

**LONG TERM CARE
FAMILY EXPERIENCE
SURVEY REPORT**

Provincial Results

October 2015



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1.0 EXECUTIVE SUMMARY

The *Long Term Care Family Experience Survey* was conducted by the Health Quality Council of Alberta (HQCA) in collaboration with Alberta Health and Alberta Health Services (AHS). The intent of the 2014-15 survey is to follow up on previous long term care family experience surveys conducted in 2010 and 2007. This report presents an overview of facility performance in 2014-15 across Alberta from family members' perspectives. For the first time, facility-level results from all survey cycles are presented. This information can be used to assess current performance relative to peers and explore historic patterns to identify high-performing facilities and improvement opportunities.

Survey process and methodology

Family members were surveyed using the *Consumer Assessment of Healthcare Providers and Services (CAHPS®) Nursing Home Survey: Family Member Instrument*. This is a 65-question self-reported evaluation of the facility, along with four dimensions of care and service:

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Providing Information and Encouraging Family Involvement
4. Meeting Basic Needs

A Food Rating Scale was also included in the survey.

Eligible respondents were identified using information obtained from facilities and AHS. Family members had the option of sending back a paper questionnaire or completing the survey online. The survey captured 160 of 166 long term care facilities in Alberta and achieved a response rate of 66.5 per cent.

Results

The following results focus on the key measures of family experience provincially, which include the Global Overall Care rating, the four Dimensions of Care, the Food Rating Scale, and Propensity to Recommend (the facility). Among all key measures, the higher the score or percentage, the more positive the experience.

Two facility-level factors were also explored provincially: facility size and ownership type.

Global Overall Care rating

The Global Overall Care rating reflects family members' overall evaluation of the long term care facility. The facility Global Overall Care rating for the province was 8.3 out of 10. There was variation among facilities throughout the province, with individual facility scores ranging from 6.3 to 10.0 out of 10. Among facilities that participated in both the 2014-15 and 2010 surveys, 94.8 per cent showed no significant change from 2010 to 2014-15 (128 of 135 facilities). The seven facilities that did show a change had a significant decrease in Global Overall Care ratings from 2010 to 2014-15.

At the provincial level, the four Dimensions of Care and the Food Rating Scale vary in their influence on families' overall evaluation of the long term care facility. The greatest gains at the provincial level may

be realized by focusing on the strongest influencers of Global Overall Care. These are listed in decreasing priority and influence on the Global Overall Care rating and include:

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Food Rating Scale
4. Providing Information and Encouraging Family Involvement
5. Meeting Basic Needs

It is important to note that each facility has its own unique areas of focus, which may differ from those identified for the province. These are highlighted in facility-level reports that have been provided to each facility that participated in the 2014-15 survey.

Staffing, Care of Belongings, and Environment

The Staffing, Care of Belongings, and Environment Dimension of Care has the strongest influence on the Global Overall Care rating. This dimension reflects family members' experiences with the availability of staff, the cleanliness of the resident's room, and whether the resident's clothes or belongings were lost. The score for the province on this dimension was 73.6 out of 100. Individual facility scores ranged from 52.9 to 94.4 out of 100. Among facilities that participated in both the 2014-15 and 2010 surveys, 88.9 per cent showed no significant change in mean score on this Dimension of Care (120 of 135 facilities), with 15 facilities having a significant decrease in score from 2010 to 2014-15. The Staffing, Care of Belongings, and Environment Dimension of Care was the dimension most commented on by family members. Of these comments, family members expressed most concern for staffing levels. In particular, family members said there was not enough staff available to assist residents with basic needs and to monitor and supervise residents.

"Staffing levels need to be increased to provide timely and adequate care to all residents. The staff do their best with the resources they have but are working at maximum and require higher staffing levels. Residents can be waiting for extended periods for dressing, eating, and toileting at times. We see the staff providing care as fast as they can."

Kindness and Respect

The Kindness and Respect Dimension of Care has the second most influence on the Global Overall Care rating. This dimension reflects family members' experiences with the courteousness, kindness, politeness, and appropriateness of facility employees towards residents. The score for the province for this dimension was 83.8 out of 100. Individual facility scores ranged from 65.2 to 100.0 out of 100. Among facilities that participated in both the 2014-15 and 2010 surveys, 91.1 per cent showed no significant change in mean score on this Dimension of Care (123 of 135 facilities). Nine facilities had a significant decrease in score from 2010 to 2014-15 and three facilities had a significant increase. Family members commented that they valued friendly, kind, compassionate, and respectful staff that made an effort to make residents feel valued and cared for. While many family members complimented staff for these qualities, the majority of family members expressed concern that some staff could be rude,

"[Staff] treated my [resident] with the utmost patience, humour, and affection. They made a difficult time for our family bearable."

disrespectful, and unkind. In these situations, family members said this disrupted residents' ability to receive quality care and to be treated fairly and with dignity.

Food Rating Scale

The Food Rating Scale reflects family members' opinions about the food at the facility. The score for the province on this item was 71.0 out of 100. Individual facility scores ranged from 49.0 to 93.0 out of 100. Among facilities that participated in both the 2014-15 and 2010 surveys, 97.8 per cent showed no significant change in mean scores on the Food Rating Scale (132 of 135 facilities). Three facilities showed a significant increase in mean food ratings. In addition, food was a key discussion topic for family members. While family members complimented the quality of food served at facilities, the majority of family members suggested food quality, the variety of food options available, and the nutritional value of food could be improved. These family members expressed concern that the food served did not always fulfill residents' health and wellness goals and dietary needs.

"With regards to the meals, we feel more times than not that the meals do not appeal or meet all nutritional components."

Providing Information and Encouraging Family Involvement

The Providing Information and Encouraging Family Involvement Dimension of Care 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, family members were asked if they are comfortable asking questions and whether they are ever discouraged from asking questions of the employees at the facility. The score for this dimension for the province was 82.8 out of 100. Individual facility scores ranged from 68.1 to 97.2 out of 100. Among facilities that participated in both the 2014-15 and 2010 surveys, 85.2 per cent showed no significant change in mean score on this Dimension of Care (115 of 135 facilities). Thirteen facilities had a significant decrease in score from 2010 to 2014-15 on this Dimension of Care and seven had a significant increase. Family members talked about concerns relating to flow of information between staff and family members, as well as the extent to which the facility involved family members in decisions about resident care. Overall, family members expressed concern that information was not timely and their opinions and concerns were not valued enough by staff.

"I find it frustrating that all medical and treatment decisions seem to be made without consultation with me—things are reported only after the fact."

Meeting Basic Needs

The Meeting Basic Needs Dimension of Care reflects family members' experiences with facility staff helping residents with eating, drinking, or toileting. The score for this dimension for the province was 89.4 out of 100. Individual facility scores ranged from 61.9 to 100.0 out of 100. Among facilities that participated in both the 2014-15 and 2010 surveys, 96.3 per cent showed no significant change in mean score on this Dimension of Care (130 of 135 facilities), with five facilities having a significant decrease in score from 2010 to 2014-15. The Meeting Basic Needs Dimension of Care was the dimension discussed second most often by family members. Family members recognized that facilities and staff must operate within certain limitations. They were appreciative of staff they described as hard working and doing the

"Staff do their best but are too busy to do their job to the level that they are capable of. My [resident] eats very slowly and the staff do not have time to spend on [the resident]. I hire someone privately to help with my [resident]'s care, including feeding."

best they could with the resources available. The majority of family members expressed concern that residents were unable to receive timely help with basic needs including toileting, feeding, transferring, portering, and bathing. Family members also commented about the extra work they contributed due to perceived gaps in resident care. For example, many family members talked about assisting residents with eating to ensure residents maintained a healthy weight.

Propensity to Recommend

Provincially, 92.0 per cent of respondents stated that they would recommend the facility their family member is living in (or had lived in) to another family member or friend. Facility recommendation percentages ranged from a low of 66.7 per cent to a high of 100 per cent. There were no significant changes in facility recommendation percentages from 2010 to 2014-15.

Facility size

Overall, results showed that facility size is an important factor that influences Global Overall Care ratings, two of the four Dimensions of Care, the Food Rating Scale, and the percentage of family members who would recommend the facility. Larger facilities in general tend to have lower scores relative to smaller facilities on the Global Overall Care rating; Food Rating Scale; Staffing, Care of Belongings, and Environment; and Kindness and Respect Dimensions of Care, and Propensity to Recommend.

While smaller facilities (i.e., fewer beds) have more positive ratings than larger facilities, this pattern was not completely deterministic. A few large facilities received relatively positive scores and a few small facilities received relatively low scores on the Global Overall Care rating. Environments and staff relationships typical of smaller facilities need to be further explored as these qualities appear to have a positive effect on family experience.

Ownership type

Three AHS-recognized ownership models were explored as factors that influence family experience: AHS, private, and voluntary facilities. In general, no one model type was better or worse than the others across all key measures of family experience measured in the survey. However, a few differences were found on some key measures relative to ownership type. On average, AHS facilities had a mean Global Overall Care rating higher than private facilities (8.5 versus 8.1 out of 10, respectively) and also had facility recommendation percentages higher than private facilities (95.4% versus 89.9% respectively). In addition, voluntary facility scores on the Meeting Basic Needs Dimension of Care were on average lower than AHS and private facilities (84.9 versus 90.6 and 90.1 out of 100, respectively), whereas AHS and private facilities did not differ significantly. On average, there were no significant differences among facility ownership types for the Staffing, Care of Belongings, and Environment; Kindness and Respect; and Providing Information and Encouraging Family Involvement Dimensions of Care, and the Food Rating Scale.

Conclusion

Results presented in this report are intended to guide reflection on performance by identifying the factors that contribute to the overall evaluation of a facility from the family members' perspectives. The ongoing evaluation of a facility against itself and its peers will provide opportunities to identify areas of

success, and to determine the importance and focus of quality improvement initiatives. This can support a culture of continual quality improvement based on family feedback.

At a provincial level, the greatest gains may be realized by focusing on improvement to the following, in order of decreasing priority and influence on the Global Overall Care rating:

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Food Rating Scale
4. Providing Information and Encouraging Family Involvement
5. Meeting Basic Needs

In addition, according to family members' own words, provincially the top five recommendations for improvement are:

1. More staff
2. Help and supervision with basic needs¹ in a timely manner
3. Cleanliness and condition of the facility
4. Access to other healthcare services (e.g., physiotherapy)
5. Quality, variety, and nutritional value of food

Each individual facility has its own unique areas for improvement, which may differ from those identified for the province. The majority of facilities did not show any significant change from 2010 to 2014-15 in each of the key measures of family experience discussed in this report (Global Overall Care rating, the four Dimensions of Care, Food Rating Scale, and Propensity to Recommend). Among the few facilities that did show a significant change from 2010 to 2014-15, the pattern was a decline in scores on key measures.

Facilities should refer to their facility-level reports to better determine where to focus quality improvement efforts to best meet the needs of their own residents and family members. Each facility-level report contains question-level results and a complete list of family member recommendations and comments that can be used to direct quality improvement efforts.

It is important to note that family experience data alone should not be used to judge facility performance in the absence of other information such as level-of-need of the resident population, services provided, other quality measures such as those derived from the interRAITM *Resident Assessment Instrument*, resident and family complaints and concerns, and compliance with provincial continuing care standards.

¹ Most frequently commented areas included toileting, bathing, and helping residents with eating.

2.0 REPORT ORGANIZATION

The provincial report consists of the following sections:

- 1.0 Executive summary**
- 2.0 Report organization:** description of the sections of the report.
- 3.0 Background:** description of continuing care in Alberta and purpose and objectives of the *2014-15 Long Term Care Family Experience Survey*.
- 4.0 Survey process and methodology:** overview of the survey tools used, recruitment protocols, and analytical methods. Details can be found in **Appendix II**.
- 5.0 Using the results:** purpose of the report and alternative ways of using the results.
- 6.0 Overview of survey results:** a summary of all key measures by facility.
- 7.0 Facility results by Global Overall Care rating, Dimensions of Care, and Food Rating Scale:** detailed 2014-15 results of the Global Overall Care rating, the four Dimensions of Care, and the Food Rating Scale are outlined in this section, including facility results by zone and provincial quartile.
- 8.0 Propensity to Recommend:** summary of 2014-15 results of Question 49: *If someone needed nursing home care, would you recommend this nursing home to them? Yes or No?* This section provides facility results within each zone for the percentage of respondents who would recommend the facility.
- 9.0 Comparisons across survey cycles:** facility results from each of the three survey cycles are compared: 2007, 2010, and 2014-15.
- 10.0 Qualitative analytical results:** describes qualitative analytical results for comments provided by families across all survey cycles, with emphasis on 2014-15 results.
- 11.0 Additional survey questions:** description of 2014-15 results on additional questions that are independent from questions related to the four Dimensions of Care.
- 12.0 Additional information: Effects of facility size and ownership type:** presents 2014-15 results on whether and how facility characteristics such as size (i.e., number of beds) and ownership type (i.e., public/Alberta Health Services, private, and voluntary) influence the Global Overall Care rating, Food Rating Scale, and Dimensions of Care.
- 13.0 Limitations:** describes limitations to consider when interpreting survey results.

3.0 BACKGROUND

3.1 Long term care

Alberta's continuing care system provides Albertans of advanced age or disability with the healthcare, personal care, and accommodation services they need to support their daily activities, independence, and quality of life. The focus of this report is long term care, which is one stream² of continuing care. Long term care facilities (sometimes referred to as nursing homes, auxiliary hospitals, or continuing care facilities) are available for people who are not able to safely cope in their own home or in a lower level living option with or without formal support. These individuals are assessed to have complex and/or unpredictable medical needs that are cared for under the direction of a family physician and 24-hour on-site registered nurse who supervise care with support from licensed practical nurses, healthcare aides, and other healthcare providers.³

As of March 2015, there are over 14,500 beds dedicated to long term care in Alberta. Long term care facilities are operated under three ownership models (Alberta Health Services (AHS), private, and voluntary).⁴ All are required to adhere to provincial standards to ensure that residents are in a safe and comfortable environment and receive quality services. These standards include: The Continuing Care Health Service Standards,⁵ The Long Term Care Accommodation Standards and Checklist,⁶ Accommodation Standards and Licensing,⁷ and Admission Guidelines for Publicly Funded Continuing Care Living Options.³

As of 2009, funding for long term care is determined using a Patient/Care-Based Funding model (PCBF).⁸ This model allocates funding based on care provided to the resident as opposed to funding by occupied bed.⁹ PCBF does not reflect the entirety of the cost associated with long term care. As such, residents are charged a fee towards the costs of accommodation-related services (e.g., for housekeeping).

² Additional continuing care streams include home care, which is provided to those still able to live independently in their own home, and supportive living, which is provided in a facility-type setting recognizing different degrees of independence.

³ Admission Guidelines for Publicly Funded Continuing Care Living Options, 2010. More information can be found here: <http://www.albertahealthservices.ca/Seniors/if-sen-living-option-guidelines.pdf>

⁴ The facility categorization is based on AHS definitions.

⁵ Continuing Care Health Service Standards. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

⁶ Long-Term Care Accommodation Standards and Checklist. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

⁷ Accommodation Standards and Licensing. More information can be found here: <http://www.health.alberta.ca/services/continuing-care-forms.html>

⁸ Patient/Care-Based Funding – Long-Term Care User Summary 2014. More information can be found here: <http://www.albertahealthservices.ca/Seniors/if-sen-patient-care-based-funding-long-term-care-user-summary.pdf>

⁹ Patient/Care-Based Funding - Long-Term Care User Summary 2014. More information can be found here: <http://www.albertahealthservices.ca/Seniors/if-sen-patient-care-based-funding-long-term-care-user-summary.pdf>

3.2 Long term care survey

To assist with identifying areas for improvement and areas of excellence in long term care, the Health Quality Council of Alberta (HQCA) has in the past, and continues to, survey family members of residents living in long term care through the *Long Term Care Family Experience Survey*. The *2014-15 Long Term Care Family Experience Survey* was conducted in collaboration with AHS and Alberta Health. The survey also assists providers in meeting the Continuing Care Health Service Standards that require providers to have processes to gather client and family experience feedback regarding the quality of care and services provided.

The 2014-15 survey is the third iteration of the survey, with previous iterations in 2007 and 2010.¹⁰

3.2.1 Purpose

The overall purpose of the survey was to obtain feedback from family members of residents about the quality of care and services received at long term care facilities across Alberta. This feedback is used to describe the current state of long term care from the perspective of family member's, and to provide long term care facilities and other stakeholders with information that can be used for ongoing quality monitoring and improvement.

3.2.2 Objectives

The objectives of the survey were to:

- Continue to monitor the quality of long term care service delivery from the family member's perspective.
- Identify and report on improvement opportunities and best practices at long term care facilities across Alberta to inform quality improvement efforts in various areas including: staffing and care of resident belongings; facility environment; employee relations and responsiveness to residents; communication between residents and management; meals and dining; and quality of care and services in general.

¹⁰ This report will refer to each survey cycle based on the year in which the survey was initiated. For example, data collection for the second survey cycle occurred November 2010 to January 2011 and is referenced as 2010. Given that two waves were required for the most recent iteration of the survey, it will be referred to as 2014-15.

4.0 SURVEY PROCESS AND METHODOLOGY

4.1 Survey instrument

Family members of long term care residents were surveyed using the *Consumer Assessment of Healthcare Providers and Services (CAHPS®) Nursing Home Survey: Family Member Instrument*¹¹ (**Appendix I**). This is a 65-question self-reported assessment that includes a family member's overall evaluation (i.e., Global Overall Care rating) of the facility, four dimensions of healthcare services (Staffing, Care of Belongings, and Environment; Kindness and Respect; Providing Information and Encouraging Family Involvement; and Meeting Basic Needs). It includes additional questions including a Food Rating Scale and a facility recommendation percentage (Propensity to Recommend).

4.2 Survey protocol

Eligible respondents were identified using a compiled database that was constructed using information obtained from facilities and Alberta Health Services (AHS). Eligibility was based on both resident and family member information. The following family members were excluded:

- Contacts (family member) of new residents (those who had resided at the facility for a period of less than one month).
- Residents who had no contact person, or whose contact person resided outside of Canada.
- Contacts of deceased residents.
- Contacts of residents who were listed as a public guardian.
- Contacts of residents who were no longer living at the facility listed in the database.

4.3 Sampling

Survey mailings were sent in two waves: March 2014 and January of 2015. Two waves were required to capture as many participating facilities as possible, ultimately capturing 96.4 per cent (or 160 out of 166) of all long term care facilities in Alberta.¹²

Family members had the option of sending back a paper questionnaire or completing the survey online using a unique single-use survey access code printed on each questionnaire cover page.

The response rate for the survey was 66.5 per cent; 7,975 out of a possible 11,998 eligible family members completed and returned the survey. For a breakdown of sampling by zone and wave, see **Appendix II**.

¹¹ For further details on CAHPS, please refer to: <https://cahps.ahrq.gov/>

¹² Results from wave 1 and wave 2 were treated as a single group as no substantive differences were found between respondents from wave 1 compared with respondents from wave 2 (see **Appendix III** for additional details).

4.4 Quantitative analytical approach

To maximize the reliability of facility-level results and to maintain respondent anonymity, a facility's data was included in facility-level analyses only if:

- The facility yielded five or more respondents **AND**
- The facility response margin of error was equal to or less than 10 per cent and/or the facility had a response rate of over 50 per cent among eligible respondents.

These criteria resulted in 154 of the 160 participating facilities included in facility-level analyses. For more details on the determination of facility sample reliability and a list of facility response rates and sample margin of errors, see **Appendix V**.

To conserve data from facilities that did not meet the above inclusion criteria, responses from all participating facilities (N = 160) were included in aggregate descriptive analyses of zone and provincial results where appropriate. Included facilities account for 99.8 per cent of all respondents (7,960 of 7,975 respondents) and 99.7 per cent of all eligible respondents (11,966 of 11,998 respondents). Unless otherwise stated, all analyses in this report are based *only* on those facilities that met the inclusion criteria (154 of 160 participating facilities in 2015).

Throughout this report, a test is statistically significant if the probability of the event occurring by chance alone was less than or equal to one per cent ($p \leq 0.01$). These differences are indicated throughout the report as *significant*.

4.4.1 Global Overall Care rating and Food Rating Scale

Two scale-based measures were included in the survey: the Global Overall Care rating and the Food Rating Scale. The Global Overall Care rating reflects respondent's overall evaluation of the long term care facility. The Global Overall Care rating question asks: *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 nursing home?*

The question relating to food asks respondents to reflect on their overall evaluation of the food at the long term care facility: *Using any number from 0 to 10, where 0 is the worst food possible and 10 is the best food possible, what number would you use to rate the food at this nursing home?* In keeping with the Dimensions of Care, the Food Rating Scale was rescaled to a 0-to-100 scale by multiplying the results by 10.

4.4.2 Dimensions of Care

The CAHPS® *Nursing Home Survey: Family Member Instrument* collects respondent ratings from four Dimensions of Care:

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Providing Information and Encouraging Family Involvement
4. Meeting Basic Needs

Each Dimension of Care represents a set of questions or topics that share a similar conceptual theme. Dimension of Care scores were computed by summarizing all the items within a Dimension into an average score on a 0-to-100 scale, where zero was the least positive response and 100 was the most positive response (for detailed methodology on the calculation of the Dimensions of Care, see **Appendix II**).

For complete question-level results, see **Appendix VIII**.

4.4.3 Propensity to Recommend

An important indicator of the perceived quality of a facility is whether a family member would recommend the facility to someone needing long term care. For this reason, family members were asked: *If someone needed nursing home care, would you recommend this nursing home to them? Yes or No?*

4.4.4 Facility categorization by quartile

Facilities (N = 154) were categorized into four quartiles¹³ based on their mean Global Overall Care rating, their mean score for each Dimension of Care, and their mean Food Rating:

- Upper (top 25% of facilities)
- Upper middle
- Lower middle
- Lower (bottom 25% of facilities)

4.4.5 Modelling

A regression model was constructed to examine the relative influence of each Dimension of Care and the Food Rating Scale on the Global Overall Care rating. This analysis showed a significant association between the Dimensions of Care and Food Rating Scale with the Global Overall Care rating (for detailed results of this analysis, see **Appendix IX**) and are listed below in order of decreasing strength of association:

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Food Rating Scale
4. Providing Information and Encouraging Family Involvement
5. Meeting Basic Needs

Within this report, results are presented as ordered above.

¹³ A quartile represents four equal groups (subject to ties) into which a population can be divided according to the distribution of values of a particular measure; each group comprises 25 per cent of the data.

4.5 Qualitative analytical approach

At the end of the 2014-15, 2010, and 2007 *Long Term Care Family Experience Surveys*, family members were asked one open-ended question: *Do you have any suggestions of how care and services at this nursing home could be improved? If so, please explain.* Responses were recorded within the space provided. While some family members made a positive comment, the majority of comments included constructive feedback and recommendations for change. In total, 4,913 family members provided qualitative feedback in 2014-15, 4,822 in 2010, and 4,717 in 2007. In this section, a summary and analysis of family members' comments from 2014-15 is provided. Key themes in family member comments were categorized as follows:

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Food
4. Providing Information and Encouraging Family Involvement
5. Meeting Basic Needs
6. Safety and Security
7. Other

An overall summary of family members' suggestions for improvement is provided following each of the seven themes.

5.0 USING THE RESULTS

The focus of this report is to describe the current state of long term care from the perspective of family members and to compare survey results with previous iterations.¹⁴ The report presents factors that drive the Global Overall Care rating, represented by the four Dimensions of Care and Food Rating Scale. These factors, in conjunction with the comments provided by family members, can be used to identify improvement opportunities and best practices at long term care facilities across Alberta.¹⁵

Readers should be aware that many additional factors can contribute to family members' experience of a facility. Ultimately, facility-level results are intended to guide reflection on performance and identify quality improvement opportunities at the facility level. Family experience data alone should not be used to judge facility performance in the absence of other information, such as resident demographics (i.e., average age of residents, percentage male/female, etc.), level-of-care need of the resident population, and other quality measures such as those derived from the interRAI™ *Resident Assessment Instrument* (RAI), resident and family member complaints and concerns, and compliance with provincial continuing care standards.

This report examines facility-level results and provides one perspective of several possible interpretations of these findings. Facilities and other stakeholders may choose to examine and interpret the findings differently. Examples may include:

- Provincial-level comparisons only OR
- One Dimension of Care (or questions within) over others, irrespective of provincial or peer group comparisons

If facilities and other stakeholders are mindful of the limitations of the data (See **Section 13.0** and **Appendix VI**), there are a number of ways the results can be interpreted and used.

¹⁴ A number of changes to the present report were made to emphasize that improvement opportunities should be identified and addressed at the facility level. For further details, see **Appendix II**.

¹⁵ Readers should be aware that while statistical significance may help focus potential improvement opportunities, there are many factors that influence statistical significance. Areas of care and services that did not show any statistically significant change or difference should not be ignored and may still be important.

6.0 OVERVIEW OF SURVEY RESULTS

Table 1 provides a summary of facility-level results based on the four Dimensions of Care (Staffing, Care of Belongings, and Environment; Kindness and Respect; Providing Information and Encouraging Family Involvement; and Meeting Basic Needs), Food Rating Scale, Propensity to Recommend (the facility), and the mean Global Overall Care rating for each facility. In addition, to provide greater context to the interpretation of results, other variables were included in this table such as the number of surveys completed, facility size and ownership type

Facility size was measured by the number of long term care beds at each facility.¹⁶ Information on the number of beds was collected from Alberta Health Services (AHS) using the most current data at the time of survey rollout.

Three AHS-defined ownership models were examined to determine their impact on the families' experiences of the care and services provided at a long term care facility.¹⁷ These three 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

Criteria for ordering facilities for within-zone facility comparisons.¹⁸ Facilities are ordered according to the following criteria. The criteria are listed in order of priority. In the event of a tie on one level, the next sorting level was used:

1. The number of instances in which a facility had a Dimension of Care score lower than its associated zone average, ordered from lowest to highest.
2. The number of instances in which a facility had a Dimension of Care score lower than the provincial mean, ordered from lowest to highest.
3. The number of instances in which a facility was in the lower quartile of facilities on a Dimension of Care, ordered from lowest to highest.
4. The facility mean Global Overall Care rating from highest to lowest.

Details on how each facility scored in each of the above criteria can be found in **Appendix VI**.

¹⁶ Data was obtained from AHS's biannual bed survey. Facilities included in the HQCA's analyses (N = 154) ranged in bed numbers from seven to 449.

¹⁷ We recognize there may be other ownership models than the three reported (for example, private not-for-profit housing bodies); however, we chose to use ownership models defined and categorized by AHS.

¹⁸ The HQCA determined that the most relevant comparisons are between facilities within the same zone. It is important to note that some readers may want to compare to provincial results. In this case, the absolute values of the criteria columns can be examined on their own.

Table 1: Summary of facility results

Order	Survey wave	Calgary Zone (N = 38 facilities)							Dimensions of Care means, Food Rating Scale, Propensity to Recommend, Global Overall Care rating				
		Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)		
1	2	30	AHS	19	79.2	88.1	81.0	88.9	100.0	100.0	9.2		
2	2	15	AHS	10	80.3	86.8	74.0	89.6	100.0	100.0	9.1		
3	1	61	AHS	32	76.5	91.8	71.0	88.6	98.6	92.9	8.9		
4	1	114	Voluntary	72	76.4	85.3	79.0	83.4	90.8	98.5	8.8		
5	1	169	Voluntary	83	78.5	89.2	77.0	88.2	91.6	98.8	8.7		
6	1	25	Voluntary	13	75.9	87.0	83.0	87.2	93.0	91.7	8.3		
7	1	52	Private	18	73.5	83.2	77.0	85.1	100.0	92.9	8.3		
8	2	93	Private	50	72.5	83.4	70.0	85.5	93.3	79.2	8.0		
9	1	46	Private	28	75.7	85.5	78.0	80.4	95.1	92.3	8.6		
10	1	100	AHS	64	77.6	89.5	66.0	83.1	92.8	96.6	8.9		
11	1	23	AHS	12	73.8	87.6	72.0	88.4	82.4	100.0	8.4		
12	2	208	Private	115	72.6	82.3	72.0	85.0	91.5	97.2	8.3		
13	1	142	Private	76	76.1	82.9	74.0	85.1	89.3	80.6	8.2		
14	2	54	AHS	26	77.4	81.6	72.0	80.5	91.7	88.5	8.8		
15	1	60	Voluntary	46	69.0	88.8	75.0	87.9	88.0	97.8	8.5		
16	1	51	Private	30	74.2	86.0	65.0	89.5	88.8	86.2	8.3		
17	2	221	AHS	113	71.0	84.0	60.0	85.3	93.8	92.5	8.2		
18	1	135	Voluntary	81	76.6	75.3	78.0	74.9	90.9	96.1	8.5		
19	1	127	Private	78	72.6	82.7	75.0	82.1	92.1	96.2	8.3		
20	1	203	Private	136	73.1	83.8	63.0	85.7	87.1	96.2	8.2		
21	1	205	Private	114	72.3	82.4	59.0	83.1	91.6	91.5	8.2		
22	1	268	Private	163	71.9	81.8	66.0	83.4	90.7	94.3	8.0		
23	1	112	Private	60	71.4	81.5	64.0	85.9	91.4	83.9	8.0		

		Dimensions of Care means, Food Rating Scale, Propensity to Recommend, Global Overall Care rating										
Order	Survey wave	Calgary Zone (N = 38 facilities)	Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
24	1	Wentworth Manor/The Residence and the Court	83	Voluntary	56	67.4	84.5	73.0	79.6	86.9	92.7	7.9
25	1	Extendicare Cedars Villa	248	Private	126	68.3	82.0	68.0	84.7	94.5	90.4	7.9
26	2	Carewest Sarcee	85	AHS	43	74.6	81.1	62.0	77.2	92.5	95.1	7.5
27	1	Bow Crest Care Centre	150	Private	81	73.5	82.7	74.0	81.9	86.5	93.3	8.2
28	1	Carewest Colonel Belcher	175	AHS	105	70.7	80.7	75.0	81.4	89.5	96.0	8.4
29	1	Carewest Dr. Vernon Fanning	191	AHS	87	68.2	76.0	59.0	80.7	93.8	86.1	7.4
30	1	Bethany Airdrie	74	Voluntary	50	62.5	83.0	63.0	82.4	80.3	93.8	8.0
31	1	Intercare Brentwood Care Centre	225	Private	148	71.7	80.6	66.0	79.4	87.4	93.1	8.1
32	1	High River General Hospital	50	AHS	35	66.3	82.6	67.0	77.7	86.5	87.1	8.1
33	2	Carewest Royal Park	50	AHS	36	70.8	69.0	67.0	73.9	87.1	88.6	7.7
34	1	Bethany Calgary	446	Voluntary	244	67.2	78.0	61.0	79.8	87.0	84.4	7.5
35	1	Clifton Manor (formerly Forest Grove Care Centre)	258	Private	114	67.3	80.1	64.0	80.6	86.2	80.7	7.4
36	1	Bethany Cochrane	78	Voluntary	57	58.0	79.6	66.0	79.5	75.9	86.8	7.4
37	2	McKenzie Towne Care Centre	150	Private	91	60.7	78.9	67.0	77.9	86.4	82.0	7.3
38	1	Carewest Garrison Green	200	AHS	115	65.2	76.4	65.0	75.1	81.3	87.9	7.5
		Edmonton Zone (N = 36 facilities)										
Order	Survey wave		Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
1	2	Extendicare Leduc	79	Private	57	75.8	87.7	80.0	87.6	94.1	98.1	8.6
2	1	Jasper Place Continuing Care Centre	100	Private	64	74.0	89.8	75.0	88.7	94.1	91.2	8.6
3	2	Sherwood Care	100	Voluntary	77	82.9	92.3	77.0	87.2	88.8	100.0	9.2
4	2	WestView Health Centre – Stony Plain Care Centre	44	AHS	28	81.5	87.0	71.0	83.4	96.6	96.3	9.0
5	1	CapitalCare Norwood	68	AHS	27	84.5	89.9	73.0	82.5	98.0	100.0	8.8

		Dimensions of Care means, Food Rating Scale, Propensity to Recommend, Global Overall Care rating										
Order	Survey wave	Edmonton Zone (N = 36 facilities)	Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
6	1	South Terrace Continuing Care Centre	114	Private	64	77.7	89.7	70.0	89.7	92.4	93.3	8.5
7	1	St. Michael's Long Term Care Centre	146	Voluntary	89	73.8	82.4	73.0	84.4	90.7	95.4	8.5
8	2	Venta Care Centre	148	Private	90	75.7	86.8	70.0	84.7	93.8	95.3	8.5
9	1	Jubilee Lodge Nursing Home	156	Private	98	78.2	86.5	70.0	84.2	93.1	94.5	8.4
10	1	Devon General Hospital	11	AHS	5	87.8	88.1	86.0	82.3	89.3	100.0	10.0
11	1	Extencicare Eaux Claires	180	Private	104	75.9	83.8	68.0	83.9	90.3	96.0	8.3
12	1	Touchmark at Wedgewood	64	Private	51	74.1	83.5	72.0	80.9	91.3	96.0	8.4
13	1	CapitalCare Kipnes Centre for Veterans	120	AHS	81	72.1	83.9	74.0	83.1	84.3	94.9	8.4
14	1	Good Samaritan Pembina Village	40	Voluntary	26	72.6	82.8	78.0	84.5	81.4	91.3	8.4
15	2	Extencicare Holyrood	74	Private	44	72.2	83.2	73.0	78.5	90.0	87.2	7.9
16	1	CapitalCare Lynnwood	282	AHS	161	71.5	83.2	68.0	84.0	89.2	92.5	8.1
17	1	Good Samaritan Southgate Care Centre	226	Voluntary	128	66.5	82.2	70.0	83.4	87.8	87.3	7.8
18	1	CapitalCare Strathcona	111	AHS	48	69.5	87.5	71.0	82.9	82.4	93.8	8.2
19	1	Youville Auxiliary Hospital (Grey Nuns) of St. Albert	226	Voluntary	127	71.2	83.2	68.0	85.6	90.0	91.6	8.1
20	1	Citadel Care Centre	129	Private	86	69.8	82.4	68.0	82.0	87.3	98.8	8.2
21	2	Shepherd's Care Millwoods	147	Voluntary	89	68.1	82.2	64.0	82.9	78.9	94.2	8.0
22	1	Good Samaritan Stony Plain Care Centre	126	Voluntary	84	68.0	83.1	66.0	80.8	86.4	92.1	7.9
23	1	Shepherd's Care Kensington	69	Voluntary	47	69.0	81.0	72.0	78.5	82.2	92.9	8.0
24	1	Allen Gray Continuing Care Centre	156	Voluntary	65	69.1	77.0	71.0	74.8	78.1	92.3	8.0
25	2	Hardisty Care Centre	180	Private	65	71.3	77.2	66.0	77.1	90.2	75.9	7.7
26	1	Edmonton General Continuing Care Centre	449	AHS	199	67.3	81.3	57.0	80.3	88.2	85.6	7.9
27	2	Miller Crossing Care Centre	155	Private	70	68.0	79.7	68.0	75.8	87.1	87.0	7.7
28	1	CapitalCare Grandview	145	AHS	92	65.7	81.4	70.0	80.1	85.9	89.8	7.8
29	1	St. Joseph's Auxiliary Hospital	188	AHS	110	68.7	80.3	68.0	80.6	82.4	94.3	8.1

		Dimensions of Care means, Food Rating Scale, Propensity to Recommend, Global Overall Care rating										
Order	Survey wave	Edmonton Zone (N = 36 facilities)	Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
Order	Survey wave	Central Zone (N = 38 facilities)	Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
30	1	Salem Manor Nursing Home	102	Voluntary	71	70.4	78.1	68.0	79.2	83.5	92.8	7.7
31	1	CapitalCare Dickensfield	275	AHS	160	66.5	79.3	66.0	77.9	82.0	92.5	7.7
33	1	Devonshire Care Centre	132	Private	75	64.8	75.3	66.0	77.3	79.1	91.7	7.6
32	1	Rivercrest Care Centre	85	Private	56	66.8	75.8	63.0	75.3	85.9	77.4	7.4
34	1	Edmonton Chinatown Care Centre	80	Voluntary	42	65.8	67.8	63.0	73.0	72.2	87.5	7.3
35	1	Good Samaritan Dr. Gerald Zetter Care Centre	190	Voluntary	103	59.6	72.9	61.0	72.2	74.5	85.7	7.1
36	2	Good Samaritan Millwoods Care Centre	60	Voluntary	26	52.9	65.2	62.0	68.1	61.9	66.7	6.3
1	1	WestView Care Community	37	Voluntary	28	94.4	97.7	93.0	97.2	98.8	100.0	9.6
2	1	Vermilion Health Centre	48	AHS	35	82.4	90.2	75.0	92.8	92.1	97.1	9.2
3	1	Hanna Health Centre	61	AHS	28	82.8	91.8	73.0	91.1	98.0	96.4	9.1
4	2	Hardisty Health Centre	15	AHS	7	84.4	86.9	76.0	92.5	97.8	100.0	9.1
5	1	Breton Health Centre	23	AHS	19	76.9	95.0	73.0	92.1	99.1	100.0	9.0
6	2	St. Mary's Health Care Centre	28	AHS	19	84.1	95.1	84.0	87.2	99.1	100.0	8.9
7	1	Lamont Health Care Centre	105	Voluntary	57	81.5	87.2	75.0	85.2	97.1	98.1	8.7
8	2	Stettler Hospital and Care Centre	50	AHS	32	80.7	91.7	74.0	91.9	89.9	100.0	9.2
9	1	Northcott Care Centre (Ponoka)	73	Private	50	82.2	91.4	73.0	90.4	96.7	100.0	9.0
10	1	Drayton Valley Hospital and Care Centre	50	AHS	31	79.2	92.7	71.0	89.4	96.4	100.0	8.9
11	2	Coronation Hospital and Care Centre	23	AHS	16	80.3	91.7	73.0	89.6	93.0	100.0	8.9
12	1	Consort Hospital and Care Centre	15	AHS	10	89.2	90.2	85.0	81.1	94.2	100.0	9.6
13	2	Sundre Hospital and Care Centre	15	AHS	9	84.3	82.9	79.0	91.3	100.0	100.0	9.6

		Dimensions of Care means, Food Rating Scale, Propensity to Recommend, Global Overall Care rating							Global Overall Care rating (0 to 10)			
Order	Survey wave	Central Zone (N = 38 facilities)	Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
14	1	Galahad Care Centre	20	AHS	14	87.6	94.7	83.0	82.0	100.0	100.0	9.5
15	1	Mary Immaculate Hospital	30	AHS	17	81.1	83.9	81.0	82.7	95.0	100.0	8.8
16	2	Rimbey Hospital and Care Centre	84	AHS	61	76.7	86.8	72.0	85.0	87.9	96.6	8.6
17	2	Mannville Care Centre	23	AHS	18	78.0	79.1	78.0	85.0	90.2	94.4	8.6
18	1	Dr. Cooke Extended Care Centre	105	AHS	63	75.2	85.5	76.0	85.5	88.3	93.2	8.5
19	1	Lacombe Hospital and Care Centre	75	AHS	41	75.6	83.4	75.0	85.2	90.0	97.4	8.4
20	1	Ponoka Hospital and Care Centre	28	AHS	17	74.1	93.0	65.0	91.3	85.7	100.0	8.8
21	2	Our Lady of the Rosary Hospital	22	AHS	11	79.8	74.2	82.0	77.1	86.7	100.0	8.5
22	1	Killam Health Care Centre	45	AHS	32	78.2	79.0	64.0	79.8	96.9	90.6	8.2
23	2	Tofield Health Centre	50	AHS	33	74.2	82.4	69.0	84.0	92.3	96.9	8.6
24	2	Innisfail Health Centre	78	AHS	23	72.0	85.2	74.0	83.3	85.0	95.7	8.2
25	2	Clearwater Centre	40	Voluntary	25	65.6	84.8	76.0	83.7	73.1	84.0	7.4
26	1	Provost Health Centre	37	AHS	18	74.6	80.9	66.0	81.5	93.8	94.1	8.7
27	1	Vegreville Care Centre	60	AHS	38	75.1	81.4	80.0	82.1	83.0	92.1	8.3
28	1	Drumheller Health Centre	88	AHS	67	72.5	84.8	67.0	77.4	93.3	97.0	8.3
29	1	Extendicare Viking	60	Private	29	68.9	80.5	70.0	78.7	91.5	75.9	7.7
30	1	Extendicare Michener Hill	220	Private	131	70.0	80.9	63.0	78.2	90.8	81.0	7.7
31	1	Louise Jensen Care Centre	65	AHS	37	68.8	87.1	65.0	77.9	87.3	97.1	8.4
32	2	Two Hills Health Centre	56	AHS	31	73.9	85.7	54.0	83.7	87.3	93.3	8.2
33	1	Three Hills Health Centre	24	AHS	17	64.9	84.2	69.0	79.6	72.6	76.5	8.2
34	1	Bethany Sylvan Lake	40	Voluntary	25	65.3	83.1	71.0	76.5	80.1	90.5	7.5
35	1	Bethany CollegeSide (Red Deer)	112	Voluntary	70	69.0	81.5	65.0	80.4	86.6	87.7	7.8
36	1	Bethany Meadows	65	AHS	39	69.6	83.4	65.0	79.3	81.6	88.6	8.1
37	1	Wetaskiwin Hospital and Care Centre	107	AHS	53	66.2	76.4	69.0	79.3	87.0	87.8	7.9
38	1	Wainwright Health Centre	69	AHS	38	64.8	80.1	60.0	77.1	81.6	94.1	7.5

		Dimensions of Care means, Food Rating Scale, Propensity to Recommend, Global Overall Care rating										
Order	Survey wave	North Zone (N = 27 facilities)	Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
1	1	Extendicare St. Paul	76	Private	57	79.6	87.3	81.0	86.4	96.0	98.1	8.7
2	1	Dr. W.R. Keir – Barrhead Continuing Care Centre	100	AHS	63	77.4	87.9	72.0	85.3	94.6	100.0	8.6
3	2	Slave Lake Healthcare Centre	20	AHS	5	76.8	100.0	78.0	94.9	100.0	100.0	8.4
4	1	Extendicare Bonnyville	50	Private	21	77.4	86.7	84.0	87.1	97.8	94.7	8.4
5	1	Redwater Healthcare Centre	7	AHS	7	83.2	84.6	71.0	93.7	100.0	100.0	9.0
6	2	Elk Point Healthcare Centre	30	AHS	15	74.4	83.8	74.0	86.6	98.9	93.3	8.3
7	1	Valleyview Health Centre	25	AHS	14	84.1	91.6	70.0	89.9	96.7	100.0	8.8
8	1	Westlock Healthcare Centre	112	AHS	74	78.0	86.6	70.0	85.1	93.3	97.1	8.5
9	1	Fairview Health Complex	66	AHS	37	70.9	84.4	76.0	84.8	92.3	94.3	8.4
10	2	Extendicare Athabasca	50	Private	28	74.2	87.0	82.0	88.5	86.8	88.5	8.2
11	1	Grimshaw/Berwyn and District Community Health Centre	19	AHS	13	81.4	77.9	79.0	85.2	100.0	100.0	9.0
12	1	Radway Continuing Care Centre	30	AHS	21	79.5	89.5	79.0	89.7	84.0	95.0	8.8
13	1	Bonnyville Health Centre	30	AHS	16	83.3	84.1	69.0	82.6	93.8	100.0	8.9
14	1	Mayerthorpe Healthcare Centre	30	AHS	15	78.8	82.8	75.0	79.6	96.1	100.0	8.9
15	1	Extendicare Mayerthorpe	50	Private	34	73.2	88.2	69.0	85.8	91.0	90.3	8.4
16	2	Central Peace Health Complex	16	AHS	8	73.8	85.9	77.0	70.0	87.5	75.0	7.8
17	1	St. Therese – St. Paul Healthcare Centre	30	AHS	16	74.4	88.1	62.0	78.6	95.9	92.9	8.1
18	2	Cold Lake Healthcare Centre	31	AHS	18	69.5	81.2	70.0	87.5	92.0	100.0	8.2
19	1	Peace River Community Health Centre (Sutherland Place)	40	AHS	20	71.1	78.1	79.0	73.0	92.3	94.7	8.6
20	1	Points West Living Grande Prairie	50	Private	16	65.3	79.7	77.0	83.7	81.2	86.7	7.4
21	1	Edson Healthcare Centre	50	AHS	31	74.9	77.4	67.0	79.4	83.2	100.0	8.4
22	1	Hythe Continuing Care Centre	31	AHS	20	65.7	86.4	59.0	81.9	85.7	94.7	7.7
23	1	Manning Community Health Centre	16	AHS	9	67.6	80.0	80.0	75.8	71.9	100.0	8.8
24	1	Grande Prairie Care Centre	60	Private	36	66.8	82.0	69.0	77.8	83.6	84.8	7.8

		Dimensions of Care means, Food Rating Scale, Propensity to Recommend, Global Overall Care rating										
Order	Survey wave	North Zone (N = 27 facilities)	Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
Order	Survey wave	South Zone (N = 15 facilities)	Number of LTC beds	Ownership type	Respondents (N)	Staffing, Care of Belongings, and Environment (0 to 100)	Kindness and Respect (0 to 100)	Food Rating Scale (0 to 100)	Providing Information and Family Involvement (0 to 100)	Meeting Basic Needs (0 to 100)	Propensity to Recommend (%)	Global Overall Care rating (0 to 10)
25	1	William J. Cadzow – Lac La Biche Healthcare Centre	41	AHS	15	58.7	81.6	49.0	75.7	69.8	86.7	7.4
26	2	Northern Lights Regional Health Centre	31	AHS	7	56.8	70.3	55.0	72.6	78.3	83.3	7.7
27	1	La Crete Continuing Care Centre	22	AHS	11	65.2	76.8	65.0	74.3	74.4	100.0	7.3
1	1	Milk River Health Centre	24	AHS	10	82.5	92.3	75.0	94.6	100.0	100.0	9.4
2	1	Sunnyside Care Centre	100	Voluntary	66	79.2	90.5	75.0	88.9	93.1	98.4	8.8
3	2	St. Michael's Health Centre	72	AHS	20	78.1	88.2	71.0	88.1	93.8	100.0	8.7
4	2	Taber Health Centre	10	AHS	8	79.8	88.9	77.0	81.2	97.8	100.0	9.0
5	2	Riverview Care Centre	118	Private	59	76.7	85.5	71.0	85.3	88.5	91.1	8.3
6	1	Big Country Hospital	30	AHS	22	76.3	87.2	72.0	80.7	91.0	100.0	9.0
7	2	Coaldale Health Centre	44	AHS	21	80.1	89.0	80.0	79.7	88.4	90.5	8.9
8	2	Good Samaritan South Ridge Village	80	Voluntary	48	72.9	85.5	67.0	83.5	92.1	93.6	8.0
9	1	Club Sierra River Ridge	50	Private	24	79.5	86.5	69.0	83.7	85.7	87.0	8.4
10	1	Brooks Health Centre	15	AHS	8	79.3	78.3	54.0	84.2	98.0	100.0	9.4
11	1	Bow Island Health Centre	20	AHS	8	75.5	81.4	76.0	77.9	92.7	100.0	8.4
12	2	Valleyview	30	Private	19	75.0	78.6	76.0	80.8	90.0	89.5	8.2
13	1	Extidicare Fort Macleod	50	Private	28	73.2	79.9	68.0	80.0	90.1	95.7	8.4
14	1	Crowsnest Pass Health Centre	58	AHS	25	67.6	77.6	65.0	75.6	90.4	95.7	7.9
15	1	Edith Cavell Care Centre	120	Private	42	65.5	77.9	68.0	78.8	82.7	90.0	7.9

Note: wave 1: March 2014; wave 2: January 2015

7.0 FACILITY RESULTS BY GLOBAL OVERALL CARE RATING, DIMENSIONS OF CARE, AND FOOD RATING SCALE

The following section provides detailed 2014-15 results of the Global Overall Care rating, Dimensions of Care, and Food Rating Scale for each facility that participated in the 2014-15 survey.

