

Satisfaction with Long Term Care

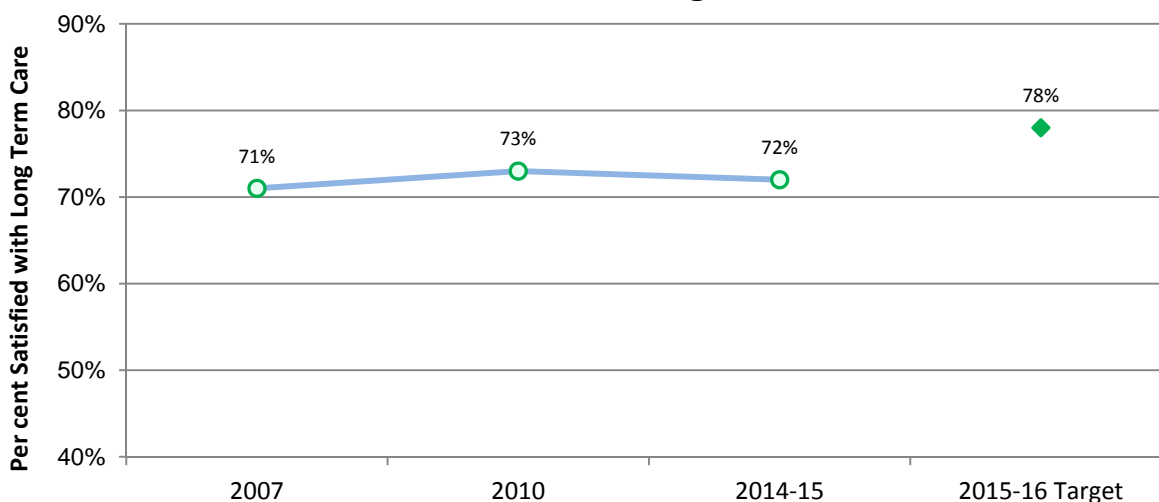
Measure Definition

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.

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 every two – three years.

Satisfaction with Long Term Care



Satisfaction with Long Term Care	2007	2010	2014-15	2015-16 Target
Provincial	71%	73%	72%	78%
South Zone	80%	80%	80%	81%
Calgary Zone	65%	70%	70%	76%
Central Zone	78%	80%	77%	81%
Edmonton Zone	67%	70%	70%	76%
North Zone	80%	82%	76%	83%

Satisfaction with Long Term Care – Actions

Provincial/ Strategic Clinical Network (SCN)	<ul style="list-style-type: none"> Completed new “Access to Designated Living Option” (ADLO) which replaced the First Available Living Option (FALO) policy. Seniors Health SCN is expanding Appropriate Use of Antipsychotics (AUA) work to 12 supportive living sites. Zones received Health Quality Council of Alberta (HQCA) long-term care survey results.
South	<ul style="list-style-type: none"> The Continuing Care Resolution Reporting Team continues to receive concerns via Health Link. All questions and concerns from clients and families have been addressed. Family Care conferences occurring in all zone long-term care (LTC) sites.
Calgary	<ul style="list-style-type: none"> Working with continuing care sites to provide support for sites where families and residents have concerns, or are dissatisfied with aspects of their care and find ways to improve their experience.
Central	<ul style="list-style-type: none"> All long-term care sites have implemented AUA and review is ongoing to ensure initiative actions are continued as best practice at the sites. AUA is also being rolled out to some affiliate supportive living sites. Response to public/resident/family complaints is occurring in a timely manner. Education sessions are continuing to increase understanding of the LTC Quality Indicators report (2013-14 Canadian Institute for Health Information Report), methodology and results to improve performance.
Edmonton	<ul style="list-style-type: none"> Based on results of the HQCA satisfaction survey for Designated Supportive Living 2013-14, operators will develop quality improvement plans; a larger focus will be placed on sites that ranked in the bottom quartile.
North	<ul style="list-style-type: none"> Developing a patient and family-centred care community engagement and action plan to set priorities for establishing patient- and family-centered care. Resident councils, patient concerns and family consults are being utilized to inform action plans to address satisfaction with hospital care. Continued implementation of guidelines and standards for placement is ongoing. Participated in SCN roll out of appropriate use of antipsychotics initiative.

IN SUMMARY

Based on the 2014-15 Long Term Care Family Experience Survey, family members rated overall care at their facilities at an average of 8.3 out of 10. Facility scores ranged from 6.30 to 10.0 out of 10.

In addition, 92% of family members would recommend their facility to others.

The majority of facilities did not show any significant improvement or decline from 2010 to 2014-15 in each of the five key measures of care and services.

DID YOU KNOW

The Continuing Care Access to a Designated Living Options Policy was approved in May 2015 and provides direction for accessing a Designated Living Option in continuing care.

Appropriate Use of Antipsychotics (AUA) guides the appropriate use of antipsychotic drugs and teaching staff on other ways to care for persons with dementia thereby improving safety and quality of life for residents.

*The 2014-15 Long Term Care Family Experience Survey explores family members’ responses to questions about **five key measures** of care and services:*

- *staffing, care of belongings and environment*
- *kindness and respect*
- *food rating*
- *providing information and encouraging family involvement*
- *meeting basic needs*