of publication	Not Applicable	81%
Calgary	65%	70%		Target not set since survey	76%
Central	78%	80%		results not available.	81%
Edmonton	67%	70%			76%
North	80%	82%			83%

Note: Data calculated every three years for this measure.