Global Overall Care ratings are presented first, followed by Dimensions of Care and Food Ratings. The ordering of the Dimensions of Care and Food Rating Scale is based on the influence they have on the Global Overall Care rating, as determined through a regression model (see **Appendix IX**), and is presented in the following order:

1. Staffing, Care of Belongings, and Environment Dimension of Care
2. Kindness and Respect Dimension of Care
3. Food Rating Scale
4. Providing Information and Encouraging Family Involvement Dimension of Care
5. Meeting Basic Needs Dimension of Care

Detailed zone analyses of individual question responses can be found in **Appendix VIII**.

7.1 Interpreting the tables

Facilities are presented by their mean facility score or rating on each measure and are grouped by zone to facilitate comparisons at the zone and provincial level. Facilities were compared to the *facility-weighted*¹⁹ zone and provincial averages for participating facilities according to the following in each table:

- **Below or above zone mean:** Whether the facility's mean score or rating is above or below the average facility rating for the associated zone.
- **Below or above provincial mean:** Whether the facility's mean score or rating is above or below the average facility rating for the province.
- **Quartile:** Specifies the facility's quartile grouping relative to all facilities in the province (see the accompanying tables within each of the following subsections for a description of the categories).

Other notes:

- Percentages may not always add to 100 per cent due to rounding.
- Facility, zone, and provincial results are presented in graphs that include 99 per cent confidence intervals (99% CI). These intervals help the reader gauge statistically significant differences in results. As a general rule, intervals that do not overlap tend to reflect statistically significant differences between measures.

¹⁹ The zone or provincial mean was calculated by adding the facility means from the zone (or province) and then dividing by the number of facilities in the zone (or province). See **Appendix VII**.

- Lower limits of the 99 per cent CI that range below the minimum value on a scale will be reported as the minimum value. Upper limits of the 99 per cent CI that range above the maximum value on a scale will be reported as the maximum value. These changes will be marked with †. For example, an upper limit of 11.0 on a 0 to 10 scale will be reported as 10.0†.

7.2 Global Overall Care rating

The Global Overall Care measure is a single item intended to reflect a respondent’s summative opinion about the facility. The Global Overall Care rating asks: *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 nursing home?*

The Global Overall Care rating for the province was 8.3 out of 10.

Table 2 describes the Global Overall Care rating quartile categorization criteria.

Table 2: Guide for interpretation for Global Overall Care rating quartiles

Quartile details (154 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	8.7-10.0
Upper middle (50-75 th percentile)	8.3-8.7
Lower middle (25-50 th percentile)	7.9-8.3
Lower (Lowest 25% of scores)	0.0-7.9

Note: Categorical decision rules extend beyond the first decimal place.

Table 3 summarizes the Global Overall Care ratings for the participating facilities in 2014-15.

Table 3: Facility mean Global Overall Care ratings by zone

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.2	8.3			
Oilfields General Hospital	18	9.2	8.4	9.9	Above	Above	Upper
Vulcan Community Health Centre	10	9.1	8.4	9.8	Above	Above	Upper
Didsbury District Health Services	29	8.9	8.1	9.7	Above	Above	Upper
Willow Creek Continuing Care Centre	55	8.9	8.3	9.4	Above	Above	Upper
Father Lacombe Care Centre	67	8.8	8.4	9.2	Above	Above	Upper
Carewest Signal Pointe	25	8.8	8.0	9.5	Above	Above	Upper
Bow View Manor	81	8.7	8.3	9.0	Above	Above	Up. Mid.
Extendicare Vulcan	27	8.6	7.7	9.4	Above	Above	Up. Mid.
Wing Kei Care Centre	78	8.5	8.0	9.0	Above	Above	Up. Mid.
Bethany Harvest Hills	46	8.5	7.9	9.0	Above	Above	Up. Mid.
Canmore General Hospital (Golden Eagle View)	12	8.4	7.4	9.4	Above	Above	Up. Mid.
Carewest Colonel Belcher	102	8.4	8.0	8.8	Above	Above	Up. Mid.
Newport Harbour Care Centre	76	8.3	7.9	8.7	Above	Below	Low. Mid.
Glamorgan Care Centre	13	8.3	7.5	9.1	Above	Below	Low. Mid.
Intercare at Millrise	30	8.3	7.8	8.8	Above	Below	Low. Mid.
Beverly Centre Glenmore	107	8.3	8.0	8.6	Above	Below	Low. Mid.
Mineral Springs Hospital	12	8.3	6.5	10.0	Above	Below	Low. Mid.
Intercare Chinook Care Centre	130	8.2	7.9	8.5	Above	Below	Low. Mid.
Intercare Southwood Care Centre	105	8.2	7.8	8.7	Above	Below	Low. Mid.
Carewest George Boyack	107	8.2	7.9	8.6	Above	Below	Low. Mid.
Mayfair Care Centre	70	8.2	7.7	8.7	Above	Below	Low. Mid.
Bow Crest Care Centre	77	8.2	7.7	8.6	Below	Below	Low. Mid.
Intercare Brentwood Care Centre	144	8.1	7.8	8.4	Below	Below	Low. Mid.
High River General Hospital	31	8.1	7.2	8.9	Below	Below	Low. Mid.
Beverly Centre Lake Midnapore	152	8.0	7.7	8.3	Below	Below	Low. Mid.
Extendicare Hillcrest	57	8.0	7.5	8.6	Below	Below	Low. Mid.
Mount Royal Care Centre	49	8.0	7.3	8.6	Below	Below	Low. Mid.
Bethany Airdrie	49	8.0	7.2	8.7	Below	Below	Low. Mid.
Wentworth Manor/The Residence and the Court	55	7.9	7.3	8.6	Below	Below	Low. Mid.
Extendicare Cedars Villa	113	7.9	7.6	8.2	Below	Below	Lower
Carewest Royal Park	36	7.7	7.0	8.3	Below	Below	Lower
Carewest Sarcee	41	7.5	6.7	8.3	Below	Below	Lower
Bethany Calgary	225	7.5	7.2	7.8	Below	Below	Lower
Carewest Garrison Green	106	7.5	7.0	8.0	Below	Below	Lower

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.2	8.3			
Clifton Manor (formerly Forest Grove Care Centre)	109	7.4	7.0	7.9	Below	Below	Lower
Carewest Dr. Vernon Fanning	80	7.4	6.8	8.0	Below	Below	Lower
Bethany Cochrane	53	7.4	6.6	8.1	Below	Below	Lower
McKenzie Towne Care Centre	88	7.3	6.8	7.8	Below	Below	Lower
Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.1	8.3			
Devon General Hospital	5	10.0	10.0	10.0	Above	Above	Upper
Sherwood Care	75	9.2	8.9	9.4	Above	Above	Upper
WestView Health Centre – Stony Plain Care Centre	27	9.0	8.4	9.6	Above	Above	Upper
CapitalCare Norwood	25	8.8	8.2	9.4	Above	Above	Upper
Extendicare Leduc	55	8.6	8.1	9.1	Above	Above	Up. Mid.
Jasper Place Continuing Care Centre	58	8.6	8.2	9.0	Above	Above	Up. Mid.
South Terrace Continuing Care Centre	61	8.5	8.1	8.9	Above	Above	Up. Mid.
St. Michael's Long Term Care Centre	86	8.5	8.1	8.8	Above	Above	Up. Mid.
Venta Care Centre	87	8.5	8.1	8.8	Above	Above	Up. Mid.
CapitalCare Kipnes Centre for Veterans	79	8.4	7.9	8.9	Above	Above	Up. Mid.
Jubilee Lodge Nursing Home	92	8.4	8.0	8.8	Above	Above	Up. Mid.
Touchmark at Wedgewood	50	8.4	7.9	8.8	Above	Above	Up. Mid.
Good Samaritan Pembina Village	25	8.4	7.8	8.9	Above	Above	Up. Mid.
Extendicare Eaux Claires	101	8.3	7.9	8.7	Above	Below	Low. Mid.
CapitalCare Strathcona	47	8.2	7.7	8.8	Above	Below	Low. Mid.
Citadel Care Centre	84	8.2	7.8	8.6	Above	Below	Low. Mid.
CapitalCare Lynnwood	145	8.1	7.8	8.4	Above	Below	Low. Mid.
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	122	8.1	7.7	8.4	Below	Below	Low. Mid.
St. Joseph's Auxiliary Hospital	107	8.1	7.7	8.4	Below	Below	Low. Mid.
Shepherd's Care Millwoods	86	8.0	7.6	8.4	Below	Below	Low. Mid.
Allen Gray Continuing Care Centre	64	8.0	7.4	8.6	Below	Below	Low. Mid.
Shepherd's Care Kensington	42	8.0	7.4	8.5	Below	Below	Low. Mid.
Extendicare Holyrood	41	7.9	7.3	8.5	Below	Below	Lower
Good Samaritan Stony Plain Care Centre	77	7.9	7.4	8.3	Below	Below	Lower
Edmonton General Continuing Care Centre	188	7.9	7.5	8.2	Below	Below	Lower
CapitalCare Grandview	88	7.8	7.3	8.3	Below	Below	Lower
Good Samaritan Southgate Care Centre	117	7.8	7.4	8.1	Below	Below	Lower

Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.1	8.3			
Miller Crossing Care Centre	67	7.7	7.2	8.2	Below	Below	Lower
CapitalCare Dickinsfield	146	7.7	7.4	8.1	Below	Below	Lower
Salem Manor Nursing Home	69	7.7	7.1	8.3	Below	Below	Lower
Hardisty Care Centre	60	7.7	7.0	8.4	Below	Below	Lower
Devonshire Care Centre	73	7.6	7.1	8.0	Below	Below	Lower
Rivercrest Care Centre	53	7.4	6.7	8.1	Below	Below	Lower
Edmonton Chinatown Care Centre	41	7.3	6.6	8.1	Below	Below	Lower
Good Samaritan Dr. Gerald Zetter Care Centre	99	7.1	6.5	7.6	Below	Below	Lower
Good Samaritan Millwoods Care Centre	24	6.3	4.9	7.6	Below	Below	Lower

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.6	8.3			
WestView Care Community	28	9.6	9.3	9.9	Above	Above	Upper
Consort Hospital and Care Centre	10	9.6	9.0	10.0 [†]	Above	Above	Upper
Sundre Hospital and Care Centre	9	9.6	8.9	10.0 [†]	Above	Above	Upper
Galahad Care Centre	13	9.5	8.8	10.0 [†]	Above	Above	Upper
Vermilion Health Centre	34	9.2	8.7	9.7	Above	Above	Upper
Stettler Hospital and Care Centre	31	9.2	8.8	9.6	Above	Above	Upper
Hanna Health Centre	27	9.1	8.6	9.7	Above	Above	Upper
Hardisty Health Centre	7	9.1	8.3	10.0 [†]	Above	Above	Upper
Breton Health Centre	17	9.0	7.9	10.0 [†]	Above	Above	Upper
Northcott Care Centre (Ponoka)	48	9.0	8.6	9.4	Above	Above	Upper
St. Mary's Health Care Centre	18	8.9	8.4	9.5	Above	Above	Upper
Drayton Valley Hospital and Care Centre	30	8.9	8.3	9.5	Above	Above	Upper
Coronation Hospital and Care Centre	14	8.9	8.1	9.6	Above	Above	Upper
Ponoka Hospital and Care Centre	14	8.8	7.7	9.9	Above	Above	Upper
Mary Immaculate Hospital	17	8.8	8.0	9.5	Above	Above	Upper
Lamont Health Care Centre	48	8.7	8.3	9.2	Above	Above	Up. Mid.
Provost Health Centre	18	8.7	8.1	9.3	Above	Above	Up. Mid.
Rimbey Hospital and Care Centre	59	8.6	8.2	9.1	Above	Above	Up. Mid.
Tofield Health Centre	32	8.6	8.0	9.2	Above	Above	Up. Mid.
Mannville Care Centre	18	8.6	7.6	9.5	Below	Above	Up. Mid.
Dr. Cooke Extended Care Centre	59	8.5	8.0	9.0	Below	Above	Up. Mid.
Our Lady of the Rosary Hospital	10	8.5	7.5	9.5	Below	Above	Up. Mid.

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.6	8.3			
Louise Jensen Care Centre	35	8.4	7.8	9.0	Below	Above	Up. Mid.
Lacombe Hospital and Care Centre	38	8.4	7.9	8.9	Below	Above	Up. Mid.
Vegreville Care Centre	38	8.3	7.8	8.9	Below	Above	Up. Mid.
Drumheller Health Centre	65	8.3	7.9	8.7	Below	Below	Low. Mid.
Killam Health Care Centre	32	8.2	7.5	8.9	Below	Below	Low. Mid.
Two Hills Health Centre	31	8.2	7.4	9.0	Below	Below	Low. Mid.
Three Hills Health Centre	17	8.2	7.3	9.1	Below	Below	Low. Mid.
Innisfail Health Centre	23	8.2	7.5	8.9	Below	Below	Low. Mid.
Bethany Meadows	37	8.1	7.2	9.0	Below	Below	Low. Mid.
Wetaskiwin Hospital and Care Centre	51	7.9	7.3	8.5	Below	Below	Lower
Bethany CollegeSide (Red Deer)	67	7.8	7.3	8.3	Below	Below	Lower
Extendicare Viking	27	7.7	6.7	8.7	Below	Below	Lower
Extendicare Michener Hill	127	7.7	7.3	8.1	Below	Below	Lower
Bethany Sylvan Lake	22	7.5	6.5	8.6	Below	Below	Lower
Wainwright Health Centre	35	7.5	7.0	8.1	Below	Below	Lower
Clearwater Centre	25	7.4	6.4	8.4	Below	Below	Lower
North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.3	8.3			
Grimshaw/Berwyn and District Community Health Centre	12	9.0	8.1	9.9	Above	Above	Upper
Redwater Healthcare Centre	7	9.0	7.6	10.0 [†]	Above	Above	Upper
Bonnyville Health Centre	16	8.9	8.1	9.8	Above	Above	Upper
Mayerthorpe Healthcare Centre	15	8.9	8.2	9.7	Above	Above	Upper
Manning Community Health Centre	9	8.8	7.6	10.0	Above	Above	Upper
Valleyview Health Centre	13	8.8	7.7	9.8	Above	Above	Upper
Radway Continuing Care Centre	20	8.8	7.8	9.7	Above	Above	Upper
Extendicare St. Paul	53	8.7	8.2	9.2	Above	Above	Up. Mid.
Dr. W.R. Keir – Barrhead Continuing Care Centre	59	8.6	8.2	9.1	Above	Above	Up. Mid.
Peace River Community Health Centre (Sutherland Place)	17	8.6	7.8	9.4	Above	Above	Up. Mid.
Westlock Healthcare Centre	70	8.5	8.0	9.0	Above	Above	Up. Mid.
Edson Healthcare Centre	31	8.4	7.7	9.1	Above	Above	Up. Mid.
Fairview Health Complex	34	8.4	7.9	9.0	Above	Above	Up. Mid.
Slave Lake Healthcare Centre	5	8.4	7.8	9.0	Above	Above	Up. Mid.
Extendicare Mayerthorpe	33	8.4	7.7	9.0	Above	Above	Up. Mid.
Extendicare Bonnyville	19	8.4	7.5	9.2	Above	Above	Up. Mid.

North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.3	8.3			
Elk Point Healthcare Centre	15	8.3	7.2	9.4	Above	Above	Up. Mid.
Cold Lake Healthcare Centre	18	8.2	7.5	9.0	Below	Below	Low. Mid.
Extendicare Athabasca	27	8.2	7.4	9.0	Below	Below	Low. Mid.
St. Therese – St. Paul Healthcare Centre	14	8.1	7.1	9.2	Below	Below	Low. Mid.
Grande Prairie Care Centre	34	7.8	7.0	8.6	Below	Below	Lower
Central Peace Health Complex	8	7.8	6.5	9.0	Below	Below	Lower
Hythe Continuing Care Centre	18	7.7	6.9	8.4	Below	Below	Lower
Northern Lights Regional Health Centre	6	7.7	4.6	10.0 [†]	Below	Below	Lower
William J. Cadzow – Lac La Biche Healthcare Centre	15	7.4	6.5	8.3	Below	Below	Lower
Points West Living Grande Prairie	14	7.4	6.3	8.5	Below	Below	Lower
La Crete Continuing Care Centre	10	7.3	6.1	8.5	Below	Below	Lower

South Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 15 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			8.6	8.3			
Milk River Health Centre	10	9.4	9.0	9.8	Above	Above	Upper
Brooks Health Centre	8	9.4	8.7	10.0 [†]	Above	Above	Upper
Big Country Hospital	21	9.0	8.6	9.5	Above	Above	Upper
Taber Health Centre	7	9.0	8.0	10.0	Above	Above	Upper
Coaldale Health Centre	21	8.9	8.1	9.7	Above	Above	Upper
Sunnyside Care Centre	61	8.8	8.4	9.3	Above	Above	Upper
St. Michael's Health Centre	20	8.7	7.9	9.5	Above	Above	Up. Mid.
Club Sierra River Ridge	23	8.4	7.6	9.3	Below	Above	Up. Mid.
Bow Island Health Centre	8	8.4	7.4	9.3	Below	Above	Up. Mid.
Extendicare Fort Macleod	24	8.4	7.6	9.2	Below	Above	Up. Mid.
Riverview Care Centre	59	8.3	7.7	8.8	Below	Below	Low. Mid.
Valleyview	18	8.2	6.9	9.4	Below	Below	Low. Mid.
Good Samaritan South Ridge Village	46	8.0	7.3	8.6	Below	Below	Low. Mid.
Edith Cavell Care Centre	40	7.9	7.2	8.6	Below	Below	Low. Mid.
Crowsnest Pass Health Centre	24	7.9	6.7	9.0	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, the lower limit of the confidence interval was used as the next sorting criterion from highest to lowest.

7.3 Staffing, Care of Belongings, and Environment Dimension of Care

The Staffing, Care of Belongings, and Environment Dimension of Care is comprised of the following questions:

- (Q10 and Q11) How often were you able to find a nurse or aide?
- (Q49) How often are there enough nurses or aides?
- (Q31) Resident’s room looks and smells clean?
- (Q22) Resident looks and smells clean?
- (Q34) Public area looks and smells clean?
- (Q36) Resident’s medical belongings lost?
- (Q37 and Q38) Resident’s clothes lost?

The Staffing, Care of Belongings, and Environment Dimension of Care score for the province was 73.6 out of 100.

Table 4 describes the Staffing, Care of Belongings, and Environment Dimension of Care quartile categorization criteria.

Table 4: Guide for interpretation for Staffing, Care of Belongings, and Environment quartiles

Quartile details (154 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	78.0-100.0
Upper middle (50-75 th percentile)	73.8-78.0
Lower middle (25-50 th percentile)	68.8-73.8
Lower (Lowest 25% of scores)	0.0-68.8

Note: Categorical decision rules extend beyond the first decimal place.

Table 5 summarizes the Staffing, Care of Belongings, and Environment Dimension of Care for the participating facilities in 2014-15.

Table 5: Facility means for Staffing, Care of Belongings, and Environment

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			71.9	73.6			
Vulcan Community Health Centre	10	80.3	72.5	88.2	Above	Above	Upper
Oilfields General Hospital	19	79.2	71.9	86.4	Above	Above	Upper
Bow View Manor	83	78.5	74.3	82.7	Above	Above	Upper
Willow Creek Continuing Care Centre	60	77.6	72.6	82.5	Above	Above	Up. Mid.
Carewest Signal Pointe	26	77.4	70.6	84.1	Above	Above	Up. Mid.
Wing Kei Care Centre	79	76.6	72.3	80.9	Above	Above	Up. Mid.
Didsbury District Health Services	32	76.5	69.7	83.4	Above	Above	Up. Mid.
Father Lacombe Care Centre	71	76.4	72.2	80.5	Above	Above	Up. Mid.
Mayfair Care Centre	76	76.1	71.5	80.6	Above	Above	Up. Mid.
Mineral Springs Hospital	13	75.9	63.0	88.7	Above	Above	Up. Mid.
Extendicare Vulcan	26	75.7	67.2	84.3	Above	Above	Up. Mid.
Carewest Sarcee	42	74.6	67.7	81.4	Above	Above	Up. Mid.
Intercare at Millrise	30	74.2	67.3	81.1	Above	Above	Up. Mid.
Canmore General Hospital (Golden Eagle View)	12	73.8	63.8	83.9	Above	Above	Low. Mid.
Glamorgan Care Centre	16	73.5	63.4	83.7	Above	Below	Low. Mid.
Bow Crest Care Centre	78	73.5	69.2	77.8	Above	Below	Low. Mid.
Intercare Chinook Care Centre	135	73.1	69.8	76.3	Above	Below	Low. Mid.
Newport Harbour Care Centre	78	72.6	67.6	77.7	Above	Below	Low. Mid.
Beverly Centre Glenmore	113	72.6	69.2	75.9	Above	Below	Low. Mid.
Mount Royal Care Centre	49	72.5	66.7	78.3	Above	Below	Low. Mid.
Intercare Southwood Care Centre	112	72.3	68.8	75.9	Above	Below	Low. Mid.
Beverly Centre Lake Midnapore	162	71.9	68.8	75.0	Above	Below	Low. Mid.
Intercare Brentwood Care Centre	147	71.7	68.4	75.0	Below	Below	Low. Mid.
Extendicare Hillcrest	57	71.4	66.3	76.5	Below	Below	Low. Mid.
Carewest George Boyack	110	71.0	67.4	74.6	Below	Below	Low. Mid.
Carewest Royal Park	36	70.8	65.2	76.5	Below	Below	Low. Mid.
Carewest Colonel Belcher	105	70.7	67.2	74.3	Below	Below	Low. Mid.
Bethany Harvest Hills	46	69.0	61.9	76.1	Below	Below	Low. Mid.
Extendicare Cedars Villa	121	68.3	64.9	71.7	Below	Below	Lower
Carewest Dr. Vernon Fanning	82	68.2	63.7	72.7	Below	Below	Lower
Wentworth Manor/The Residence and the Court	55	67.4	61.7	73.1	Below	Below	Lower
Clifton Manor (formerly Forest Grove Care Centre)	111	67.3	63.1	71.4	Below	Below	Lower
Bethany Calgary	234	67.2	64.4	70.0	Below	Below	Lower
High River General Hospital	32	66.3	58.8	73.9	Below	Below	Lower

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			71.9	73.6			
Carewest Garrison Green	109	65.2	60.7	69.7	Below	Below	Lower
Bethany Airdrie	50	62.5	56.5	68.6	Below	Below	Lower
McKenzie Towne Care Centre	90	60.7	56.0	65.3	Below	Below	Lower
Bethany Cochrane	55	58.0	51.7	64.2	Below	Below	Lower
Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			71.4	73.6			
Devon General Hospital	5	87.8	76.8	98.8	Above	Above	Upper
CapitalCare Norwood	25	84.5	79.4	89.6	Above	Above	Upper
Sherwood Care	76	82.9	78.9	86.9	Above	Above	Upper
WestView Health Centre – Stony Plain Care Centre	27	81.5	74.3	88.7	Above	Above	Upper
Jubilee Lodge Nursing Home	95	78.2	74.8	81.7	Above	Above	Upper
South Terrace Continuing Care Centre	63	77.7	73.6	81.7	Above	Above	Up. Mid.
Extendicare Eaux Claires	103	75.9	72.3	79.5	Above	Above	Up. Mid.
Extendicare Leduc	55	75.8	70.9	80.7	Above	Above	Up. Mid.
Venta Care Centre	87	75.7	71.5	80.0	Above	Above	Up. Mid.
Touchmark at Wedgewood	50	74.1	68.7	79.6	Above	Above	Up. Mid.
Jasper Place Continuing Care Centre	61	74.0	68.6	79.3	Above	Above	Up. Mid.
St. Michael's Long Term Care Centre	88	73.8	69.8	77.8	Above	Above	Low. Mid.
Good Samaritan Pembina Village	26	72.6	65.9	79.3	Above	Below	Low. Mid.
Extendicare Holyrood	43	72.2	65.7	78.7	Above	Below	Low. Mid.
CapitalCare Kipnes Centre for Veterans	80	72.1	67.5	76.6	Above	Below	Low. Mid.
CapitalCare Lynnwood	152	71.5	68.3	74.8	Above	Below	Low. Mid.
Hardisty Care Centre	62	71.3	65.7	76.9	Below	Below	Low. Mid.
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	125	71.2	67.5	74.8	Below	Below	Low. Mid.
Salem Manor Nursing Home	71	70.4	65.3	75.6	Below	Below	Low. Mid.
Citadel Care Centre	85	69.8	65.6	73.9	Below	Below	Low. Mid.
CapitalCare Strathcona	48	69.5	63.8	75.3	Below	Below	Low. Mid.
Allen Gray Continuing Care Centre	65	69.1	64.2	73.9	Below	Below	Low. Mid.
Shepherd's Care Kensington	46	69.0	63.9	74.1	Below	Below	Low. Mid.
St. Joseph's Auxiliary Hospital	108	68.7	64.7	72.7	Below	Below	Lower
Shepherd's Care Millwoods	86	68.1	63.6	72.6	Below	Below	Lower
Miller Crossing Care Centre	69	68.0	63.2	72.8	Below	Below	Lower
Good Samaritan Stony Plain Care Centre	80	68.0	63.7	72.3	Below	Below	Lower

Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			71.4	73.6			
Edmonton General Continuing Care Centre	194	67.3	64.3	70.2	Below	Below	Lower
Rivercrest Care Centre	55	66.8	59.6	73.9	Below	Below	Lower
CapitalCare Dickinsfield	152	66.5	63.3	69.7	Below	Below	Lower
Good Samaritan Southgate Care Centre	122	66.5	62.8	70.1	Below	Below	Lower
Edmonton Chinatown Care Centre	42	65.8	60.8	70.9	Below	Below	Lower
CapitalCare Grandview	91	65.7	61.4	69.9	Below	Below	Lower
Devonshire Care Centre	75	64.8	60.2	69.4	Below	Below	Lower
Good Samaritan Dr. Gerald Zetter Care Centre	102	59.6	55.3	64.0	Below	Below	Lower
Good Samaritan Millwoods Care Centre	24	52.9	44.0	61.8	Below	Below	Lower
Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			76.4	73.6			
WestView Care Community	28	94.4	91.8	97.0	Above	Above	Upper
Consort Hospital and Care Centre	10	89.2	82.4	96.0	Above	Above	Upper
Galahad Care Centre	13	87.6	81.9	93.2	Above	Above	Upper
Hardisty Health Centre	7	84.4	67.7	100.0 [†]	Above	Above	Upper
Sundre Hospital and Care Centre	9	84.3	75.6	92.9	Above	Above	Upper
St. Mary's Health Care Centre	19	84.1	78.8	89.3	Above	Above	Upper
Hanna Health Centre	28	82.8	77.3	88.3	Above	Above	Upper
Vermilion Health Centre	34	82.4	76.2	88.6	Above	Above	Upper
Northcott Care Centre (Ponoka)	49	82.2	78.3	86.1	Above	Above	Upper
Lamont Health Care Centre	53	81.5	77.2	85.8	Above	Above	Upper
Mary Immaculate Hospital	17	81.1	73.7	88.6	Above	Above	Upper
Stettler Hospital and Care Centre	31	80.7	74.9	86.4	Above	Above	Upper
Coronation Hospital and Care Centre	15	80.3	71.9	88.7	Above	Above	Upper
Our Lady of the Rosary Hospital	11	79.8	69.9	89.6	Above	Above	Upper
Drayton Valley Hospital and Care Centre	30	79.2	73.7	84.7	Above	Above	Upper
Killam Health Care Centre	32	78.2	72.6	83.9	Above	Above	Upper
Mannville Care Centre	18	78.0	69.5	86.4	Above	Above	Up. Mid.
Breton Health Centre	17	76.9	66.7	87.1	Above	Above	Up. Mid.
Rimbey Hospital and Care Centre	60	76.7	72.3	81.2	Above	Above	Up. Mid.
Lacombe Hospital and Care Centre	40	75.6	69.3	82.0	Below	Above	Up. Mid.
Dr. Cooke Extended Care Centre	61	75.2	70.0	80.4	Below	Above	Up. Mid.
Vegreville Care Centre	38	75.1	70.2	80.0	Below	Above	Up. Mid.

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			76.4	73.6			
Provost Health Centre	18	74.6	64.6	84.6	Below	Above	Up. Mid.
Tofield Health Centre	33	74.2	68.1	80.4	Below	Above	Up. Mid.
Ponoka Hospital and Care Centre	15	74.1	61.8	86.4	Below	Above	Up. Mid.
Two Hills Health Centre	31	73.9	65.2	82.5	Below	Above	Up. Mid.
Drumheller Health Centre	66	72.5	67.8	77.2	Below	Below	Low. Mid.
Innisfail Health Centre	23	72.0	66.1	77.8	Below	Below	Low. Mid.
Extendicare Michener Hill	130	70.0	66.5	73.6	Below	Below	Low. Mid.
Bethany Meadows	39	69.6	61.1	78.1	Below	Below	Low. Mid.
Bethany CollegeSide (Red Deer)	68	69.0	63.4	74.5	Below	Below	Low. Mid.
Extendicare Viking	29	68.9	58.9	78.8	Below	Below	Low. Mid.
Louise Jensen Care Centre	37	68.8	62.1	75.4	Below	Below	Lower
Wetaskiwin Hospital and Care Centre	51	66.2	61.0	71.4	Below	Below	Lower
Clearwater Centre	25	65.6	57.0	74.2	Below	Below	Lower
Bethany Sylvan Lake	25	65.3	57.3	73.2	Below	Below	Lower
Three Hills Health Centre	17	64.9	56.9	72.9	Below	Below	Lower
Wainwright Health Centre	37	64.8	59.0	70.7	Below	Below	Lower
North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			73.4	73.6			
Valleyview Health Centre	14	84.1	76.4	91.8	Above	Above	Upper
Bonnyville Health Centre	16	83.3	72.0	94.6	Above	Above	Upper
Redwater Healthcare Centre	7	83.2	77.0	89.4	Above	Above	Upper
Grimshaw/Berwyn and District Community Health Centre	12	81.4	71.0	91.7	Above	Above	Upper
Extendicare St. Paul	54	79.6	74.8	84.5	Above	Above	Upper
Radway Continuing Care Centre	20	79.5	70.3	88.6	Above	Above	Upper
Mayerthorpe Healthcare Centre	15	78.8	70.1	87.6	Above	Above	Upper
Westlock Healthcare Centre	73	78.0	73.9	82.1	Above	Above	Up. Mid.
Dr. W.R. Keir – Barrhead Continuing Care Centre	61	77.4	72.5	82.4	Above	Above	Up. Mid.
Extendicare Bonnyville	20	77.4	69.9	85.0	Above	Above	Up. Mid.
Slave Lake Healthcare Centre	5	76.8	59.7	93.8	Above	Above	Up. Mid.
Edson Healthcare Centre	31	74.9	68.0	81.8	Above	Above	Up. Mid.
Elk Point Healthcare Centre	15	74.4	65.8	83.1	Above	Above	Up. Mid.
St. Therese – St. Paul Healthcare Centre	14	74.4	64.2	84.6	Above	Above	Up. Mid.
Extendicare Athabasca	28	74.2	65.9	82.5	Above	Above	Up. Mid.
Central Peace Health Complex	8	73.8	60.0	87.7	Above	Above	Up. Mid.

North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			73.4	73.6			
Extendicare Mayerthorpe	33	73.2	65.2	81.1	Below	Below	Low. Mid.
Peace River Community Health Centre (Sutherland Place)	20	71.1	63.9	78.2	Below	Below	Low. Mid.
Fairview Health Complex	37	70.9	64.6	77.2	Below	Below	Low. Mid.
Cold Lake Healthcare Centre	18	69.5	59.1	80.0	Below	Below	Low. Mid.
Manning Community Health Centre	9	67.6	54.7	80.5	Below	Below	Lower
Grande Prairie Care Centre	35	66.8	60.3	73.3	Below	Below	Lower
Hythe Continuing Care Centre	19	65.7	58.4	73.0	Below	Below	Lower
Points West Living Grande Prairie	15	65.3	56.0	74.6	Below	Below	Lower
La Crete Continuing Care Centre	11	65.2	58.6	71.8	Below	Below	Lower
William J. Cadzow – Lac La Biche Healthcare Centre	15	58.7	49.7	67.7	Below	Below	Lower
Northern Lights Regional Health Centre	7	56.8	42.3	71.3	Below	Below	Lower
South Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 15 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			76.1	73.6			
Milk River Health Centre	10	82.5	77.8	87.2	Above	Above	Upper
Coaldale Health Centre	21	80.1	71.4	88.8	Above	Above	Upper
Taber Health Centre	7	79.8	65.9	93.6	Above	Above	Upper
Club Sierra River Ridge	23	79.5	71.3	87.7	Above	Above	Upper
Brooks Health Centre	8	79.3	69.6	89.0	Above	Above	Upper
Sunnyside Care Centre	65	79.2	74.8	83.7	Above	Above	Upper
St. Michael's Health Centre	20	78.1	71.7	84.5	Above	Above	Upper
Riverview Care Centre	59	76.7	72.0	81.5	Above	Above	Up. Mid.
Big Country Hospital	21	76.3	67.9	84.6	Above	Above	Up. Mid.
Bow Island Health Centre	8	75.5	61.0	90.0	Below	Above	Up. Mid.
Valleyview	19	75.0	64.4	85.6	Below	Above	Up. Mid.
Extendicare Fort Macleod	24	73.2	65.6	80.7	Below	Below	Low. Mid.
Good Samaritan South Ridge Village	48	72.9	67.0	78.8	Below	Below	Low. Mid.
Crowsnest Pass Health Centre	24	67.6	58.6	76.5	Below	Below	Lower
Edith Cavell Care Centre	41	65.5	58.1	72.9	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

7.4 Kindness and Respect Dimension of Care

The Kindness and Respect Dimension of Care is comprised of the following questions:

- (Q12) Nurses and aides treat resident with courtesy and respect?
- (Q13) Nurses and aides treat resident with kindness?
- (Q14) Nurses and aides really care about resident?
- (Q15; reverse scoring) Nurses and aides were rude to residents?
- (Q23 and Q24) Nurses and aides were appropriate with difficult residents?

The Kindness and Respect Dimension of Care score for the province was 83.8 out of 100.

Table 6 describes the Kindness and Respect Dimension of Care quartile categorization criteria.

Table 6: Guide for interpretation for Kindness and Respect quartiles

Quartile details (154 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	87.2-100.0
Upper middle (50-75 th percentile)	83.4-87.2
Lower middle (25-50 th percentile)	80.7-83.4
Lower (Lowest 25% of scores)	0.0-80.7

Note: Categorical decision rules extend beyond the first decimal place.

Table 7 summarizes the Kindness and Respect Dimension of Care for the participating facilities in 2014-15.

