

Highlights of the 2013 | 2014 Provincial Supportive Living Resident & Family Experience Surveys

JANUARY 2015



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Why did we do the surveys?

Surveys are an important part of the Health Quality Council of Alberta's (HQCA) legislated mandate to measure, monitor, assess, and report to Albertans about their experience and satisfaction with the quality of healthcare services they receive. In 2013-14 we conducted resident and family experience surveys in 134 supportive living level 3 and 4 facilities across the province. These were the first such surveys conducted at the provincial level and provide a baseline of residents' and family members' experiences within supportive living facilities in the province.

The surveys were designed to capture residents' and family members' observations and experiences with the care and services they receive while at their supportive living facility. In the reports, when we use the term family member, we mean family member or the person most involved in the resident's care.

What is supportive living?

Supportive living is a term used in Alberta to describe four levels of care for seniors and others who cannot live fully independent lives. Our research included residents and their families at supportive living levels 3 and 4. Higher levels of care are provided in nursing homes and auxiliary hospitals for Albertans who need more support or have more complex needs. While these facilities are not included in this study, they are the focus of the HQCA's long term care surveys.



Supportive living (SL) level of care	Description
SL 3	Resident in a facility with 24-hour onsite healthcare aides for care and support; access to a nurse; higher needs, but medically stable; not a risk to self or others
SL 4	Resident in a facility with onsite nursing and 24-hour onsite healthcare aides; complex medical conditions that require 24-hour support and help with daily needs; may have dementia (SL - 4D)



How can these survey results be used?

The 2014 *Supportive Living Resident and Family Experience Surveys* are an important measure of quality and an important aspect of providing and improving care and services for supportive living residents. They also provide peer-to-peer comparisons across the province. This information can be used to help supportive living providers, health professionals, Alberta Health Services, and Alberta Health to:

- Guide reflection on performance
- Improve the quality of care and services for residents
- Improve aspects of quality of life for residents
- Identify examples of excellence and opportunities for improvement
- Compare results from one survey year to the next

How we did the surveys

These surveys were conducted in accordance with the HQCA's legislated mandate and Alberta privacy legislation requirements. Residents of supportive living facilities were surveyed using the *Ohio Residential Care Facility 2013 Survey*. Family members of supportive living residents were surveyed using the *Consumer Assessment of Healthcare Providers and Services (CAHPS®) Nursing Home Survey: Family Member Instrument*.

A note to families

The decision to move to a supportive living centre is often a stressful one for both the resident and their family. Choices can be limited by timing, cost, location, and personal needs and preferences. Families want to make the best possible choice for their loved ones under the circumstances. The experiences described here, and in the accompanying facility level reports, should be seen as one representation of the quality of care a resident is receiving. We encourage people to read this summary with that in mind, and to also consider other quality of care factors.

Other considerations

These survey results should not be viewed as the sole measure of quality of care at each facility. Other quality of care factors should be kept in mind, most importantly, the needs and values of the residents and families themselves.

Each individual facility will also have unique areas for improvement, which may differ from those identified for the province. Supportive living providers should refer to their facility-level results to better determine where to focus quality improvement efforts to best meet the needs of their residents and family members. All interested stakeholders, including families, residents, and the public are encouraged to review the complete provincial and facility-level survey results, which are available online at www.hqca.ca and at individual facilities, respectively.

What did we learn?

These surveys are valuable tools to help families and residents share their experiences around a variety of dimensions of care and services.

- 89% of residents and 92% of families would recommend their facility to others.
- Residents and their families have more positive experiences with smaller facilities than with larger facilities.
- Facility ownership (i.e., whether a facility is owned by Alberta Health Services, or a private or voluntary organization) did not have any influence on resident and family experiences.
- At a provincial level, the greatest gains in improving resident and family experiences with supportive living may be realized by focusing on staffing levels and availability, food quality, dining experiences, and the resident environment, including resident personal safety, privacy, the quality and cleanliness of the residents' rooms, and the safety of residents' belongings.
- Individual facilities have their own unique areas for improvement as identified in their facility-level reports.



Survey Findings

We surveyed supportive living residents and their families separately. Visit www.hqca.ca for copies of the provincial reports for each survey. A summary of our findings for each of these surveys is listed on the following pages.

