

Highlights of the 2016 Designated Supportive Living Resident Experience Survey Report

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JULY 2017



In 2016 the Health Quality Council of Alberta (HQCA) surveyed both residents and their family members about their experiences with care and services at designated supportive living (levels three and four) facilities across Alberta. This was the second time the HQCA conducted this survey; the previous survey was conducted in 2013-14.

Resident experience survey

This document is a brief summary of the results of the resident experience survey. In conjunction with the resident survey, the HQCA also conducted a family member experience survey. For a summary of the family member experience survey results, as well as detailed reports of both the resident and family member survey results at a provincial level, visit www.hqca.ca/supportiveliving. The provincial reports also list all of the facilities in ranked order across a variety of measures.

Surveys were conducted from May to December 2016. Residents had the option of completing a mail-in paper survey or participating in an in-person interview. Nearly two-thirds of completed surveys were via in-person interviews.



59%

Resident Experience Survey Response Rate



2,870 out of 4,850

of eligible residents completed and returned the survey

SURVEY FINDINGS

Global Overall Care Rating

In the survey, residents were asked: “Using any number from 0 to 10, where 0 is the worst and 10 is the best care possible, what number would you use to rate your home?”

The results from this survey question are reported as the “Global Overall Care Rating” for a facility. It reflects residents overall experience with a designated supportive living facility from 0 to 10.



Would you recommend this facility?

In the survey, residents were asked: “Would you recommend this place to a family member or friend? Yes or No?”

Overall, 91 per cent of respondents would recommend the facility.



There was variation among facilities throughout the province, with resident responses resulting in a recommendation percentage from a low of 38 per cent to a high of 100 per cent.

Dimensions of care

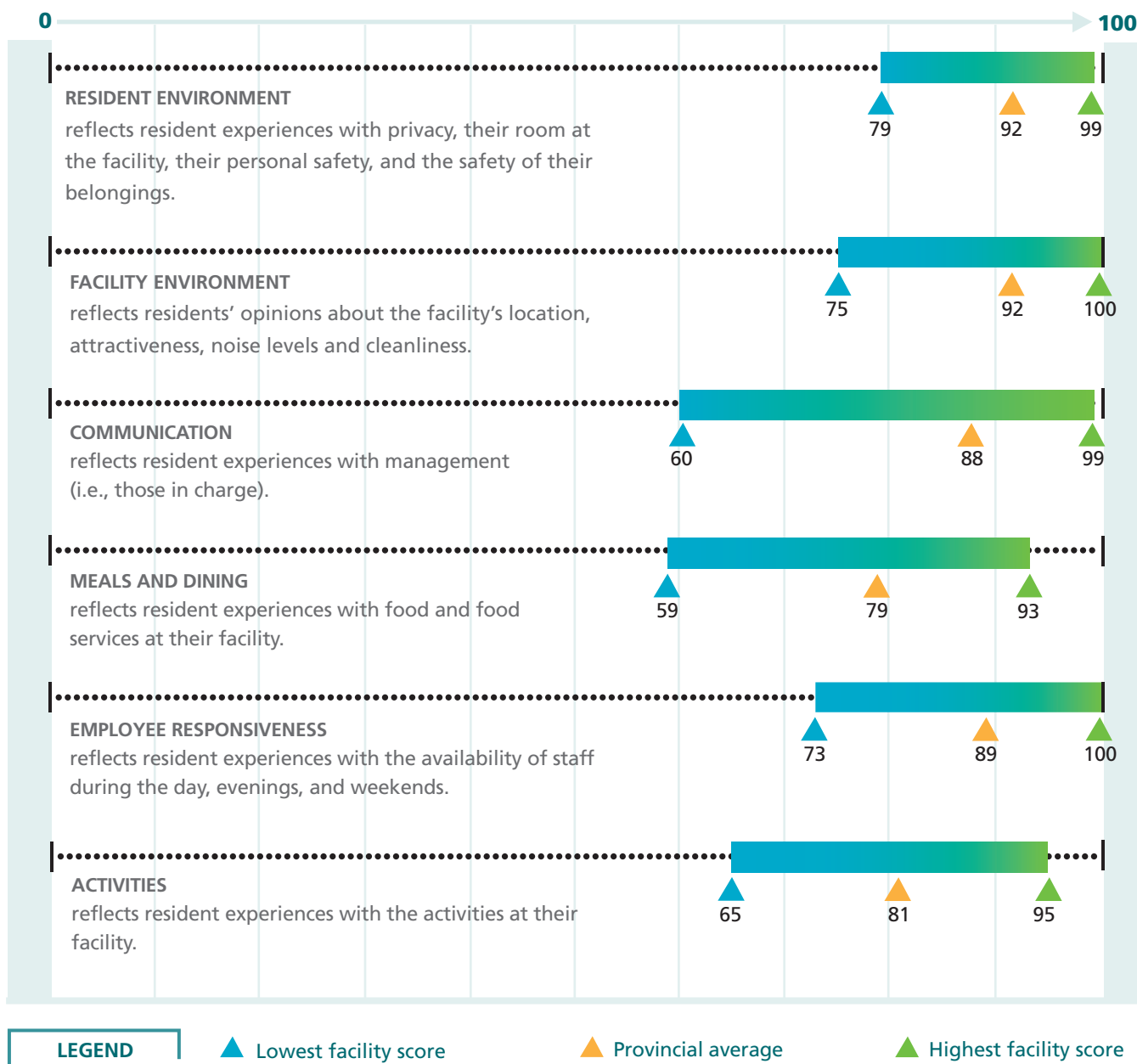
Our analysis shows that how residents rate the question about overall care is influenced by their experiences with 11 “dimensions of care”. Each dimension of care represents a set of survey questions or topics that share a similar conceptual theme. They are described in the following chart; below each dimension’s survey score.

How the dimensions of care influence residents’ overall experience at a designated supportive living facility are listed in decreasing priority and influence.



The chart also illustrates the large variation between the lowest and highest scoring facilities, compared to the provincial average.

2016 resident experience survey scores across 124 designated supportive living facilities







Ownership type

Three AHS-defined ownership models were examined to determine their impact on residents' experiences of care and services provided at a designated supportive living facility. These ownership models are:

- AHS (public) – operated by or wholly-owned subsidiary of AHS.
- Private – owned by a private for-profit organization.
- Voluntary – owned by a not-for-profit or faith-based organization.

Overall the differences in scores between ownership types were small and not statistically significant. Therefore no one model type is consistently better or worse than others across all key measures of resident experience in the survey.



Want more details about the survey?

Provincial reports are available at:
www.hqca.ca/supportiveliving.

Copies of facility-level results may be available and can be requested directly from each facility administration.

How does the facility where you or your family member lives compare to other facilities?

See a list of facility scores in ranked order in the provincial report at www.hqca.ca/supportiveliving.

Tell us what you think

Email your comments or questions to info@hqca.ca, or mail your comments to:

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