Table 7: Facility means for Kindness and Respect

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
					82.8	83.8	
Didsbury District Health Services	30	91.8	84.7	98.8	Above	Above	Upper
Willow Creek Continuing Care Centre	60	89.5	84.7	94.3	Above	Above	Upper
Bow View Manor	82	89.2	85.2	93.2	Above	Above	Upper
Bethany Harvest Hills	45	88.8	82.5	95.0	Above	Above	Upper
Oilfields General Hospital	18	88.1	78.9	97.4	Above	Above	Upper
Canmore General Hospital (Golden Eagle View)	12	87.6	77.8	97.4	Above	Above	Upper
Mineral Springs Hospital	13	87.0	71.7	100.0 [†]	Above	Above	Up. Mid.
Vulcan Community Health Centre	10	86.8	75.1	98.5	Above	Above	Up. Mid.
Intercare at Millrise	30	86.0	80.1	91.8	Above	Above	Up. Mid.
Extendicare Vulcan	26	85.5	77.6	93.3	Above	Above	Up. Mid.
Father Lacombe Care Centre	69	85.3	80.4	90.2	Above	Above	Up. Mid.
Wentworth Manor/The Residence and the Court	55	84.5	79.0	90.1	Above	Above	Up. Mid.
Carewest George Boyack	110	84.0	79.9	88.1	Above	Above	Up. Mid.
Intercare Chinook Care Centre	134	83.8	80.1	87.6	Above	Above	Up. Mid.
Mount Royal Care Centre	48	83.4	77.3	89.5	Above	Below	Up. Mid.
Glamorgan Care Centre	15	83.2	70.1	96.2	Above	Below	Low. Mid.
Bethany Airdrie	50	83.0	76.2	89.7	Above	Below	Low. Mid.
Mayfair Care Centre	75	82.9	77.3	88.4	Above	Below	Low. Mid.
Newport Harbour Care Centre	78	82.7	77.6	87.9	Below	Below	Low. Mid.
Bow Crest Care Centre	77	82.7	77.4	88.0	Below	Below	Low. Mid.
High River General Hospital	32	82.6	73.2	92.0	Below	Below	Low. Mid.
Intercare Southwood Care Centre	112	82.4	78.3	86.6	Below	Below	Low. Mid.
Beverly Centre Glenmore	112	82.3	78.3	86.4	Below	Below	Low. Mid.
Extendicare Cedars Villa	119	82.0	77.9	86.1	Below	Below	Low. Mid.
Beverly Centre Lake Midnapore	160	81.8	78.2	85.3	Below	Below	Low. Mid.
Carewest Signal Pointe	26	81.6	72.8	90.5	Below	Below	Low. Mid.
Extendicare Hillcrest	57	81.5	76.0	87.0	Below	Below	Low. Mid.
Carewest Sarcee	42	81.1	73.9	88.3	Below	Below	Low. Mid.
Carewest Colonel Belcher	104	80.7	76.2	85.2	Below	Below	Low. Mid.
Intercare Brentwood Care Centre	147	80.6	76.8	84.3	Below	Below	Lower
Clifton Manor (formerly Forest Grove Care Centre)	111	80.1	75.4	84.8	Below	Below	Lower
Bethany Cochrane	54	79.6	71.8	87.3	Below	Below	Lower
McKenzie Towne Care Centre	90	78.9	73.7	84.1	Below	Below	Lower
Bethany Calgary	233	78.0	74.7	81.3	Below	Below	Lower

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			82.8	83.8			
Carewest Garrison Green	109	76.4	71.1	81.7	Below	Below	Lower
Carewest Dr. Vernon Fanning	80	76.0	70.2	81.8	Below	Below	Lower
Wing Kei Care Centre	79	75.3	69.1	81.4	Below	Below	Lower
Carewest Royal Park	35	69.0	59.1	78.9	Below	Below	Lower
Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			82.0	83.8			
Sherwood Care	76	92.3	88.8	95.8	Above	Above	Upper
CapitalCare Norwood	25	89.9	83.2	96.6	Above	Above	Upper
Jasper Place Continuing Care Centre	61	89.8	85.1	94.6	Above	Above	Upper
South Terrace Continuing Care Centre	63	89.7	84.9	94.4	Above	Above	Upper
Devon General Hospital	5	88.1	88.1	88.1	Above	Above	Upper
Extendicare Leduc	54	87.7	82.3	93.2	Above	Above	Upper
CapitalCare Strathcona	47	87.5	82.3	92.7	Above	Above	Upper
WestView Health Centre – Stony Plain Care Centre	27	87.0	78.3	95.7	Above	Above	Up. Mid.
Venta Care Centre	83	86.8	82.3	91.3	Above	Above	Up. Mid.
Jubilee Lodge Nursing Home	94	86.5	82.4	90.6	Above	Above	Up. Mid.
CapitalCare Kipnes Centre for Veterans	79	83.9	78.8	88.9	Above	Above	Up. Mid.
Extendicare Eaux Claires	101	83.8	79.5	88.1	Above	Above	Up. Mid.
Touchmark at Wedgewood	49	83.5	77.3	89.7	Above	Below	Up. Mid.
CapitalCare Lynnwood	148	83.2	79.3	87.1	Above	Below	Low. Mid.
Extendicare Holyrood	43	83.2	76.7	89.6	Above	Below	Low. Mid.
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	123	83.2	79.1	87.2	Above	Below	Low. Mid.
Good Samaritan Stony Plain Care Centre	80	83.1	78.4	87.8	Above	Below	Low. Mid.
Good Samaritan Pembina Village	26	82.8	74.8	90.8	Above	Below	Low. Mid.
St. Michael's Long Term Care Centre	85	82.4	77.5	87.4	Above	Below	Low. Mid.
Citadel Care Centre	84	82.4	77.6	87.2	Above	Below	Low. Mid.
Shepherd's Care Millwoods	85	82.2	77.6	86.9	Above	Below	Low. Mid.
Good Samaritan Southgate Care Centre	120	82.2	78.0	86.4	Above	Below	Low. Mid.
CapitalCare Grandview	90	81.4	77.2	85.7	Below	Below	Low. Mid.
Edmonton General Continuing Care Centre	193	81.3	77.8	84.7	Below	Below	Low. Mid.
Shepherd's Care Kensington	45	81.0	74.2	87.8	Below	Below	Low. Mid.
St. Joseph's Auxiliary Hospital	108	80.3	75.7	84.9	Below	Below	Lower
Miller Crossing Care Centre	69	79.7	75.0	84.5	Below	Below	Lower

Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			82.0	83.8			
CapitalCare Dickinsfield	151	79.3	75.3	83.3	Below	Below	Lower
Salem Manor Nursing Home	70	78.1	72.2	84.0	Below	Below	Lower
Hardisty Care Centre	60	77.2	69.8	84.5	Below	Below	Lower
Allen Gray Continuing Care Centre	65	77.0	70.9	83.0	Below	Below	Lower
Rivercrest Care Centre	55	75.8	68.6	83.0	Below	Below	Lower
Devonshire Care Centre	74	75.3	70.0	80.6	Below	Below	Lower
Good Samaritan Dr. Gerald Zetter Care Centre	102	72.9	67.2	78.6	Below	Below	Lower
Edmonton Chinatown Care Centre	41	67.8	59.0	76.6	Below	Below	Lower
Good Samaritan Millwoods Care Centre	24	65.2	56.1	74.3	Below	Below	Lower

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			86.0	83.8			
WestView Care Community	28	97.7	95.6	99.8	Above	Above	Upper
St. Mary's Health Care Centre	18	95.1	90.6	99.7	Above	Above	Upper
Breton Health Centre	17	95.0	88.8	100.0 [†]	Above	Above	Upper
Galahad Care Centre	13	94.7	90.0	99.3	Above	Above	Upper
Ponoka Hospital and Care Centre	14	93.0	87.9	98.0	Above	Above	Upper
Drayton Valley Hospital and Care Centre	29	92.7	87.1	98.3	Above	Above	Upper
Hanna Health Centre	28	91.8	87.5	96.2	Above	Above	Upper
Stettler Hospital and Care Centre	31	91.7	86.2	97.3	Above	Above	Upper
Coronation Hospital and Care Centre	15	91.7	86.9	96.4	Above	Above	Upper
Northcott Care Centre (Ponoka)	49	91.4	87.9	94.9	Above	Above	Upper
Consort Hospital and Care Centre	10	90.2	77.4	100.0 [†]	Above	Above	Upper
Vermilion Health Centre	34	90.2	84.0	96.3	Above	Above	Upper
Lamont Health Care Centre	52	87.2	82.5	91.9	Above	Above	Upper
Louise Jensen Care Centre	37	87.1	79.3	94.9	Above	Above	Up. Mid.
Hardisty Health Centre	7	86.9	84.0	89.9	Above	Above	Up. Mid.
Rimbey Hospital and Care Centre	59	86.8	81.8	91.9	Above	Above	Up. Mid.
Two Hills Health Centre	29	85.7	77.2	94.2	Below	Above	Up. Mid.
Dr. Cooke Extended Care Centre	59	85.5	79.8	91.3	Below	Above	Up. Mid.
Innisfail Health Centre	20	85.2	75.7	94.7	Below	Above	Up. Mid.
Drumheller Health Centre	66	84.8	80.0	89.7	Below	Above	Up. Mid.
Clearwater Centre	25	84.8	76.1	93.5	Below	Above	Up. Mid.
Three Hills Health Centre	16	84.2	71.5	96.9	Below	Above	Up. Mid.

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			86.0	83.8			
Mary Immaculate Hospital	17	83.9	73.1	94.6	Below	Above	Up. Mid.
Lacombe Hospital and Care Centre	39	83.4	76.9	90.0	Below	Below	Up. Mid.
Bethany Meadows	38	83.4	75.7	91.0	Below	Below	Low. Mid.
Bethany Sylvan Lake	24	83.1	73.7	92.5	Below	Below	Low. Mid.
Sundre Hospital and Care Centre	9	82.9	75.4	90.3	Below	Below	Low. Mid.
Tofield Health Centre	32	82.4	74.2	90.6	Below	Below	Low. Mid.
Bethany CollegeSide (Red Deer)	68	81.5	75.1	87.9	Below	Below	Low. Mid.
Vegreville Care Centre	36	81.4	73.4	89.5	Below	Below	Low. Mid.
Extendicare Michener Hill	128	80.9	76.6	85.1	Below	Below	Low. Mid.
Provost Health Centre	18	80.9	71.7	90.0	Below	Below	Low. Mid.
Extendicare Viking	29	80.5	71.2	89.8	Below	Below	Lower
Wainwright Health Centre	37	80.1	72.6	87.5	Below	Below	Lower
Mannville Care Centre	18	79.1	69.4	88.8	Below	Below	Lower
Killam Health Care Centre	32	79.0	70.3	87.6	Below	Below	Lower
Wetaskiwin Hospital and Care Centre	51	76.4	69.5	83.4	Below	Below	Lower
Our Lady of the Rosary Hospital	11	74.2	61.3	87.1	Below	Below	Lower
North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			84.1	83.8			
Slave Lake Healthcare Centre	5	100.0	100.0	100.0	Above	Above	Upper
Valleyview Health Centre	14	91.6	81.2	100.0 [†]	Above	Above	Upper
Radway Continuing Care Centre	20	89.5	79.1	99.8	Above	Above	Upper
Extendicare Mayerthorpe	33	88.2	81.4	95.0	Above	Above	Upper
St. Therese – St. Paul Healthcare Centre	14	88.1	76.4	99.7	Above	Above	Upper
Dr. W.R. Keir – Barrhead Continuing Care Centre	60	87.9	82.6	93.1	Above	Above	Upper
Extendicare St. Paul	53	87.3	81.6	93.1	Above	Above	Upper
Extendicare Athabasca	28	87.0	79.0	95.1	Above	Above	Up. Mid.
Extendicare Bonnyville	20	86.7	80.5	92.9	Above	Above	Up. Mid.
Westlock Healthcare Centre	72	86.6	82.0	91.3	Above	Above	Up. Mid.
Hythe Continuing Care Centre	19	86.4	76.8	96.0	Above	Above	Up. Mid.
Central Peace Health Complex	8	85.9	74.0	97.9	Above	Above	Up. Mid.
Redwater Healthcare Centre	7	84.6	75.6	93.6	Above	Above	Up. Mid.
Fairview Health Complex	37	84.4	77.1	91.7	Above	Above	Up. Mid.
Bonnyville Health Centre	16	84.1	73.0	95.2	Above	Above	Up. Mid.
Elk Point Healthcare Centre	14	83.8	74.7	92.9	Below	Above	Up. Mid.

North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			84.1	83.8			
Mayerthorpe Healthcare Centre	15	82.8	68.8	96.7	Below	Below	Low. Mid.
Grande Prairie Care Centre	33	82.0	74.8	89.2	Below	Below	Low. Mid.
William J. Cadzow – Lac La Biche Healthcare Centre	15	81.6	71.4	91.8	Below	Below	Low. Mid.
Cold Lake Healthcare Centre	17	81.2	70.1	92.2	Below	Below	Low. Mid.
Manning Community Health Centre	9	80.0	62.1	98.0	Below	Below	Lower
Points West Living Grande Prairie	13	79.7	64.4	94.9	Below	Below	Lower
Peace River Community Health Centre (Sutherland Place)	20	78.1	67.6	88.6	Below	Below	Lower
Grimshaw/Berwyn and District Community Health Centre	12	77.9	64.4	91.4	Below	Below	Lower
Edson Healthcare Centre	31	77.4	69.1	85.6	Below	Below	Lower
La Crete Continuing Care Centre	11	76.8	68.6	85.0	Below	Below	Lower
Northern Lights Regional Health Centre	7	70.3	44.8	95.8	Below	Below	Lower
South Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 15 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			84.4	83.8			
Milk River Health Centre	9	92.3	82.3	100.0 [†]	Above	Above	Upper
Sunnyside Care Centre	65	90.5	87.0	94.0	Above	Above	Upper
Coaldale Health Centre	21	89.0	79.9	98.2	Above	Above	Upper
Taber Health Centre	7	88.9	70.9	100.0 [†]	Above	Above	Upper
St. Michael's Health Centre	20	88.2	80.1	96.2	Above	Above	Upper
Big Country Hospital	21	87.2	80.2	94.1	Above	Above	Up. Mid.
Club Sierra River Ridge	23	86.5	76.9	96.0	Above	Above	Up. Mid.
Good Samaritan South Ridge Village	48	85.5	79.6	91.5	Above	Above	Up. Mid.
Riverview Care Centre	56	85.5	79.5	91.4	Above	Above	Up. Mid.
Bow Island Health Centre	8	81.4	64.2	98.7	Below	Below	Low. Mid.
Extendicare Fort Macleod	23	79.9	71.2	88.6	Below	Below	Lower
Valleyview	19	78.6	65.3	91.8	Below	Below	Lower
Brooks Health Centre	8	78.3	67.7	88.9	Below	Below	Lower
Edith Cavell Care Centre	41	77.9	69.9	85.9	Below	Below	Lower
Crowsnest Pass Health Centre	24	77.6	67.3	87.9	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

7.5 Food Rating Scale

The Food Rating Scale asks: *Using any number from 0 to 10, where 0 is the worst food possible and 10 is the best food possible, what number would you use to rate the food at this nursing home?* In keeping with the Dimensions of Care, the Food Rating Scale was converted to a 0-to-100 scale by multiplying the results by 10.

The Food Rating for the province was 71.0 out of 100.

Table 8 describes the Food Rating Scale quartile categorization criteria.

Table 8: Guide for interpretation for Food Rating Scale quartiles

Quartile details (154 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	75.0-100.0
Upper middle (50-75 th percentile)	71.0-75.0
Lower middle (25-50 th percentile)	66.0-71.0
Lower (Lowest 25% of scores)	0.0-66.0

Note: Categorical decision rules extend beyond the first decimal place.

Table 9 summarizes the Food Rating Scale for the participating facilities in 2014-15.

Table 9: Facility means for Food Rating Scale

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			70.0	71.0			
Mineral Springs Hospital	11	83.0	70.0	95.0	Above	Above	Upper
Oilfields General Hospital	18	81.0	70.0	92.0	Above	Above	Upper
Father Lacombe Care Centre	65	79.0	74.0	85.0	Above	Above	Upper
Extendicare Vulcan	24	78.0	68.0	88.0	Above	Above	Upper
Wing Kei Care Centre	76	78.0	73.0	83.0	Above	Above	Upper
Bow View Manor	75	77.0	71.0	82.0	Above	Above	Upper
Glamorgan Care Centre	12	77.0	65.0	89.0	Above	Above	Upper
Newport Harbour Care Centre	74	75.0	69.0	80.0	Above	Above	Up. Mid.
Bethany Harvest Hills	44	75.0	69.0	80.0	Above	Above	Up. Mid.
Carewest Colonel Belcher	97	75.0	70.0	79.0	Above	Above	Up. Mid.
Vulcan Community Health Centre	10	74.0	65.0	83.0	Above	Above	Up. Mid.
Mayfair Care Centre	68	74.0	68.0	80.0	Above	Above	Up. Mid.
Bow Crest Care Centre	71	74.0	68.0	79.0	Above	Above	Up. Mid.
Wentworth Manor/The Residence and the Court	52	73.0	66.0	79.0	Above	Above	Up. Mid.
Beverly Centre Glenmore	101	72.0	68.0	77.0	Above	Above	Up. Mid.
Carewest Signal Pointe	25	72.0	63.0	81.0	Above	Above	Up. Mid.
Canmore General Hospital (Golden Eagle View)	12	72.0	55.0	88.0	Above	Above	Up. Mid.
Didsbury District Health Services	29	71.0	64.0	78.0	Above	Above	Up. Mid.
Mount Royal Care Centre	47	70.0	64.0	77.0	Above	Below	Low. Mid.
Extendicare Cedars Villa	103	68.0	64.0	73.0	Below	Below	Low. Mid.
High River General Hospital	30	67.0	58.0	77.0	Below	Below	Low. Mid.
Carewest Royal Park	34	67.0	57.0	77.0	Below	Below	Low. Mid.
McKenzie Towne Care Centre	83	67.0	61.0	73.0	Below	Below	Low. Mid.
Intercare Brentwood Care Centre	135	66.0	62.0	71.0	Below	Below	Low. Mid.
Bethany Cochrane	52	66.0	60.0	73.0	Below	Below	Low. Mid.
Willow Creek Continuing Care Centre	59	66.0	57.0	74.0	Below	Below	Lower
Beverly Centre Lake Midnapore	145	66.0	62.0	69.0	Below	Below	Lower
Intercare at Millrise	27	65.0	54.0	76.0	Below	Below	Lower
Carewest Garrison Green	104	65.0	60.0	70.0	Below	Below	Lower
Extendicare Hillcrest	53	64.0	57.0	72.0	Below	Below	Lower
Clifton Manor (formerly Forest Grove Care Centre)	104	64.0	59.0	69.0	Below	Below	Lower
Intercare Chinook Care Centre	123	63.0	58.0	68.0	Below	Below	Lower
Bethany Airdrie	47	63.0	54.0	71.0	Below	Below	Lower
Carewest Sarcee	39	62.0	53.0	70.0	Below	Below	Lower

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			70.0	71.0			
Bethany Calgary	212	61.0	57.0	65.0	Below	Below	Lower
Carewest George Boyack	97	60.0	54.0	67.0	Below	Below	Lower
Intercare Southwood Care Centre	103	59.0	53.0	65.0	Below	Below	Lower
Carewest Dr. Vernon Fanning	72	59.0	52.0	66.0	Below	Below	Lower
Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			70.0	71.0			
Devon General Hospital	5	86.0	73.0	99.0	Above	Above	Upper
Extendicare Leduc	53	80.0	73.0	86.0	Above	Above	Upper
Good Samaritan Pembina Village	25	78.0	71.0	84.0	Above	Above	Upper
Sherwood Care	71	77.0	72.0	82.0	Above	Above	Upper
Jasper Place Continuing Care Centre	53	75.0	68.0	82.0	Above	Above	Up. Mid.
CapitalCare Kipnes Centre for Veterans	78	74.0	68.0	79.0	Above	Above	Up. Mid.
Extendicare Holyrood	38	73.0	66.0	81.0	Above	Above	Up. Mid.
CapitalCare Norwood	21	73.0	63.0	82.0	Above	Above	Up. Mid.
St. Michael's Long Term Care Centre	84	73.0	68.0	78.0	Above	Above	Up. Mid.
Shepherd's Care Kensington	41	72.0	65.0	80.0	Above	Above	Up. Mid.
Touchmark at Wedgewood	47	72.0	65.0	80.0	Above	Above	Up. Mid.
Allen Gray Continuing Care Centre	64	71.0	65.0	78.0	Above	Above	Up. Mid.
CapitalCare Strathcona	44	71.0	64.0	78.0	Above	Above	Low. Mid.
WestView Health Centre – Stony Plain Care Centre	27	71.0	58.0	84.0	Above	Below	Low. Mid.
Jubilee Lodge Nursing Home	85	70.0	65.0	76.0	Above	Below	Low. Mid.
South Terrace Continuing Care Centre	57	70.0	64.0	76.0	Above	Below	Low. Mid.
Good Samaritan Southgate Care Centre	114	70.0	66.0	74.0	Above	Below	Low. Mid.
Venta Care Centre	78	70.0	64.0	76.0	Above	Below	Low. Mid.
CapitalCare Grandview	85	70.0	64.0	75.0	Below	Below	Low. Mid.
CapitalCare Lynnwood	133	68.0	64.0	73.0	Below	Below	Low. Mid.
Citadel Care Centre	79	68.0	62.0	74.0	Below	Below	Low. Mid.
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	111	68.0	64.0	72.0	Below	Below	Low. Mid.
Salem Manor Nursing Home	65	68.0	61.0	75.0	Below	Below	Low. Mid.
Miller Crossing Care Centre	66	68.0	61.0	74.0	Below	Below	Low. Mid.
St. Joseph's Auxiliary Hospital	102	68.0	63.0	73.0	Below	Below	Low. Mid.
Extendicare Eaux Claires	96	68.0	62.0	73.0	Below	Below	Low. Mid.
CapitalCare Dickinsfield	134	66.0	62.0	71.0	Below	Below	Low. Mid.
Devonshire Care Centre	69	66.0	60.0	72.0	Below	Below	Lower

Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			70.0	71.0			
Good Samaritan Stony Plain Care Centre	74	66.0	60.0	72.0	Below	Below	Lower
Hardisty Care Centre	55	66.0	59.0	72.0	Below	Below	Lower
Shepherd's Care Millwoods	79	64.0	59.0	70.0	Below	Below	Lower
Edmonton Chinatown Care Centre	41	63.0	55.0	71.0	Below	Below	Lower
Rivercrest Care Centre	50	63.0	54.0	71.0	Below	Below	Lower
Good Samaritan Millwoods Care Centre	21	62.0	50.0	75.0	Below	Below	Lower
Good Samaritan Dr. Gerald Zetter Care Centre	91	61.0	55.0	66.0	Below	Below	Lower
Edmonton General Continuing Care Centre	174	57.0	53.0	62.0	Below	Below	Lower

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			73.0	71.0			
WestView Care Community	28	93.0	88.0	98.0	Above	Above	Upper
Consort Hospital and Care Centre	10	85.0	71.0	99.0	Above	Above	Upper
St. Mary's Health Care Centre	16	84.0	74.0	95.0	Above	Above	Upper
Galahad Care Centre	12	83.0	72.0	93.0	Above	Above	Upper
Our Lady of the Rosary Hospital	11	82.0	70.0	94.0	Above	Above	Upper
Mary Immaculate Hospital	17	81.0	70.0	93.0	Above	Above	Upper
Vegreville Care Centre	36	80.0	74.0	86.0	Above	Above	Upper
Sundre Hospital and Care Centre	9	79.0	56.0	100.0 [†]	Above	Above	Upper
Mannville Care Centre	18	78.0	65.0	92.0	Above	Above	Upper
Clearwater Centre	24	76.0	66.0	86.0	Above	Above	Upper
Hardisty Health Centre	7	76.0	51.0	100.0 [†]	Above	Above	Upper
Dr. Cooke Extended Care Centre	57	76.0	70.0	82.0	Above	Above	Upper
Vermilion Health Centre	34	75.0	65.0	85.0	Above	Above	Up. Mid.
Lacombe Hospital and Care Centre	37	75.0	68.0	83.0	Above	Above	Up. Mid.
Lamont Health Care Centre	48	75.0	69.0	81.0	Above	Above	Up. Mid.
Innisfail Health Centre	23	74.0	63.0	86.0	Above	Above	Up. Mid.
Stettler Hospital and Care Centre	29	74.0	65.0	83.0	Above	Above	Up. Mid.
Hanna Health Centre	26	73.0	62.0	84.0	Above	Above	Up. Mid.
Breton Health Centre	15	73.0	54.0	91.0	Above	Above	Up. Mid.
Northcott Care Centre (Ponoka)	46	73.0	64.0	81.0	Below	Above	Up. Mid.
Coronation Hospital and Care Centre	12	73.0	58.0	87.0	Below	Above	Up. Mid.
Rimbey Hospital and Care Centre	56	72.0	65.0	79.0	Below	Above	Up. Mid.
Drayton Valley Hospital and Care Centre	27	71.0	59.0	84.0	Below	Above	Up. Mid.
Bethany Sylvan Lake	20	71.0	59.0	83.0	Below	Above	Up. Mid.

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper	73.0	71.0	
Extendicare Viking	27	70.0	60.0	81.0	Below	Below	Low. Mid.
Tofield Health Centre	30	69.0	58.0	80.0	Below	Below	Low. Mid.
Wetaskiwin Hospital and Care Centre	50	69.0	62.0	76.0	Below	Below	Low. Mid.
Three Hills Health Centre	15	69.0	57.0	80.0	Below	Below	Low. Mid.
Drumheller Health Centre	63	67.0	60.0	73.0	Below	Below	Low. Mid.
Provost Health Centre	18	66.0	54.0	77.0	Below	Below	Lower
Louise Jensen Care Centre	31	65.0	57.0	74.0	Below	Below	Lower
Bethany CollegeSide (Red Deer)	60	65.0	59.0	72.0	Below	Below	Lower
Bethany Meadows	36	65.0	53.0	76.0	Below	Below	Lower
Ponoka Hospital and Care Centre	13	65.0	48.0	81.0	Below	Below	Lower
Killam Health Care Centre	29	64.0	53.0	74.0	Below	Below	Lower
Extendicare Michener Hill	119	63.0	57.0	68.0	Below	Below	Lower
Wainwright Health Centre	34	60.0	51.0	69.0	Below	Below	Lower
Two Hills Health Centre	29	54.0	42.0	67.0	Below	Below	Lower
North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper	72.0	71.0	
Extendicare Bonnyville	16	84.0	75.0	92.0	Above	Above	Upper
Extendicare Athabasca	23	82.0	76.0	89.0	Above	Above	Upper
Extendicare St. Paul	46	81.0	75.0	87.0	Above	Above	Upper
Manning Community Health Centre	9	80.0	65.0	95.0	Above	Above	Upper
Radway Continuing Care Centre	19	79.0	69.0	90.0	Above	Above	Upper
Peace River Community Health Centre (Sutherland Place)	16	79.0	70.0	88.0	Above	Above	Upper
Grimshaw/Berwyn and District Community Health Centre	12	79.0	68.0	90.0	Above	Above	Upper
Slave Lake Healthcare Centre	5	78.0	65.0	91.0	Above	Above	Upper
Central Peace Health Complex	7	77.0	61.0	94.0	Above	Above	Upper
Points West Living Grande Prairie	13	77.0	64.0	89.0	Above	Above	Upper
Fairview Health Complex	33	76.0	66.0	86.0	Above	Above	Upper
Mayerthorpe Healthcare Centre	15	75.0	62.0	89.0	Above	Above	Up. Mid.
Elk Point Healthcare Centre	15	74.0	60.0	88.0	Above	Above	Up. Mid.
Dr. W.R. Keir – Barrhead Continuing Care Centre	58	72.0	66.0	79.0	Above	Above	Up. Mid.
Redwater Healthcare Centre	7	71.0	49.0	94.0	Below	Above	Up. Mid.
Valleyview Health Centre	10	70.0	55.0	85.0	Below	Below	Low. Mid.
Cold Lake Healthcare Centre	17	70.0	60.0	80.0	Below	Below	Low. Mid.
Westlock Healthcare Centre	67	70.0	63.0	76.0	Below	Below	Low. Mid.

North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper	72.0	71.0	
Extendicare Mayerthorpe	31	69.0	59.0	80.0	Below	Below	Low. Mid.
Bonnyville Health Centre	15	69.0	58.0	80.0	Below	Below	Low. Mid.
Grande Prairie Care Centre	30	69.0	59.0	79.0	Below	Below	Low. Mid.
Edson Healthcare Centre	29	67.0	57.0	76.0	Below	Below	Low. Mid.
La Crete Continuing Care Centre	10	65.0	48.0	82.0	Below	Below	Lower
St. Therese – St. Paul Healthcare Centre	13	62.0	43.0	80.0	Below	Below	Lower
Hythe Continuing Care Centre	19	59.0	43.0	74.0	Below	Below	Lower
Northern Lights Regional Health Centre	6	55.0	9.0	100.0 [†]	Below	Below	Lower
William J. Cadzow – Lac La Biche Healthcare Centre	14	49.0	33.0	64.0	Below	Below	Lower
South Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 15 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper	71.0	71.0	
Coaldale Health Centre	21	80.0	70.0	89.0	Above	Above	Upper
Taber Health Centre	6	77.0	54.0	99.0	Above	Above	Upper
Valleyview	19	76.0	64.0	88.0	Above	Above	Upper
Bow Island Health Centre	7	76.0	58.0	93.0	Above	Above	Upper
Milk River Health Centre	10	75.0	62.0	88.0	Above	Above	Up. Mid.
Sunnyside Care Centre	59	75.0	69.0	81.0	Above	Above	Up. Mid.
Big Country Hospital	18	72.0	60.0	83.0	Above	Above	Up. Mid.
St. Michael's Health Centre	18	71.0	60.0	82.0	Above	Above	Up. Mid.
Riverview Care Centre	57	71.0	64.0	77.0	Above	Above	Low. Mid.
Club Sierra River Ridge	20	69.0	56.0	82.0	Below	Below	Low. Mid.
Extendicare Fort Macleod	22	68.0	58.0	78.0	Below	Below	Low. Mid.
Edith Cavell Care Centre	38	68.0	59.0	76.0	Below	Below	Low. Mid.
Good Samaritan South Ridge Village	43	67.0	58.0	76.0	Below	Below	Low. Mid.
Crowsnest Pass Health Centre	24	65.0	53.0	77.0	Below	Below	Lower
Brooks Health Centre	8	54.0	38.0	70.0	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

7.6 Providing Information and Encouraging Family Involvement Dimension of Care

The Providing Information and Encouraging Family Involvement Dimension of Care is comprised of the following questions:

- (Q26 and Q27) Nurses and aides give family member information about resident?
- (Q28) Nurses and aides explain things in an understandable way?
- (Q29) Nurses and aides discourage respondent questions?
- (Q42) Respondent stops self from complaining?
- (Q43 and Q44) Respondent involved in decisions about care?
- (Q58 and Q59) Respondent given information about payments and expenses as soon as they wanted?

The Providing Information and Encouraging Family Involvement Dimension of Care score for the province was 82.8 out of 100.

Table 10 describes the Providing Information and Encouraging Family Involvement Dimension of Care quartile categorization criteria.

Table 10: Guide for interpretation for Providing Information and Encouraging Family Involvement quartiles

Quartile details (154 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	85.7-100.0
Upper middle (50-75 th percentile)	83.0-85.7
Lower middle (25-50 th percentile)	79.4-83.0
Lower (Lowest 25% of scores)	0.0-79.4

Note: Categorical decision rules extend beyond the first decimal place.

Table 11 summarizes the Providing Information and Encouraging Family Involvement Dimension of Care for the participating facilities in 2014-15.

Table 11: Facility means for Providing Information and Encouraging Family Involvement

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
					82.6	82.8	
Vulcan Community Health Centre	10	89.6	85.0	94.2	Above	Above	Upper
Intercare at Millrise	30	89.5	83.8	95.2	Above	Above	Upper
Oilfields General Hospital	19	88.9	83.7	94.1	Above	Above	Upper
Didsbury District Health Services	31	88.6	82.8	94.5	Above	Above	Upper
Canmore General Hospital (Golden Eagle View)	12	88.4	77.4	99.4	Above	Above	Upper
Bow View Manor	83	88.2	84.7	91.7	Above	Above	Upper
Bethany Harvest Hills	46	87.9	83.8	92.0	Above	Above	Upper
Mineral Springs Hospital	13	87.2	75.3	99.0	Above	Above	Upper
Extendicare Hillcrest	57	85.9	81.6	90.1	Above	Above	Upper
Intercare Chinook Care Centre	134	85.7	83.2	88.1	Above	Above	Up. Mid.
Mount Royal Care Centre	49	85.5	80.3	90.8	Above	Above	Up. Mid.
Carewest George Boyack	110	85.3	82.6	88.1	Above	Above	Up. Mid.
Glamorgan Care Centre	16	85.1	78.6	91.6	Above	Above	Up. Mid.
Mayfair Care Centre	76	85.1	81.8	88.4	Above	Above	Up. Mid.
Beverly Centre Glenmore	113	85.0	82.5	87.4	Above	Above	Up. Mid.
Extendicare Cedars Villa	120	84.7	81.5	88.0	Above	Above	Up. Mid.
Beverly Centre Lake Midnapore	162	83.4	80.4	86.4	Above	Above	Up. Mid.
Father Lacombe Care Centre	71	83.4	79.0	87.7	Above	Above	Up. Mid.
Willow Creek Continuing Care Centre	60	83.1	79.6	86.7	Above	Above	Up. Mid.
Intercare Southwood Care Centre	112	83.1	80.0	86.2	Above	Above	Up. Mid.
Bethany Airdrie	50	82.4	77.1	87.6	Below	Below	Low. Mid.
Newport Harbour Care Centre	78	82.1	78.4	85.8	Below	Below	Low. Mid.
Bow Crest Care Centre	78	81.9	77.7	86.2	Below	Below	Low. Mid.
Carewest Colonel Belcher	105	81.4	77.9	84.8	Below	Below	Low. Mid.
Carewest Dr. Vernon Fanning	83	80.7	76.7	84.6	Below	Below	Low. Mid.
Clifton Manor (formerly Forest Grove Care Centre)	111	80.6	77.3	83.9	Below	Below	Low. Mid.
Carewest Signal Pointe	26	80.5	71.4	89.6	Below	Below	Low. Mid.
Extendicare Vulcan	27	80.4	72.5	88.3	Below	Below	Low. Mid.
Bethany Calgary	233	79.8	77.4	82.2	Below	Below	Low. Mid.
Wentworth Manor/The Residence and the Court	55	79.6	74.6	84.6	Below	Below	Low. Mid.
Bethany Cochrane	55	79.5	74.2	84.7	Below	Below	Low. Mid.
Intercare Brentwood Care Centre	147	79.4	76.2	82.6	Below	Below	Low. Mid.
McKenzie Towne Care Centre	90	77.9	73.2	82.5	Below	Below	Lower
High River General Hospital	32	77.7	70.7	84.7	Below	Below	Lower

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			82.6	82.8			
Carewest Sarcee	42	77.2	70.5	84.0	Below	Below	Lower
Carewest Garrison Green	109	75.1	70.7	79.6	Below	Below	Lower
Wing Kei Care Centre	79	74.9	70.7	79.2	Below	Below	Lower
Carewest Royal Park	36	73.9	66.5	81.3	Below	Below	Lower
Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			81.0	82.8			
South Terrace Continuing Care Centre	63	89.7	86.2	93.2	Above	Above	Upper
Jasper Place Continuing Care Centre	61	88.7	84.7	92.6	Above	Above	Upper
Extendicare Leduc	55	87.6	83.2	92.0	Above	Above	Upper
Sherwood Care	76	87.2	84.2	90.1	Above	Above	Upper
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	125	85.6	82.8	88.3	Above	Above	Up. Mid.
Venta Care Centre	87	84.7	81.5	88.0	Above	Above	Up. Mid.
Good Samaritan Pembina Village	26	84.5	77.9	91.1	Above	Above	Up. Mid.
St. Michael's Long Term Care Centre	86	84.4	81.0	87.7	Above	Above	Up. Mid.
Jubilee Lodge Nursing Home	95	84.2	80.8	87.7	Above	Above	Up. Mid.
CapitalCare Lynnwood	152	84.0	81.1	86.8	Above	Above	Up. Mid.
Extendicare Eaux Claires	103	83.9	80.5	87.4	Above	Above	Up. Mid.
WestView Health Centre – Stony Plain Care Centre	27	83.4	77.9	89.0	Above	Above	Up. Mid.
Good Samaritan Southgate Care Centre	121	83.4	80.7	86.1	Above	Above	Up. Mid.
CapitalCare Kipnes Centre for Veterans	80	83.1	78.8	87.5	Above	Above	Up. Mid.
CapitalCare Strathcona	48	82.9	78.2	87.7	Above	Above	Low. Mid.
Shepherd's Care Millwoods	86	82.9	79.4	86.4	Above	Above	Low. Mid.
CapitalCare Norwood	25	82.5	75.4	89.6	Above	Below	Low. Mid.
Devon General Hospital	5	82.3	82.3	82.3	Above	Below	Low. Mid.
Citadel Care Centre	85	82.0	78.7	85.3	Above	Below	Low. Mid.
Touchmark at Wedgewood	49	80.9	75.7	86.1	Below	Below	Low. Mid.
Good Samaritan Stony Plain Care Centre	80	80.8	76.8	84.8	Below	Below	Low. Mid.
St. Joseph's Auxiliary Hospital	108	80.6	76.7	84.5	Below	Below	Low. Mid.
Edmonton General Continuing Care Centre	192	80.3	77.8	82.9	Below	Below	Low. Mid.
CapitalCare Grandview	91	80.1	76.1	84.1	Below	Below	Low. Mid.
Salem Manor Nursing Home	71	79.2	74.1	84.3	Below	Below	Lower
Shepherd's Care Kensington	46	78.5	72.8	84.2	Below	Below	Lower
Extendicare Holyrood	43	78.5	72.3	84.6	Below	Below	Lower

Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			81.0	82.8			
CapitalCare Dickinsfield	152	77.9	74.8	80.9	Below	Below	Lower
Devonshire Care Centre	75	77.3	73.5	81.2	Below	Below	Lower
Hardisty Care Centre	62	77.1	71.3	83.0	Below	Below	Lower
Miller Crossing Care Centre	69	75.8	71.3	80.3	Below	Below	Lower
Rivercrest Care Centre	55	75.3	69.2	81.4	Below	Below	Lower
Allen Gray Continuing Care Centre	65	74.8	69.7	79.8	Below	Below	Lower
Edmonton Chinatown Care Centre	42	73.0	67.9	78.2	Below	Below	Lower
Good Samaritan Dr. Gerald Zetter Care Centre	102	72.2	68.0	76.5	Below	Below	Lower
Good Samaritan Millwoods Care Centre	24	68.1	58.8	77.4	Below	Below	Lower
Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			84.4	82.8			
WestView Care Community	28	97.2	95.1	99.3	Above	Above	Upper
Vermilion Health Centre	34	92.8	89.0	96.5	Above	Above	Upper
Hardisty Health Centre	7	92.5	82.7	100.0 [†]	Above	Above	Upper
Breton Health Centre	17	92.1	87.4	96.8	Above	Above	Upper
Stettler Hospital and Care Centre	31	91.9	87.9	95.9	Above	Above	Upper
Ponoka Hospital and Care Centre	15	91.3	84.4	98.2	Above	Above	Upper
Sundre Hospital and Care Centre	9	91.3	85.4	97.1	Above	Above	Upper
Hanna Health Centre	28	91.1	86.0	96.2	Above	Above	Upper
Northcott Care Centre (Ponoka)	49	90.4	87.2	93.6	Above	Above	Upper
Coronation Hospital and Care Centre	15	89.6	84.8	94.4	Above	Above	Upper
Drayton Valley Hospital and Care Centre	30	89.4	86.5	92.3	Above	Above	Upper
St. Mary's Health Care Centre	19	87.2	81.2	93.2	Above	Above	Upper
Dr. Cooke Extended Care Centre	61	85.5	81.3	89.7	Above	Above	Up. Mid.
Lacombe Hospital and Care Centre	40	85.2	80.9	89.6	Above	Above	Up. Mid.
Lamont Health Care Centre	53	85.2	80.8	89.5	Above	Above	Up. Mid.
Mannville Care Centre	18	85.0	77.3	92.8	Above	Above	Up. Mid.
Rimbey Hospital and Care Centre	59	85.0	80.8	89.3	Above	Above	Up. Mid.
Tofield Health Centre	33	84.0	78.6	89.4	Below	Above	Up. Mid.
Two Hills Health Centre	31	83.7	77.4	90.0	Below	Above	Up. Mid.
Clearwater Centre	25	83.7	76.7	90.7	Below	Above	Up. Mid.
Innisfail Health Centre	23	83.3	76.9	89.7	Below	Above	Up. Mid.
Mary Immaculate Hospital	17	82.7	75.0	90.4	Below	Below	Low. Mid.

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			84.4	82.8			
Vegreville Care Centre	37	82.1	76.8	87.4	Below	Below	Low. Mid.
Galahad Care Centre	13	82.0	74.2	89.8	Below	Below	Low. Mid.
Provost Health Centre	18	81.5	74.1	88.9	Below	Below	Low. Mid.
Consort Hospital and Care Centre	10	81.1	72.9	89.4	Below	Below	Low. Mid.
Bethany CollegeSide (Red Deer)	68	80.4	75.7	85.1	Below	Below	Low. Mid.
Killam Health Care Centre	32	79.8	74.4	85.2	Below	Below	Low. Mid.
Three Hills Health Centre	17	79.6	72.6	86.7	Below	Below	Low. Mid.
Wetaskiwin Hospital and Care Centre	51	79.3	74.1	84.5	Below	Below	Lower
Bethany Meadows	39	79.3	72.2	86.3	Below	Below	Lower
Extendicare Viking	29	78.7	72.3	85.1	Below	Below	Lower
Extendicare Michener Hill	130	78.2	74.6	81.9	Below	Below	Lower
Louise Jensen Care Centre	37	77.9	72.6	83.3	Below	Below	Lower
Drumheller Health Centre	66	77.4	73.1	81.7	Below	Below	Lower
Wainwright Health Centre	36	77.1	70.7	83.6	Below	Below	Lower
Our Lady of the Rosary Hospital	11	77.1	62.9	91.3	Below	Below	Lower
Bethany Sylvan Lake	25	76.5	69.1	83.9	Below	Below	Lower
North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			82.8	82.8			
Slave Lake Healthcare Centre	5	94.9	81.7	100.0 [†]	Above	Above	Upper
Redwater Healthcare Centre	7	93.7	82.5	100.0 [†]	Above	Above	Upper
Valleyview Health Centre	14	89.9	82.8	97.0	Above	Above	Upper
Radway Continuing Care Centre	20	89.7	82.9	96.5	Above	Above	Upper
Extendicare Athabasca	28	88.5	82.2	94.7	Above	Above	Upper
Cold Lake Healthcare Centre	18	87.5	79.1	95.9	Above	Above	Upper
Extendicare Bonnyville	20	87.1	79.1	95.0	Above	Above	Upper
Elk Point Healthcare Centre	15	86.6	80.2	93.0	Above	Above	Upper
Extendicare St. Paul	54	86.4	82.7	90.1	Above	Above	Upper
Extendicare Mayerthorpe	33	85.8	79.7	91.8	Above	Above	Upper
Dr. W.R. Keir – Barrhead Continuing Care Centre	60	85.3	81.2	89.5	Above	Above	Up. Mid.
Grimshaw/Berwyn and District Community Health Centre	12	85.2	79.6	90.9	Above	Above	Up. Mid.
Westlock Healthcare Centre	73	85.1	81.6	88.5	Above	Above	Up. Mid.
Fairview Health Complex	36	84.8	78.4	91.2	Above	Above	Up. Mid.
Points West Living Grande Prairie	15	83.7	74.1	93.2	Above	Above	Up. Mid.
Bonnyville Health Centre	16	82.6	71.3	93.8	Below	Below	Low. Mid.

North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
					82.8	82.8	
Hythe Continuing Care Centre	19	81.9	74.1	89.8	Below	Below	Low. Mid.
Mayerthorpe Healthcare Centre	15	79.6	70.4	88.9	Below	Below	Low. Mid.
Edson Healthcare Centre	31	79.4	73.0	85.7	Below	Below	Low. Mid.
St. Therese – St. Paul Healthcare Centre	14	78.6	70.3	87.0	Below	Below	Lower
Grande Prairie Care Centre	35	77.8	73.4	82.3	Below	Below	Lower
Manning Community Health Centre	9	75.8	62.2	89.5	Below	Below	Lower
William J. Cadzow – Lac La Biche Healthcare Centre	15	75.7	65.4	86.0	Below	Below	Lower
La Crete Continuing Care Centre	11	74.3	65.3	83.2	Below	Below	Lower
Peace River Community Health Centre (Sutherland Place)	20	73.0	66.5	79.4	Below	Below	Lower
Northern Lights Regional Health Centre	7	72.6	52.5	92.7	Below	Below	Lower
Central Peace Health Complex	8	70.0	51.6	88.5	Below	Below	Lower
South Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 15 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
					82.9	82.8	
Milk River Health Centre	10	94.6	88.0	100.0 [†]	Above	Above	Upper
Sunnyside Care Centre	65	88.9	85.9	91.8	Above	Above	Upper
St. Michael's Health Centre	20	88.1	81.8	94.4	Above	Above	Upper
Riverview Care Centre	59	85.3	80.6	89.9	Above	Above	Up. Mid.
Brooks Health Centre	8	84.2	74.8	93.7	Above	Above	Up. Mid.
Club Sierra River Ridge	23	83.7	75.5	91.9	Above	Above	Up. Mid.
Good Samaritan South Ridge Village	47	83.5	78.4	88.5	Above	Above	Up. Mid.
Taber Health Centre	7	81.2	76.7	85.7	Below	Below	Low. Mid.
Valleyview	19	80.8	74.8	86.8	Below	Below	Low. Mid.
Big Country Hospital	21	80.7	74.2	87.3	Below	Below	Low. Mid.
Extendicare Fort Macleod	24	80.0	73.4	86.7	Below	Below	Low. Mid.
Coaldale Health Centre	21	79.7	70.0	89.5	Below	Below	Low. Mid.
Edith Cavell Care Centre	41	78.8	73.1	84.5	Below	Below	Lower
Bow Island Health Centre	8	77.9	65.7	90.2	Below	Below	Lower
Crowsnest Pass Health Centre	24	75.6	67.8	83.4	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

7.7 Meeting Basic Needs Dimension of Care

The Meeting Basic Needs Dimension of Care is comprised of the following questions:

- (Q16 and Q17) Family members helped because staff didn't help, or resident waited too long for help, with eating
- (Q18 and Q19) Family members helped because staff didn't help, or resident waited too long for help, with drinking
- (Q20 and Q21) Family members helped because staff didn't help, or resident waited too long for help, with toileting

The Meeting Basic Needs Dimension of Care score for the province was 89.4 out of 100.