RESIDENT EXPERIENCE SURVEY FINDINGS

The *Supportive Living Resident Experience Survey Report* explores resident responses to questions about 11 different dimensions of care and services in supportive living facilities, and includes interviewers' recorded comments from residents.

Global Overall Care rating

This rating reflects residents' overall evaluation of their supportive living facility. 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 the care at the supportive living facility?*

- **Residents rated their care at an average of 7.8 out of 10**

The greatest gains at the provincial level may be realized by focusing on the strongest influencers of Global Overall Care. These are listed in order of decreasing influence (from highest to lowest impact).



1. General Satisfaction

This dimension reflects resident experiences with their sense of comfort at the facility, whether the resident thinks they are getting their money's worth, and whether they would recommend the facility.

- Provincial score: 85 out of 100
- Facility scores ranged from 60 to 97 out of 100

2. Meals and Dining

This dimension reflects resident experiences with food and food services at their facility.

- Provincial score: 80 out of 100
- Facility scores ranged from 60 to 96 out of 100

Whereas some of the residents complimented the quality of food served at their facility, others felt the food lacked variety, taste, and nutritional value, and that dietary needs were not always considered.

3. Resident Environment

This dimension reflects resident experiences with privacy, their room at the facility, their personal safety, and the safety of their belongings.

- Provincial score: 92 out of 100
- Facility scores ranged from 76 to 99 out of 100

Residents expressed that privacy mattered to them, and some felt that they did not have the privacy they wanted.

4. Activities

This dimension reflects resident experiences with the activities at their facility.

- Provincial score: 81 out of 100
- Facility scores ranged from 57 to 99 out of 100

Some residents wanted a greater number and variety of available activities and for activities to be inclusive of all residents.

5. Relationship with Employees

This dimension reflects resident experiences with the courteousness, friendliness, and dependability of employees at their facility.

- Provincial score: 92 out of 100
- Facility scores ranged from 77 to 100 out of 100

Although some residents described employees as being wonderful, kind, and respectful, other residents expressed that the way they were treated by employees could be improved.



6. Facility Environment

This dimension reflects residents' opinions about the facility's location, attractiveness, noise levels, and cleanliness.

- Provincial score: 92 out of 100
- Facility scores ranged from 75 to 99 out of 100

Some residents commented that the maintenance and cleanliness at their facility could improve. Whereas some residents expressed that they felt safe at their facility, others said they did not. Some residents felt unsafe because they thought it might be difficult to get out of the building in an emergency or that the neighbourhood seemed unsafe.

7. Communication

This dimension reflects resident experiences with management (i.e., those in charge).

- Provincial score: 88 out of 100
- Facility scores ranged from 64 to 99 out of 100

While some residents described management as approachable and willing to address their requests and concerns, other residents found management unresponsive to problems.

8. Choice

This dimension reflects resident experiences with the freedom to go to bed and come and go from the facility whenever they choose. It also reflects whether employees encourage residents to do things that they are able to do on their own and to leave residents alone when they do not want to do anything.

- Provincial score: 91 out of 100
- Facility scores ranged from 82 to 100 out of 100

The ability to make choices was considered important to residents, with some describing that they had too little independence or were expected to do more for themselves than they were able.

9. Employee Responsiveness

This dimension reflects resident experiences with the availability of staff during the day, evenings, and weekends.

- Provincial score: 89 out of 100
- Facility scores ranged from 69 to 99 out of 100

Of the comments provided, many were related to staffing levels at the facility and how low staffing levels negatively affected care and services. These resident comments suggested that facilities were understaffed, particularly on evenings and weekends.





The greatest gains at the provincial level may be realized by focusing on the strongest influencers of Global Overall Care. These are listed in order of decreasing influence (from highest to lowest impact).

10. Care and Services

This dimension reflects resident experiences with timely medication delivery, whether employees explain the care and services they deliver, whether employees are familiar with resident preferences, and whether residents can get snacks and drinks whenever they want them.

- Provincial score: 83 out of 100
- Facility scores ranged from 61 to 97 out of 100

Most comments were related to the delivery of care and services. Although some residents thought care and services were excellent, others commented that care was rushed, delayed, or not provided.

