

Satisfaction with Long-Term Care

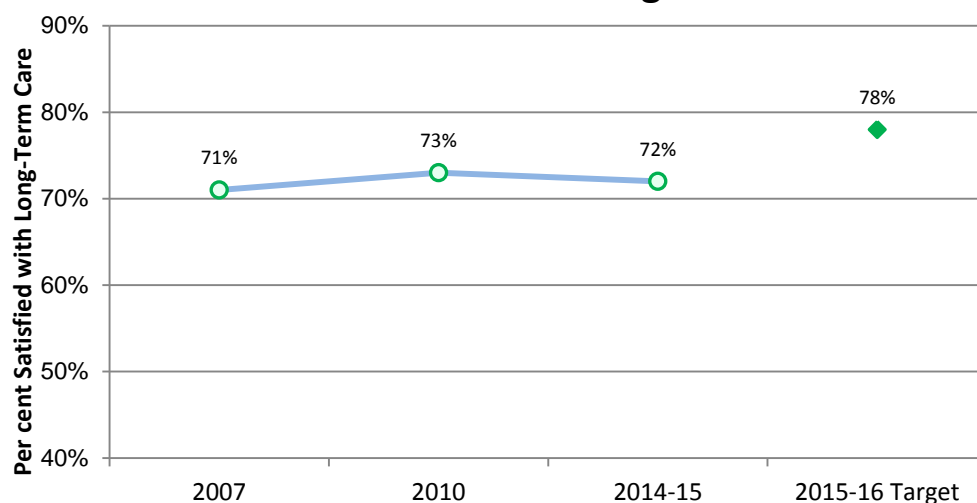
Measure Definition

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



How Do We Compare?

Comparable national data is not available for this measure.

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"> Health Quality Council of Alberta (HQCA) released the 2014-15 survey on “Family Satisfaction of Long-Term Care” with public results down at the facility level. The Facility Global Overall Care rating for the province was 8.3 out of 10. Key messages from the survey were “variation exists among facilities throughout the province, with individual facility scores ranging from 6.3-10.0 out of 10.” 94.8% of facilities showed no significant change and 5% of facilities showed a significant decrease in Global Overall Care ratings from the previous survey in 2010. Seniors Health SCN is expanding Appropriate Use of Antipsychotics (AUA) work to 12 supportive living sites.
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 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 to find ways to improve their experience. Reviewed survey with HQCA at Integrated Continuing Care Steering Committee and suggestions for further detailed survey examined.
Central	<ul style="list-style-type: none"> Developing action plans to address issues identified in the family satisfaction survey. Completed education sessions for Canadian Institute for Health Information (CIHI)-LTC quality indicators, resulting in increased literacy of quality indicators at all sites. Implemented a multi-disciplinary approach at LTC sites for AUA. This included an ongoing process of assessment to ensure sustainability of the program. AUA orientation is offered to all new managers to maintain and sustain the program and standard work.
Edmonton	<ul style="list-style-type: none"> Sites are reviewing, monitoring and responding to findings of the HQCA LTC survey. Based on results of the HQCA satisfaction survey results for Designated Supportive Living 2013-14, operators developed quality improvement plans with a larger focus on sites that ranked in the bottom quartile.
North	<ul style="list-style-type: none"> Sites are reviewing, monitoring and responding to findings of the HQCA survey. Decreased use of inappropriate utilization of antipsychotics. Participated in SCN roll out and noted numerous successes at site levels. Continued monitoring of progress, impacts and support to sites.

IN SUMMARY

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 the education of 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*