Table 12 describes the Meeting Basic Needs Dimension of Care quartile categorization criteria.

Table 12: Guide for interpretation for Meeting Basic Needs quartiles

Quartile details (154 facilities)	
Quartiles	Range
Upper (Highest 25% of scores)	93.8-100.0
Upper middle (50-75 th percentile)	90.2-93.8
Lower middle (25-50 th percentile)	85.9-90.2
Lower (Lowest 25% of scores)	0.0-85.9

Note: Categorical decision rules extend beyond the first decimal place.

Table 13 summarizes the Meeting Basic Needs Dimension of Care for the participating facilities in 2014-15.

Table 13: Facility means for Meeting Basic Needs

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
					90.2	89.4	
Oilfields General Hospital	18	100.0	100.0	100.0	Above	Above	Upper
Vulcan Community Health Centre	10	100.0	100.0	100.0	Above	Above	Upper
Glamorgan Care Centre	15	100.0	100.0	100.0	Above	Above	Upper
Didsbury District Health Services	30	98.6	95.0	100.0 [†]	Above	Above	Upper
Extendicare Vulcan	25	95.1	88.7	100.0 [†]	Above	Above	Upper
Extendicare Cedars Villa	119	94.5	90.4	98.7	Above	Above	Upper
Carewest Dr. Vernon Fanning	79	93.8	88.2	99.4	Above	Above	Upper
Carewest George Boyack	110	93.8	89.2	98.4	Above	Above	Up. Mid.
Mount Royal Care Centre	48	93.3	87.0	99.6	Above	Above	Up. Mid.
Mineral Springs Hospital	13	93.0	81.8	100.0 [†]	Above	Above	Up. Mid.
Willow Creek Continuing Care Centre	60	92.8	85.6	100.0 [†]	Above	Above	Up. Mid.
Carewest Sarcee	42	92.5	84.5	100.0 [†]	Above	Above	Up. Mid.
Newport Harbour Care Centre	78	92.1	85.9	98.2	Above	Above	Up. Mid.
Carewest Signal Pointe	26	91.7	80.4	100.0 [†]	Above	Above	Up. Mid.
Intercare Southwood Care Centre	111	91.6	86.0	97.2	Above	Above	Up. Mid.
Bow View Manor	82	91.6	85.5	97.7	Above	Above	Up. Mid.
Beverly Centre Glenmore	111	91.5	86.6	96.4	Above	Above	Up. Mid.
Extendicare Hillcrest	57	91.4	83.7	99.0	Above	Above	Up. Mid.
Wing Kei Care Centre	79	90.9	84.3	97.6	Above	Above	Up. Mid.
Father Lacombe Care Centre	69	90.8	83.3	98.2	Above	Above	Up. Mid.
Beverly Centre Lake Midnapore	159	90.7	85.8	95.5	Above	Above	Up. Mid.
Carewest Colonel Belcher	103	89.5	83.5	95.6	Below	Above	Low. Mid.
Mayfair Care Centre	75	89.3	81.8	96.7	Below	Below	Low. Mid.
Intercare at Millrise	30	88.8	77.1	100.0 [†]	Below	Below	Low. Mid.
Bethany Harvest Hills	45	88.0	77.4	98.6	Below	Below	Low. Mid.
Intercare Brentwood Care Centre	145	87.4	81.6	93.2	Below	Below	Low. Mid.
Carewest Royal Park	35	87.1	77.2	97.0	Below	Below	Low. Mid.
Intercare Chinook Care Centre	134	87.1	81.5	92.7	Below	Below	Low. Mid.
Bethany Calgary	233	87.0	82.3	91.7	Below	Below	Low. Mid.
Wentworth Manor/The Residence and the Court	54	86.9	77.0	96.8	Below	Below	Low. Mid.
Bow Crest Care Centre	78	86.5	78.1	94.9	Below	Below	Low. Mid.
High River General Hospital	32	86.5	72.9	100.0 [†]	Below	Below	Low. Mid.
McKenzie Towne Care Centre	90	86.4	78.7	94.1	Below	Below	Low. Mid.
Clifton Manor (formerly Forest Grove Care Centre)	111	86.2	78.7	93.7	Below	Below	Low. Mid.

Calgary Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			90.2	89.4			
Canmore General Hospital (Golden Eagle View)	12	82.4	57.5	100.0 [†]	Below	Below	Lower
Carewest Garrison Green	109	81.3	73.6	88.9	Below	Below	Lower
Bethany Airdrie	50	80.3	68.5	92.2	Below	Below	Lower
Bethany Cochrane	54	75.9	62.2	89.5	Below	Below	Lower
Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			86.2	89.4			
CapitalCare Norwood	24	98.0	95.2	100.0 [†]	Above	Above	Upper
WestView Health Centre – Stony Plain Care Centre	27	96.6	91.9	100.0 [†]	Above	Above	Upper
Jasper Place Continuing Care Centre	61	94.1	88.0	100.0 [†]	Above	Above	Upper
Extendicare Leduc	54	94.1	87.6	100.0 [†]	Above	Above	Upper
Venta Care Centre	82	93.8	89.1	98.4	Above	Above	Up. Mid.
Jubilee Lodge Nursing Home	93	93.1	87.9	98.3	Above	Above	Up. Mid.
South Terrace Continuing Care Centre	63	92.4	85.2	99.5	Above	Above	Up. Mid.
Touchmark at Wedgewood	49	91.3	83.6	99.1	Above	Above	Up. Mid.
St. Michael's Long Term Care Centre	84	90.7	84.4	96.9	Above	Above	Up. Mid.
Extendicare Eaux Claires	101	90.3	84.3	96.4	Above	Above	Up. Mid.
Hardisty Care Centre	58	90.2	81.4	99.0	Above	Above	Up. Mid.
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	122	90.0	84.5	95.6	Above	Above	Low. Mid.
Extendicare Holyrood	42	90.0	81.0	99.0	Above	Above	Low. Mid.
Devon General Hospital	5	89.3	68.1	100.0 [†]	Above	Below	Low. Mid.
CapitalCare Lynnwood	147	89.2	83.5	94.8	Above	Below	Low. Mid.
Sherwood Care	75	88.8	80.7	96.8	Above	Below	Low. Mid.
Edmonton General Continuing Care Centre	193	88.2	83.3	93.1	Above	Below	Low. Mid.
Good Samaritan Southgate Care Centre	120	87.8	81.8	93.8	Above	Below	Low. Mid.
Citadel Care Centre	83	87.3	79.9	94.7	Above	Below	Low. Mid.
Miller Crossing Care Centre	69	87.1	78.4	95.9	Above	Below	Low. Mid.
Good Samaritan Stony Plain Care Centre	80	86.4	78.2	94.5	Above	Below	Low. Mid.
Rivercrest Care Centre	55	85.9	75.7	96.2	Below	Below	Lower
CapitalCare Grandview	89	85.9	78.3	93.5	Below	Below	Lower
CapitalCare Kipnes Centre for Veterans	79	84.3	75.7	92.9	Below	Below	Lower
Salem Manor Nursing Home	70	83.5	73.9	93.2	Below	Below	Lower
St. Joseph's Auxiliary Hospital	108	82.4	74.6	90.1	Below	Below	Lower
CapitalCare Strathcona	47	82.4	70.9	93.8	Below	Below	Lower

Edmonton Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 36 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			86.2	89.4			
Shepherd's Care Kensington	45	82.2	69.8	94.7	Below	Below	Lower
CapitalCare Dickinsfield	151	82.0	75.2	88.7	Below	Below	Lower
Good Samaritan Pembina Village	26	81.4	63.8	99.1	Below	Below	Lower
Devonshire Care Centre	74	79.1	69.4	88.8	Below	Below	Lower
Shepherd's Care Millwoods	85	78.9	69.3	88.4	Below	Below	Lower
Allen Gray Continuing Care Centre	65	78.1	66.3	89.9	Below	Below	Lower
Good Samaritan Dr. Gerald Zetter Care Centre	101	74.5	65.3	83.8	Below	Below	Lower
Edmonton Chinatown Care Centre	41	72.2	56.7	87.6	Below	Below	Lower
Good Samaritan Millwoods Care Centre	24	61.9	39.5	84.3	Below	Below	Lower
Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			90.5	89.4			
Sundre Hospital and Care Centre	9	100.0	100.0	100.0	Above	Above	Upper
Galahad Care Centre	13	100.0	100.0	100.0	Above	Above	Upper
St. Mary's Health Care Centre	18	99.1	96.9	100.0 [†]	Above	Above	Upper
Breton Health Centre	17	99.1	96.7	100.0 [†]	Above	Above	Upper
WestView Care Community	28	98.8	96.8	100.0 [†]	Above	Above	Upper
Hanna Health Centre	28	98.0	93.9	100.0 [†]	Above	Above	Upper
Hardisty Health Centre	7	97.8	92.0	100.0 [†]	Above	Above	Upper
Lamont Health Care Centre	52	97.1	93.4	100.0 [†]	Above	Above	Upper
Killam Health Care Centre	32	96.9	92.0	100.0 [†]	Above	Above	Upper
Northcott Care Centre (Ponoka)	49	96.7	91.7	100.0 [†]	Above	Above	Upper
Drayton Valley Hospital and Care Centre	29	96.4	88.9	100.0 [†]	Above	Above	Upper
Mary Immaculate Hospital	17	95.0	82.3	100.0 [†]	Above	Above	Upper
Consort Hospital and Care Centre	10	94.2	79.1	100.0 [†]	Above	Above	Upper
Provost Health Centre	18	93.8	81.7	100.0 [†]	Above	Above	Upper
Drumheller Health Centre	66	93.3	86.6	100.0	Above	Above	Up. Mid.
Coronation Hospital and Care Centre	15	93.0	82.6	100.0 [†]	Above	Above	Up. Mid.
Tofield Health Centre	32	92.3	83.2	100.0 [†]	Above	Above	Up. Mid.
Vermilion Health Centre	34	92.1	83.9	100.0 [†]	Above	Above	Up. Mid.
Extendicare Viking	29	91.5	79.6	100.0 [†]	Above	Above	Up. Mid.
Extendicare Michener Hill	129	90.8	85.5	96.2	Above	Above	Up. Mid.
Mannville Care Centre	18	90.2	76.0	100.0 [†]	Below	Above	Low. Mid.
Lacombe Hospital and Care Centre	39	90.0	79.3	100.0 [†]	Below	Above	Low. Mid.

Central Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 38 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			90.5	89.4			
Stettler Hospital and Care Centre	31	89.9	79.0	100.0 [†]	Below	Above	Low. Mid.
Dr. Cooke Extended Care Centre	59	88.3	79.8	96.7	Below	Below	Low. Mid.
Rimbey Hospital and Care Centre	59	87.9	79.0	96.9	Below	Below	Low. Mid.
Louise Jensen Care Centre	37	87.3	76.5	98.1	Below	Below	Low. Mid.
Two Hills Health Centre	29	87.3	72.5	100.0 [†]	Below	Below	Low. Mid.
Wetaskiwin Hospital and Care Centre	51	87.0	76.9	97.1	Below	Below	Low. Mid.
Our Lady of the Rosary Hospital	11	86.7	65.8	100.0 [†]	Below	Below	Low. Mid.
Bethany CollegeSide (Red Deer)	68	86.6	77.5	95.8	Below	Below	Low. Mid.
Ponoka Hospital and Care Centre	14	85.7	60.7	100.0 [†]	Below	Below	Lower
Innisfail Health Centre	20	85.0	66.2	100.0 [†]	Below	Below	Lower
Vegreville Care Centre	36	83.0	69.0	96.9	Below	Below	Lower
Bethany Meadows	38	81.6	67.9	95.3	Below	Below	Lower
Wainwright Health Centre	37	81.6	69.7	93.5	Below	Below	Lower
Bethany Sylvan Lake	24	80.1	62.3	97.9	Below	Below	Lower
Clearwater Centre	24	73.1	53.9	92.3	Below	Below	Lower
Three Hills Health Centre	15	72.6	47.8	97.4	Below	Below	Lower
North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			89.5	89.4			
Grimshaw/Berwyn and District Community Health Centre	12	100.0	100.0	100.0	Above	Above	Upper
Redwater Healthcare Centre	7	100.0	100.0	100.0	Above	Above	Upper
Slave Lake Healthcare Centre	5	100.0	100.0	100.0	Above	Above	Upper
Elk Point Healthcare Centre	14	98.9	96.0	100.0 [†]	Above	Above	Upper
Extendicare Bonnyville	20	97.8	92.5	100.0 [†]	Above	Above	Upper
Valleyview Health Centre	14	96.7	88.9	100.0 [†]	Above	Above	Upper
Mayerthorpe Healthcare Centre	15	96.1	88.5	100.0 [†]	Above	Above	Upper
Extendicare St. Paul	51	96.0	90.4	100.0 [†]	Above	Above	Upper
St. Therese – St. Paul Healthcare Centre	14	95.9	87.9	100.0 [†]	Above	Above	Upper
Dr. W.R. Keir – Barrhead Continuing Care Centre	60	94.6	88.3	100.0 [†]	Above	Above	Upper
Bonnyville Health Centre	16	93.8	77.7	100.0 [†]	Above	Above	Up. Mid.
Westlock Healthcare Centre	73	93.3	86.8	99.8	Above	Above	Up. Mid.
Fairview Health Complex	36	92.3	82.2	100.0 [†]	Above	Above	Up. Mid.
Peace River Community Health Centre (Sutherland Place)	20	92.3	79.3	100.0 [†]	Above	Above	Up. Mid.
Cold Lake Healthcare Centre	17	92.0	76.8	100.0 [†]	Above	Above	Up. Mid.

North Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 27 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			89.5	89.4			
Extendicare Mayerthorpe	33	91.0	81.8	100.0 [†]	Above	Above	Up. Mid.
Central Peace Health Complex	8	87.5	55.3	100.0 [†]	Below	Below	Low. Mid.
Extendicare Athabasca	28	86.8	73.0	100.0 [†]	Below	Below	Low. Mid.
Hythe Continuing Care Centre	19	85.7	68.7	100.0 [†]	Below	Below	Lower
Radway Continuing Care Centre	20	84.0	64.2	100.0 [†]	Below	Below	Lower
Grande Prairie Care Centre	33	83.6	69.8	97.4	Below	Below	Lower
Edson Healthcare Centre	31	83.2	69.0	97.5	Below	Below	Lower
Points West Living Grande Prairie	13	81.2	56.2	100.0 [†]	Below	Below	Lower
Northern Lights Regional Health Centre	7	78.3	44.3	100.0 [†]	Below	Below	Lower
La Crete Continuing Care Centre	11	74.4	44.8	100.0 [†]	Below	Below	Lower
Manning Community Health Centre	9	71.9	37.9	100.0 [†]	Below	Below	Lower
William J. Cadzow – Lac La Biche Healthcare Centre	15	69.8	43.3	96.4	Below	Below	Lower
South Zone	Respondents (N)	Mean	99% CI		Below/above zone mean (N = 15 facilities)	Below/above provincial mean (N = 154 facilities)	Quartile
			Lower	Upper			
			91.6	89.4			
Milk River Health Centre	9	100.0	100.0	100.0	Above	Above	Upper
Brooks Health Centre	8	98.0	93.0	100.0 [†]	Above	Above	Upper
Taber Health Centre	7	97.8	92.0	100.0 [†]	Above	Above	Upper
St. Michael's Health Centre	20	93.8	85.0	100.0 [†]	Above	Above	Up. Mid.
Sunnyside Care Centre	65	93.1	86.1	100.0 [†]	Above	Above	Up. Mid.
Bow Island Health Centre	8	92.7	78.8	100.0 [†]	Above	Above	Up. Mid.
Good Samaritan South Ridge Village	47	92.1	83.1	100.0 [†]	Above	Above	Up. Mid.
Big Country Hospital	21	91.0	76.8	100.0 [†]	Below	Above	Up. Mid.
Crowsnest Pass Health Centre	24	90.4	76.8	100.0 [†]	Below	Above	Up. Mid.
Extendicare Fort Macleod	23	90.1	76.5	100.0 [†]	Below	Above	Low. Mid.
Valleyview	19	90.0	77.1	100.0 [†]	Below	Above	Low. Mid.
Riverview Care Centre	55	88.5	79.2	97.8	Below	Below	Low. Mid.
Coaldale Health Centre	21	88.4	71.1	100.0 [†]	Below	Below	Low. Mid.
Club Sierra River Ridge	23	85.7	68.2	100.0 [†]	Below	Below	Lower
Edith Cavell Care Centre	40	82.7	70.2	95.2	Below	Below	Lower

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

8.0 PROPENSITY TO RECOMMEND

(Q48): If someone needed nursing home care, would you recommend this nursing home to them? Yes or No?

An important indicator of the perceived quality of a facility is whether a family member would recommend the facility to someone needing long term care. For this reason, a separate section was devoted to Question 48 (Q48): Propensity to Recommend.

This section is structured as follows:

- Facility list by percentage of those who would recommend (Q48)
- Relationship between Propensity to Recommend and Global Overall Care rating quartile
- Results by facility size and ownership type

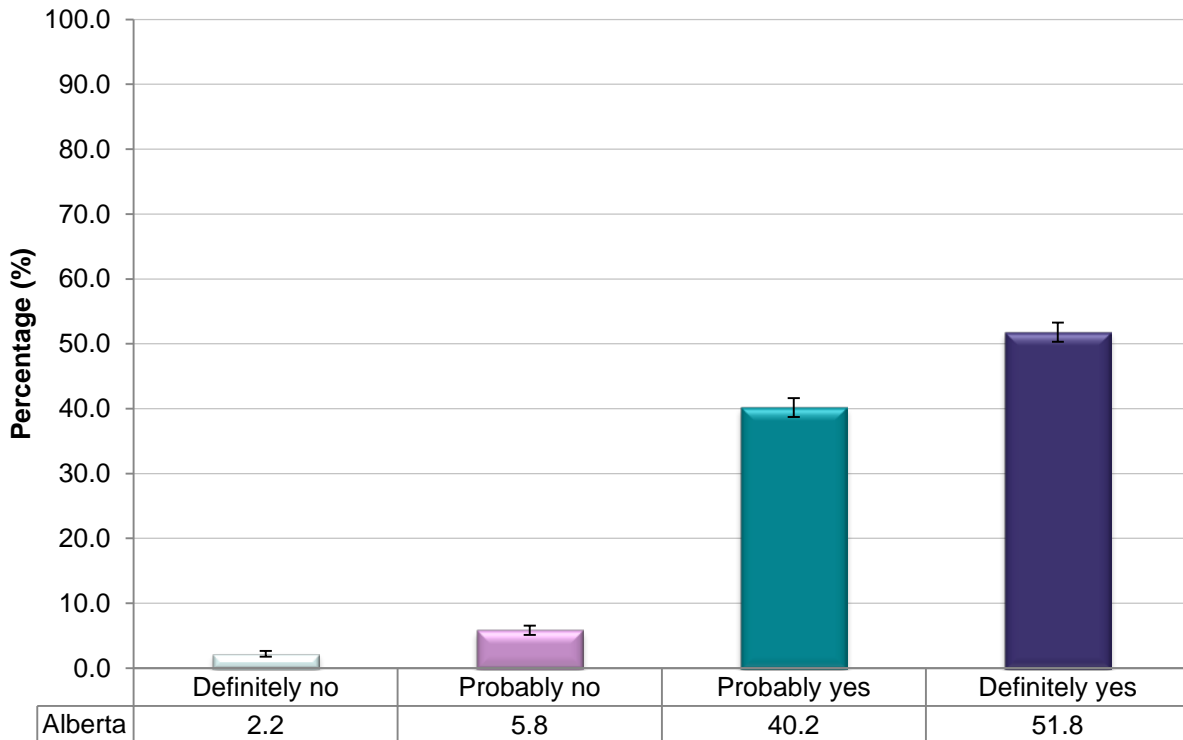
Question 48 is presented in two ways:

1. Four-level responses to Question 48:
 - a) Definitely **No**
 - b) Probably **No**
 - c) Probably **Yes**
 - d) Definitely **Yes**
2. Binary response, recommendation: YES/NO
 - a) **Yes** (*Probably Yes and Definitely Yes*)
 - b) **No** (*Probably No and Definitely No*)

8.1 Propensity to Recommend – provincial and zone results

Provincially, 92 per cent of respondents stated that they would *definitely* or *probably* recommend the facility (*Definitely Yes* or *Probably Yes*).

Figure 1: Provincial summary of responses for Propensity to Recommend



Note: Includes respondents from all participating facilities

Table 14: Zone summary of responses for Propensity to Recommend

	Calgary (N = 2,673)	Edmonton (N = 2,647)	Central (N = 1,227)	North (N = 598)	South (N = 396)	Alberta (N = 7,541)
	%	%	%	%	%	%
Definitely no	2.4	2.8	1.4	1.3	0.8	2.2
Probably no	6.6	5.8	5.6	3.8	4.8	5.8
Probably yes	41.8	41.1	36.9	40.1	32.8	40.2
Definitely yes	49.2	50.3	56.1	54.7	61.6	51.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

Note: Includes respondents from all participating facilities

Table 15 summarizes the Propensity to Recommend (YES) for the respondents in each facility. Facilities are presented by percentage of respondents who would recommend the facility and are grouped by zone to facilitate comparisons at this level.

The table below includes only 2014-15 facilities that met the inclusion criteria (N = 154 facilities). See **Appendix V** for details.

Table 15: Percentage of respondents who would recommend the facility

Calgary Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
Oilfields General Hospital	18	100.0	9.2
Vulcan Community Health Centre	10	100.0	9.1
Canmore General Hospital (Golden Eagle View)	11	100.0	8.4
Bow View Manor	81	98.8	8.7
Father Lacombe Care Centre	67	98.5	8.8
Bethany Harvest Hills	46	97.8	8.5
Beverly Centre Glenmore	108	97.2	8.3
Willow Creek Continuing Care Centre	59	96.6	8.9
Intercare Chinook Care Centre	131	96.2	8.2
Newport Harbour Care Centre	78	96.2	8.3
Wing Kei Care Centre	77	96.1	8.5
Carewest Colonel Belcher	101	96.0	8.4
Carewest Sarcee	41	95.1	7.5
Beverly Centre Lake Midnapore	157	94.3	8.0
Bethany Airdrie	48	93.8	8.0
Bow Crest Care Centre	75	93.3	8.2
Intercare Brentwood Care Centre	144	93.1	8.1
Didsbury District Health Services	28	92.9	8.9
Glamorgan Care Centre	14	92.9	8.3
Wentworth Manor/The Residence and the Court	55	92.7	7.9
Carewest George Boyack	106	92.5	8.2
Extendicare Vulcan	26	92.3	8.6
Mineral Springs Hospital	12	91.7	8.3
Intercare Southwood Care Centre	106	91.5	8.2
Extendicare Cedars Villa	115	90.4	7.9
Carewest Royal Park	35	88.6	7.7
Carewest Signal Pointe	26	88.5	8.8
Carewest Garrison Green	107	87.9	7.5

Calgary Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
High River General Hospital	31	87.1	8.1
Bethany Cochrane	53	86.8	7.4
Intercare at Millrise	29	86.2	8.3
Carewest Dr. Vernon Fanning	79	86.1	7.4
Bethany Calgary	225	84.4	7.5
Extendicare Hillcrest	56	83.9	8.0
McKenzie Towne Care Centre	89	82.0	7.3
Clifton Manor (formerly Forest Grove Care Centre)	109	80.7	7.4
Mayfair Care Centre	72	80.6	8.2
Mount Royal Care Centre	48	79.2	8.0
Edmonton Zone			
Edmonton Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
Devon General Hospital	4	100.0	10.0
Sherwood Care	74	100.0	9.2
CapitalCare Norwood	25	100.0	8.8
Citadel Care Centre	83	98.8	8.2
Extendicare Leduc	53	98.1	8.6
WestView Health Centre – Stony Plain Care Centre	27	96.3	9.0
Extendicare Eaux Claires	101	96.0	8.3
Touchmark at Wedgewood	50	96.0	8.4
St. Michael's Long Term Care Centre	87	95.4	8.5
Venta Care Centre	86	95.3	8.5
CapitalCare Kipnes Centre for Veterans	78	94.9	8.4
Jubilee Lodge Nursing Home	91	94.5	8.4
St. Joseph's Auxiliary Hospital	105	94.3	8.1
Shepherd's Care Millwoods	86	94.2	8.0
CapitalCare Strathcona	48	93.8	8.2
South Terrace Continuing Care Centre	60	93.3	8.5
Shepherd's Care Kensington	42	92.9	8.0
Salem Manor Nursing Home	69	92.8	7.7
CapitalCare Lynnwood	146	92.5	8.1
CapitalCare Dickinsfield	146	92.5	7.7
Allen Gray Continuing Care Centre	65	92.3	8.0
Good Samaritan Stony Plain Care Centre	76	92.1	7.9
Devonshire Care Centre	72	91.7	7.6

Edmonton Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	119	91.6	8.1
Good Samaritan Pembina Village	23	91.3	8.4
Jasper Place Continuing Care Centre	57	91.2	8.6
CapitalCare Grandview	88	89.8	7.8
Edmonton Chinatown Care Centre	40	87.5	7.3
Good Samaritan Southgate Care Centre	118	87.3	7.8
Extendicare Holyrood	39	87.2	7.9
Miller Crossing Care Centre	69	87.0	7.7
Good Samaritan Dr. Gerald Zetter Care Centre	98	85.7	7.1
Edmonton General Continuing Care Centre	187	85.6	7.9
Rivercrest Care Centre	53	77.4	7.4
Hardisty Care Centre	58	75.9	7.7
Good Samaritan Millwoods Care Centre	24	66.7	6.3
Central Zone			
Central Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
WestView Care Community	28	100.0	9.6
Consort Hospital and Care Centre	9	100.0	9.6
Sundre Hospital and Care Centre	9	100.0	9.6
Galahad Care Centre	13	100.0	9.5
Stettler Hospital and Care Centre	31	100.0	9.2
Hardisty Health Centre	7	100.0	9.1
Northcott Care Centre (Ponoka)	48	100.0	9.0
Breton Health Centre	17	100.0	9.0
St. Mary's Health Care Centre	18	100.0	8.9
Drayton Valley Hospital and Care Centre	30	100.0	8.9
Coronation Hospital and Care Centre	14	100.0	8.9
Ponoka Hospital and Care Centre	14	100.0	8.8
Mary Immaculate Hospital	17	100.0	8.8
Our Lady of the Rosary Hospital	11	100.0	8.5
Lamont Health Care Centre	52	98.1	8.7
Lacombe Hospital and Care Centre	38	97.4	8.4
Vermilion Health Centre	34	97.1	9.2
Louise Jensen Care Centre	34	97.1	8.4
Drumheller Health Centre	66	97.0	8.3
Tofield Health Centre	32	96.9	8.6

Central Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
Rimbey Hospital and Care Centre	59	96.6	8.6
Hanna Health Centre	28	96.4	9.1
Innisfail Health Centre	23	95.7	8.2
Mannville Care Centre	18	94.4	8.6
Provost Health Centre	17	94.1	8.7
Wainwright Health Centre	34	94.1	7.5
Two Hills Health Centre	30	93.3	8.2
Dr. Cooke Extended Care Centre	59	93.2	8.5
Vegreville Care Centre	38	92.1	8.3
Killam Health Care Centre	32	90.6	8.2
Bethany Sylvan Lake	21	90.5	7.5
Bethany Meadows	35	88.6	8.1
Wetaskiwin Hospital and Care Centre	49	87.8	7.9
Bethany CollegeSide (Red Deer)	65	87.7	7.8
Clearwater Centre	25	84.0	7.4
Extencicare Michener Hill	126	81.0	7.7
Three Hills Health Centre	17	76.5	8.2
Extencicare Viking	29	75.9	7.7
North Zone			
North Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
Grimshaw/Berwyn and District Community Health Centre	12	100.0	9.0
Redwater Healthcare Centre	7	100.0	9.0
Bonnyville Health Centre	15	100.0	8.9
Mayerthorpe Healthcare Centre	15	100.0	8.9
Manning Community Health Centre	9	100.0	8.8
Valleyview Health Centre	13	100.0	8.8
Dr. W.R. Keir – Barrhead Continuing Care Centre	57	100.0	8.6
Edson Healthcare Centre	29	100.0	8.4
Slave Lake Healthcare Centre	5	100.0	8.4
Cold Lake Healthcare Centre	18	100.0	8.2
La Crete Continuing Care Centre	11	100.0	7.3
Extencicare St. Paul	54	98.1	8.7
Westlock Healthcare Centre	70	97.1	8.5
Radway Continuing Care Centre	20	95.0	8.8

North Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
Peace River Community Health Centre (Sutherland Place)	19	94.7	8.6
Extencicare Bonnyville	19	94.7	8.4
Hythe Continuing Care Centre	19	94.7	7.7
Fairview Health Complex	35	94.3	8.4
Elk Point Healthcare Centre	15	93.3	8.3
St. Therese – St. Paul Healthcare Centre	14	92.9	8.1
Extencicare Mayerthorpe	31	90.3	8.4
Extencicare Athabasca	26	88.5	8.2
William J. Cadzow – Lac La Biche Healthcare Centre	15	86.7	7.4
Points West Living Grande Prairie	15	86.7	7.4
Grande Prairie Care Centre	33	84.8	7.8
Northern Lights Regional Health Centre	6	83.3	7.7
Central Peace Health Complex	8	75.0	7.8
South Zone			
South Zone	Respondent (N)	Would recommend (%)	Global Overall Care rating
Milk River Health Centre	10	100.0	9.4
Brooks Health Centre	8	100.0	9.4
Big Country Hospital	21	100.0	9.0
Taber Health Centre	7	100.0	9.0
St. Michael's Health Centre	20	100.0	8.7
Bow Island Health Centre	8	100.0	8.4
Sunnyside Care Centre	63	98.4	8.8
Extencicare Fort Macleod	23	95.7	8.4
Crowsnest Pass Health Centre	23	95.7	7.9
Good Samaritan South Ridge Village	47	93.6	8.0
Riverview Care Centre	56	91.1	8.3
Coaldale Health Centre	21	90.5	8.9
Edith Cavell Care Centre	40	90.0	7.9
Valleyview	19	89.5	8.2
Club Sierra River Ridge	23	87.0	8.4

Note: Categorical decision rules based on the mean extend beyond the first decimal place. In the event of a tie, facilities are presented by their Global Overall Care ratings from highest to lowest.

9.0 COMPARISONS ACROSS SURVEY CYCLES

This section provides an analysis of facilities for the Global Overall Care rating, Dimensions of Care, Food Rating Scale, and Propensity to Recommend (the facility) comparing the current survey cycle (2014-15) to the 2010 survey.

The method of calculating the Dimensions of Care scores was identical across survey cycles (see **Appendix II**). Significant differences were tested among preceding survey years (2014-15 with 2010 and 2010 with 2007).²⁰ Significant differences are colour coded to indicate a significant increase in score (**GREEN**) or a significant decrease in score (**RED**) relative to the previous survey cycle. For example, a **GREEN** highlighted 2014-15 result indicates a significant *increase* in score from 2010 to 2014-15. A 2010 score highlighted in **RED** indicates a significant *decrease* from 2007 to 2010.

Facilities included in these comparisons are:

1. Facilities that participated in 2014-15 and 2010, AND
2. Facilities with data in both 2014-15 and 2010 (data subject to facility-inclusion criteria outlined in **Section 4.4** and **Appendix V**).

Given the above criteria, 135 facilities were included in survey cycle comparisons.

²⁰ The tests used were t-tests for means and χ^2 tests for proportions tested at $p \leq 0.01$. An equivalent non-parametric test was also used for means for small sample sizes that are more vulnerable to distributional assumptions. Significant findings for the Pearson χ^2 were re-confirmed using Fisher's Exact tests in instances where cell sizes of less than five were present.

9.1 Summary

Table 16 summarizes the changes from 2010 to 2014-15 for the 135 facilities that participated in both survey cycles.

Table 16: Summary of changes from 2010 to 2014-15

	Number of facilities with:		
	no change from 2010 to 2014-15	decrease in score or percentage from 2010 to 2014-15	increase in score or percentage from 2010 to 2014-15
Global Overall Care rating	128	7	0
Staffing, Care of Belongings, and Environment	120	15	0
Kindness and Respect	123	9	3
Food Rating Scale	132	0	3
Providing Information and Encouraging Family Involvement	115	13	7
Meeting Basic Needs	130	5	0
Propensity to Recommend	135	0	0

For the following subsections, only facilities that demonstrated a significant change in score or rating are reported. Complete details of facility comparisons to previous survey cycles, including scores for facilities that did not experience any significant change across survey cycles, can be found in individual facility reports.

Note:

1. **Survey cycle comparisons:** In some cases, a respondent may have participated in two or more survey cycles. While this does not affect the reliability of the result for each individual year, caution must be employed in interpreting significant differences between survey cycles. To mitigate this, the Health Quality Council of Alberta (HQCA) chose a more conservative p of ≤ 0.01 criterion for significant differences.
2. **Weighting and Dimension of Care mean calculation:** Relative to previous survey reports, a new approach in determining question weighting was used and applied to all survey years. As a result, Dimension of Care mean scores may differ slightly from those reported in past reports. For additional details, see **Appendix II**.
3. **Facility inclusion criteria.** The facility inclusion criterion was changed, relative to prior survey iterations, to be more inclusive of facilities yet still retain facilities considered to have reliable data. Including more facilities in analyses resulted in a more complete and accurate representation of the population. As a consequence, the distribution of facilities for 2010 and 2007 will differ from previous reports and will result in, for example, changes in quartile categorization of each facility. For additional details, see **Appendix II**.

9.2 Global Overall Care rating

Table 17: Global Overall Care rating across survey cycles

	Global Overall Care rating (0 to 10)			Quartile			Number of respondents			Number of LTC beds (2014-15)	
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2007		
Calgary Zone	Newport Harbour Care Centre	8.3	8.6	7.2	Low. Mid.	Up. Mid.	Lower	76	87	80	127
	Mayfair Care Centre	8.2	8.2	7.4	Low. Mid.	Low. Mid.	Lower	70	82	76	142
	Carewest Royal Park	7.7	8.6	8.4	Lower	Up. Mid.	Low. Mid.	96	31	35	50
Edmonton Zone	Bethany Calgary	7.5	7.6	6.9	Lower	Lower	Lower	225	254	84	446
	Shepherd's Care Millwoods	8.0	8.4	7.5	Low. Mid.	Low. Mid.	Lower	86	82	92	147
	CapitalCare Dickinsfield	7.7	8.3	7.9	Lower	Low. Mid.	Lower	146	143	153	275
Central Zone	Bethany Sylvan Lake	7.5	8.9	9	Lower	Upper	Upper	22	28	12	40
	Wainwright Health Centre	7.5	8.5	7.2	Lower	Up. Mid.	Lower	35	42	14	69
	Clearwater Centre	7.4	8.8	9.1	Lower	Up. Mid.	Upper	25	25	15	40
North Zone	Hythe Continuing Care Centre	7.7	9.2	9.4	Lower	Upper	Upper	18	15	14	31
	Riverview Care Centre	8.3	9.1	9.0	Low. Mid.	Upper	Upper	59	76	79	118

9.3 Staffing, Care of Belongings, and Environment

Table 18: Staffing, Care of Belongings, and Environment Dimension of Care across survey cycles

	Staffing, Care of Belongings, and Environment mean score (0 to 100)			Quartile			Number of respondents			Number of LTC beds (2014-15)	
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2007		
Calgary Zone	Mayfair Care Centre	76.1	80.1	65.5	Up. Mid.	Up. Mid.	Lower	76	82	76	142
	Extendicare Vulcan	75.7	89.0	85.1	Up. Mid.	Upper	Upper	26	34	32	46
	Newport Harbour Care Centre	72.6	76.7	62.3	Low. Mid.	Up. Mid.	Lower	78	88	84	127
	Beverly Centre Lake Michapore	71.9	67.3	61.2	Low. Mid.	Lower	Lower	162	152	144	268
	Carewest Royal Park	70.8	80.7	80.4	Low. Mid.	Upper	Up. Mid.	36	31	36	50
	Carewest Colonel Belcher	70.7	76.1	69.8	Low. Mid.	Low. Mid.	Low. Mid.	105	141	107	175
	Bethany Airdrie	62.5	75.1	68.9	Lower	Low. Mid.	Lower	50	56	32	74
	Venta Care Centre	75.7	77.2	69.2	Up. Mid.	Up. Mid.	Lower	87	99	94	148
	CapitalCare Lynnwood	71.5	74.1	69.5	Low. Mid.	Low. Mid.	Lower	152	157	148	282
	Salem Manor Nursing Home	70.4	72.3	64.9	Low. Mid.	Low. Mid.	Lower	71	70	69	102
Edmonton Zone	Shepherd's Care Kensington	69.0	79.9	71.3	Low. Mid.	Up. Mid.	Low. Mid.	46	33	22	69
	Shepherd's Care Millwoods	68.1	73.6	65.2	Lower	Low. Mid.	Lower	86	82	94	147
	CapitalCare Dickinsfield	66.5	73.6	68.2	Lower	Low. Mid.	Lower	152	146	156	275
	Good Samaritan Dr. Gerald Zetter Care Centre	59.6	65.9	64.0	Lower	Lower	Lower	102	125	101	190
	Good Samaritan Millwoods Care Centre	52.9	67.0	65.9	Lower	Lower	Lower	24	22	28	60
	Vermilion Health Centre	82.4	85.8	75.1	Upper	Upper	Up. Mid.	34	34	35	48
Central Zone	Clearwater Centre	65.6	77.6	83.5	Lower	Up. Mid.	Upper	25	25	15	40
	Bethany Sylvan Lake	65.3	77.1	81.6	Lower	Up. Mid.	Upper	25	29	12	40
	Wainwright Health Centre	64.8	75.6	67.9	Lower	Low. Mid.	Lower	37	45	14	69

	Staffing, Care of Belongings, and Environment mean score (0 to 100)			Quartile			Number of respondents			Number of LTC beds (2014-15)	
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2007		
North Zone	Grande Prairie Care Centre	66.8	76.7	69.7	Low	Up. Mid.	Low. Mid.	35	35	32	60
	Hythe Continuing Care Centre	65.7	80.5	83.8	Lower	Upper	Upper	19	15	14	31
	La Crete Continuing Care Centre	65.2	84.0	93.7	Lower	Upper	Upper	11	6	6	22
South Zone	St. Michael's Health Centre	78.1	78.4	68.9	Upper	Up. Mid.	Lower	20	47	84	72
	Riverview Care Centre	76.7	83.5	80.5	Up. Mid.	Upper	Up. Mid.	59	78	80	118

9.4 Kindness and Respect

Table 19: Kindness and Respect Dimension of Care across survey cycles

	Kindness and Respect mean score (0 to 100)			Quartile			Number of respondents			Number of LTC beds (2014-15)
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2007	
Calgary Zone	Extendicare Vulcan	85.5	95.7	95.0	Up. Mid.	Upper	26	34	32	46
	Mayfair Care Centre	82.9	86.0	74.6	Low. Mid.	Up. Mid.	75	82	76	142
	Newport Harbour Care Centre	82.7	86.5	73.7	Low. Mid.	Up. Mid.	78	88	84	127
	Extendicare Cedars Villa	82.0	82.1	73.7	Low. Mid.	Low. Mid.	119	143	140	248
	Carewest Colonel Belcher	80.7	86.4	84.3	Low. Mid.	Up. Mid.	104	141	107	175
	Bethany Calgary	78.0	77.9	71.0	Lower	Lower	233	256	84	446
Edmonton Zone	Carewest Royal Park	69.0	87.5	85.4	Lower	Up. Mid.	35	31	36	50
	Devon General Hospital	88.1	57.5	82.4	Upper	Lower	5	5	8	11
	Good Samaritan Pembina Village	82.8	91.0	89.0	Low. Mid.	Upper	26	22	24	40
	CapitalCare Dickinsfield	79.3	86.9	82.2	Lower	Up. Mid.	151	146	156	275
	WestView Care Community	97.7	94.3	95.5	Upper	Upper	28	30	27	37
	Breton Health Centre	95.0	98.8	80.0	Upper	Upper	17	14	7	23
Central Zone	Galahad Care Centre	94.7	94.5	84.4	Upper	Upper	13	16	13	20
	Hanna Health Centre	91.8	88.7	83.4	Upper	Up. Mid.	28	34	28	61
	Clearwater Centre	84.8	90.6	96.3	Up. Mid.	Upper	25	25	15	40
	Sundre Hospital and Care Centre	82.9	93.5	83.3	Low. Mid.	Upper	9	11	12	15

	Kindness and Respect mean score (0 to 100)			Quartile			Number of respondents			Number of LTC beds (2014-15)
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2007	
North Zone	Radway Continuing Care Centre	89.5	94.8	90.8	Upper	Upper	20	20	18	30
	Extendicare St. Paul	87.3	89.3	80.0	Upper	Up. Mid.	53	56	28	76
	Extendicare Bonnyville	86.7	90.3	93.2	Up. Mid.	Upper	20	25	31	50
	Fairview Health Complex	84.4	90.4	83.7	Up. Mid.	Upper	37	45	25	66
	William J. Cadzow – Lac La Biche Healthcare Centre	81.6	76.7	91.9	Low. Mid.	Lower	15	23	18	41
	Cold Lake Healthcare Centre	81.2	84.0	93.9	Low. Mid.	Low. Mid.	17	20	17	31
South Zone: None										

9.5 Food Rating Scale

Table 20: Food Rating Scale across survey cycles

	Food Rating Scale mean score (0 to 10)		Quartile		Number of respondents		Number of LTC beds (2014-15)
	2014-15	2010	2014-15	2010	2014-15	2010	
Calgary Zone	66.0	51.0	Lower	Lower	59	55	100
Central Zone	83.0	45.0	Upper	Lower	12	16	20
	78.0	49.0	Upper	Lower	18	17	23
Edmonton, North, and South Zones: None							

9.6 Providing Information and Encouraging Family Involvement

Table 21: Providing Information and Encouraging Family Involvement Dimension of Care across survey cycles

	Providing Information and Encouraging Family Involvement mean score (0 to 100)			Quartile			Number of respondents			Number of LTC beds (2014-15)	
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2007		
Calgary Zone	Vulcan Community Health Centre	89.6	81.5	94.3	Upper	Low. Mid.	Upper	10	11	10	15
	Intercare Chinook Care Centre	85.7	79.6	80.7	Up. Mid.	Lower	Lower	134	125	124	203
	Mount Royal Care Centre	85.5	83.4	71.1	Up. Mid.	Low. Mid.	Lower	49	50	45	93
	Mayfair Care Centre	85.1	89.9	81.0	Up. Mid.	Upper	Low. Mid.	76	81	76	142
	Beverly Centre Lake Midnapore	83.4	80.7	74.9	Up. Mid.	Low. Mid.	Lower	162	151	143	268
	Newport Harbour Care Centre	82.1	86.0	80.0	Low. Mid.	Up. Mid.	Lower	78	88	84	127
	Extendicare Vulcan	80.4	89.9	90.4	Low. Mid.	Upper	Upper	27	34	32	46
	Bethany Cochrane	79.5	83.6	90.8	Low. Mid.	Up. Mid.	Upper	55	53	29	78
	Carewest Royal Park	73.9	88.8	82.2	Lower	Upper	Low. Mid.	36	31	36	50
	Jasper Place Continuing Care Centre	88.7	80.5	86.1	Upper	Lower	Up. Mid.	61	63	65	100
Edmonton Zone	St. Michael's Long Term Care Centre	84.4	84.4	77.5	Up. Mid.	Up. Mid.	Lower	86	70	53	146
	Shepherd's Care Millwoods	82.9	87.3	81.1	Low. Mid.	Upper	Low. Mid.	86	82	94	147
	Shepherd's Care Kensington	78.5	93.4	84.9	Lower	Upper	Up. Mid.	46	33	22	69
	Extendicare Holyrood	78.5	86.6	82.5	Lower	Up. Mid.	Low. Mid.	43	61	53	74
	CapitalCare Dickensfield	77.9	84.3	81.4	Lower	Up. Mid.	Low. Mid.	152	146	158	275
	Allen Gray Continuing Care Centre	74.8	82.3	82.5	Lower	Low. Mid.	Low. Mid.	65	86	80	156

	Providing Information and Encouraging Family Involvement mean score (0 to 100)			Quartile			Number of respondents			Number of LTC beds (2014-15)
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2007	
	Central Zone									
Vermilion Health Centre	92.8	84.5	87.3	Upper	Up. Mid.	Up. Mid.	34	34	35	48
Stettler Hospital and Care Centre	91.9	86.2	89.3	Upper	Up. Mid.	Upper	31	64	64	50
Ponoka Hospital and Care Centre	91.3	80.4	86.9	Upper	Lower	Up. Mid.	15	24	21	28
Hanna Health Centre	91.1	84.1	82.5	Upper	Up. Mid.	Low. Mid.	28	34	29	61
Drayton Valley Hospital and Care Centre	89.4	93.8	86.3	Upper	Upper	Up. Mid.	30	34	23	50
Lamont Health Care Centre	85.2	85.4	78.2	Up. Mid.	Up. Mid.	Lower	53	68	61	105
Innisfail Health Centre	83.3	82.6	90.6	Up. Mid.	Low. Mid.	Upper	23	50	54	78
Galahad Care Centre	82.0	93.7	86.5	Low. Mid.	Upper	Up. Mid.	13	16	13	20
Provost Health Centre	81.5	76.0	89.7	Low. Mid.	Lower	Upper	18	23	19	37
Consort Hospital and Care Centre	81.1	83.1	96.7	Low. Mid.	Low. Mid.	Upper	10	7	9	15
Bethany Sylvan Lake	76.5	85.2	91.2	Lower	Up. Mid.	Upper	25	29	12	40
Extendicare Athabasca	88.5	79.8	87.2	Upper	Lower	Up. Mid.	28	27	31	50
Cold Lake Healthcare Centre	87.5	83.8	92.1	Upper	Up. Mid.	Upper	18	20	17	31
Fairview Health Complex	84.8	87.6	72.5	Up. Mid.	Upper	Lower	36	45	25	66
Manning Community Health Centre	75.8	81.3	93.5	Lower	Low. Mid.	Upper	9	10	13	16
William J. Cadzow – Lac La Biche Healthcare Centre	75.7	75.3	88.6	Lower	Lower	Upper	15	23	18	41
Peace River Community Health Centre (Sutherland Place)	73.0	86.3	85.6	Lower	Up. Mid.	Up. Mid.	20	26	25	40
Central Peace Health Complex	70.0	90.9	79.7	Lower	Upper	Lower	8	13	10	16
Milk River Health Centre	94.6	82.0	95.7	Upper	Low. Mid.	Upper	10	11	16	24
Riverview Care Centre	85.3	91.2	91.3	Up. Mid.	Upper	Upper	59	78	81	118
Crowsnest Pass Health Centre	75.6	87.0	83.0	Lower	Upper	Low. Mid.	24	33	33	58
North Zone										
South Zone										

9.7 Meeting Basic Needs

Table 22: Meeting Basic Needs Dimension of Care across survey cycles

	Meeting Basic Needs mean score (0 to 100)			Quartile			Number of respondents			Number of LTC beds (2014-15)
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2007	
Calgary Zone										
	Newport Harbour Care Centre	92.1	92.7	80.7	Up. Mid.	Lower	78	88	84	127
Edmonton Zone	South Terrace Continuing Care Centre	92.4	98.1	85.8	Up. Mid.	Lower	63	60	66	114
	CapitalCare Dickinsfield	82.0	91.7	87.4	Lower	Lower	151	144	154	275
Central Zone	Wainwright Health Centre	81.6	98.7	84.2	Lower	Lower	37	45	14	69
	Clearwater Centre	73.1	96.7	98.9	Lower	Upper	24	25	15	40
North Zone	Extencicare Athabasca	86.8	99.3	98.9	Low. Mid.	Upper	28	27	31	50
	Radway Continuing Care Centre	84.0	100.0	97.8	Lower	Upper	20	20	18	30
South Zone: None										

9.8 Propensity to Recommend

Table 23: Propensity to Recommend across survey cycles

	Propensity to Recommend (%)			Number of respondents			Number of LTC beds (2014-15)	
	2014-15	2010	2007	2014-15	2010	2007		
Calgary Zone	Newport Harbour Care Centre	96.2	100.0	86.7	78	87	83	127
	Mayfair Care Centre	80.6	85.2	66.2	72	81	74	142
Edmonton Zone	Venta Care Centre	95.3	95.9	83.9	86	97	93	148
Central, North, and South Zones: None								

All long term care operators under a nursing home contract are required under the Nursing Home General Regulation to comply with both the Continuing Care Health Service Standards and the Long Term Care Accommodation Standards and Checklist.²⁴ The standards are noted where family member comments relate. The purpose of referring to these standards was not to suggest where facilities may or may not be in compliance with standards, but to provide context to family members' comments. As a result, family members' observations and perceptions alone are not sufficient to evaluate a facility's compliance with a specific standard in the absence of further study. These standards and compliance requirements are described in more detail in **Box A**.^{25, 26, 27, 28}

Box A: Standards

Accommodation Standards and Licensing:²⁵ The long term care and supportive living accommodation standards address accommodation and accommodation services. These services include building cleanliness and maintenance, safety and security, food preparation, and laundry.