11. Laundry

This dimension reflects resident experiences with the laundry services at their facility.

- Provincial score: 92 out of 100
- Facility scores ranged from 69 to 100 out of 100

Most residents had positive experiences with laundry services. However, some residents were concerned that their laundry was not returned to them, and as a result, their clothing had gone missing.

FAMILY EXPERIENCE SURVEY FINDINGS

The *Supportive Living Family Experience Survey Report* explores family members' responses to questions about five different dimensions of care and services, including food quality in supportive living facilities. Family members were also asked to share their suggestions on how care and services at the supportive living facility could be improved.

Global Overall Care rating

This rating reflects family members' overall evaluation of their supportive living facility. Family members 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 the care at the supportive living facility?*

- **Families rated the care at their facilities at an average of 8.4 out of 10**



1. Staffing, Care of Belongings, and Environment

This dimension has the strongest influence on the Global Overall Care rating. This rating reflects family members' experiences with the availability of staff, the cleanliness of the residents' room, and whether residents' clothes or belongings were lost.

- Provincial score: 78 out of 100
- Facility scores ranged from 58 to 96 out of 100

Family members most frequently provided comments related to staffing levels and, specifically, issues regarding high staff turnover and understaffing.

2. Kindness and Respect

This dimension reflects family members' experiences with the courteousness, kindness, politeness, and appropriateness of employees toward residents.

- Provincial score: 86 out of 100
- Facility scores ranged from 60 to 100 out of 100

Family members expressed that they were appreciative of friendly, kind, and respectful staff who took an interest in the residents. Family members also expressed concerns that when staff did not possess these qualities, this disrupted the residents' ability to receive care, to get their complaints and concerns addressed, and to be treated fairly and considerately.

3. Food Rating Scale

This dimension reflects family members' opinions about the food at the facility.

- Provincial score: 7.2 out of 10
- Facility scores ranged from 5.3 to 9.7 out of 10

Although some family members complimented the quality of the food served at facilities, other family members expressed concerns that food was not always nutritious and did not always meet residents' dietary needs and health and wellness goals.

4. Providing Information and Encouraging Family Involvement

This dimension reflects family members' experiences with being informed about the care and services that the resident is receiving, as well as information on payments and expenses. In addition, this dimension asks family members whether they are comfortable asking questions and whether they are ever discouraged from asking questions of the employees at the facility.

- Provincial score: 85 out of 100
- Facility scores ranged from 70 to 98 out of 100

Most of the comments focused on the flow of information between staff and family members, and the degree to which the facility involved family members in resident care. In general, family members wanted greater involvement and more information about their resident's care.





5. Meeting Basic Needs

This dimension reflects family members' experiences with facility staff helping the resident with eating, drinking, or toileting.

- Provincial score: 96 out of 100
- Facility scores ranged from 75 to 100 out of 100

Most comments related to the availability of care and services in the facility; however, families recognized that the number and type of care and services provided to residents were limited by facility resources, staffing levels, and staffing requirements. Overall, family members said residents would benefit from receiving more timely care and services and from having access to in-house healthcare, hygiene, and grooming services.

What Happens Next?

The HQCA conducted this survey to get information to help supportive living providers, health professionals, Alberta Health Services, and Alberta Health improve the quality of resident care and services as well as aspects of residents' quality of life.

This information on supportive living facilities should be used to initiate and support open dialogue between facilities, the public, and other interested stakeholders around the quality and safety of care and services provided to residents in the province.

Tell us what you think

Email your comments or questions to info@hqca.ca or tweet us @HQCA

Mail your comments to:
Health Quality Council of Alberta
210, 811 14 Street NW
Calgary, AB T2N 2A4

A note to survey participants

The HQCA would like to offer a special thanks to the families and residents who participated in this survey. Some of you may feel that care that residents are receiving is either better or worse than what is described here. We are, however, confident that these results reflect the overall experiences of the residents and families we surveyed.

Want more details about the survey?

Provincial reports are available at www.hqca.ca. Copies of facility-level survey reports may also be available, and can be requested directly from each facility administration.