

Satisfaction with Long-Term Care

Measure Definition

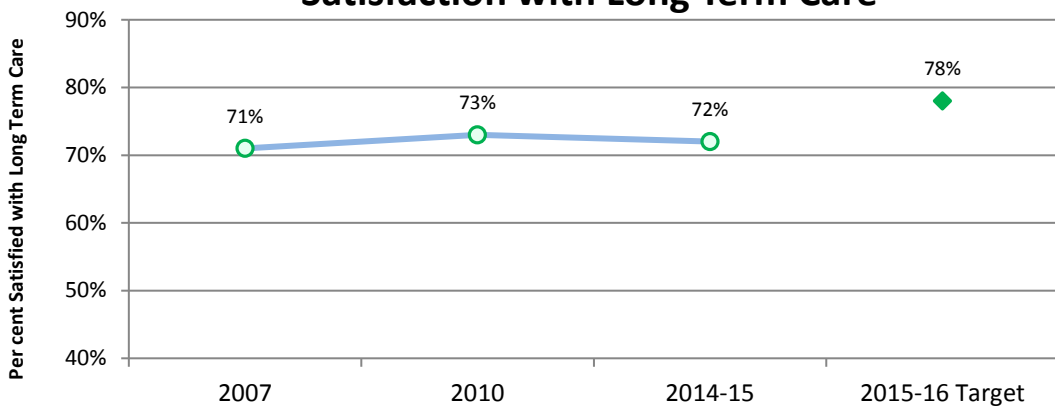
This measures the percentage of families of long-term care residents who rate their overall care as 8, 9 or 10 out of 10, where zero is the lowest level of satisfaction possible and 10 is the best. Information for this measure is collected through a survey of family members whose relative is a resident in long-term care.

Reported every three years, 2014-15 the most recent survey.

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

HIGHLIGHTS

In June 2015, the Canadian Institute for Health Information (CIHI) included nine new Quality Indicators (QIs) relevant to the Continuing Care Sector of AHS. Specifically, the nine QIs focus on three themes: safety, health status of residents and appropriateness and effectiveness of care. The nine indicators are:

- Safety: Falls in the Last 30 Days in Long-Term Care
- Safety: Worsened Pressure Ulcer in Long-Term Care
- Appropriateness and Effectiveness: Potentially Inappropriate Use of Antipsychotics in Long-Term Care
- Appropriateness and Effectiveness: Restraint Use in Long-Term Care
- Health Status: Improved Physical Functioning in Long-Term Care
- Health Status: Worsened Physical Functioning in Long-Term Care
- Health Status: Worsened Depressive Mood in Long-Term Care
- Health Status: Experiencing Pain in Long-Term Care
- Health Status: Experiencing Worsened Pain in Long-Term Care

Continuing Care Quality Indicator Working Group meets regularly to provide expertise and advice to support continuous improvement of continuing care measures for quality assurance and quality improvement. Sharing information about health service quality and success stories are ways that quality of care can be reviewed, monitored and improved. The Alberta Long-Term Care Quality Indicators report is available on the AHS website and complements CIHI data. It illustrates how Alberta is doing compared to national averages, shows comparisons between zones and describes actions undertaken or underway to improve care for residents in the zones. The ongoing public reporting raises awareness of good, quality care and flags areas for improvement.

Improvement strategies and action plans for sites with lower satisfaction levels were implemented. For example, staff practice compassionate communication and active listening to better tailor interventions for residents in Central Zone facilities.

SUMMARY OF RESULTS

The most recent data for this measure is from 2014-15. HQCA conducts the survey every three years.

Health Quality Council of Alberta (HQCA) conducts surveys with family members of residents in long-term care facilities across Alberta, which is an integral part of HQCA's mandate to measure, monitor, and report to Albertans about their experience and satisfaction with the quality of health services they receive. The information collected and analyzed is shared with each long term care facility, Alberta Health Services and the government to help inform future improvements.

In 2014-15, the HQCA began data collection for its third long-term care family experience survey since 2008. Family members of residents in long-term care facilities across Alberta were asked about their experience and satisfaction with the quality of health services their family members receive. HQCA published the results in the fall of 2015, distributed a summary of the results to all family members who received the survey, and provided facility-level results to 158 participating facilities. The full survey is available on the HQCA website.

In 2014-15, the HQCA continued its work developing a home care client experience survey for the province. In March 2015, in cooperation with Alberta Health and AHS, HQCA began data collection across Alberta. Focusing on clients over the age of 65 who receive long term supportive and maintenance home care services, the information gathered will be used to better understand the quality of care and services these clients received. HQCA published the survey results on its website.