Long-Term Care Accommodation Standards and Checklist:²⁶ The Long-Term Care Accommodation Standards and Checklist assist the province in monitoring compliance of accommodations and accommodation services in long term care facilities, sometimes referred to as nursing homes or auxiliary hospitals. The standards support a safe and comfortable environment that increases the quality of life for Albertans residing in long term care facilities. The standards are mandatory for all long term care facilities in the province.

Admission Guidelines for Publicly Funded Continuing Care Living Options:²⁷ The intent of the Alberta Health Services Living Option guidelines is to provide a set of support tools to assist with consistent living option decisions in relation to supportive living levels three, four and long term care.

Continuing Care Health Service Standards:²⁸ Alberta Health is responsible for publicly funded continuing care health services and has developed the Continuing Care Health Service Standards. The Continuing Care Health Service Standards are intended to build on existing legislation, and include a number of standards not currently in legislation. The intent of the Continuing Care Health Service Standards is to identify standards for the provision of quality continuing care health services that take into consideration the individual needs, preferences and abilities of each client. It is important to note that the regional health authority is accountable to Alberta Health for ensuring that these standards are being implemented and adhered to at both the regional and the operational level.

²⁴ Long-Term Care Accommodation Standards and Checklist. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

²⁵ Accommodation Standards and Licensing. More information can be found here: <http://www.health.alberta.ca/services/continuing-care-forms.html>

²⁶ Long-Term Care Accommodation Standards and Checklist. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

²⁷ Admission Guidelines for Publicly Funded Continuing Care Living Options. More information can be found here: <http://www.albertahealthservices.ca/Seniors/if-sen-living-option-guidelines.pdf>

²⁸ Continuing Care Health Service Standards. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

10.1 Staffing, Care of Belongings, and Environment

The section below summarizes family member comments relating to facility staff (staffing levels, additional training and education for staff, leadership, and management), care of residents' belongings, and facility environment.

10.1.1 Staffing levels

Staffing levels, which refer to the number and type of staff available, hours of work, and permanency of employment, were the focus of approximately 42 per cent²⁹ of family member comments. In their comments, family members expressed appreciation for staff they described as exceptional, hardworking, professional, and dedicated.³⁰ Family members complimented staff for their ability to work in a demanding work environment, with residents who had complex healthcare needs, and within the limits of resource availability. While family members complimented the personal qualities of staff working in long term care, the focus of family members' comments was staffing levels and how the number of staff available affected residents as well as staff. Family members conveyed that staffing levels could constrain or enable quality of care provided to residents. Although some said they felt the number of staff available to assist residents was appropriate, the majority said they felt there was a chronic staff shortage.

“Two staff members cannot care for 26 residents and end up with any type of complete and satisfactory care and attention to the resident. Good staff are struggling to contain some sense of order but it is nearly impossible...Many staff members suffer 'moral distress', being unable to provide the level of care residents require or to maintain the level of care consistent with their professional standards.”

Family members said they experienced low staff-to-resident ratios, understaffing, poor staff scheduling especially at high-need times (e.g., meal times and shift changes), and unavailability of replacement staff in times of staff illness. Overall, they expressed that when low numbers of staff were available, basic care needs such as toileting, transferring, rotating, bathing, and feeding were rushed, overlooked, or not met. In addition, family members said they felt low staffing levels increased staff's risk of making an error, reduced quality of care provided, and had negative consequences for residents' overall health and well-being. For example, several family members said when a facility was understaffed, residents were at risk of incontinence and urinary tract infections due to delays.

At present, Alberta does not have a staff-to-resident ratio in long term care. Family member comments alone cannot appropriately reflect on the need for more or less staff in long term care facilities in Alberta. Further study would be required to determine whether staffing ratios are or are not appropriate. Currently, Alberta Health Services (AHS) guidelines require 24-hour on-site registered nurse assessment and/or treatment, professional services that may be provided by licensed practical

²⁹ Proportions were calculated by dividing the number of people who provided a thematic statement for a theme over the total number of commenters. As a result, the proportion of people who provided a thematic statement per theme will not add to 100 because family members at times made more than one thematic statement in their comments.

³⁰ Approximately 23 per cent of family member comments addressed the personal qualities of staff. The majority of these comments were compliments.

nurses, and 24-hour on-site unscheduled and scheduled personal care and support provided by healthcare aides.³¹

Family members expressed concern that when staff turnover was high, when casual as opposed to permanent full-time staff was employed, or when staff were rotated throughout the facility, residents were unable to establish trusting relationships with them. This prevented staff from becoming familiar with resident care needs, disrupted resident routines, and prevented residents from accepting staff's help.

Family members also discussed the impact low staffing numbers had on staff. Specifically, staff was expected to take on greater responsibility and accomplish more work during their shift than family members thought reasonable. Sometimes this included tasks outside the scope of staff job description. For example, one family member commented that a registered nurse could be expected to do housekeeping duties. They conveyed concern that staff morale was low because staff sometimes had to compromise quality of care in favour of efficiency. This, according to family members, placed staff at risk of burnout, low job satisfaction, and high turnover. In addition, family members commented that low morale contributed to increased staff frustration, which was sometimes expressed inappropriately, such as in the rough treatment of residents, or contributed to staff apathy and unwillingness to help residents.

10.1.2 Cleanliness and condition of the facility

Approximately 24 per cent of family members provided a comment about the physical condition of facilities. While some complimented beautiful facility grounds and the level of cleanliness of resident rooms, the majority said the condition of facilities could be improved. Specifically, they said facilities could improve in the following areas:

- Level of cleanliness of resident rooms and facility common areas
- Timeliness and attention to maintenance and repairs including lighting, toilets, lifts, call bells, water and room temperature, and elevators
- Management of unpleasant smells
- Facility upgrades and renovations including painting, removal of unsanitary carpeting, and replacing old and worn furniture and linens

“The cleaning staff could do more to be sure the common area is kept clean. [The resident]’s room was found dusty at times and I myself on a couple of occasions showed the cleaning staff areas that were missed.”

Regardless of whether or not family members' comments reflect compliance or non-compliance, long term care accommodation standards require that the long term care facility and any equipment and operator-owned furnishings are well maintained and in good working order,³² the building and grounds

³¹ Alberta Health Services, Admission Guidelines for Publicly Funded Continuing Care Living Options. More information can be found here: <http://www.albertahealthservices.ca/Seniors/if-sen-living-option-guidelines.pdf>

³² Long-Term Care Accommodation Standards and Checklist, standard 3: Maintenance requirements. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

are maintained and free of hazards,³³ the long term care facility is cleaned regularly, and an effort is made to reduce unpleasant odors.³⁴

In addition to cleanliness and maintenance of facilities, the amount of space available within facilities and residents' ability to move freely within these spaces was a topic of discussion for family members. Family members expressed appreciation for single rooms that offered residents privacy, personal space, and comfort. For those unable to obtain a private room for residents, family members expressed concern that shared rooms were too small and overcrowded. They commented that residents were unable to have many personal belongings due to lack of space, and hygiene and sanitation could be problematic, especially when residents had to share a bathroom. Concerning other spaces within facilities, family members said they felt hallways were cluttered and narrow, and that common areas were small. In these cases, family members said they felt this inhibited residents' movement and reduced sight lines to monitor residents. In addition, spaces such as gardens, common areas, palliative care rooms, and private spaces to visit with family were identified as unavailable or access was restricted.

Lastly, the degree to which family members thought the facility provided residents with a home-like atmosphere was a topic discussed. Some praised efforts to decorate and create personalized spaces for residents. Others said they felt the facility looked too institutional and did not feel welcoming. Family members commented that home comforts like Wi-Fi internet, plants, pictures, the ability to open a window for fresh air, and background music were not always available to residents. Whether or not their comments reflect compliance or non-compliance, long term care accommodation standards require operators provide the opportunity to personalize resident rooms.³⁵

10.1.3 Additional training and continued education

Approximately 13 per cent of family members talked about staff's qualifications and ability to care for residents. Family members expressed their appreciation for staff who demonstrated their knowledge and skill by providing

"The worth of familiar and experienced staff cannot be undervalued."

excellent care to residents. Alternatively, others commented that they felt some staff were not as well trained, did not have the qualifications, or lacked the experience they expected. While family members said some staff did the best they could with the level of knowledge and skills that they had, other staff did not appear as interested in learning and improving because they lacked commitment to the work. As well, family members said they felt training opportunities may not have been provided and may have created limitations for staff, or that staff did not remain employed at the facility long enough to develop experience. Currently, long term care facility standards require care to be delivered by educated and qualified providers who undergo ongoing training to address the changing needs of residents.³⁶

³³ Long-Term Care Accommodation Standards and Checklist, standard 2: Safety requirements. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

³⁴ Long-Term Care Accommodation Standards and Checklist, standard 15: Cleaning requirements. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

³⁵ Long-Term Care Accommodation Standards and Checklist, standard 5: Personalizing spaces. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

³⁶ Continuing Care Health Service Standards, standard 1.13: Continuing care health service providers. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

Family members said that when they thought staff were not properly trained, this negatively affected residents' ability to receive safe and quality care. Specifically, some expressed concern that staff made errors, overlooked care, utilized inappropriate approaches, provided inconsistent quality of care, and were unable to demonstrate understanding of residents' needs. Family members talked about this being particularly concerning when medical conditions were not identified, diagnosed, or treated because staff did not recognize symptoms. When these situations occurred, family members' comments conveyed lack of trust and confidence in staff's capabilities. Counter to this issue, family members also commented that residents were taken to hospital emergency departments unnecessarily for minor health concerns that could have been managed in a facility had medically trained staff been available.

10.1.4 Leadership and management

Approximately 11 per cent of family members' comments discussed leadership and management. Family members praised management who were described as positive role models, pleasant, always available, and helpful. Others described management as intimidating, rude, and not always knowledgeable about healthcare. The majority of family members' comments relating to the topic of leadership and management reflected the opinion that there was a disconnect between the roles and responsibilities of management and their performance. Some comments provided examples of management not meeting these expectations.

"I've had much more contact with managers than nursing staff and aides, which has mostly been good. It seems to be the route to getting clear answers and changes made."

In particular, family members said they felt management did not always demonstrate support for their staff by providing:

- Skill development and training
- An environment of trust and mutual respect to enable staff to express concerns or suggestions, or advocate on behalf of residents
- Recognition of staff who performed their duties exceptionally
- Incentives for staff to encourage continuous improvement in service delivery

In addition, family members expressed concern that management was not involved in resident care as much as they expected management to be. Specifically, they said they felt it was management's responsibility to oversee staff's work and to be available to staff if they required help. If quality of services or care was poor, family members perceived this to reflect poorly on management. While some stated that facilities employed too many management staff, others recognized management performed care tasks and doubled as frontline staff. As a result, family members suggested when dedicated management staff were not available, this prevented staff mentorship as well as proactive mitigation or correction of errors. In addition, some said they felt a lack of managerial presence prevented staff from being held accountable for their actions and reduced overall transparency and honesty.

Family members also discussed management's role in ensuring they were kept informed. In particular, some said management did not always provide information about events or issues concerning residents, the facility, and staffing. Family members also said management was not always available to talk to and answer questions. They conveyed that they held management responsible for resolving concerns in a timely manner, particularly when staff were unable or unwilling to do so. Family members talked about positive experiences with management who were great at listening to and promptly addressing their

suggestions and concerns. Others spoke about management who were defensive, unapproachable, unwilling to address complaints and concerns, or alternatively, offered 'lip-service' but no solutions.

10.1.5 Laundry and resident belongings

Laundry and resident belongings accounted for approximately 11 per cent of family members' comments. Family members expressed satisfaction with laundry services and the care of residents' clothing and personal belongings. However, the majority who provided a comment said they were dissatisfied with laundry services and the care of residents' personal belongings. They noted this was an area that could be improved.

Specifically, family members expressed concern for residents' missing personal belongings. Although family members recognized residents may take other residents' belongings, they also said they were concerned staff may have misplaced these items as well. These belongings ranged from items of personal value such as jewellery and clothing, healthcare items like dentures and hearing aids, and daily essentials such as shaving razors and soap. Family members talked about having to replace these items (which could be expensive and took time to replace) because no one was held accountable. Alternatively, staff did not always assist with locating missing items. At times they said this left residents without the ability to eat, see, or hear properly until a replacement was made.

"I would want the laundry services to be improved so items don't get lost or given to another resident. Instead of marking items with a number, they should have the resident's name, or a sew in label."

In addition to lost items, family members also spoke of damage to personal belongings. In particular, they expressed concern that laundry services did not follow care instructions, which resulted in discoloured, wrinkled, and shrunken clothing and linens. As well, family members commented staff were not always careful with resident belongings, which caused damage. For example, one family member said their resident's hearing aids were damaged during bathing because staff did not remove them beforehand.

10.1.6 Overall suggestions for improvement to Staffing, Care of Belongings, and the Environment

Family members suggested the following improvement efforts related to staffing levels, cleanliness and condition of long term care facilities, additional training and education, leadership and management, and laundry and resident belongings.

Staffing levels

- Review the number of staff needed to ensure resident care needs are met in a timely manner and staff are well supported
- Increase the number of all permanent full-time frontline staff
- Provide volunteer opportunities at the facility to assist staff with tasks like providing companionship, engaging residents in activities, and helping residents with eating

Cleanliness and condition of the facility

- Ensure resident rooms and facility common areas are thoroughly cleaned and well maintained
- Regularly update and upgrade facilities as needed

- Provide enough space to accommodate the number of residents at a facility
- Ensure equipment such as call bells and lifts are operational and in working condition
- Provide a home-like environment such as playing soft music throughout the facility, encouraging personalization of resident rooms, and providing plants and pictures

Additional training and continued education

- Ensure staff receives training and mentorship to adequately prepare them to perform their work
- Provide opportunities for continued education and professional development such as in-services that focus on, for example, dementia and Alzheimer's training, palliative care, sensitivity training, and training to use healthcare equipment like oxygen tanks and hearing aids

Leadership and management

- Reward and acknowledge staff accomplishments
- Ensure management presence at the facility to support and oversee staff and to be available to family members to address questions, complaints, and concerns in a timely manner
- Hold staff accountable for their actions; let go of staff that cannot perform their duties correctly

Laundry and resident belongings

- Label and monitor resident belongings and provide a lock box for personal effects
- Establish a lost and found
- Follow care instructions when doing laundry

10.2 Kindness and Respect

Below is a summary of family members' comments relating to kindness, respect, staff's interpersonal skills, and dignity.

10.2.1 Interpersonal relations

The interpersonal relationship between staff, family members, and residents was the focus of approximately 29 per cent of family members' comments. Family members praised staff they described as caring, patient, kind, respectful, friendly, and understanding. Others said some staff did not demonstrate these qualities, and described these staff as uncaring, impatient, unkind, disrespectful, and rude. Family members had experiences with both types of staff and talked about the impact staff's attitude had on resident and family experiences.

"Encourage more interaction from staff with residents whenever possible by talking with residents or taking them for a walk. Many staff at [the facility] are excellent in saying hello and stopping for a chat with [the resident]. Some health care aides and nurses are also excellent in taking [the resident] for a walk or just trying to comfort [the resident]. I think if all healthcare aides could make this part of their day the care of the individual resident would improve."

Family members expressed concern that staff's style of communication was not always respectful. In particular, they noted that staff did not always greet residents, identify who they were, or explain the care they were going to provide to residents in a manner that could be understood. As well, they talked about some staff who used demanding and belittling language, and were argumentative and condescending. Others noted staff 'talked down' to residents who were cognitively intact and capable of holding a conversation by speaking to residents like they were children instead of adults, or as if they were hard of hearing. They expressed concern that this style of communication increased resident confusion and resistance to receive care, and/or made residents feel disrespected.

Likewise, a number of family members commented that staff did not convey respect for residents' dignity. They identified loss of resident dignity in situations where staff failed to acknowledge residents at all, where residents were unable to make their own choices, and where residents were unable to receive care on demand (e.g., a resident was aware they needed to use the bathroom but had to wait too long for help). Family members also highlighted residents' right to be independent and to die in privacy. Family members used the words "warehousing", "written off", and "inhumane" to describe some residents' situations. In their comments, family members said they felt residents were not treated as valued human beings by staff due to their complex healthcare needs or their old age, and that this negatively affected residents' sense of self-worth.

In their comments, family members also spoke of lack of personal interaction between residents and staff. While family members said some staff avoided interacting with residents and did not engage residents in conversation aside from when they provided residents with help, others recognized staff were busy and often did not have time to spend with residents. They expressed concern that when peers or visitors were unavailable to talk to, residents were at risk of feeling isolated, lonely, and forgotten.

10.2.2 Overall suggestions for improvement to Kindness and Respect

Family members suggested staff at facilities could do the following to improve their interpersonal skills:

- Be compassionate, respectful, kind, understanding, and patient in all interactions
- When talking to residents, use positive and encouraging statements

- Acknowledge residents (e.g., by saying hello)
- Provide residents with information in a way that can be understood
- Spend time getting to know residents outside of providing care and services

10.3 Food

In the section to follow, a summary of family members’ comments relating to food quality and meal preparation is provided.

“The quality and variety of the food provided could be improved. Recognizing that there are a lot of restrictions, I still felt sorry for my [resident]. I never wanted to eat the food served. I rarely saw fresh fruit or vegetables being offered.”

10.3.1 Food

About 19 per cent of family members provided a comment relating to the topic of food. While some praised the quality of the food served at facilities, the majority expressed discontent with the quality, variety, temperature, portion size, appearance, and nutritional value of the food. Family members recognized that facilities must operate within the limitations of resource allocation, including staffing levels, budget, and facility design. As well, they conveyed appreciation for the challenge facilities faced feeding a large number of residents who often had complex nutrition and dietary needs. Although family members acknowledged these challenges, they expressed that there was room for improvement in the overall quality of food served.

Family members identified food preparation as one factor that contributed to food quality. In particular, they said facilities did not always employ staff that had culinary skill and education, which negatively affected food quality, appeal, and taste. Relatedly, they said sometimes facilities did not employ a cook and food was pre-packaged and pre-made instead. When this occurred, they said the quality of food was poor and high in sodium and preservatives.

In addition to food quality, family members said the food provided to residents was not always nutritious and did not suit residents’ dietary needs. Family members noted instances where residents were served foods that did not promote good health and wellness, such as deep-fried foods. Also, they said residents who had dietary restrictions due to medical conditions (e.g., diabetic or gluten-free), religious observance, or had difficulty chewing and swallowing (e.g., for those residents wearing dentures) were not always provided with appropriate foods. As a result, family members expressed concern that residents gained weight, lost weight, and were at risk of choking or aspirating.

Variety and choice of food options was another concern family members addressed in their comments. In particular, they said residents were not always provided with a variety of foods or foods that they preferred. They expressed that food was sometimes the only thing residents had to look forward to in a day, and that resident preferences were not always considered in meal planning. Although family members recognized that facilities sometimes operated meals on a rotated menu schedule, they said they felt this menu could change from time to time, and residents could be offered a minimum of two meal choices. These family members recognized the challenges associated with, for example, providing residents on puree diets with options but stressed the importance of providing different, appealing, and tasty foods to stimulate residents’ appetites. In addition, they appreciated efforts to ensure residents received healthy and nutritious foods, but also cautioned against fully denying residents the unhealthy foods they loved and looked forward to, such as bacon.

Lastly, family members said meal services were not always well planned. In particular, they said that sometimes meals were served too early or were spaced too far apart. They commented that residents who could eat on their own were not always provided with their meals first, leaving their food to go cold before they received it. In addition, they said residents were not always given regular snacks and beverages between meals. When residents were not provided with beverages frequently, they expressed concern this could lead to dehydration.

It is important to note that family member comments provide one perspective concerning food quality and do not reflect compliance or non-compliance with standards. Currently, long term care facilities must assess each resident for nutrition and hydration needs,³⁷ ensure residents' dietary and nutritional requirements³⁸ are fulfilled, and ensure that the menu provided for residents offers variety, provides residents with a choice, and where possible, recognizes residents' food preferences, religious practices, and cultural customs.³⁹

10.3.2 Overall suggestions for improvement to Food

Below are family members' suggestions to improve food quality and food services.

- Improve the quality, taste, appearance, and variety of the food provided
- Ensure meals are served on time and served at the appropriate temperature
- Have an experienced cook on staff to prepare and serve food daily at facilities
- Ensure residents are regularly assessed by a dietitian and that their nutrition needs are fulfilled
- Seek feedback from residents, or observe what residents are or are not eating to determine preferences
- Provide residents with snacks and beverages between meals

10.4 Providing Information and Encouraging Family Involvement

A summary of family members' comments relating to the flow of information between staff and between staff and family members, and the extent to which facilities involved family in resident care is presented below. These comments illustrate the challenges and successes family members experienced participating in resident care.

10.4.1 Involving family in resident care

The degree to which family members were involved in residents' care was the focus of approximately 26 per cent of family member comments. Involvement included being informed, and helping to make decisions about, residents' care. While some family members talked about being

"Communication needs to be maintained between caregivers and families. If there are changes in the status of my family member's care level I need to be notified. My involvement in the decision-making process is imperative in the care of my family member."

³⁷ Continuing Care Health Service Standards, standard 1.17: Therapeutic nutrition and hydration. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

³⁸ Long-Term Care Accommodation Standards and Checklist, standard 13: Nutritional requirements. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

³⁹ Long-Term Care Accommodation Standards and Checklist, standard 14: Menu requirements. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

involved in residents' care and expressed appreciation for regular updates from staff, others said they experienced barriers to their involvement.

It is important to consider that individuals who were legally entitled to receive certain information about residents varied, and this was not solicited or asked about in the survey. Long term care facilities protect residents' privacy and personal information by complying with Alberta privacy laws and have policies and procedures regarding the collection, use, and disclosure of residents' personal information.⁴⁰ Consequently, unless appointed this right by law (e.g., power of attorney or guardian), family members might not have been legally entitled to residents' personal and financial information. Family members did, however, have access to information about the facility, including maintenance and cleaning schedules, cost of services and accommodations, and information regarding how to file a complaint or concern.⁴¹ As well, family members had access to general information respecting relevant community, municipal, provincial, and federal programs.⁴²

Family members might have also been granted permission by residents, or had a legal right to attend an annual care conference on behalf of residents.⁴³ They appreciated the opportunity to participate in a care conference as this allowed them to learn about residents' progress, health status, care plan, and dietary needs, and to share opinions, suggestions, and concerns about resident care. Although some family members said they participated in a care conference, others said scheduling was inflexible, which prevented them from attending, or they were not invited to attend a care conference altogether. In addition, they said members of residents' care teams were not always present and expressed concern that important information was missing when determining if changes should be made to the care plan or medication.

Family members conveyed that regardless of whether or not they were invited to a care conference, they were not kept informed about residents' overall health and well-being as often as they would have liked. These family members expressed interest in receiving regular reports, such as monthly or quarterly (e.g., by phone or email). In addition, they said they were not provided with follow-up information, including, for example, medical test results.

As well, family members said they were not always informed about incidents and events concerning residents or about residents' immediate needs. For example, family members reflected on times when they were not informed that residents had become ill, had experienced a fall and been injured in the facility, and had medications changed. On these occasions, family members reflected that they were unable to participate in decision-making and to advocate on behalf of residents.

Similarly, family members said although they had personal knowledge about residents and a history of involvement in their care, staff did not always consult with them before making decisions or listen to what they had to say. Some family members said they felt if staff had consulted them, they could have provided information that, from their perspective, may have prevented medical and medication errors,

⁴⁰ Long-Term Care Accommodation Standards and Checklist, standard 27: Privacy and personal information. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

⁴¹ Long-Term Care Accommodation Standards and Checklist, standard 23: Information respecting the long-term care accommodation. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

⁴² Long-Term Care Accommodation Standards and Checklist, standard 22: General information. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

⁴³ Continuing Care Health Service Standards, standard 1.9: Client/family involvement in care planning. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

or improved how staff handled residents with difficult behaviours. In addition, family members said requests they made were not always followed through or were ignored. For example, several said they did their resident's laundry; however, staff sometimes ignored this.

Family members also said they were not always informed about changes within the facility, or kept up-to-date about changes. For example, one family member said management made changes to how the facility was staffed without consulting with family members. Likewise, they talked about instances where they were not informed about changes to facility and service charges.

Family members expressed that their involvement and inclusion in residents' care was in part determined by the degree to which staff were available. While some said staff were always available, others said it was difficult to locate staff at facilities or contact them. Family members talked about experiencing administrative challenges when messages left for staff were not delivered or answered in a timely manner. As well, they said they were not always provided with staff contact information and did not know whom to contact when seeking information. They also described circumstances where they were not allowed direct contact with a staff member due to facility policy. For example, physicians would not always accept phone calls from family members but would from nurses at the facility. They expressed concern for the accuracy and timeliness of information provided as a result.

In addition, family members perceived their involvement and inclusion to be determined by the degree to which staff communicated with each other. Family members said they did not think staff communicated changes to residents' health or care plans, medications, or episodic events concerning residents to other staff, either at shift change or through charting. Alternatively, they expressed concern that staff did not always take the time to become informed about the residents in their care at the start of their shift. As a result of communication breakdowns, staff were not kept informed of residents' needs and this contributed to errors or delays in resident care. In addition, they said it resulted in inconsistent information. Some said they sought ways to improve this, such as by providing a whiteboard for staff to leave messages on in resident rooms.

10.4.2 Expressing complaints and concerns

Family members reported mixed experiences with resolving complaints and concerns in about 11 per cent of comments. Specifically, family members said staff's receptiveness to receiving complaints determined if family members felt comfortable voicing a complaint or concern. In addition, whether staff were empowered to make changes determined whether or not a complaint or concern would be resolved. At times, family members said they had to be persistent to ensure complaints and concerns were addressed.

"A policy and procedure manual for handling complaints would be helpful indicating whom to contact for which type of complaint, a procedure such as writing it first, then a phone call, and so on. Also, a timeframe for addressing a particular issue should be applied."

The majority of family members said they experienced challenges resolving complaints and concerns and felt some staff were resentful, defensive, close-minded, focused on blaming rather than problem-solving, and unwilling to make changes or be held accountable to making changes. Family members conveyed feeling helpless and unheard, and lacked trust and confidence in staff and management when complaints remained unresolved. Some said this stopped them from voicing other complaints. Others said that concerns were only temporarily addressed. Still others expressed that while they brought

complaints and concerns forward, it was unclear whether staff were made aware or that any effort was being made towards resolution.

Family members also shared that they sometimes felt their resident's facility did not offer a safe environment in which complaints and concerns could be brought forward. They said they did not think they could safely voice a complaint without repercussions for residents or themselves. For example, several family members reflected on being blocked from sending emails or talking to particular staff members at the facility. Similarly, family members said residents asked them not to make a complaint because they feared retaliation from staff, such as denial or delay of care. Relatedly, they said they felt staff were reluctant to bring concerns forward because management was unwilling to listen and staff would be penalized for doing so. Some said they worried that this type of environment prevented serious allegations from being reported and might place residents and staff at risk of intentional and unintentional harm.

It is important to note that based on family members' comments alone, it is not possible to determine facility compliance or non-compliance with provincial standards without further review. Currently, Alberta standards^{44, 45} require long term care facilities have a concerns resolution process implemented to provide a fair review of concerns and complaints.

10.4.3 Overall suggestions for improvement to Providing Information and Encouraging Family Involvement

Family members made the following recommendations for improvement relating to the topics providing information and encouraging family involvement in long term care facilities.

Involving family in resident care

- Provide regular and timely information to family members; inform family about incidents concerning the resident immediately after they occur
- Increase family involvement in resident care; include family in decision-making concerning the resident and acknowledge family input before making changes to the resident's care plan
- Utilize technology such as email and teleconferencing to improve timely delivery of information
- Provide family members with updated staff contact information; when it is not possible to speak with staff in person or by phone, ensure a response within 24 hours
- Ensure efficient flow of information between staff (e.g., by recording incoming information, reviewing resident charts at shift change, and holding staff meetings)

Expressing complaints and concerns

- Ensure staff and management are receptive to complaints and concerns
- Provide follow up to family explaining how staff planned to resolve a complaint or concern
- Resolve complaints and concerns in a timely manner and seek permanent resolutions

⁴⁴ Continuing Care Health Service Standards, standard 1.5: Client concerns. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

⁴⁵ Long-Term Care Accommodation Standards and Checklist, standard 24: Concerns and complaints. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

- Support a whistleblower policy
- Provide a comments box to express good things about the staff

10.5 Meeting Basic Needs

This section provides a summary of family member comments about residents’ ability to receive help and supervision with basic needs, hygiene and grooming, healthcare needs, and also topics concerning the work family members do to assist residents. These comments provide insight into what residents’ basic daily needs are and whether or not these needs are being addressed.

10.5.1 Help and supervision with basic needs

About 30 per cent of family members talked about residents’ ability to receive timely help with basic needs, including toileting, transferring, rotating, portering, repositioning in wheelchairs, drinking fluids, and feeding. While some expressed appreciation for staff who responded quickly to residents’ requests for help, the majority said residents experienced long wait times, were unable to receive help on demand, or were unable to receive help at all. Further, they said residents were not regularly monitored or supervised to prevent falls, injury, or inappropriate behaviour, or to observe changes to health when residents were ill. Overall, family members said they felt response times could be improved.

“The nurses and aides have always been ready to offer help when needed, however, through no fault of their own, there have been times when my [resident] has had to wait because there were four or five other residents needing help at the same time. Over the years, I’ve noticed that there have been staffing cutbacks and it is hard for the remaining staff to cope with basic needs, much less have time for extras like visiting with the residents and taking time to develop deep and meaningful relationships.”

Family members said they felt these occurrences were a result of low staffing levels, inappropriate staff scheduling (e.g., scheduling breaks during resident high-needs times), inability to locate or alert staff to needs (e.g., when resident call bells were not functioning properly or were out of reach), complex care needs of residents, and facility policies. Family members recognized staff were limited in what they were able to do for residents given the number of staff available, and that staff were doing their best to fulfill resident care needs. Staff were described as “run off their feet”, and “skating” through facilities to accomplish tasks. Overall, they said they felt this situation was unreasonable for both residents and staff.

When residents experienced long wait times, or help was not provided, family members said they felt residents were negatively impacted. In particular, they noted:

- Residents’ dignity was compromised (such as when residents were told to be incontinent because there were not enough staff available to toilet on demand)
- Residents were more likely to attempt to take care of their needs on their own, which placed them at risk of falling and injuring themselves
- Health complications were a risk such as development of urinary tract infections and skin rashes due to incontinence, pressure sores when residents were not rotated frequently enough, or weight loss when residents were not assisted with eating
- Residents were uncomfortable asking for help to avoid burdening staff

- Assistance in the case of a medical emergency was not timely
- Resident autonomy was compromised such as when residents were capable of making their own choices but were mobility impaired and had to wait for staff assistance that might or might not be available
- Residents felt unsafe and ignored
- Behavioural challenges as residents became frustrated or aggravated waiting for care

In addition to discussing delays to care or care that was not provided, family members commented on the speed of basic care delivery. Specifically, they said that due to understaffing or short staffing, staff sometimes provided care too quickly, resulting in increased risk of injury to residents and staff. For example, some said they observed staff feeding residents too quickly, which placed residents at risk of choking. Similarly, some said they witnessed staff injure themselves when they rushed transferring residents from bed to wheelchair. Family members expressed concern that when staff had to rush to fulfill residents’ basic care needs, a culture of task-completion took over as opposed to providing personal, safe, and quality care.

10.5.2 Healthcare needs

Healthcare services provided to residents were the focus of about 21 per cent of family members’ comments. Family members complimented the quality of care⁴⁶ provided to residents and praised healthcare staff who contributed to improvements in residents’ health and well-being. Others suggested the quality and number of healthcare services offered to residents could be improved.

“Doctor’s visits are rare and really (never) occur unless a relative goes to the doctor and expresses his/her concerns, then maybe the physician will drop in to see the resident. Although a nurse practitioner is a good replacement, I truly believe a physician should make standard rounds at least once a month to review [residents] overall care and medications.”

In particular, family members said residents did not have enough access to therapeutic services such as physiotherapy and occupational therapy. They said they felt residents were placed in wheelchairs too quickly and were not provided with therapeutic services to maintain mobility. As a result, they said residents were at increased risk of becoming immobile, losing independence, and experiencing falls.

Family members also said health services were at times limited, including mental health services, grief counselling, dentistry, hearing, and vision services. To ensure residents had access to these services, family members booked appointments and transportation, and accompanied residents to these appointments. They also talked about challenges with doing so because staff did not always provide assistance to prepare residents for transportation, and residents sometimes missed these appointments. An additional challenge occurred when residents were immobile and could not be easily transported. Family members said in these cases, they hired private services for in-house visits, but it could be difficult to locate an accredited service willing to make facility visits.

In addition, family members talked about experiencing difficulties with accessing physician services at the facility. Some said that their resident had yet to have an in-person physician visit because the physician preferred to assess and diagnose residents by phone. Others said physician visits were

⁴⁶ Approximately 23 per cent of family members commented about the topic quality of care.

unpredictable and often rushed. Overall, family members said they did not think physicians were available often enough to monitor, assess, and manage residents' health. As a result, they spoke of delays in resolving residents' health concerns and risk of medical errors being made because physicians were not familiar with resident care.

Similarly, family members said residents experienced delays or errors in assessment, treatment, and monitoring because they felt staff were not always knowledgeable, skilled, or experienced enough to address residents' healthcare needs or implement residents' care plans. According to family members, this resulted in inconsistent care. In particular, they said some staff were not able to distinguish when residents were in medical distress or when a health concern was minor. In addition, they said staff did not always recognize when it was appropriate to send residents to hospital or when it was acceptable to treat residents in-house. Family members also spoke about instances where skilled and experienced staff was not allowed to assist residents with care needs even though they were capable of doing so. For example, one family member commented that a registered nurse might be required to seek a physician's opinion before administering intravenous antibiotics, which could delay treatment.

As well as discussing the above healthcare services, family members offered comments about medication distribution. Specifically, they said staff did not always deliver residents' medications on time or provide residents with prescribed medications. In addition, they said staff did not always monitor residents to ensure they received the correct medication and safely took their prescribed medication. Family members expressed concern that when residents did not receive and take prescribed medication properly, residents' health could not be properly managed.

Finally, family members talked about maintenance of residents' health equipment such as hearing aids, eye-glasses, oxygen tanks, and catheters. In particular, they expressed concern that health equipment was not always functioning properly and staff were not always knowledgeable about how to use these items. In addition, they said staff did not always ensure residents had daily use of these items. Family members also said they experienced challenges when trying to obtain health equipment, and said facilities did not always support them in this effort.

Regardless of whether or not family member comments reflect compliance or non-compliance, several standards regarding healthcare services are enforced at long term care facilities. Specifically, facilities are required to assess and provide residents with therapeutic services provided or funded by the regional health authority, and assist with, but not provide access to, therapeutic services and health services not provided or funded by the regional health authority's continuing care health services program or health services.^{47, 48} As well, clients are to have access to medically required physician services, including referral as required to specialist services.⁴⁹ In addition, long term care facilities are required to ensure policies and processes are in place to ensure safe medication management, including an annual review of medications prescribed to determine appropriateness of medication, ensuring

⁴⁷ Continuing Care Health Service Standards, standard 1.18: Therapeutic services. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

⁴⁸ Continuing Care Health Service Standards, standard 1.19: Oral health, dental, podiatry, hearing and vision services. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

⁴⁹ Continuing Care Health Service Standards, standard 1.15: Physician services. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

transcribing and distribution of medications is timely and appropriate.⁵⁰ Lastly, based on assessed health service needs, residents are to be supported in accessing medically necessary health service equipment and medical-surgical supplies. When not provided as part of the regional health authority's continuing care health services program, the resident should be assisted in accessing them.⁵¹

10.5.3 Resident hygiene and grooming

Resident hygiene and grooming accounted for approximately 16 per cent of family members' comments. Family members were appreciative of efforts staff made to ensure residents were well groomed. Others said they thought residents' hygiene and grooming could be improved.

"Residents need more than one bath a week for basic human dignity, but particularly in the event of a wound or sore, and especially for those who are incontinent."

In particular, family members said they did not think residents were bathed frequently enough. Although further review would be required to determine compliance or non-compliance with this standard, in Alberta, it is mandated that residents receive a minimum of two baths per week, according to resident preferences (e.g., bath, shower, bed bath).⁵² If residents require more than two baths per week, for example, if they are incontinent, residents are entitled to this service. Family members stated that residents were not bathed as often as this standard mandated. Specifically, they said residents frequently only received one bath per week. They also expressed concern that when residents were not bathed frequently enough, resident dignity was compromised, and residents were at risk of infections like urinary tract infections. Alternatively, some stated their resident had fragile skin, and did not think their resident should be bathed as frequently just to meet the standard. Overall, while family members referenced this bathing standard, they recognized that with the limited number of staff available, and with no additional funding, this standard is difficult to meet.

Family members reported that other hygiene and grooming practices, such as shaving, hair brushing, cleaning face, hands, and clothing of crumbs and stains, and oral care (for teeth and dentures) were not always provided to residents. As well, they said residents' clothing was not always changed daily or when dirty, and sometimes staff did not take the time to ensure clothing matched. Personal care services considered important to family members, such as hairstyling, makeup application, and manicures, were not provided. Also, family members conveyed cleaning of health equipment such as wheelchairs and eye-glasses was not done frequently enough.

In general, family members reported that grooming was an essential part of residents' personal and medical care (e.g., foot and nail care for diabetics). While they acknowledged that these tasks could be time consuming, they conveyed these services were important to resident dignity and self-esteem. It is

⁵⁰ Continuing Care Health Service Standards, standard 1.16: Medication management. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

⁵¹ Continuing Care Health Service Standards, standard 1.20: Specialized health service equipment and medical-surgical supplies. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

⁵² Continuing Care Health Service Standards, standard 1.21(b): Operational processes. More information can be found here: <http://www.health.alberta.ca/documents/Continuing-Care-Standards-2008.pdf>

important to note that long term care facilities might provide personal services like manicures, hairdressing and barbering, but it is not a requirement.⁵³

10.5.4 The work family members do for residents

In approximately 15 per cent of their comments, family members talked about experiences with assisting residents at long term care facilities. They said they helped residents because they wanted to and because they enjoyed doing things for residents. Others said they believed it was their role and responsibility as a family member and/or legal guardian to do things for, and advocate on behalf of, residents. Still others said they helped residents to fill gaps they perceived in care. In general, family members talked about helping residents in a number of ways, a sample of which is included below:

“We feel very strongly that any resident must have a concerned advocate or close family member to ensure their needs are attended to.”

- Assisting residents with basic needs such as feeding, toileting, bathing, and drinking water
- Cleaning residents’ rooms and common areas and performing building maintenance
- Taking residents out for appointments or arranging for transportation
- Doing residents’ laundry
- Following up on resident care; ensuring residents received the care they needed (e.g., checking that they received their medications and dietary plans were followed)
- Monitoring, assessing, and reporting on residents’ health (e.g., checking for infection, bruises, medication side effects, weight change, and overall progress)
- Maintaining resident hygiene and grooming
- Educating staff how to care for residents’ unique needs
- Getting resident supplies, clothing, and medical equipment (e.g., wheelchair cushions and eye-glasses)
- Paying for additional assistance (e.g., a private companion or physiotherapy services) for residents because there were not enough staff available
- Finding alternative solutions when problems arose, such as researching bandages that were more cost effective

Overall, family members conveyed that they performed multiple roles and responsibilities in resident care, including advocate, educator, decision-maker, caregiver, handyperson, emotional and physical supporter, and loved one. In general, family members expressed their willingness to step in to ensure resident needs were met. They were also aware that they would likely contribute to resident care in the future and were willing to continue to do so.

⁵³ Long-Term Care Accommodation Standards and Checklist, standard 9: Personal choice services. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

10.5.5 Overall suggestions for improvement to Meeting Basic Needs

Family members provided suggestions for improvement to providing help with basic needs in long term care facilities, which are described below.

Help and supervision

- Provide timely help
- Staff should be visible and available and should supervise residents
- When staff cannot assist residents immediately, acknowledge residents' requests and reassure them that help is coming
- Routinely check in on residents to see if they are okay and proactively provide help with daily needs
- Ensure call bells are within reach and residents know how to operate them

Healthcare needs

- Accommodate in-house healthcare services as much as possible, such as a mobile dentist office and blood testing
- Provide healthcare services in private to ensure resident confidentiality
- Ensure physicians are available to make regular and unscheduled in-house visits; physicians should talk face-to-face with residents about their health concerns
- Ensure health professionals are knowledgeable and skilled in assessing and treating residents' health concerns and are available at all times
- Provide checklists to ensure the same procedures are followed and care is consistent
- Enforce the standard that medications are to be delivered on time, and monitor residents to ensure residents take the correct medication and dosage; if possible, review and reduce the number of medications residents are taking
- Ensure residents always have use of working health equipment

Hygiene

- Ensure the bathing standard is enforced and that residents are provided with their preferred bath (e.g., tub bath, shower, or bed bath) a minimum of two times per week
- Provide residents with daily personal care and services like combing their hair, brushing their teeth, cleaning their faces after eating, hairstyling, and nail and foot care
- Enforce proper hand sanitation procedures to reduce risk of infection

10.6 Safety and Security

The Safety and Security theme was analyzed separately and kept independent of the four Dimensions of Care, Food, and Other themes because of its importance. A summary of family member comments relating to the topic of safety and security at facilities is provided below.

10.6.1 Safety and security

Approximately 13 per cent of family members commented on topics related to the theme Safety and Security, with the majority of these comments reflecting general concerns about the security of the facility as opposed to harm to residents. This suggests overall that issues of safety and security were not of concern to the majority of family members.

“It would help if staff were more vigilant about keeping an eye on disruptive patients who require more supervision due to their wandering and aggression towards other residents. The people who live in these environments should feel safer in their ‘homes’ (rooms).”

Family members commented on the degree to which they felt facilities were secure and residents were safe. While several complimented facilities’ efforts to ensure resident safety, others expressed concern for the level of safety and security offered. In particular, they said they felt that if residents were not monitored or supervised by staff, conflict between residents could occur. For example, one family member described a situation involving their resident where another resident wandered into the resident’s room uninvited, resulting in a physical altercation. In these types of circumstances, family members expressed concern for residents’ safety, especially if a resident became agitated or aggressive. In addition, they expressed concern for the security of residents’ personal items from theft.

Fire evacuation was another concern expressed by family members. Family members said it was not always clear to them whether or not facilities had an evacuation procedure in place in the event of an emergency. These family members noted that the majority of residents were immobile or required assistance with moving around, and there were not enough staff to assist residents. In addition, elevators did not always function properly, were slow, and there were not enough elevators to accommodate the number of residents at a facility.

Family members commented about situations where they felt residents experienced physical harm, neglect, or emotional harm. These comments were few in number and do not reflect the experience of the majority of residents. Some said they thought staff withheld prescribed medications, did not properly manage resident pain, or inappropriately used medication to resolve behavioural difficulties or ensure resident compliance. As well, a few noted instances where they felt staff did not adequately monitor or supervise residents to prevent residents from falling, and as a result, residents had broken or fractured bones, bruising, and sores. Some conveyed that sometimes it took a long time before staff realized residents had fallen and required help. In addition, some family members said they were not always satisfied with the explanation provided for why a resident was injured.

A few family members expressed concern that not enough proactive measures were taken to reduce risk of harm to residents. For example, family members said they did not think staff was always trained to operate equipment (e.g., lifts) safely to prevent resident injury. Another example one family member gave was that permanent solutions to prevent resident falls were not provided, such as installing bed rails rather than providing floor mats to break resident falls. Relatedly, they said facility efforts to prevent harm and injury to residents could at times be counterproductive for some residents, and

increase risk of harm. For example, they suggested when residents were at risk of falling, residents were not allowed to be restrained in their wheelchair.

Family members also expressed concern that adequate security measures were not in place to ensure visitors and residents were accounted for. In particular, they said security personnel were not always available to sign visitors in and out, or to ensure residents did not wander from the facility or leave with someone other than a trusted person known to family members. Several family members also reported that residents' personal and medical information was not secure. Whether or not these comments are reflective of facilities' compliance or non-compliance with standards would require further review. Regardless, facilities are required to promote the safety and security of residents, including processes that account for all residents on a daily basis, and ensure that monitoring mechanisms or personnel are in place on a round-the-clock basis.⁵⁴ In addition, facility operators are required to create and maintain policies and procedures related to the safety and security of residents, and ensure employees are aware of, have access to, and follow these policies and procedures.⁵⁵

10.6.2 Overall suggestions for improvement to Safety and Security

In summary, family members' comments relating to the topic of safety and security mostly addressed the degree to which family members said they felt facilities provided a safe and secure environment for residents. Family members offered the following recommendations to continue to improve resident safety and security at facilities:

- Secure wandering residents in locked units if their behaviours become a risk to other residents or to themselves
- Monitor and separate residents who do not get along with each other
- If residents fall or are injured, ensure they are assessed and injuries are treated immediately
- Ensure the front desk is staffed at all times to monitor visitors and prevent wanderers from exiting the facility
- Develop a fire evacuation plan and/or communicate this plan to residents, family, and staff
- Be proactive and take action to prevent resident injuries and harm, such as by increased monitoring of residents at risk of falling

⁵⁴ Long-Term Care Accommodation Standards and Checklist, standard 18: Resident safety and security. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

⁵⁵ Long-Term Care Accommodation Standards and Checklist, standard 28: Policies respecting safety and security. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

10.7 Other

Family members provided comments that could not always be classified in one of the four Dimensions of Care, Food, or the Safety and Security theme. As a result, the 'Other' category addresses these additional themes in the summaries provided below.

10.7.1 Activities

About 14 per cent of family members provided a comment about the level of activity residents were involved in at facilities. Family members complimented staff's efforts to engage residents in well-organized activities that were interesting and stimulating. They also expressed appreciation for regularly scheduled activities and took note of the positive impact activities had on residents' mental and physical well-being.

"The only thing that would make this better is if there were more activities for the residents to be involved in (and encourage them to go). Maybe more day excursions out of the building. Maybe encourage residents to visit with one another."

While many family members conveyed their satisfaction with the activities provided, others said they did not think residents were as involved in activities as they could be. In particular, they commented that there were not enough activities or enough variety of activities provided. Further, the type of activities offered did not cater to residents' diverse cognitive and physical capabilities, gender, or age. In addition, family members said they did not feel staff always made an effort to ensure all residents were engaged in activities. For example, when residents did not enjoy group activities, efforts to provide one-on-one activity were not always made. Family members reflected that this might be a result of low staffing levels, a lack of dedicated recreation staff, lack of funding for activities, and the challenges associated with transporting immobile residents around the facility.

When residents were not as active as family members said they felt residents should be, they expressed concern that residents were isolated, had no sense of purpose, were bored, or were not physically and mentally stimulated, which contributed to health deterioration. According to family members, this was especially the case for residents who were physically as opposed to cognitively impaired, and lived on a floor of a facility where there was no one like-minded to communicate with.

It is important to note that long term care facilities are not required to provide activities to residents. However, where an operator provides social or leisure activities, long term care facilities shall provide activities that address the needs and preferences of residents.⁵⁶

⁵⁶ Long-Term Care Accommodation Standards and Checklist, standard 12: Social or leisure activities. More information can be found here: <http://www.health.alberta.ca/documents/CC-Long-Term-Care-Standards-2010.pdf>

10.7.2 Funding

Funding was the focus of approximately 12 per cent of family member comments. Family members expressed appreciation for long term care services in Alberta,⁵⁷ and said they felt residents received great value for their dollar. Others said they felt the amount of funding provided to facilities, and the cost associated with long term care accommodation fees could be improved.

Family members talked about the importance of receiving quality care at a reasonable cost. In particular, they said they did not feel residents always received value for the price they paid each month. In addition, they noted that when facility funding⁵⁸ was reduced, resident care was negatively affected as a result (e.g., reduced number of trained and qualified staff to provide residents with timely and quality care). Family members also said cost of accommodation fees can be unaffordable, and was sometimes the reason residents remained in a semi-private as opposed to private room, even when private rooms were preferable.

"I am concerned that due to the budget restraints the level of training and experience has diminished as more healthcare aides are hired to replace more trained staff such as LPNs. I know this has been an effective way to maintain a good staff/resident ratio with diminished financial resources, and that ratio is extremely important considering the level of physical care required, but I do feel highly trained staff, and experienced staff may be able to deal better with the care of the residents."

In addition to expected facility costs, family members spoke of incurring additional expenses. Specifically, family members talked about paying for companion services, nail care, hair care, and transportation because these services were not included in accommodation fees. They also reported paying for parking at facilities when visiting with residents, because facilities did not always provide public parking. To save money, family members said they performed tasks such as laundry or accompanied residents to medical appointments. However, they said at times these expenses were unavoidable and could add up. Overall, they expressed concern for rate increases and loss of funding.

Family members perceived a direct link between government funding of long term care in Alberta, and the quality of care residents received. Specifically, they said they felt that when government funding was cut or when there was not enough funding provided to long term care facilities, the quality of resident care was negatively impacted, including:

- Reduction in the number of staff available, which delayed or prevented residents from receiving timely help
- Reduction of the number of services provided, including number of baths per week, activities, and therapeutic services
- The number of trained and experienced staff decreased as less knowledgeable staff were hired to maintain staff-to-resident ratios in line with diminished financial resources
- Increased staff turnover due to low job satisfaction because staff were expected to take on more roles and duties, and were not paid well for their efforts
- Lowered resident quality of life

⁵⁷ About 16 per cent of family members provided a comment related to the general quality of facilities in Alberta.

⁵⁸ Family members used the term 'facility funding' without always referencing funding sources such as AHS or Alberta Health.

Several family members said they did not think long term care required more funding, but better allocation of funding. In particular, they pointed out examples of wasteful spending such as building new facilities instead of repairing and maintaining existing facilities, contracting out food services instead of making use of fully functioning kitchens on site, or spending money on management rather than frontline staff. Still others said they would be willing to spend more money out of pocket if staff-to-resident ratios could be higher, more in-house services were offered, and quality of care could be improved.

Currently, Patient/Care-Based Funding (PCBF) is the primary tool used by AHS to optimize the allocation of available funds to serve population health needs.⁵⁹ It is important to note that PCBF only determines the allocation of funds and not the total amount spent on continuing care in Alberta. PCBF allocates funding based on care provided to residents as opposed to funding a specific type of bed. Accommodation costs (e.g., cost of rooms, meals, and housekeeping) are borne by residents and their families.

10.7.3 Care transitions and room and facility choice

Approximately eight per cent of family members commented about residents' experience with transitioning into long term care. Family members commended staff for their efforts to ensure this transition went smoothly. When staff provided an admission orientation, were available for questions, and were kind and understanding, family members said they felt transition experiences were positive. They also expressed appreciation for residents' ability to age in place (e.g., moving residents to the palliative wing of a facility instead of to hospital). However, others said they did not think resident transition went smoothly.

"When [the resident] arrived at the nursing home it was very disorganized at check-in, which did not ease the transition. I would suggest assigning someone to specifically meet the family at check-in and orientation. Have staff available to introduce themselves and explain their roles as it pertains to the patient's care."

In particular, family members said they felt care transitions were disrupted when there was a lack of communication with family and residents. Specifically, some said they were not always informed that residents had been accepted to a facility until residents were being moved. As well, they said staff were not always knowledgeable about, or prepared to handle resident care needs when residents moved in.

Family members also expressed disappointment with the 100-kilometre first-available-bed policy, because residents were not always placed in their facility of choice. It is important to note that recently, AHS eliminated this policy. In its place, AHS will ensure a reasonable effort is made to balance choices of individual residents and/or alternate decision-makers related to appropriate designated living options, with the responsibility to use health system resources fairly and efficiently.⁶⁰ In their comments, family members conveyed that a facility of choice had the following qualities: offered a private room or at minimum, a semi-private room with well-matched roommates; was located geographically close to family; provided good quality care; and was equipped to care for residents with complex care needs. When residents were not placed in a facility of choice, they said they were unable to visit as often as they

⁵⁹ Patient/Care-Based Funding – Long-Term Care User Summary. More information can be found here: <http://www.albertahealthservices.ca/Seniors/if-sen-patient-care-based-funding-long-term-care-user-summary.pdf>

⁶⁰ Alberta Health Services, Access to a Designated Living Option in Continuing Care. More information can be found here: <https://extranet.ahsnet.ca/teams/policydocuments/1/clp-access-designated-living-option-continuing-care-hcs-117-policy.pdf>

would have liked. As well, they expressed concern that residents’ care needs were unfulfilled because they were not placed appropriately. It is notable that several family members said they were pleasantly surprised by the quality of staff and care at a facility and chose not to move their resident after placement when the resident had not been placed in their facility of choice. When family members were dissatisfied, they spoke of engaging in processes to move residents elsewhere.

An additional factor family members described as having an impact on the resident transition experience was the resident population at a facility. Family members said they did not think enough thought was given to how residents were matched with roommates or where they were placed within the facility. Specifically, they said residents were not matched to peers with similar cognitive and physical ability, or by age. Family members expressed concern that this reduced residents’ opportunity to engage in activities and conversation with peers, and said they felt residents were lonely as a result.

10.7.4 Overall suggestions for improvement to Other themes

To summarize, family members provided the following recommendations for improvement to activities, funding, and care transitions and room and facility choice.

Activities

- Employ a full-time recreational director to guide the development of activities and lead these activities; when developing activities, staff should keep in mind the resident population, including age, gender, and resident capabilities
- Increase the number and type of activities offered to encourage resident involvement; a sample of family members’ suggestions included:
 - Cooking classes and baking
 - Socials with other residents
 - Live entertainment (e.g., music)
 - Movies
 - Outings
 - Church services
 - Singing
 - Outdoor activities (e.g., walks and gardening)
 - Exercise
 - Pet visits
 - Reading to residents
 - Board games, puzzles, and card games
 - Volunteering
 - Crafts, painting, and colouring
- Involve and engage all residents in activities; provide resources and services to be inclusive of all residents such as providing access to HandiBus so that immobile residents can participate in outings
- Provide residents with an activities schedule so they are informed and can participate

Funding

- Cost of facility accommodation fees should be affordable
- Provide and allocate funding to ensure there are enough frontline staff to assist residents
- Improve compensation to attract and retain exemplary staff

Care transitions and room and facility choice

- Place residents in their facility of choice when possible
- If available, provide residents with the option to live in a private room
- Facilities should be prepared to care for residents' needs upon admission; for residents with unusual or complex care needs, facilities should ensure they have the resources and staff necessary prior to move-in
- Provide residents and family with an orientation to introduce them to staff, and provide information about services available
- Thoughtfully match residents in semi-private rooms to ensure residents have similar cognitive and physical capabilities

10.8 Summary of Family Members' Top Suggestions for Improvement

The purpose of the open-ended question: *Do you have any suggestions of how care and services at this nursing home could be improved? If so, please explain*, was to explore family members' opinions about areas for improvement in long term care. The above summaries after each theme demonstrate that while family members offered compliments, the majority shared their concerns and made suggestions for improvement. **Figure 5** provides a summary of the top 10 family member suggestions for change and concerns in long term care in relation to all suggestions for change and concerns provided, by theme and by year. Across all survey cycles, the majority of family members recommended changes to staffing levels.

Figure 5: Top 10 concerns and/or recommendations for improvement by year⁶¹



⁶¹ The ordering of the top 10 is relative to the 2014-15 survey cycle. The top 10 concerns relative to all concerns and/or recommendations for improvement were similar but not always the same across all survey cycles. A blank space indicates that for that particular survey cycle, a theme was not a top 10 concern and/or suggestion for improvement. N values reflect the total number of thematic statements.

11.0 ADDITIONAL SURVEY QUESTIONS

The following questions were not included in the calculations of the Dimensions of Care. Nonetheless, they provide important information on the care and services provided by long term care facilities in the province. These questions assess the acceptability of the quality and cost of clinical care provided at nursing homes. The additional survey questions are:

- (Q25) In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?
- (Q30) In the last 6 months, how often is your family member cared for by the same team of staff?
- (Q32) In the last 6 months, how often was the noise level around your family member's room acceptable to you?
- (Q33) In the last 6 months, how often were you able to find places to talk to your family member in private?
- (Q35) In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?
- (Q39) At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?
- (Q41) How often were you satisfied with the way the nursing home staff handled these problems?⁶²
- (Q45) In the last 12 months, have you been part of a care conference, either in person or by phone?
- (Q46) Among those who did not participate in a care conference (Question 45), were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?
- (Q50) In the last 6 months, did you help with the care of your family member when you visited?
- (Q51) Do you feel that nursing home staff expects you to help with the care of your family member when you visit?
- (Q53) In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?
- (Q54) In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?
- (Q55) In the last 6 months, how often did you have concerns about your family member's medication?
- (Q57) In the last 6 months, how often were your concerns about your family member's medication resolved?⁶³

⁶² Q41 was asked to respondents who said YES to Q40 (In the last 6 months, did you talk to any nursing home staff about this concern?).

⁶³ Q57 was asked to respondents who said YES to Q56 (In the last 6 months, did you talk with any nursing home staff about these medication concerns?).

Table 24 and **Table 25** summarize the questions for each facility that participated in the survey. Facilities are grouped by zone to facilitate comparisons at the zone and provincial level. The results are sorted by Global Overall Care rating from highest to lowest. For ease of interpretation, responses were collapsed into two categories. Questions were divided among the two tables as follows:⁶⁴

- **Table 24:** Questions 25, 30, 32, 33, 35, 39, and 41
- **Table 25:** Questions 45, 46, 50, 51, 53, 54, 55, and 57

Table 26 and **Table 27**⁶⁵ summarize the historical analyses for the individual questions for each facility that participated in the survey. Facilities are grouped by zone to facilitate comparisons at the zone and provincial level. The results are sorted by Global Overall Care rating from highest to lowest. For ease of interpretation, responses were collapsed into two categories. Questions were divided among the two tables as follows:

- **Table 26:** Questions Q32, Q33, Q35, Q39, and Q41
- **Table 27:** Questions Q45, Q46, Q55, and Q57

⁶⁴ The four response options for questions 25, 30, 32, 33, 41, 54, 55, and 57 were *Always, Usually, Sometimes, Never*, which were subsequently collapsed into % *Always/Usually* and %*Sometimes/Never*. Response options for questions 35, 39, 46, 47, 51, and 52 were *Yes/No*. The response options for question 43 were *Yes, No, Don't know*, and *Not applicable*, which were subsequently collapsed into %*Yes* and %*No/Don't know/Not applicable*. The unreported response category can be determined by subtracting the reported result from 100. For details on all response options, see **Appendix VIII**.

⁶⁵ See Section 9.0 for interpretation details for **Table 26** and **Table 27**.

Table 24: Additional survey questions: Q25, Q30, Q32, Q33, Q35, Q39, Q41

Calgary Zone	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually
Oilfields General Hospital	18	100.0	17	88.2	18	100.0	17	100.0	18	100.0	19	73.7	3	66.7
Vulcan Community Health Centre	10	100.0	10	100.0	10	90.0	10	90.0	10	100.0	10	60.0	3	100.0
Didsbury District Health Services	29	96.6	28	96.4	29	96.6	28	96.4	28	92.9	30	86.7	4	50.0
Willow Creek Continuing Care Centre	57	98.2	56	87.5	59	96.6	60	95.0	58	98.3	59	84.7	6	50.0
Father Lacombe Care Centre	68	100.0	57	86.0	68	82.4	68	82.4	65	89.2	70	74.3	17	64.7
Carewest Signal Pointe	26	100.0	24	91.7	25	100.0	24	100.0	25	92.0	26	61.5	9	44.4
Bow View Manor	80	98.8	76	93.4	80	88.8	79	83.5	81	96.3	81	71.6	22	59.1
Extendicare Vulcan	26	96.2	24	83.3	26	100.0	26	92.3	26	96.2	27	77.8	6	33.3
Wing Kei Care Centre	77	93.5	77	79.2	78	92.3	77	92.2	77	90.9	76	76.3	15	66.7
Bethany Harvest Hills	45	97.8	44	84.1	45	95.6	44	100.0	43	95.3	44	72.7	11	72.7
Canmore General Hospital (Golden Eagle View)	12	100.0	11	90.9	12	100.0	12	83.3	12	83.3	12	75.0	3	100.0
Carewest Colonel Belcher	101	100.0	101	82.2	103	98.1	102	99.0	98	96.9	101	57.4	34	73.5
Newport Harbour Care Centre	77	97.4	76	88.2	78	91.0	77	96.1	77	96.1	76	56.6	28	53.6
Glamorgan Care Centre	15	100.0	14	100.0	15	73.3	14	85.7	15	86.7	15	73.3	2	100.0
Intercare at Millrise	29	100.0	27	96.3	29	75.9	29	86.2	29	89.7	30	70.0	8	87.5
Beverly Centre Glenmore	111	99.1	107	91.6	112	86.6	109	93.6	109	98.2	111	72.1	27	70.4
Mineral Springs Hospital	12	91.7	12	75.0	12	100.0	12	100.0	13	92.3	13	69.2	4	50.0
Intercare Chinook Care Centre	133	99.2	129	85.3	132	90.9	133	97.0	127	96.9	130	71.5	34	64.7
Intercare Southwood Care Centre	111	98.2	100	85.0	110	88.2	108	94.4	109	89.9	111	69.4	30	53.3
Carewest George Boyack	109	96.3	104	87.5	110	90.0	107	90.7	107	90.7	109	73.4	27	63.0

Calgary Zone	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually
Mayfair Care Centre	73	98.6	73	82.2	75	80.0	73	74.0	74	91.9	76	64.5	24	58.3
Bow Crest Care Centre	76	96.1	72	81.9	75	88.0	77	83.1	75	94.7	79	67.1	21	42.9
Intercare Brentwood Care Centre	146	95.9	139	75.5	146	82.9	143	91.6	143	94.4	141	55.3	60	56.7
High River General Hospital	32	100.0	28	53.6	31	90.3	32	81.3	31	93.5	30	63.3	10	40.0
Beverly Centre Lake Midnapore	156	98.1	153	85.6	158	91.1	157	96.2	158	95.6	158	60.8	55	76.4
Extendicare Hillcrest	56	96.4	55	87.3	55	85.5	55	85.5	55	96.4	56	67.9	16	68.8
Mount Royal Care Centre	48	97.9	45	91.1	46	97.8	48	85.4	46	91.3	47	72.3	11	72.7
Bethany Airdrie	50	96.0	47	61.7	48	95.8	48	89.6	49	93.9	50	52.0	23	56.5
Wentworth Manor/The Residence and the Court	55	98.2	53	71.7	53	96.2	55	94.5	53	84.9	53	66.0	15	60.0
Extendicare Cedars Villa	118	98.3	109	88.1	117	88.0	119	89.9	115	93.9	119	64.7	36	58.3
Carewest Royal Park	35	88.6	32	59.4	35	94.3	35	100.0	35	100.0	36	47.2	17	47.1
Carewest Sarcee	42	97.6	40	80.0	42	85.7	42	85.7	40	90.0	41	68.3	13	53.8
Bethany Calgary	229	94.8	217	71.9	228	91.7	227	91.6	226	93.4	227	59.9	81	49.4
Carewest Garrison Green	107	98.1	94	73.4	108	90.7	108	97.2	103	91.3	107	47.7	50	44.0
Clifton Manor (formerly Forest Grove Care Centre)	110	91.8	106	68.9	109	75.2	108	78.7	110	95.5	111	56.8	44	45.5
Carewest Dr. Vernon Fanning	78	94.9	76	76.3	79	87.3	78	92.3	76	97.4	82	59.8	26	50.0
Bethany Cochrane	52	94.2	52	51.9	54	74.1	52	88.5	53	94.3	55	49.1	25	52.0
McKenzie Towne Care Centre	90	93.3	85	84.7	90	94.4	89	89.9	90	97.8	90	48.9	42	61.9

Edmonton Zone	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually
Devon General Hospital	5	100.0	5	100.0	5	100.0	4	100.0	5	100.0	5	100.0	0	0
Sherwood Care	76	98.7	74	97.3	73	94.5	73	94.5	74	97.3	76	81.6	13	46.2
WestView Health Centre – Stony Plain Care Centre	27	100.0	25	88.0	26	96.2	26	96.2	27	100.0	26	76.9	5	60.0
CapitalCare Norwood	25	100.0	23	91.3	25	96.0	24	100.0	24	100.0	25	92.0	2	50.0
Extendicare Leduc	54	96.3	52	80.8	54	72.2	54	92.6	52	98.1	54	75.9	11	54.5
Jasper Place Continuing Care Centre	60	98.3	60	93.3	60	83.3	61	77.0	60	95.0	60	83.3	9	66.7
South Terrace Continuing Care Centre	62	100.0	61	95.1	61	83.6	60	85.0	62	96.8	63	68.3	18	83.3
St. Michael's Long Term Care Centre	85	96.5	77	74.0	84	92.9	84	92.9	81	95.1	86	67.4	26	73.1
Venta Care Centre	82	97.6	79	91.1	81	93.8	80	91.3	81	97.5	87	67.8	27	77.8
CapitalCare Kipnes Centre for Veterans	78	100.0	74	83.8	78	92.3	77	96.1	78	96.2	79	67.1	25	64.0
Jubilee Lodge Nursing Home	91	98.9	87	95.4	94	92.6	92	95.7	92	97.8	92	77.2	20	65.0
Touchmark at Wedgewood	49	98.0	47	87.2	48	85.4	48	95.8	49	100.0	50	68.0	13	38.5
Good Samaritan Pembina Village	26	96.2	24	79.2	26	92.3	26	96.2	23	100.0	26	53.8	10	50.0
Extendicare Eau Claire	101	98.0	96	92.7	99	91.9	100	98.0	96	95.8	103	63.1	35	65.7
CapitalCare Strathcona	47	97.9	46	80.4	47	97.9	45	97.8	46	91.3	46	63.0	16	62.5
Citadel Care Centre	83	98.8	82	89.0	84	85.7	80	96.3	82	96.3	83	56.6	29	62.1
CapitalCare Lynnwood	145	98.6	140	74.3	150	94.7	147	87.8	152	94.7	150	69.3	39	64.1
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	121	97.5	115	80.9	122	95.9	121	95.9	120	96.7	121	57.0	47	61.7
St. Joseph's Auxiliary Hospital	106	99.1	97	75.3	108	86.1	106	93.4	105	93.3	108	57.4	44	54.5
Shepherd's Care Millwoods	85	97.6	80	80.0	85	90.6	83	89.2	81	91.4	84	54.8	35	65.7

Edmonton Zone	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually
Allen Gray Continuing Care Centre	64	95.3	62	83.9	64	90.6	63	90.5	64	87.5	64	60.9	25	48.0
Shepherd's Care Kensington	45	91.1	43	86.0	45	91.1	44	93.2	43	100.0	45	62.2	13	76.9
Extendicare Holyrood	42	100.0	34	73.5	41	82.9	39	84.6	39	94.9	42	64.3	14	50.0
Good Samaritan Stony Plain Care Centre	79	97.5	76	76.3	79	96.2	77	98.7	77	97.4	77	58.4	28	46.4
Edmonton General Continuing Care Centre	189	96.3	179	79.9	188	88.3	185	92.4	184	90.8	191	64.4	55	50.9
CapitalCare Grandview	89	97.8	83	65.1	89	84.3	90	82.2	88	80.7	89	61.8	33	75.8
Good Samaritan Southgate Care Centre	117	98.3	110	87.3	119	84.0	117	84.6	116	91.4	120	64.2	39	59.0
Miller Crossing Care Centre	69	98.6	65	84.6	69	87.0	67	91.0	68	92.6	68	57.4	26	50.0
CapitalCare Dickinsfield	148	95.3	140	72.9	151	84.8	147	93.9	139	95.7	150	55.3	60	58.3
Salem Manor Nursing Home	69	91.3	62	79.0	67	88.1	68	98.5	66	87.9	68	60.3	23	56.5
Hardisty Care Centre	60	93.3	52	84.6	59	86.4	60	80.0	57	87.7	59	62.7	20	35.0
Devonshire Care Centre	70	98.6	74	73.0	75	86.7	74	98.6	72	95.8	75	46.7	36	50.0
Rivercrest Care Centre	55	94.5	49	81.6	54	92.6	54	92.6	54	88.9	54	59.3	18	44.4
Edmonton Chinatown Care Centre	40	92.5	40	65.0	42	85.7	41	92.7	41	92.7	42	54.8	17	47.1
Good Samaritan Dr. Gerald Zetter Care Centre	100	94.0	95	61.1	101	81.2	100	85.0	96	84.4	102	51.0	45	44.4
Good Samaritan Millwoods Care Centre	24	91.7	23	34.8	24	83.3	24	95.8	24	87.5	24	16.7	19	42.1

Central Zone	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually
WestView Care Community	27	100.0	19	94.7	28	100.0	28	100.0	28	96.4	27	92.6	2	100.0
Consort Hospital and Care Centre	10	100.0	10	80.0	10	100.0	10	100.0	10	100.0	10	80.0	2	50.0
Sundre Hospital and Care Centre	9	100.0	9	100.0	9	88.9	9	100.0	9	100.0	9	66.7	3	100.0
Galahad Care Centre	13	100.0	11	90.9	13	100.0	13	100.0	12	100.0	13	100.0	0	0
Vermilion Health Centre	33	100.0	32	81.3	34	100.0	33	100.0	32	96.9	34	70.6	8	87.5
Stettler Hospital and Care Centre	30	100.0	29	89.7	31	100.0	31	93.5	31	100.0	31	87.1	4	100.0
Hanna Health Centre	28	100.0	24	100.0	28	100.0	27	100.0	27	100.0	28	92.9	2	50.0
Hardisty Health Centre	7	100.0	6	66.7	7	100.0	7	100.0	7	100.0	7	85.7	1	100.0
Northcott Care Centre (Ponoka)	48	100.0	40	77.5	49	93.9	49	95.9	49	93.9	49	71.4	13	100.0
Breton Health Centre	17	100.0	15	93.3	16	100.0	17	94.1	16	100.0	17	82.4	2	100.0
St. Mary's Health Care Centre	18	100.0	15	93.3	18	100.0	18	100.0	18	100.0	19	78.9	2	100.0
Drayton Valley Hospital and Care Centre	29	100.0	28	96.4	29	96.6	27	96.3	29	96.6	29	86.2	4	75.0
Coronation Hospital and Care Centre	15	100.0	15	93.3	15	93.3	14	100.0	14	92.9	15	80.0	2	50.0
Ponoka Hospital and Care Centre	14	100.0	13	84.6	12	100.0	14	85.7	14	92.9	15	60.0	5	80.0
Mary Immaculate Hospital	16	100.0	15	73.3	15	100.0	17	100.0	17	88.2	17	64.7	5	80.0
Lamont Health Care Centre	52	98.1	46	82.6	52	98.1	52	88.5	49	95.9	53	75.5	13	61.5
Provost Health Centre	18	100.0	17	94.1	18	88.9	18	100.0	16	100.0	18	61.1	7	71.4
Rimbey Hospital and Care Centre	58	98.3	53	77.4	59	94.9	59	93.2	59	100.0	59	72.9	15	33.3
Toffield Health Centre	32	96.9	32	78.1	32	93.8	31	100.0	30	96.7	33	60.6	11	63.6
Mannville Care Centre	18	100.0	17	76.5	18	94.4	18	100.0	18	88.9	18	72.2	5	60.0
Dr. Cooke Extended Care Centre	59	98.3	54	57.4	59	94.9	59	91.5	57	93.0	61	67.2	18	72.2
Our Lady of the Rosary Hospital	11	90.9	10	80.0	11	100.0	11	100.0	11	90.9	11	72.7	3	33.3

Central Zone	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually
Louise Jensen Care Centre	37	100.0	37	81.1	37	91.9	33	100.0	36	97.2	36	72.2	9	55.6
Lacombe Hospital and Care Centre	38	100.0	35	71.4	39	92.3	39	97.4	39	92.3	39	66.7	11	54.5
Vegreville Care Centre	36	100.0	34	55.9	36	97.2	36	100.0	35	97.1	37	56.8	16	68.8
Drumheller Health Centre	65	100.0	62	77.4	64	95.3	63	95.2	63	96.8	65	69.2	17	41.2
Killam Health Care Centre	32	90.6	26	69.2	32	90.6	30	83.3	28	96.4	32	78.1	6	33.3
Two Hills Health Centre	29	96.6	29	79.3	29	93.1	29	86.2	27	96.3	31	61.3	12	41.7
Three Hills Health Centre	16	93.8	16	56.3	16	93.8	14	92.9	16	93.8	16	56.3	7	71.4
Innisfail Health Centre	20	95.0	19	73.7	19	89.5	19	84.2	19	89.5	23	56.5	10	80.0
Bethany Meadows	37	94.6	36	69.4	36	91.7	36	97.2	35	100.0	38	57.9	12	41.7
Wetaskiwin Hospital and Care Centre	48	100.0	49	79.6	51	92.2	51	88.2	50	90.0	48	62.5	13	46.2
Bethany CollegeSide (Red Deer)	67	95.5	61	62.3	68	92.6	67	92.5	65	93.8	68	63.2	21	42.9
Extendicare Viking	29	96.6	27	81.5	29	75.9	29	89.7	29	96.6	29	69.0	8	50.0
Extendicare Michener Hill	129	96.1	122	80.3	129	92.2	127	94.5	125	94.4	128	57.8	44	45.5
Bethany Sylvan Lake	23	100.0	20	65.0	23	87.0	23	100.0	22	100.0	25	40.0	12	50.0
Wainwright Health Centre	35	97.1	35	62.9	36	91.7	35	91.4	35	85.7	35	57.1	13	69.2
Clearwater Centre	25	100.0	25	76.0	25	100.0	24	100.0	25	100.0	24	54.2	9	55.6

North Zone	Q25: In the last 6 months, how often did the nurses and aides treat you (the respondent) with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually
Grimshaw/Berwyn and District Community Health Centre	12	100.0	10	100.0	12	91.7	12	100.0	11	100.0	12	83.3	1	100.0
Redwater Healthcare Centre	7	100.0	7	85.7	7	100.0	7	100.0	7	100.0	7	71.4	2	100.0
Bonnyville Health Centre	16	100.0	15	93.3	16	100.0	16	93.8	15	100.0	16	87.5	1	100.0
Mayerthorpe Healthcare Centre	15	93.3	14	92.9	15	100.0	14	92.9	15	93.3	15	66.7	4	50.0
Manning Community Health Centre	9	100.0	9	100.0	9	100.0	9	100.0	9	88.9	9	44.4	5	80.0
Valleyview Health Centre	13	100.0	10	70.0	13	100.0	12	100.0	13	100.0	13	76.9	3	66.7
Radway Continuing Care Centre	20	95.0	20	90.0	19	100.0	20	85.0	20	95.0	20	85.0	3	66.7
Extendicare St. Paul	52	98.1	50	94.0	53	90.6	51	94.1	51	98.0	53	77.4	11	72.7
Dr. W.R. Keir – Barrhead Continuing Care Centre	59	98.3	56	64.3	60	93.3	60	96.7	59	96.6	58	75.9	13	69.2
Peace River Community Health Centre (Sutherland Place)	18	100.0	19	73.7	19	94.7	19	100.0	18	100.0	19	68.4	2	0.0
Westlock Healthcare Centre	73	98.6	71	84.5	72	95.8	73	94.5	69	97.1	73	72.6	17	64.7
Edson Healthcare Centre	29	100.0	28	71.4	31	93.5	30	93.3	30	100.0	30	70.0	8	62.5
Fairview Health Complex	36	97.2	35	65.7	36	88.9	35	97.1	35	100.0	35	77.1	7	71.4
Slave Lake Healthcare Centre	5	100.0	5	100.0	5	100.0	5	60.0	5	100.0	5	80.0	1	100.0
Extendicare Mayerthorpe	32	93.8	29	86.2	33	93.9	32	90.6	31	100.0	33	75.8	8	87.5
Extendicare Bonnyville	20	100.0	19	78.9	19	100.0	20	100.0	20	100.0	19	89.5	2	50.0
Elk Point Healthcare Centre	14	100.0	13	92.3	14	92.9	13	92.3	14	92.9	15	73.3	4	50.0
Cold Lake Healthcare Centre	17	94.1	16	87.5	17	88.2	16	93.8	17	94.1	18	77.8	3	100.0
Extendicare Athabasca	27	96.3	26	73.1	28	96.4	28	78.6	27	100.0	28	75.0	6	33.3
St. Therese – St. Paul Healthcare Centre	14	100.0	13	84.6	14	71.4	14	78.6	14	92.9	14	64.3	5	20.0
Grande Prairie Care Centre	32	100.0	31	58.1	32	84.4	31	93.5	29	100.0	34	55.9	13	69.2

	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?		Q30: In the last 6 months, how often is your family member cared for by the same team of staff?		Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?		Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?		Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% Always/ Usually	N	% No	N	% No	N	% Always/ Usually
North Zone														
Central Peace Health Complex	8	100.0	7	100.0	8	87.5	8	100.0	8	100.0	8	75.0	1	100.0
Hythe Continuing Care Centre	19	100.0	18	72.2	19	94.7	19	100.0	19	100.0	17	58.8	6	66.7
Northern Lights Regional Health Centre	7	85.7	7	85.7	7	71.4	7	85.7	7	85.7	7	28.6	3	66.7
William J. Cadzow – Lac La Biche Healthcare Centre	15	93.3	15	80.0	15	86.7	15	100.0	15	93.3	15	46.7	8	50.0
Points West Living Grande Prairie	14	92.9	10	80.0	12	91.7	12	100.0	13	84.6	14	28.6	10	90.0
La Crete Continuing Care Centre	11	90.9	11	81.8	10	80.0	11	90.9	10	100.0	11	54.5	5	100.0
South Zone														
Milk River Health Centre	9	100.0	9	100.0	9	100.0	9	100.0	8	62.5	10	90.0	1	100.0
Brooks Health Centre	8	100.0	8	87.5	8	100.0	8	100.0	8	100.0	8	87.5	0	0
Big Country Hospital	21	90.5	20	75.0	20	100.0	19	89.5	20	95.0	21	90.5	1	100.0
Taber Health Centre	7	100.0	6	100.0	7	85.7	7	100.0	6	100.0	7	71.4	2	100.0
Coaldale Health Centre	21	95.2	21	85.7	21	100.0	20	100.0	21	95.2	21	71.4	5	60.0
Sunnyside Care Centre	65	100.0	64	92.2	64	92.2	65	100.0	64	98.4	62	79.0	12	75.0
St. Michael's Health Centre	20	100.0	17	88.2	20	90.0	20	95.0	20	100.0	20	65.0	6	83.3
Club Sierra River Ridge	22	100.0	22	81.8	23	87.0	23	95.7	22	90.9	22	72.7	5	20.0
Extencicare Fort Macleod	22	95.5	22	72.7	23	82.6	23	87.0	22	95.5	24	58.3	9	55.6
Bow Island Health Centre	8	100.0	7	71.4	8	100.0	8	87.5	8	87.5	8	50.0	3	33.3

South Zone	Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	Q30: In the last 6 months, how often is your family member cared for by the same team of staff?	Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?	Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?	Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?		Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?		Q41: How often were you satisfied with the way the nursing home staff handled these problems?	
					N	% Always/ Usually	N	% No	N	% No
Riverview Care Centre	56 96.4	55 83.6	55 87.3	55 89.1	56 92.9	58 69.0	17 47.1			
Valleyview	19 100.0	17 82.4	19 89.5	19 100.0	18 88.9	19 78.9	4 0.0			
Good Samaritan South Ridge Village	48 95.8	44 59.1	48 91.7	48 100.0	48 100.0	48 70.8	9 44.4			
Edith Cavell Care Centre	40 97.5	41 65.9	40 90.0	39 94.9	40 92.5	41 53.7	16 68.8			
Crowsnest Pass Health Centre	22 95.5	22 72.7	24 87.5	24 100.0	23 91.3	24 58.3	8 75.0			

Table 25: Additional survey questions: Q45, Q46, Q50, Q51, Q53, Q54, Q55, Q57

Calgary Zone	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Oilfields General Hospital	18	83.3	3	0.0	19	47.4	18	100.0	19	100.0	18	44.4	18	100.0	7	71.4
Vulcan Community Health Centre	10	90.0	1	0.0	10	10.0	10	90.0	10	100.0	10	50.0	10	90.0	7	85.7
Didsbury District Health Services	30	86.7	3	33.3	29	31.0	28	92.9	26	96.2	27	40.7	29	86.2	11	90.9
Willow Creek Continuing Care Centre	58	87.9	7	71.4	59	47.5	58	96.6	58	96.6	57	35.1	55	100.0	24	91.7
Father Lacombe Care Centre	70	92.9	5	60.0	68	26.5	67	85.1	66	97.0	66	33.3	69	92.8	27	74.1
Carewest Signal Pointe	25	72.0	4	50.0	26	42.3	26	80.8	25	100.0	26	50.0	26	84.6	15	73.3
Bow View Manor	81	90.1	9	88.9	81	34.6	82	92.7	82	96.3	78	44.9	77	96.1	32	93.8
Extendicare Vulcan	27	92.6	1	0.0	26	42.3	24	91.7	26	88.5	26	34.6	27	92.6	9	66.7
Wing Kei Care Centre	76	90.8	7	57.1	77	24.7	77	71.4	78	96.2	75	44.0	78	87.2	34	70.6
Bethany Harvest Hills	46	89.1	5	80.0	46	21.7	45	71.1	46	97.8	45	48.9	46	93.5	22	95.5
Canmore General Hospital (Golden Eagle View)	11	100.0	0	0.0	12	25.0	12	91.7	12	100.0	11	72.7	12	100.0	3	100.0
Carewest Colonel Belcher	100	91.0	11	54.5	102	23.5	103	84.5	100	94.0	100	45.0	100	93.0	50	90.0
Newport Harbour Care Centre	75	85.3	12	41.7	76	34.2	76	84.2	77	96.1	75	42.7	74	95.9	42	83.3
Glamorgan Care Centre	16	68.8	4	25.0	16	75.0	16	93.8	15	93.3	15	40.0	15	100.0	4	100.0
Intercare at Millrise	28	96.4	2	100.0	29	24.1	29	82.8	28	100.0	28	64.3	29	86.2	13	100.0
Beverly Centre Glenmore	106	92.5	9	88.9	108	30.6	106	86.8	108	98.1	104	42.3	109	94.5	49	83.7
Mineral Springs Hospital	13	92.3	1	0.0	13	23.1	13	84.6	12	83.3	12	41.7	11	90.9	3	100.0
Intercare Chinook Care Centre	130	90.8	12	50.0	131	32.8	126	85.7	130	93.1	125	36.0	130	92.3	65	90.8
Intercare Southwood Care Centre	103	82.5	19	63.2	105	35.2	109	85.3	109	92.7	100	39.0	105	91.4	49	91.8
Carewest George Boyack	107	84.1	16	50.0	108	32.4	107	86.0	103	98.1	99	29.3	105	92.4	49	93.9
Mayfair Care Centre	71	78.9	15	80.0	73	41.1	72	87.5	72	87.5	69	40.6	71	95.8	33	75.8

Calgary Zone	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Bow Crest Care Centre	77	90.9	6	66.7	78	41.0	77	79.2	76	93.4	74	41.9	77	92.2	31	71.0
Intercare Brentwood Care Centre	141	92.9	11	63.6	145	33.1	140	87.9	140	93.6	138	30.4	142	92.3	64	79.7
High River General Hospital	30	86.7	2	50.0	31	25.8	30	80.0	31	93.5	28	32.1	31	90.3	16	93.8
Beverly Centre Lake Midnapore	159	87.4	15	73.3	160	36.3	157	91.1	159	93.7	157	40.1	154	93.5	67	86.6
Extendicare Hillcrest	55	89.1	7	71.4	56	46.4	56	92.9	55	96.4	56	35.7	52	96.2	21	81.0
Mount Royal Care Centre	47	83.0	9	88.9	49	32.7	49	75.5	48	95.8	46	39.1	46	95.7	23	73.9
Bethany Airdrie	48	95.8	1	100.0	50	28.0	49	87.8	49	91.8	46	45.7	45	82.2	27	85.2
Wentworth Manor/The Residence and the Court	53	86.8	8	62.5	55	30.9	54	87.0	53	86.8	51	39.2	53	92.5	21	81.0
Extendicare Cedars Villa	120	85.0	14	50.0	120	42.5	120	84.2	114	92.1	110	29.1	116	96.6	49	87.8
Carewest Royal Park	35	68.6	12	25.0	34	29.4	34	85.3	35	85.7	35	14.3	35	88.6	15	60.0
Carewest Sarcee	41	75.6	10	40.0	41	43.9	41	75.6	40	87.5	39	28.2	40	87.5	15	53.3
Bethany Calgary	227	85.5	34	50.0	226	32.3	218	80.7	225	88.0	221	31.2	223	92.8	77	74.0
Carewest Garrison Green	109	83.5	16	37.5	107	23.4	103	78.6	108	83.3	104	26.9	106	94.3	51	78.4
Clifton Manor (formerly Forest Grove Care Centre)	110	77.3	22	63.6	109	38.5	110	80.0	108	92.6	104	26.9	108	91.7	45	71.1
Carewest Dr. Vernon Fanning	81	70.4	21	23.8	82	30.5	79	82.3	81	88.9	77	27.3	77	87.0	28	71.4
Bethany Cochrane	53	92.5	3	100.0	54	22.2	53	69.8	53	90.6	50	40.0	51	88.2	31	77.4
McKenzie Towne Care Centre	88	94.3	4	50.0	89	31.5	89	79.8	86	94.2	85	44.7	87	93.1	43	83.7

Edmonton Zone	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Devon General Hospital	5	80.0	1	100.0	5	60.0	5	100.0	5	100.0	4	75.0	5	100.0	2	100.0
Sherwood Care	74	97.3	1	0.0	74	44.6	75	92.0	75	97.3	71	38.0	74	93.2	36	86.1
WestView Health Centre – Stony Plain Care Centre	26	84.6	4	75.0	26	34.6	26	84.6	27	96.3	26	34.6	26	92.3	9	88.9
CapitalCare Norwood	23	56.5	9	22.2	24	45.8	25	84.0	25	92.0	24	25.0	25	100.0	8	87.5
Extendicare Leduc	53	90.6	6	66.7	53	41.5	52	96.2	55	96.4	50	32.0	51	96.1	22	86.4
Jasper Place Continuing Care Centre	61	91.8	5	100.0	61	39.3	56	92.9	60	96.7	59	47.5	59	96.6	19	84.2
South Terrace Continuing Care Centre	61	96.7	3	100.0	60	40.0	59	88.1	61	96.7	58	43.1	61	98.4	31	90.3
St. Michael's Long Term Care Centre	84	81.0	15	66.7	87	28.7	85	89.4	84	92.9	83	39.8	83	90.4	42	85.7
Venta Care Centre	87	90.8	6	0.0	86	43.0	87	90.8	83	97.6	86	34.9	84	92.9	33	84.8
CapitalCare Kipnes Centre for Veterans	80	65.0	27	59.3	79	39.2	79	82.3	77	94.8	72	22.2	76	93.4	31	83.9
Jubilee Lodge Nursing Home	91	93.4	5	100.0	92	44.6	93	91.4	86	96.5	87	35.6	91	92.3	36	91.7
Touchmark at Wedgewood	51	47.1	23	13.0	48	35.4	47	83.0	47	93.6	50	14.0	49	91.8	20	65.0
Good Samaritan Pembina Village	24	91.7	2	100.0	24	33.3	25	84.0	25	92.0	24	41.7	25	92.0	11	63.6
Extendicare Eaux Claires	100	86.0	11	81.8	100	33.0	101	90.1	101	93.1	102	30.4	100	94.0	52	75.0
CapitalCare Strathcona	47	91.5	3	100.0	47	27.7	47	91.5	47	95.7	46	41.3	46	95.7	23	82.6
Citadel Care Centre	82	57.3	34	44.1	84	27.4	83	89.2	80	91.3	79	16.5	85	91.8	36	83.3
CapitalCare Lynnwood	146	74.0	36	52.8	146	30.8	143	79.0	147	91.2	144	36.8	145	94.5	72	81.9
Youville Auxiliary Hospital (Grey Nuns) of St. Albert	118	78.8	24	50.0	122	28.7	121	85.1	122	92.6	116	34.5	120	94.2	59	89.8
St. Joseph's Auxiliary Hospital	104	91.3	11	27.3	108	29.6	107	81.3	106	92.5	104	30.8	106	91.5	50	76.0
Shepherd's Care Millwoods	84	83.3	14	71.4	86	25.6	83	79.5	85	95.3	84	39.3	83	91.6	35	88.6

Edmonton Zone	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Allen Gray Continuing Care Centre	65	86.2	9	66.7	65	27.7	65	76.9	65	86.2	64	26.6	63	90.5	31	87.1
Shepherd's Care Kensington	44	97.7	1	0.0	44	25.0	42	73.8	41	90.2	40	27.5	41	90.2	23	87.0
Extendicare Holyrood	41	82.9	7	71.4	42	35.7	41	78.0	40	82.5	40	40.0	41	95.1	17	58.8
Good Samaritan Stony Plain Care Centre	77	88.3	10	60.0	76	31.6	77	83.1	78	89.7	77	32.5	79	88.6	45	82.2
Edmonton General Continuing Care Centre	188	44.7	93	16.1	190	36.8	188	83.5	182	91.2	185	18.4	184	94.6	61	72.1
CapitalCare Grandview	88	85.2	15	66.7	90	27.8	86	83.7	86	94.2	86	30.2	89	86.5	39	71.8
Good Samaritan Southgate Care Centre	117	85.5	17	64.7	117	28.2	118	80.5	115	95.7	118	32.2	119	90.8	48	85.4
Miller Crossing Care Centre	68	77.9	14	50.0	68	27.9	69	81.2	68	86.8	68	39.7	69	91.3	36	72.2
CapitalCare Dickinsfield	147	60.5	54	46.3	147	32.0	148	81.8	143	92.3	144	25.7	143	88.1	66	87.9
Salem Manor Nursing Home	66	84.8	10	50.0	70	35.7	68	83.8	66	92.4	68	33.8	64	92.2	36	77.8
Hardisty Care Centre	60	73.3	16	75.0	62	45.2	61	88.5	59	91.5	60	36.7	59	91.5	25	80.0
Devonshire Care Centre	73	83.6	12	58.3	74	25.7	71	76.1	72	87.5	69	39.1	74	89.2	44	81.8
Rivercrest Care Centre	55	56.4	23	21.7	55	40.0	53	79.2	50	82.0	54	20.4	52	86.5	19	63.2
Edmonton Chinatown Care Centre	40	92.5	3	33.3	42	16.7	38	55.3	40	97.5	40	30.0	41	90.2	23	65.2
Good Samaritan Dr. Gerald Zetter Care Centre	101	79.2	19	57.9	102	14.7	100	67.0	97	79.4	99	25.3	98	85.7	50	74.0
Good Samaritan Millwoods Care Centre	23	87.0	3	66.7	24	16.7	24	54.2	24	83.3	24	16.7	24	91.7	10	60.0

Central Zone	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
WestView Care Community	28	92.9	1	0.0	27	51.9	27	100.0	27	100.0	22	31.8	27	92.6	14	100.0
Consort Hospital and Care Centre	9	100.0	1	100.0	10	50.0	10	90.0	9	100.0	10	40.0	10	100.0	4	100.0
Sundre Hospital and Care Centre	8	75.0	2	100.0	9	66.7	9	100.0	9	88.9	9	44.4	8	100.0	3	100.0
Galahad Care Centre	13	92.3	1	100.0	13	30.8	13	92.3	13	100.0	12	41.7	13	100.0	5	100.0
Vermilion Health Centre	32	84.4	6	83.3	32	34.4	32	93.8	33	90.9	34	35.3	34	94.1	12	91.7
Stettler Hospital and Care Centre	30	70.0	9	55.6	31	41.9	31	87.1	29	100.0	31	35.5	29	93.1	17	82.4
Hanna Health Centre	27	77.8	7	57.1	28	53.6	27	88.9	28	96.4	24	33.3	28	92.9	11	81.8
Hardisty Health Centre	7	100.0	0	0.0	7	42.9	7	85.7	7	100.0	7	14.3	7	100.0	0	0.0
Northcott Care Centre (Ponoka)	49	89.8	4	100.0	49	46.9	49	98.0	49	100.0	47	36.2	49	98.0	24	95.8
Breton Health Centre	17	64.7	4	0.0	17	11.8	17	88.2	17	100.0	16	43.8	17	94.1	9	100.0
St. Mary's Health Care Centre	18	77.8	3	66.7	17	41.2	18	94.4	16	100.0	17	11.8	18	100.0	5	80.0
Drayton Valley Hospital and Care Centre	29	89.7	3	33.3	30	46.7	30	93.3	30	96.7	27	44.4	29	93.1	12	100.0
Coronation Hospital and Care Centre	14	100.0	0	0.0	14	50.0	14	85.7	14	100.0	12	50.0	14	100.0	7	71.4
Ponoka Hospital and Care Centre	14	92.9	1	100.0	14	35.7	14	71.4	14	92.9	14	35.7	14	92.9	5	100.0
Mary Immaculate Hospital	17	88.2	2	50.0	17	41.2	16	87.5	16	100.0	16	37.5	17	88.2	9	66.7
Lamont Health Care Centre	51	92.2	4	100.0	51	54.9	52	94.2	51	98.0	48	35.4	51	84.3	25	92.0
Provost Health Centre	18	83.3	3	33.3	18	33.3	17	88.2	18	88.9	18	44.4	17	82.4	10	90.0
Rimbey Hospital and Care Centre	59	88.1	6	100.0	58	37.9	59	93.2	58	91.4	58	27.6	58	91.4	23	87.0
Tofield Health Centre	32	96.9	2	50.0	33	45.5	31	90.3	31	93.5	31	32.3	32	100.0	17	88.2
Mannville Care Centre	18	72.2	4	50.0	18	38.9	18	88.9	18	94.4	18	44.4	18	94.4	10	100.0
Dr. Cooke Extended Care Centre	59	83.1	9	55.6	59	33.9	58	84.5	60	93.3	58	32.8	58	87.9	24	83.3
Our Lady of the Rosary Hospital	11	72.7	3	33.3	11	27.3	11	72.7	11	81.8	11	18.2	11	90.9	5	40.0

Central Zone	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Louise Jensen Care Centre	36	94.4	2	0.0	37	35.1	37	94.6	36	88.9	36	25.0	36	94.4	17	76.5
Lacombe Hospital and Care Centre	38	86.8	3	66.7	37	40.5	38	92.1	39	94.9	37	16.2	38	97.4	10	70.0
Vegreville Care Centre	38	92.1	3	66.7	37	48.6	38	92.1	37	91.9	36	50.0	36	88.9	17	64.7
Drumheller Health Centre	62	82.3	10	80.0	64	34.4	63	88.9	64	90.6	61	26.2	61	98.4	27	81.5
Killam Health Care Centre	31	67.7	8	75.0	32	59.4	32	96.9	31	96.8	30	26.7	32	90.6	7	71.4
Two Hills Health Centre	30	76.7	6	66.7	30	46.7	30	86.7	29	86.2	29	48.3	31	93.5	17	82.4
Three Hills Health Centre	16	81.3	3	100.0	17	23.5	16	81.3	16	93.8	15	40.0	16	87.5	7	85.7
Innisfail Health Centre	23	82.6	4	25.0	23	43.5	22	81.8	23	95.7	22	22.7	23	91.3	11	90.9
Bethany Meadows	36	91.7	4	100.0	38	42.1	36	77.8	37	91.9	37	56.8	39	92.3	21	90.5
Wetaskiwin Hospital and Care Centre	49	85.7	7	57.1	51	33.3	49	75.5	50	94.0	50	30.0	49	95.9	23	82.6
Bethany CollegeSide (Red Deer)	66	78.8	14	64.3	65	27.7	65	81.5	65	89.2	66	28.8	64	87.5	25	84.0
Extendicare Viking	28	78.6	7	85.7	29	44.8	28	89.3	29	89.7	29	34.5	29	86.2	14	78.6
Extendicare Michener Hill	129	77.5	28	46.4	126	38.1	125	82.4	127	85.8	126	28.6	127	92.9	63	85.7
Bethany Sylvan Lake	23	78.3	4	50.0	22	31.8	22	68.2	22	90.9	24	41.7	22	86.4	14	92.9
Wainwright Health Centre	34	82.4	5	0.0	35	17.1	35	77.1	32	84.4	34	23.5	34	88.2	20	70.0
Clearwater Centre	24	37.5	16	43.8	25	32.0	23	87.0	23	100.0	24	25.0	24	95.8	11	100.0

North Zone	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Grimshaw/Berwyn and District Community Health Centre	12	100.0	0	0	11	54.5	11	100.0	12	100.0	11	27.3	12	83.3	8	87.5
Redwater Healthcare Centre	6	100.0	1	100.0	7	57.1	7	100.0	7	100.0	7	42.9	7	85.7	3	100.0
Bonnyville Health Centre	15	60.0	5	40.0	14	42.9	15	86.7	15	93.3	14	35.7	16	81.3	7	85.7
Mayerthorpe Healthcare Centre	12	75.0	4	50.0	14	14.3	13	84.6	15	93.3	12	41.7	14	92.9	6	83.3
Manning Community Health Centre	8	100.0	1	100.0	9	11.1	8	75.0	8	100.0	8	50.0	8	87.5	6	83.3
Valleyview Health Centre	14	78.6	2	100.0	13	30.8	13	84.6	14	100.0	13	15.4	13	84.6	3	100.0
Radway Continuing Care Centre	20	90.0	2	100.0	20	30.0	20	85.0	20	95.0	20	50.0	20	90.0	9	100.0
Extendicare St. Paul	53	88.7	6	50.0	53	43.4	51	88.2	51	96.1	51	45.1	52	96.2	20	85.0
Dr. W.R. Keir – Barrhead Continuing Care Centre	59	81.4	9	100.0	60	38.3	58	91.4	58	100.0	60	38.3	55	98.2	24	100.0
Peace River Community Health Centre (Sutherland Place)	19	84.2	2	50.0	18	38.9	18	88.9	16	100.0	18	27.8	17	88.2	5	100.0
Westflock Healthcare Centre	72	80.6	11	72.7	70	38.6	67	89.6	67	94.0	70	28.6	68	89.7	22	81.8
Edson Healthcare Centre	28	71.4	11	90.9	31	32.3	30	83.3	30	96.7	28	35.7	29	100.0	12	75.0
Fairview Health Complex	35	91.4	2	50.0	36	25.0	34	88.2	34	94.1	34	29.4	34	94.1	15	93.3
Slave Lake Healthcare Centre	5	20.0	4	50.0	5	20.0	5	100.0	5	100.0	5	60.0	5	100.0	2	100.0
Extendicare Mayerthorpe	31	83.9	5	0.0	33	48.5	32	84.4	31	96.8	31	35.5	31	96.8	18	88.9
Extendicare Bonnyville	19	63.2	5	60.0	20	35.0	20	90.0	19	100.0	20	30.0	20	95.0	5	60.0
Elk Point Healthcare Centre	15	80.0	2	50.0	14	42.9	15	86.7	13	100.0	15	40.0	15	100.0	5	100.0
Cold Lake Healthcare Centre	17	82.4	3	66.7	18	33.3	18	94.4	18	94.4	18	27.8	17	100.0	4	50.0
Extendicare Athabasca	27	85.2	4	25.0	27	40.7	27	96.3	25	92.0	25	36.0	26	96.2	10	80.0
St. Therese – St. Paul Healthcare Centre	14	64.3	4	100.0	14	21.4	14	78.6	14	85.7	14	35.7	14	71.4	8	75.0

	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
North Zone																
Grande Prairie Care Centre	35	77.1	7	57.1	35	40.0	33	87.9	31	90.3	33	27.3	34	97.1	14	85.7
Central Peace Health Complex	8	50.0	4	0.0	7	28.6	8	62.5	8	87.5	8	0.0	8	75.0	2	100.0
Hythe Continuing Care Centre	19	47.4	10	60.0	19	21.1	19	84.2	17	94.1	17	29.4	16	81.3	8	75.0
Northern Lights Regional Health Centre	5	100.0	0	0	6	33.3	6	66.7	6	83.3	5	60.0	5	40.0	3	66.7
William J. Cadzow – Lac La Biche Healthcare Centre	15	86.7	1	100.0	15	6.7	15	53.3	15	93.3	13	38.5	14	85.7	8	87.5
Points West Living Grande Prairie	15	60.0	5	60.0	14	35.7	13	84.6	15	100.0	13	46.2	14	78.6	8	75.0
La Crete Continuing Care Centre	9	77.8	2	100.0	11	36.4	9	77.8	10	90.0	11	9.1	10	90.0	6	66.7
South Zone																
Milk River Health Centre	9	66.7	4	50.0	10	20.0	10	100.0	10	100.0	10	50.0	10	90.0	4	100.0
Brooks Health Centre	8	62.5	3	66.7	8	12.5	8	87.5	8	100.0	8	50.0	8	87.5	2	100.0
Big Country Hospital	21	52.4	7	14.3	19	47.4	20	90.0	20	95.0	19	15.8	20	90.0	8	75.0
Taber Health Centre	7	100.0	0	0	7	14.3	7	71.4	7	100.0	7	28.6	7	100.0	4	75.0
Coaldale Health Centre	21	81.0	4	75.0	21	28.6	21	85.7	21	90.5	20	60.0	19	89.5	7	71.4
Sunnyside Care Centre	62	80.6	13	53.8	64	45.3	64	85.9	63	96.8	62	40.3	62	93.5	24	87.5
St. Michael's Health Centre	19	68.4	7	28.6	19	26.3	19	94.7	20	100.0	17	29.4	19	94.7	8	75.0

South Zone	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?		Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?		Q50: In the last 6 months, did you help with the care of your family member when you visited?		Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?		Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?		Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?		Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	N	% Yes	N	% Yes	N	% No	N	% No	N	% Always/ Usually	N	% Always/ Usually	N	% Never/ Sometimes	N	% Always/ Usually
Club Sierra River Ridge	21	81.0	4	50.0	22	36.4	22	81.8	22	100.0	20	55.0	20	100.0	6	66.7
Extendicare Fort Macleod	22	86.4	4	75.0	24	29.2	23	87.0	24	95.8	23	34.8	24	87.5	18	72.2
Bow Island Health Centre	8	87.5	1	100.0	8	37.5	8	87.5	8	100.0	8	25.0	8	87.5	5	100.0
Riverview Care Centre	59	89.8	5	80.0	57	31.6	57	89.5	58	96.6	56	32.1	57	93.0	29	86.2
Valleyview	19	68.4	5	40.0	19	63.2	19	100.0	19	94.7	19	26.3	18	94.4	8	87.5
Good Samaritan South Ridge Village	45	93.3	2	0.0	47	29.8	47	95.7	46	95.7	45	40.0	44	93.2	19	78.9
Edith Cavell Care Centre	40	35.0	23	8.7	41	34.1	40	77.5	41	92.7	40	20.0	41	90.2	17	76.5
Crowsnest Pass Health Centre	24	75.0	6	16.7	24	37.5	23	95.7	24	95.8	24	20.8	23	91.3	10	90.0

11.1 Historical Analyses: Additional survey questions: Q32, Q33, Q35, Q39, Q41

Table 26: Additional survey questions (Q32, Q33, Q35, Q39, Q41) across survey cycles

	Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?	Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?				Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?				Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?				Q41: How often were you satisfied with the way the nursing home staff handled these problems?			
		% Always/Usually				% Always/Usually				% No				% Always/Usually			
		2014-15	2010	2007		2014-15	2010	2007		2014-15	2010	2007		2014-15	2010	2007	
Calgary Zone	Carewest Colonel Belcher	98.1	96.4	95.3	99.0	98.6	97.2	96.9	98.6	98.1	57.4	73.9	67.0	73.5	69.7	38.7	
	Newport Harbour Care Centre	91.0	94.3	91.5	96.1	95.5	97.6	96.1	97.7	92.7	56.6	74.7	37.3	53.6	85.0	48.9	
	Mayfair Care Centre	80.0	88.9	80.3	74.0	77.8	68.4	91.9	96.3	94.6	64.5	77.8	56.2	58.3	50.0	32.1	
	Intercare Brentwood Care Centre	82.9	88.9	88.7	91.6	88.0	96.1	94.4	97.2	86.7	55.3	61.7	56.6	56.7	44.4	41.9	
	Beverly Centre Lake Midnapore	91.1	93.3	90.9	96.2	96.6	96.5	95.6	93.2	92.3	60.8	54.0	43.7	76.4	50.8	52.9	
Edmonton Zone	Extendicare Leduc	72.2	96.4	○	92.6	94.4	○	98.1	92.7	○	75.9	66.0	○	54.5	80.0	○	
	Good Samaritan Stony Plain Care Centre	96.2	91.7	83.7	98.7	80.0	71.4	97.4	95.8	95.7	58.4	70.2	57.1	46.4	30.0	56.3	
	Miller Crossing Care Centre	87.0	95.0	92.3	91.0	96.2	100.0	92.6	97.5	98.7	57.4	52.5	65.8	50.0	45.5	47.8	
	Good Samaritan Dr. Gerald Zetter Care Centre	81.2	86.2	81.0	85.0	94.2	90.8	84.4	90.8	90.9	51.0	45.9	57.1	44.4	66.7	35.3	
	CapitalCare Dickinsfield	84.8	90.1	90.3	93.9	97.1	98.7	95.7	96.5	92.9	55.3	72.5	68.0	58.3	63.6	50.0	
Central Zone	Ponoka Hospital and Care Centre	100	91.7	100	85.7	87.5	100	92.9	95.8	100	60.0	95.8	81	80.0	0.0	0.0	
North Zone	Fairview Health Complex	88.9	97.7	92.0	97.1	100.0	100.0	100	90.5	92	77.1	79.1	70.8	71.4	87.5	14.3	
South Zone	Riverview Care Centre	87.3	97.4	94.8	89.1	100.0	97.4	92.9	98.7	98.7	69.0	85.9	85.7	47.1	72.7	72.7	

11.2 Historical Analyses: Additional survey questions: Q45, Q46, Q55, Q57

Table 27: Additional survey questions (Q45, Q46, Q55, Q57) across survey cycles

	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?			Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?			Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?		
	% Yes			% Yes			% Never/Sometimes		% Always/Usually		
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2014-15	2010	
Calgary Zone	Didsbury District Health Services	86.7	95.3	71.1	33.3	0.0	9.1	86.2	97.7	90.9	85.7
	Willow Creek Continuing Care Centre	87.9	66.7	71.8	71.4	42.9	40.0	100.0	93.7	91.7	82.4
	Bow View Manor	90.1	93.7	74.4	88.9	71.4	50.0	96.1	96.9	93.8	90.9
	Beverly Centre Glenmore	92.5	90.0	76.4	88.9	58.3	25.9	94.5	94.1	83.7	84.4
	Intercare Southwood Care Centre	82.5	86.1	69.6	63.2	37.5	31.0	91.4	91.0	91.8	76.4
	Carewest George Boyack	84.1	85.9	83.7	50.0	57.9	50.0	92.4	93.3	93.9	75.0
	Intercare Brentwood Care Centre	92.9	90.7	51.9	63.6	66.7	22.2	92.3	92.5	79.7	73.8
	Carewest Royal Park	68.6	87.1	53.1	25.0	0.0	6.7	88.6	96.8	60.0	92.9
	Carewest Garrison Green	83.5	65.3	○	37.5	31.3	○	94.3	81.8	78.4	71.2
	Clifton Manor (formerly Forest Grove Care Centre)	77.3	76.5	59.5	63.6	78.6	60.0	91.7	90.1	71.1	75.4
Edmonton Zone	St. Michael's Long Term Care Centre	81.0	83.8	55.8	66.7	60.0	18.2	90.4	89.9	85.7	75.9
	Venta Care Centre	90.8	50.0	50.0	0.0	14.3	27.9	92.9	92.7	84.8	83.7
	Good Samaritan Pembina Village	91.7	77.3	33.3	100.0	0.0	15.4	92.0	90.5	63.6	88.9
	CapitalCare Lynnwood	74.0	78.3	55.2	52.8	34.4	19.6	94.5	89.6	81.9	83.8
	Youville Auxiliary Hospital (Grey Nuns) of St. Albert	78.8	79.7	63.3	50.0	44.4	31.4	94.2	94.4	89.8	81.8
	Shepherd's Care Millwoods	83.3	79.0	50.5	71.4	38.5	35	91.6	93.8	88.6	97.2
	Allen Gray Continuing Care Centre	86.2	69.4	35.4	66.7	14.3	4.2	90.5	97.6	87.1	88.6
	Good Samaritan Stony Plain Care Centre	88.3	66.0	79.6	60.0	13.3	33.3	88.6	89.1	82.2	78.9

	Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?			Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?			Q55: In the last 6 months, how often did you have concerns about your family member's medication?		Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	
	% Yes			% Yes			% Never/Sometimes		% Always/Usually	
	2014-15	2010	2007	2014-15	2010	2007	2014-15	2010	2014-15	2010
Edmonton Zone	Edmonton General Continuing Care Centre	44.7	58.6	40.1	16.1	10.1	94.6	91.9	72.1	69.3
	Good Samaritan Southgate Care Centre	85.5	84.4	51.4	64.7	14.5	90.8	93.2	85.4	86.4
	CapitalCare Dickinsfield	60.5	57.1	41.6	46.3	35.1	88.1	91.4	87.9	93
Central Zone	Dr. Cooke Extended Care Centre	83.1	82.8	80.5	55.6	92.9	87.9	95.5	83.3	96.7
	Louise Jensen Care Centre	94.4	85.7	53.7	0.0	22.2	94.4	88.4	76.5	84.6
	Clearwater Centre	37.5	76.0	78.6	43.8	33.3	95.8	92.0	100.0	77.8
North Zone	Grimshaw/Berwyn and District Community Health Centre	100.0	100.0	50.0	0	33.3	83.3	100.0	87.5	85.7
	Westlock Healthcare Centre	80.6	54.1	55.4	72.7	9.7	89.7	98.6	81.8	89.7
	Cold Lake Healthcare Centre	82.4	33.3	70.6	66.7	25.0	100.0	95.0	50.0	81.8
	Northern Lights Regional Health Centre	100.0	80.0	84.6	0.0	50.0	40.0	100.0	66.7	100.0
South Zone	Sunnyside Care Centre	80.6	77.1	68.1	53.8	33.3	93.5	100.0	87.5	95.8

12.0 ADDITIONAL INFORMATION: EFFECTS OF FACILITY SIZE AND OWNERSHIP TYPE

This section presents results on the impact of facility size and facility ownership type on the Global Overall Care rating, the four Dimensions of Care, the Food Rating Scale, and Propensity to Recommend (the facility).

Facility size was measured by the number of long term care beds at each facility. Information on the number of beds was collected from Alberta Health Services (AHS) using the most current data at the time of survey rollout.⁶⁶ In addition to facility size, three AHS-defined ownership models were examined to determine their impact on the families' experiences of the care and services provided at the long term care facility. We recognize that there may be other ownership models than the three reported (for example, private not-for-profit housing bodies); however, we chose to use ownership models recognized and categorized by AHS. These three ownership models are:

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

12.1 Facility size

Facilities included in the following analyses (N = 154) ranged in bed numbers from seven to 449. The tables in this section show that facilities categorized in the lower quartile on Global Overall Care ratings had on average over three times as many beds compared to facilities that were categorized in the upper quartile (130 versus 39 beds; **Table 28**). Analyses of each of the Dimensions of Care showed similar results: facilities categorized in the lower quartile of a Dimension of Care or the Food Rating Scale had on average approximately 1.6 (Meeting Basic Needs) to 2.8 times (Staffing, Care of Belongings, and Environment) as many beds compared to facilities categorized in the upper quartile (see following tables).⁶⁷

When the linear relationship between facility scores and number of beds was explored using all facilities instead of upper and lower quartiles (**Appendix XII**), similar results were found: as the facility size increases, scores on the Global Overall Care rating, Dimensions of Care, and Food Rating Scale decrease. However, this was not statistically significant for the Providing Information and Encouraging Family Involvement and Meeting Basic Needs Dimensions of Care.

Analyses on Propensity to Recommend (**Table 28**) showed similar results: facilities categorized in the lower quartile of recommended facilities had on average over three times as many beds compared to facilities that were categorized in the upper quartile (118 versus 35 beds).

To conclude, larger facilities tended to have lower scores relative to smaller facilities, specifically on the Global Overall Care rating, Food Rating Scale and the Staffing, Care of Belongings, and Environment, and Kindness and Respect Dimensions of Care. Facility scores on the Providing Information and Encouraging

⁶⁶ Wave 1's facility information was current as of September 2013 (for data collection on March 2014) whereas wave 2's facility information was current as of September 2014 (for data collection on January 2015).

⁶⁷ t-tests were performed to compare upper and lower quartiles, and were further confirmed using non-parametric tests.

Family Involvement and Meeting Basic Needs Dimensions of Care do not appear to be influenced by facility size.⁶⁸ This effect, however, is not completely deterministic as relatively small facilities are found across quartiles on all key measures (**Table 28**). In general, the qualities of smaller facilities need to be further explored as they appear to have a positive effect on family experience.

Table 28: Mean number of beds by Global Overall Care rating, Dimensions of Care, Food Rating Scale, and Propensity to Recommend

Global Overall Care rating quartiles	Mean number of beds (99% CI)	Facility size range (# of beds)	
		Min.	Max.
Upper quartile (38 facilities)	39 (27-51)	7	114
Upper Middle (39 facilities)	77 (58-95)	20	175
Lower Middle (39 facilities)	118 (87-148)	24	282
Lower quartile (38 facilities)	130 (86-174)	16	449
Staffing, Care of Belongings, and Environment quartiles	Mean number of beds (99% CI)	Facility size range (# of beds)	
		Min.	Max.
Upper quartile (38 facilities)	46 (30-62)	7	169
Upper Middle (39 facilities)	69 (52-87)	16	180
Lower Middle (39 facilities)	122 (92-152)	23	282
Lower quartile (38 facilities)	127 (82-171)	16	449
Kindness and Respect quartiles	Mean number of beds (99% CI)	Facility size range (# of beds)	
		Min.	Max.
Upper quartile (38 facilities)	57 (41-73)	10	169
Upper Middle (39 facilities)	74 (52-96)	7	221
Lower Middle (39 facilities)	122 (84-162)	15	449
Lower quartile (38 facilities)	110 (71-148)	15	446
Food Rating quartiles	Mean number of beds (99% CI)	Facility size range (# of beds)	
		Min.	Max.
Upper quartile (38 facilities)	46 (30-62)	10	169
Upper Middle (39 facilities)	77 (57-97)	7	208
Lower Middle (39 facilities)	114 (85-145)	24	282
Lower quartile (38 facilities)	126 (81-171)	15	449

⁶⁸ When linear relationships were explored. For more information see **Appendix XII**.

Providing Information and Encouraging Family Involvement quartiles	Mean number of beds (99% CI)	Facility size range (# of beds)	
		Min.	Max.
Upper quartile (38 facilities)	51 (37-66)	7	169
Upper Middle (39 facilities)	119 (88-150)	15	282
Lower Middle (39 facilities)	102 (59-145)	10	449
Lower quartile (38 facilities)	90 (63-117)	16	275
Meeting Basic Needs quartiles	Mean number of beds (99% CI)	Facility size range (# of beds)	
		Min.	Max.
Upper quartile (38 facilities)	51 (30-71)	7	248
Upper Middle (39 facilities)	105 (78-132)	20	268
Lower Middle (39 facilities)	123 (80-167)	11	449
Lower quartile (38 facilities)	84 (58-109)	16	275
Propensity to Recommend quartiles	Mean number of beds (99% CI)	Facility size range (# of beds)	
		Min.	Max.
Upper quartile (38 facilities)	35 (23-47)	7	129
Upper Middle (39 facilities)	97 (76-119)	23	208
Lower Middle (39 facilities)	113 (81-145)	25	282
Lower quartile (38 facilities)	118 (75-161)	16	449

12.2 Facility ownership

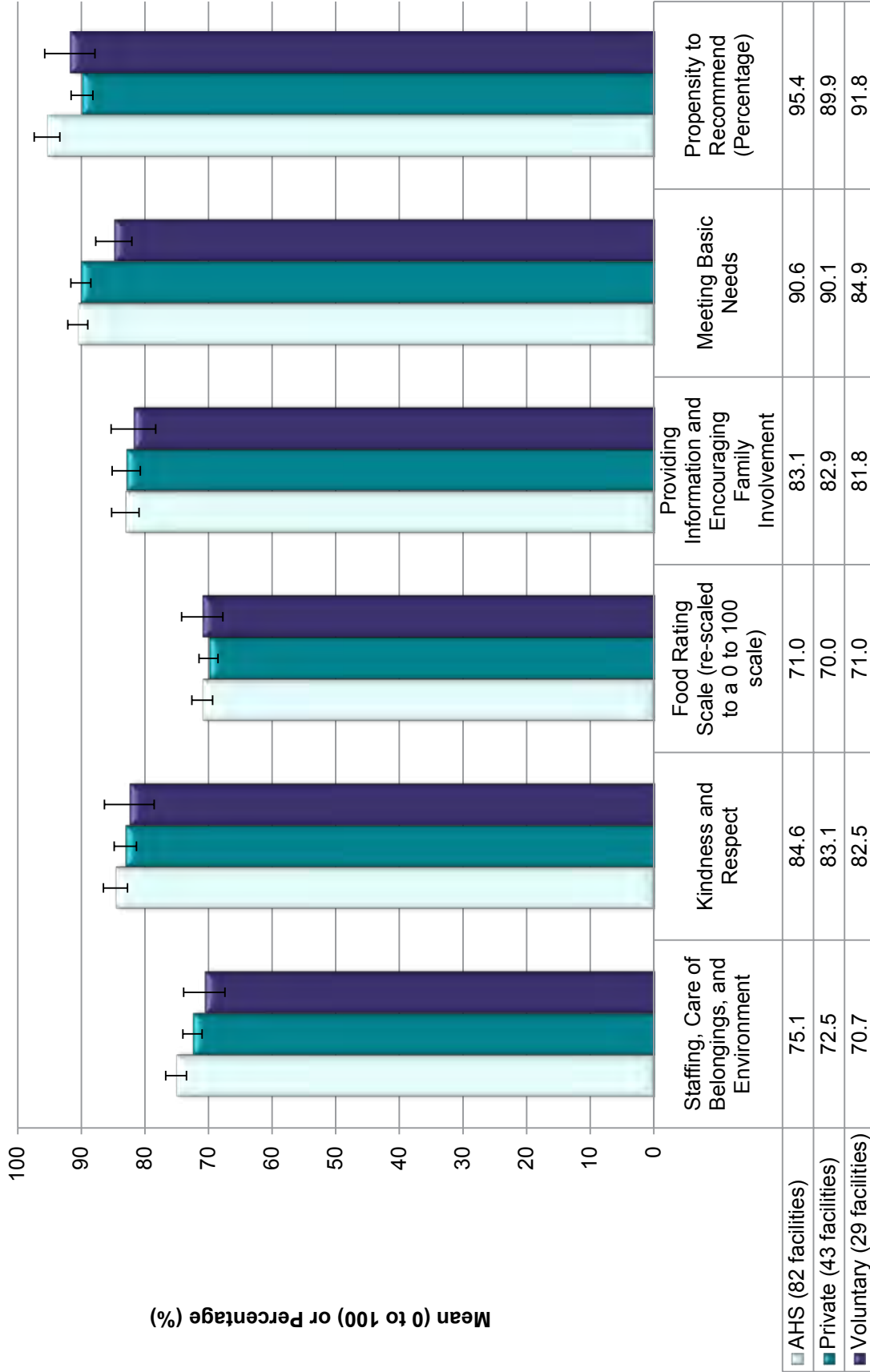
In general, no one ownership model type was better or worse across all key measures of family experience measured in the survey. However, a few differences were found on some key measures relative to ownership type. Specifically, analyses on the influence of facility ownership type showed that, on average, AHS facilities had a mean Global Overall Care rating higher than private facilities (8.5 versus 8.1 out of 10, respectively), but did not significantly differ relative to voluntary facilities. In addition, voluntary facilities had, on average, a lower mean score than AHS and private facilities on the Meeting Basic Needs Dimension of Care (84.9 versus 90.6 and 90.1 out of 100, respectively). AHS and private facilities did not significantly differ in facility mean scores on Meeting Basic Needs.

Analyses on the influence of facility ownership type on Propensity to Recommend showed that, on average, AHS facilities had facility recommendation percentages higher than private facilities (95.4% versus 89.9% out of 100%, respectively), but did not significantly differ from voluntary facilities.

There were no significant differences among facility ownership types for the Staffing, Care of Belongings, and Environment; Kindness and Respect; Providing Information and Encouraging Family Involvement Dimensions of Care, and the Food Rating Scale.

For additional details, including an analysis of the individual survey questions that comprise each Dimension of Care, see **Appendix XIII**.

Figure 6: Global Overall Care rating, Dimensions of Care, Food Rating Scale, and Propensity to Recommend as a function of ownership type



13.0 LIMITATIONS

13.1 Limitations of the quantitative analyses

In interpreting results, there are several important limitations to consider:

1. **The effect of sample size:** Results become increasingly unreliable as the sample size (i.e., the number of respondents) decreases in relation to the overall population. Readers must be mindful of the sample size when giving weight to findings, in particular facility-to-facility comparisons. To mitigate this, facility-level analyses were limited to facilities with reliable sample sizes (154 of 160 facilities; see **Section 4.4** and **Appendix V**), which are defined as those facilities for which respondents reliably represent the facility within a predefined margin of error. The criteria for reliability was two-fold: 1) a facility with a margin of error of equal to or less than 10 per cent, and 2) a response rate of greater than 50 per cent (for further details, see **Appendix V**). Furthermore, sample sizes and 99 per cent confidence intervals are reported in association with results among facilities in order for the reader to make judgments regarding the reliability of findings.
2. **The effect of the resident profile:** Differences in resident profiles must be considered when interpreting the survey results relative to the zone and the province. For example, age and the degree of physical and cognitive impairment of residents may provide context in the interpretation of the survey results, such as explaining why differences exist or do not exist relative to Alberta Health Services (AHS) zone and provincial results, and whether these differences are meaningful.
3. **The effect of services provided:** Given that facilities differ in many ways, the survey and its components must also be evaluated relative to the activities and services provided by each facility. For example, laundry services may not be a service offered by all facilities, or used by all residents within each facility. This limits the applicability of questions related to laundry for these facilities and/or residents.
4. **Survey cycle comparisons:** In some cases, a respondent may have participated in two or more survey cycles. While this does not affect the reliability of the result for each individual survey year, caution must be employed in interpreting significant *differences* between survey cycles. In particular, statistical tests require an assumption that each respondent's result is present only in 2014-15 or 2010 but not both (independence assumption). To mitigate this, we chose a more conservative criterion for significant differences at $p < 0.01$ rather than the more conventional $p < 0.05$.

13.2 Limitations of the qualitative analyses

There are several important limitations to the qualitative analyses. One consideration is that these comments provide one perspective of the quality of care and services at long term care facilities. In particular, family members' comments may not reflect the opinions and experiences of all residents, staff, and facility operators. Nevertheless, family members provided invaluable insight based on their own observations and experiences.

Another important consideration is that while family member's comments from multiple years are presented, caution must be employed in attributing comments across survey cycles as reliably speaking to changes, or lack thereof, over time in long term care facilities or in the broader continuing care system. Factors such as changes to resident population, facility policies and procedures, and provincial regulations (as addressed in **Section 10.0**), may also contribute to the presence or absence of change. As a result, multiple years are presented primarily to provide context to the present year, and should not be seen as a reliable source of information to be used for historical comparisons.

APPENDICES

APPENDIX I: SURVEY TOOL




THE RESIDENT

1. Who is the person named on the cover letter?

- My Spouse/Partner
- My Parent
- My Mother-in-law / Father-in-law
- My Grandparent
- My Aunt / Uncle
- My Sister / Brother
- My Child
- My Friend
- Other (specify):

2. For this survey, the phrase "family member" refers to the person named in the cover letter. Is your family member now living in the nursing home listed in the cover letter?

- Yes  **If Yes, go to question 4**
- No

3. Was your family member discharged from this facility, moved to another facility or are they deceased?

<input type="radio"/> Discharged	<i>If your family member was discharged or moved to another home please stop and return this survey in the postage-paid envelope.</i>
<input type="radio"/> Moved To Another Facility	
<input type="radio"/> Deceased	<i>If your family member is deceased, we understand that you may not want to fill out a survey at this time. Please check the box indicating that your family member is deceased and return the survey in the enclosed envelope.</i>

If you would like to do the rest of the survey, we would be very grateful for your feedback. Please answer the questions about your family member's **last six months** at the nursing home. Thank you for your help.

4. In total, about how long has your family member lived in this nursing home?

- Less than 1 month
- 1 month to almost 3 months
- 3 months to almost 6 months
- 6 months to almost 12 months
- 12 months or longer

Alberta Long Term Care Family Experience Survey 1

5. Do you expect your family member to live in this or any other nursing home permanently?

- Yes
- No
- Don't Know

6. In the last 6 months, has your family member ever shared a room with another person at this nursing home?

- Yes
- No

7. Does your family member have serious memory problems because of Alzheimer's disease, dementia, stroke, accident, or something else?

- Yes
- No

8. In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?

- Never
- Sometimes
- Usually
- Always


YOUR VISITS

Please answer the following questions for only yourself. Do not include the experiences of other family members.

9. In the last 6 months, about how many times did you visit your family member in the nursing home?

- 0 - 1 time in the last 6 months **Go to question 60**
- 2 - 5 times in the last 6 months
- 6 - 10 times in the last 6 months
- 11 - 20 times in the last 6 months
- More than 20 times in the last 6 months

10. In the last 6 months, during any of your visits, did you try to find a nurse or aide for any reason?

- Yes
- No  **If No, go to question 12**

11. In the last 6 months, how often were you able to find a nurse or aide when you wanted one?

- Never
- Sometimes
- Usually
- Always

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12. In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

13. In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?

- Never
- Sometimes
- Usually
- Always

14. In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?

- Never
- Sometimes
- Usually
- Always

15. In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?

- Yes
- No

16. In the last 6 months, during any of your visits, did you help your family member with eating?

- Yes
- No ➡ If No, go to question 18

17. Did you help your family member with eating because the nurses or aides either didn't help or made him or her wait too long?

- Yes
- No

18. In the last 6 months, during any of your visits, did you help your family member with drinking?

- Yes
- No ➡ If No, go to question 20

19. Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long?

- Yes
- No

Alberta Long Term Care Family Experience Survey 2

20. "Help toileting" means helping someone get on and off the toilet, or helping to change disposable briefs or pads. In the last 6 months, during any of your visits to the nursing home, did you help your family member with toileting?

- Yes
- No ➡ If No, go to question 22

21. Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long?

- Yes
- No

22. In the last 6 months, how often did your family member look and smell clean?

- Never
- Sometimes
- Usually
- Always

23. Sometimes residents make it hard for nurses and aides to provide care by doing things like yelling, pushing or hitting. In the last 6 months, did you see any resident, including your family member, behave in a way that made it hard for nurses or aides to provide care?

- Yes
- No ➡ If No, go to question 25

24. In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate?

- Never
- Sometimes
- Usually
- Always

YOUR EXPERIENCE WITH NURSES AND AIDES

25. In the last 6 months, how often did the nurses and aides treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

26. In the last 6 months, did you want to get information about your family member from a nurse or an aide?

- Yes
- No ➡ If No, go to question 28

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27. In the last 6 months, how often did you get this information as soon as you wanted?

- Never
- Sometimes
- Usually
- Always

28. In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand?

- Never
- Sometimes
- Usually
- Always

29. In the last 6 months, did the nurses and aides ever try to discourage you from asking questions about your family member?

- Yes
- No

30. In the last 6 months, how often is your family member cared for by the same team of staff?

- Never
- Sometimes
- Usually
- Always

THE NURSING HOME

31. In the last 6 months, how often did your family member's room look and smell clean?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often was the noise level around your family member's room acceptable to you?

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, how often were you able to find places to talk to your family member in private?

- Never
- Sometimes
- Usually
- Always

34. In the last 6 months, how often did the public areas of the nursing home look and smell clean?

- Never
- Sometimes
- Usually
- Always


35. In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?

- Yes
- No

36. Personal medical belongings are things like hearing aids, eye-glasses, and dentures. In the last 6 months, how often were your family member's personal medical belongings damaged or lost?

- Never
- Once
- Two or more times


37. In the last 6 months, did your family member use the nursing home's laundry services for his or her clothes?

- Yes
- No  If No, go to question 39


38. In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost?

- Never
- Once or Twice
- Three or more times

39. At any time in the last 6 months, were you ever unhappy with the care your family member received at the nursing home?

- Yes
- No  If No, go to question 43

40. In the last 6 months, did you talk to any nursing home staff about this concern?

- Yes
- No  If No, go to question 42

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41. In the last 6 months, how often were you satisfied with the way the nursing home staff handled these problems?

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they would take it out on your family member?

- Yes
- No

CARE OF YOUR FAMILY MEMBER

43. In the last 6 months, have you been involved in decisions about your family member's care?

- Yes
- No ➔ If No, go to question 45

44. In the last 6 months, how often were you involved as much as you wanted to be in the decisions about your family member's care?

- Never
- Sometimes
- Usually
- Always

45. A care conference is a formal meeting about care planning and health progress between a care team and a resident and his or her family.

In the last 12 months, have you been part of a care conference, either in person or by phone?

- Yes ➔ If Yes, go to question 47
- No

46. Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?

- Yes
- No

OVERALL RATINGS

47. Using any number from 0 to 10 where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at the nursing home?

- 0 Worst Care Possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best Care Possible

48. If someone needed nursing home care, would you recommend this nursing home to them?

- Definitely no
- Probably no
- Probably yes
- Definitely yes

49. In the last 6 months, how often did you feel that there were enough nurses and aides in the nursing home?

- Never
- Sometimes
- Usually
- Always

OTHER ISSUES

Please remember the questions in this survey are about your experiences. Do not include the experiences of other family members.

50. In the last 6 months, did you help with the care of your family member when you visited?

- Yes
- No

51. Do you feel that nursing home staff expect you to help with the care of your family member when you visit?

- Yes
- No

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52. Using any number from 0 to 10 where 0 is the worst food possible and 10 is the best food possible, what number would you use to rate the food at this nursing home?

- 0 Worst Food Possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best Food Possible


53. In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?

- Never
- Sometimes
- Usually
- Always


54. In the last 6 months, how often did you meet with the nursing home staff to review all of the medications your family member was taking?

- Never
- Sometimes
- Usually
- Always

55. In the last 6 months, how often did you have concerns about your family member's medication?

- Never  If Never, go to question 58
- Sometimes
- Usually
- Always


56. Did you talk with any nursing home staff about these medication concerns?

- Yes
- No  If No, go to question 58

57. In the last 6 months, how often were your concerns about your family member's medication resolved?

- Never
- Sometimes
- Usually
- Always

58. In the last 6 months, did you ask the nursing home for information about payments or expenses?

- Yes
- No  If No, go to question 60

59. In the last 6 months, how often did you get all the information you wanted about payments or expenses?

- Never
- Sometimes
- Usually
- Always

ABOUT YOU AND YOUR ROLE

60. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

61. Are you male or female?

- Male
- Female

62. What is the highest grade or level of school that you have completed?

- Grade school or some high school
- Completed high school
- Post-secondary technical school
- Some university or college
- Completed college diploma
- Completed university degree
- Postgrad degree (Master's or Ph.D.)

63. What language do you mainly speak at home?

- English
- French
- Other 

(Please Print)

64. Considering all of the people who visit your family member in the nursing home, are you the person who has the most experience with his/her care?

- Yes
- No
- Don't Know

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65. Do you have any suggestions how care and services at this nursing home could be improved? If so, please explain.

Large empty box for providing suggestions on care and services at the nursing home. The box contains horizontal dashed lines for writing.

Please return the completed survey in the postage-paid envelope.
Thank you for completing this survey.
Your opinions are important to us.



APPENDIX II: SURVEY PROCESS AND METHODOLOGY

Privacy, confidentiality, and ethical considerations

In accordance with the requirements of the *Health Information Act of Alberta* (HIA), an amendment to the Health Quality Council of Alberta's (HQCA) privacy impact assessment for patient experience surveys was submitted to, and accepted by, the Office of the Information and Privacy Commissioner of Alberta specifically for the long term care family experience survey.

As a provincial custodian, the HQCA follows the HIA to ensure the security of the health information it collects. Potential respondents were informed of the survey's purpose and process, that participation was voluntary, and that their information would be confidential. Those respondents who declined to participate were removed from the survey process. Families were informed about the survey through posters and pamphlets. A contact number was provided for those who had questions or concerns about the survey.

Alberta Long Term Care Family Experience Survey

The survey instrument (Appendix I)

The CAHPS® *Nursing Home Survey: Family Member Instrument* was used for this survey. This instrument was used in previous iterations of the HQCA's long term care survey with minimal changes. Two questions were added to the survey from the 2010 iteration:

- *Q30: In the last 6 months, how often is your family member cared for by the same team of staff?*
- *Q53: In the last 6 months, how often did you meet with the nursing home staff to review all of the medications your family member was taking?*

The survey is comprised of 64 questions, plus one open-ended question, and was used with the permission of the Agency for Healthcare Research and Quality.

Survey dimensions

The CAHPS® survey comprises four subscales (i.e., Dimensions of Care):

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Providing Information and Encouraging Family Involvement
4. Meeting Basic Needs

Each Dimension of Care comprises multiple questions and a dimension summary score is produced from specific questions within each dimension. For a list of these questions, see **Appendix VIII**.

Supplementary / additional survey questions

In addition, the *CAHPS® Nursing Home Survey: Family Member Instrument* also comprises questions that address the following topics:

- Suggestions on how care and services provided at the long term care facility could be improved
- Family member ratings of facility food
- Willingness to recommend the long term care facility
- Resident and respondent (family member) characteristics (**Appendix IV**)
- Questions related to medication issues

Survey response options

Each survey question was typically followed by a two-option *Yes or No* response or a four-option response:

- Never
- Sometimes
- Usually
- Always

Survey scoring

The typical method for scoring the survey is to transform each response to a scaled measure between 0-100, as shown in **Table 29**. Higher scores represent positive experiences and lower scores represent more negative experiences. Negatively framed questions such as Question 15 (*In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?*) were reverse coded, where *No* responses were coded as 100.0 and *Yes* responses were coded as 0.0.

Table 29: Survey scale conversion

Four-response options		Two-response options	
Answer choice	Converted scaled value	Answer choice	Converted scaled value
Always	100.0	Yes	100.0
Usually	66.67		
Sometimes	33.33	No	0.0
Never	0.0		

The scoring methodology involves the calculation of a summary score for each Dimension of Care using a mean (or average) of the scaled and weighted response scores for each Dimension of Care:

1. A Dimension of Care score was generated for respondents who answered at least one question within the associated Dimension of Care.⁶⁹ Respondents who met this minimum criterion had missing values (if any) replaced by the facility mean for that question.
2. Mean scores for each Dimension of Care were calculated by scaling the relevant survey items (i.e., questions) to a 0-to-100 scale, where zero was the least positive outcome/response and 100 was the most positive outcome/response.
3. The scaled scores were then weighted based on how strongly each question related to the Dimension of Care, relative to all other questions within the Dimension. For example, questions that relate more strongly with a Dimension of Care would be weighted slightly more heavily than the other questions within the same Dimension.⁷⁰
4. Dimension scores were then calculated by summing individual scaled and weighted survey items and dividing the total score by the number of items within each Dimension of Care (creating a mean or average score).

NOTE: For the Meeting Basic Needs Dimension of Care, mean generation required the combination of two questions for each sub-dimension (i.e., eating, drinking, and toileting). A score of 100 was assigned to each set of questions if the respondent indicated that they: 1) Had not helped their family member with that basic need **OR** 2) Had helped their family member because they chose to help and not because nurses or aides either didn't help or made the family member wait too long. A score of zero was assigned to each set of questions (eating, drinking, or toileting) if the respondent indicated that they: Had helped their family member **AND** that they did this because nurses or aides either didn't help or made the family member wait too long.

Survey sampling design and recruitment

The survey was conducted as a census of all eligible participants for whom contact data was available. Given the small size of many nursing homes, random sampling techniques were not required and would have added little value at the expense of increased complexity for a few larger facilities where random selection might have been justified.

Eligible respondents (family members) were identified with assistance from long term care facility liaisons. Facility liaisons were requested to provide family member contact information of the most involved family member or person of a resident living at the facility. Exclusion criteria included:

- Contacts of new residents (residents residing in facility for less than one month)
- Residents who had no contact person (family member) or whose contact person resided outside of Canada, or residents whose contact person were themselves

⁶⁹ Among respondents (N = 7,975), the percentage who gave no responses to any questions within each Dimension of Care was low: 2.3 per cent for Staffing, Care of Belongings, and Environment, 3.5 per cent for Kindness and Respect; 2.5 per cent for Providing Information and Encouraging Family Involvement, and 3.8 per cent for Meeting Basic Needs.

⁷⁰ The same weight was not used across survey cycles. It was thought that the most appropriate weight, i.e., relative importance of each question, should be determined by the population of each survey year.

- Contacts of (known) deceased residents
- Contacts of residents who were listed as a public guardian
- Contacts of residents who were no longer living at the facility listed in the database

Family members of those who were deceased subsequent to survey rollout were given the option to complete the survey and to provide responses that reflected the last six months in which the resident resided in the facility.

Survey mailings were sent in two waves: March 2014 and January of 2015. Two waves were required to capture as many participating facilities as possible, ultimately capturing 96.4 per cent (or 160 out of 166) of all long term care facilities in Alberta.

This report will refer to each survey cycle in the year of the start of each survey rollout. For example, the data collection for the second survey cycle spanned from November 2010 to January 2011 and will be referenced as 2010.

Within each wave, the following three-stage mailing protocol was used to ensure maximum participation rates:

- Initial mailing of questionnaire packages
- Postcard reminders to all non-respondents
- Mailing of questionnaire package with modified cover letter to all non-respondents

Results from wave 1 and wave 2 were treated as a single group as no substantive differences were found between facilities from wave 1 compared with facilities from wave 2 (see **Appendix III** for additional details).

Response rates

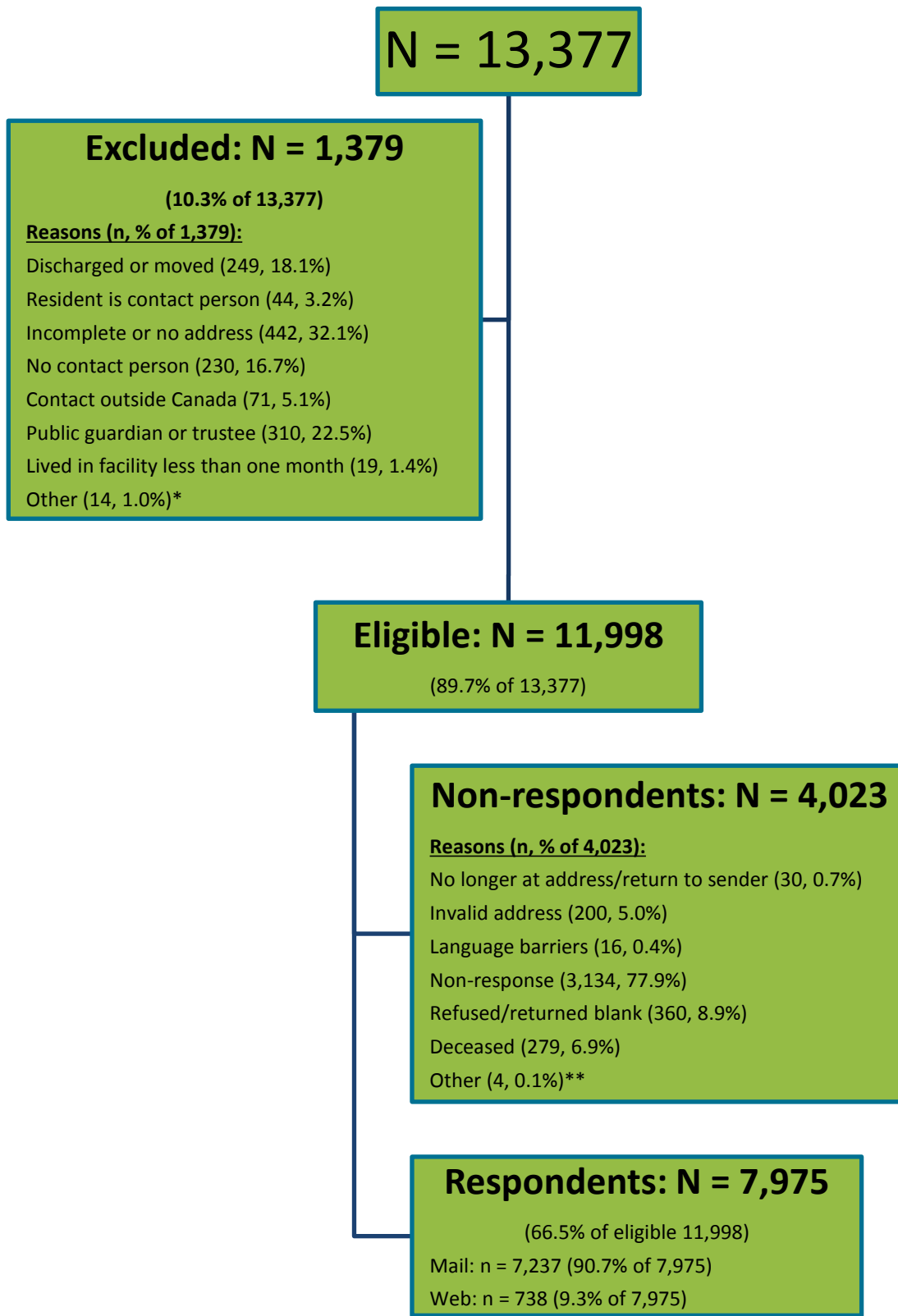
To reduce the potential for “non-response bias”, it is desirable to achieve a high response rate. **Table 30** shows the overall response rate by survey method.

Table 30: Response rate

Description	Count (N)	Response proportion (%)
Total sample (original)	13,377	
Proportion eligible (both waves)	11,998	100.0
Total paper survey responses	7,237	60.3
Total web surveys	738	6.2
Total responses	7,975	66.5

Of the 13,377 family member contacts obtained from facilities, 11,998 (89.7%) were deemed eligible to participate (after exclusion criteria were applied). A total of 7,975 family members returned a survey or completed a web survey and were considered *respondents* (66.5%). The main mode of participation was through paper survey responses (N = 7,237), which constituted 90.7 per cent of all completed survey responses.

Figure 7: Study flowchart



*Other includes (n): no resident (2), duplicate residents (10), and disqualified (2).

**Other includes (n): family member (respondent) deceased and family member in care or respondent not guardian (2).

Response rates by wave

The majority of mail outs were completed during wave 1 (March 2014), which represented 116 of 160 surveyed facilities and 79.3 per cent of combined eligible respondents (N = 9,511). Response proportions (percentages of total response) were relatively similar across waves (**Table 31**). The primary reason for a non-response was unreturned/non-response (89.6%). This was defined as unreturned mail and no response via web (**Table 32**).

Table 31: Response proportions by wave

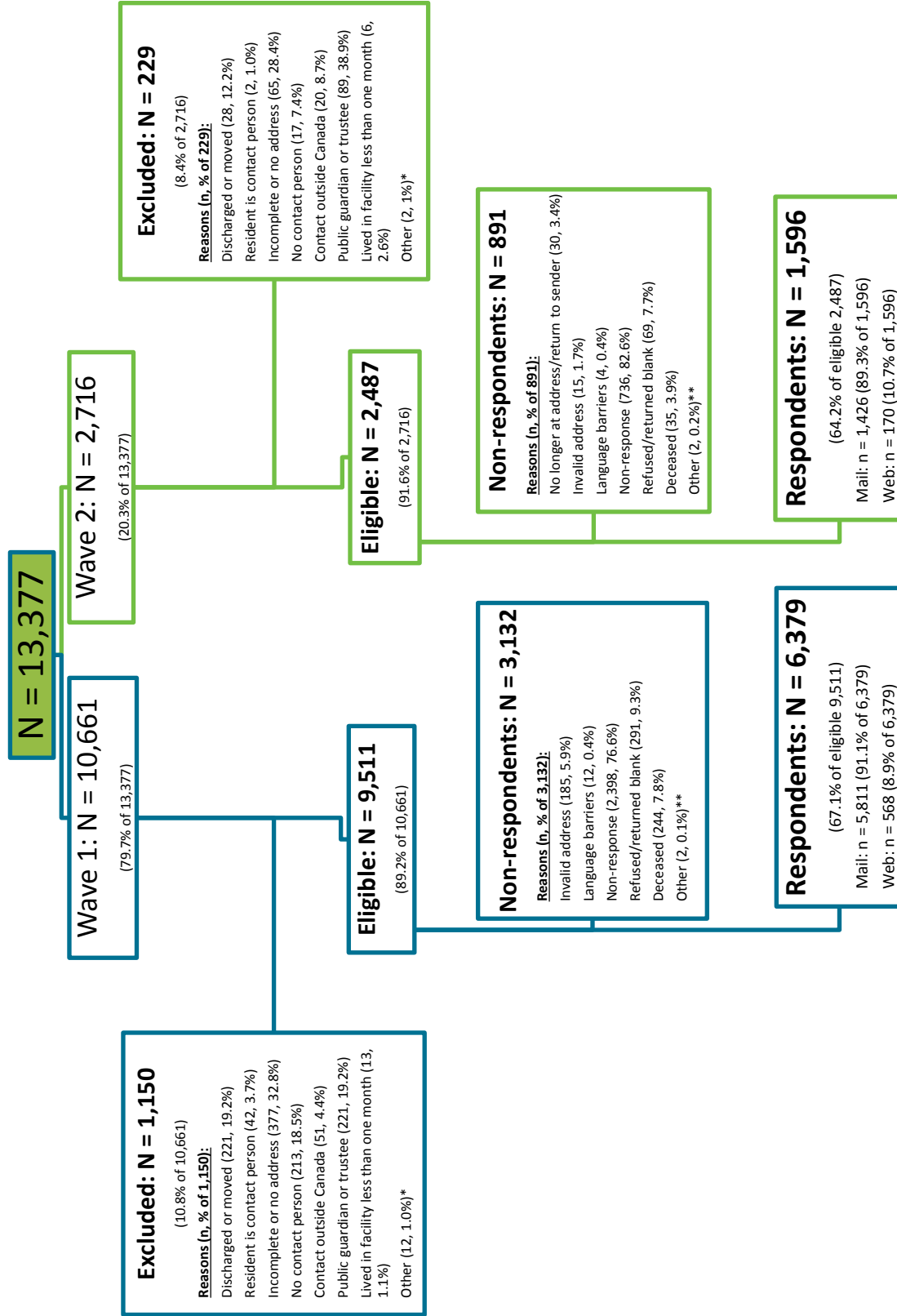
	Wave 1 (N = 9,511)	Wave 2 (N = 2,487)	Total (N = 11,998)
Description	%	%	%
Proportion eligible	100.0	100.0	100.0
Total paper survey responses	61.1	57.3	60.3
Total web responses	6.0	6.8	6.2
Total responses	67.1	64.2	66.5

Table 32: Reasons for non-response by wave

	Wave 1 (N = 9,511)	Wave 2 (N = 2,487)	Total (N = 11,998)
Description	%	%	%
No longer at address/return to sender	--	1.2	0.3
Invalid address	1.9	0.6	1.7
Language barriers	0.1	0.2	0.1
Non-response	25.2	29.6	26.1
Refused/returned blank	3.1	2.8	3.0
Deceased	2.6	1.4	2.3
Other**	<0.1	0.1	<0.1

**Other includes family member (respondent) deceased and family member in care or respondent not guardian.

Figure 8: Response flowchart by wave



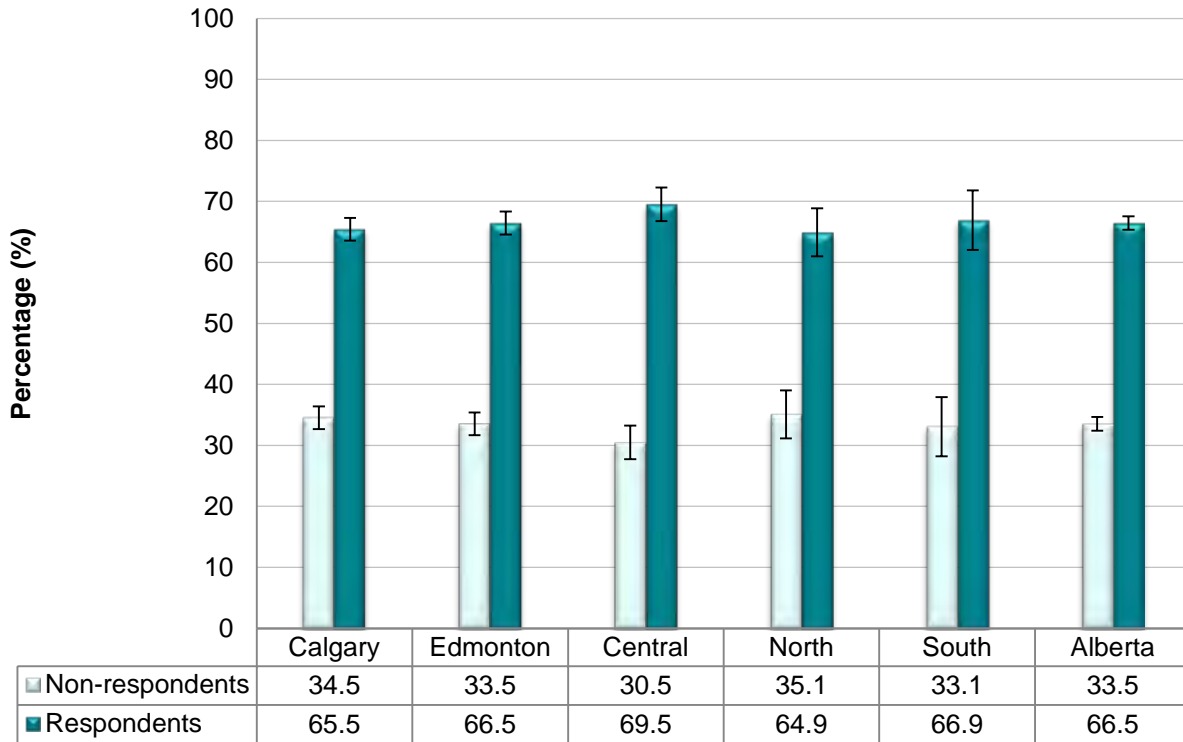
*Other includes (n): no resident (2), duplicate residents (10), and disqualified (2).

**Other includes (n): family member (respondent) deceased and family member in care or respondent not guardian (2).

Response rates by zone⁷¹

The overall response rate was 66.5 per cent. Of the completed responses, nearly all (90.7%) were paper surveys.

Figure 9: Survey response rates by Alberta Health Services zone and province



⁷¹ Note: when results refer to zone comparisons, these results refer to zones in which the respondent's family member (resident) resides. In other words, it is the zone in which the facility in reference is located.

Differences between the facility-level report (2014-15) with prior facility-level reports (2010 and 2007)

1. **Facility inclusion criteria.** The facility inclusion criteria were changed to be more inclusive of facilities yet still retain facilities considered to have reliable data. As a consequence, the distribution of facilities for 2010 and 2007 will differ from previous reports, and resulted in, for example, potential changes in facility quartile categorization.
2. **Meeting Basic Needs.** Previously, a Dimension of Care mean for Meeting Basic Needs was not calculated for respondents who answered “NO” to gate questions. The new methodology calculates a Dimension of Care mean for these respondents to account for the experiences of family members that did not help the resident. As a result, Meeting Basic Needs mean scores for 2010 and 2007 may differ slightly from those reported in past reports.
3. **Weighting and Dimension of Care mean generation.** New methodology was implemented that used path analysis to determine question weights. Questions that relate more strongly with a Dimension of Care would be weighted slightly more than others within the same Dimension. This approach was applied to all survey years and as a result, Dimension of Care mean scores may differ slightly from those reported in past reports.
4. **Changes to the survey tool.** There were minimal changes made to the survey tool. Two questions were added to the survey from the 2010 iteration:
 - a) Q30: In the last 6 months, how often is your family member cared for by the same team of staff?
 - b) Q53: In the last 6 months, how often did you meet with the nursing home staff to review all of the medications your family member was taking?
5. **Qualitative analysis.** In contrast to prior reports, a robust qualitative analysis was conducted on the open-ended responses for Question 65. This analysis involved the identification of common themes or a pattern of themes that emerged from family member comments. While the present report focuses on results from 2014-15, an identical approach was conducted on the two prior survey cycles (2007 and 2010) and is presented in **Section 10.0** and **Appendix X**. In doing so, differences and similarities in the themes present in family members’ comments about long term care can be observed across survey cycles.

APPENDIX III: WAVE 1 VERSUS WAVE 2

Two waves were required to capture as many facilities as possible for the 2014-15 long term care family experience survey. To treat results captured from both wave 1 and wave 2 as combined results, it was important to ensure that the results from each wave did not significantly differ. To that end, respondents from wave 1 and wave 2 were compared on respondent and resident characteristics, in addition to the Global Overall Care Rating, four Dimensions of Care, Food Rating Scale, and the Propensity to Recommend (the facility).

Few differences were found with respect to resident and respondent characteristics. The exceptions were:

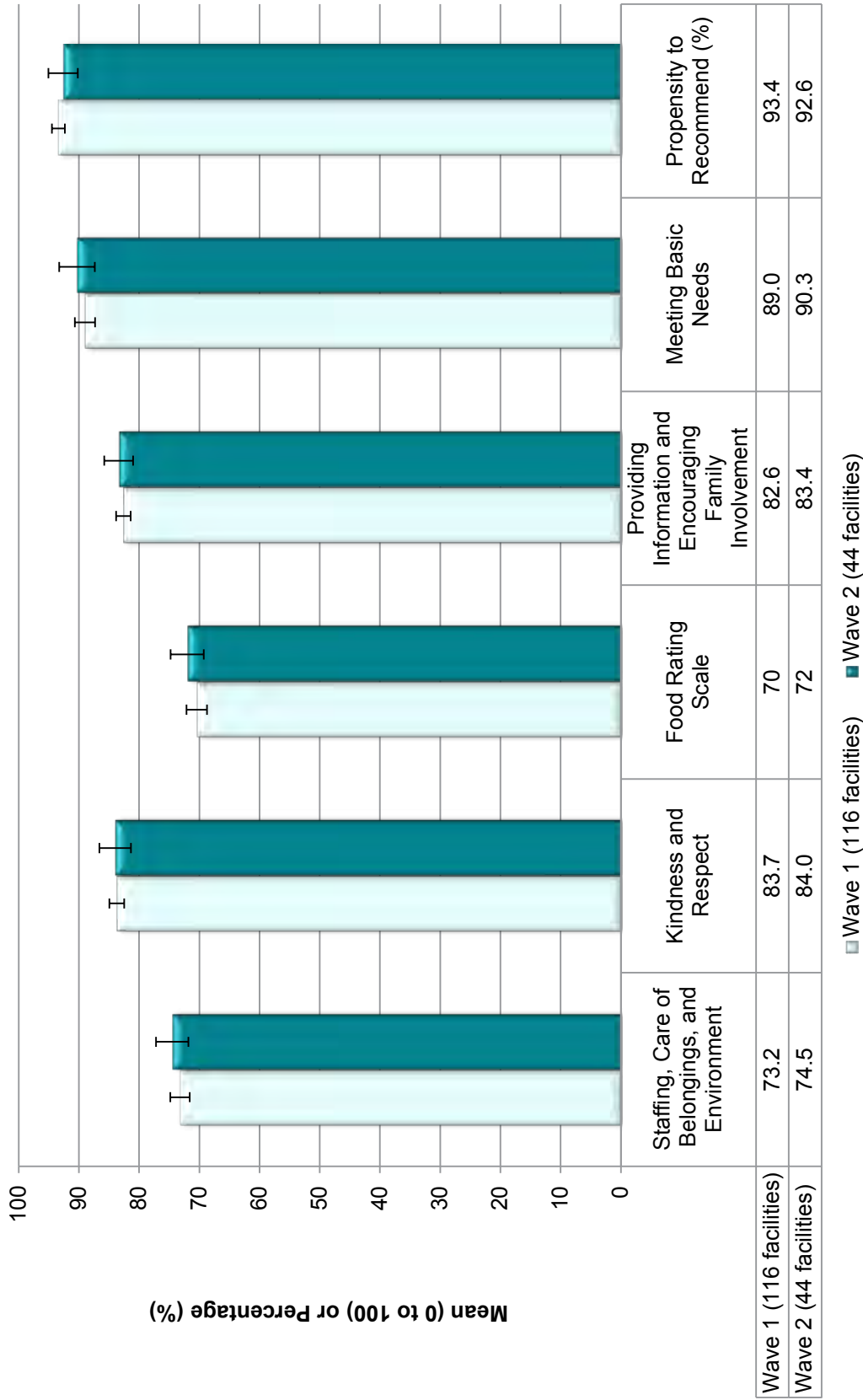
1. Language. A greater proportion of non-English speakers were present in wave 1 compared to wave 2.
2. A greater proportion of residents who were residing in their facility for six months or more were present in wave 1 compared to wave 2.

At the facility level, facility mean Global Overall Care ratings did not significantly differ from wave 1 and wave 2 (8.3 versus 8.3, $p > 0.01$). The same result was found for each of the Dimensions of Care, Food Rating Scale, and Propensity to Recommend.

Table 33: Respondent and resident characteristics from wave 1 and wave 2

Respondent characteristic and/or related questions	
Q9: In the last 6 months, about how many times did you visit your family member in the nursing home?	Not significant
Q64: Considering all of the people who visit your family member in the nursing home, are you the person who has the most experience with his or her care?	Not significant
Q60: What is your age?	Not significant
Q61: Are you male or female?	Not significant
Q62: What is the highest grade or level of school that you have completed?	Not significant
Q63: What language do you normally speak at home?	Greater proportion of non-English speakers in wave 1 (7.8%) than in wave 2 (3.0%), $p < 0.01$
Resident characteristic and/or related questions	
Q4: In total, about how long has your family member lived in this nursing home?	Greater proportion of residents who lived in facility longer than 6 months in wave 1 (93.7%) than in wave 2 (88.2%), $p < 0.01$
Q5: Do you expect your family member to live in this or any other nursing home permanently?	Not significant
Q6: In the last 6 months, has your family member ever shared a room with another person at this nursing home?	Not significant
Q7: Does your family member have serious memory problems because of Alzheimer's disease, dementia, stroke, accident, or something else?	Not significant
Q8: In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?	Not significant

Figure 10: Wave 1 and wave 2 facility comparisons



APPENDIX IV: 2014-15 RESPONDENT AND RESIDENT CHARACTERISTICS

Several questions about respondent and resident characteristics were included in the survey questionnaire. These were intended to:

1. Describe the respondent sample and the residents they represent
2. Evaluate how these characteristics may have affected the results

Respondent (i.e., family member) characteristics

Respondent characteristics were grouped into two categories:

1. Respondent's relationship and level of involvement with the resident:
 - a) Respondent relationship to resident
 - b) Frequency of visits
 - c) Most experienced person with care
2. Socio-demographic profiles of respondents:
 - a) Age
 - b) Gender
 - c) Education
 - d) Language most commonly spoken at home

Detailed results for each attribute are reported in the following pages.

Question 1 (Q1): Who is the person named on the cover letter?

Respondents were asked to report their relationship to the resident named on the cover letter. The majority of respondents reported that they were representing their parents (59.7%) or their spouse/partner (18.5%).

Figure 11: Provincial summary of responses for survey Q1

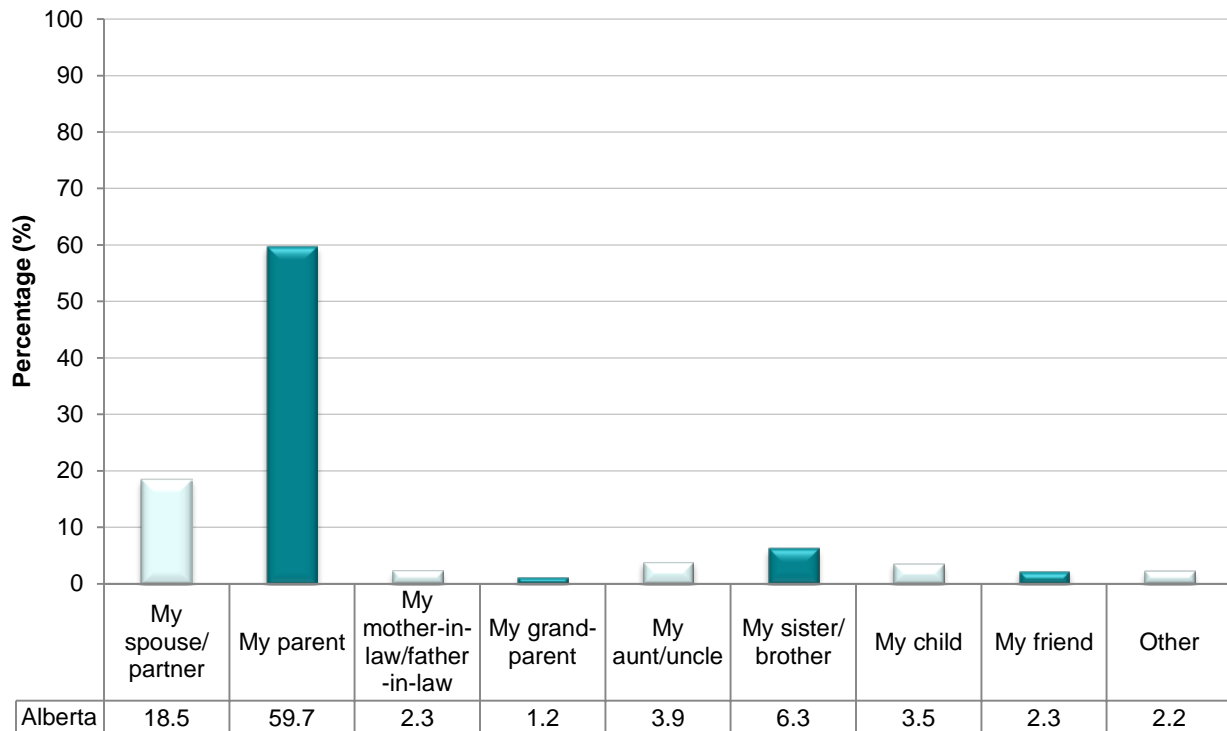


Table 34: Zone summary of responses for survey Q1

	Calgary (N = 2,777)	Edmonton (N = 2,762)	Central (N = 1,264)	North (N = 626)	South (N = 411)	Alberta (N = 7,840)
	%	%	%	%	%	%
My spouse/partner	18.7	16.9	19.5	19.5	23.6	18.5
My parent	59.8	59.7	61.6	58.0	57.2	59.7
My mother-in-law/father-in-law	2.3	2.7	1.8	2.6	1.2	2.3
My grandparent	1.2	1.6	0.6	0.5	1.7	1.2
My aunt/uncle	4.0	4.2	2.9	4.2	3.2	3.9
My sister/brother	5.8	6.4	5.9	7.2	8.3	6.3
My child	3.1	4.0	3.6	4.6	1.9	3.5
My friend	2.5	2.2	2.2	1.9	1.7	2.3
Other	2.6	2.3	2.0	1.6	1.2	2.2
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q9: In the last 6 months, about how many times did you visit your family member in the nursing home?

The majority of respondents reported that they visited their family member *more than 20 times* in the last six months (70.6%).

Figure 12: Provincial summary of responses for survey Q9

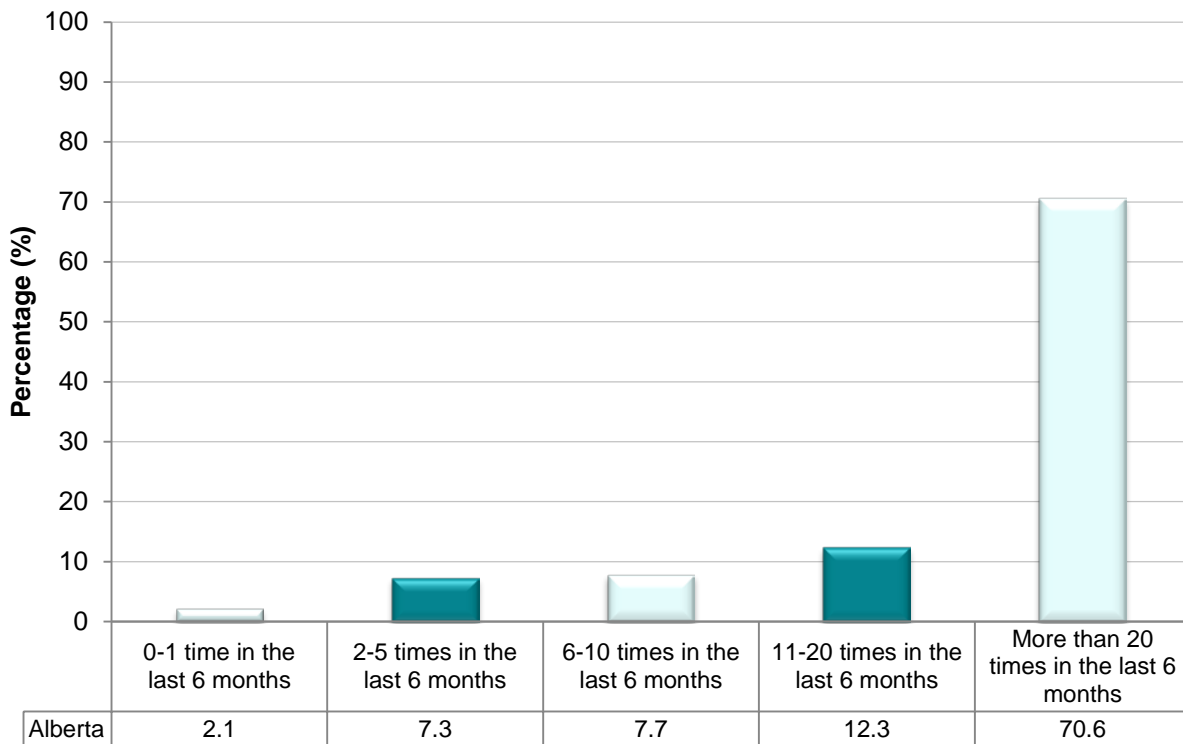


Table 35: Zone summary of responses for survey Q9

	Calgary (N = 2,798)	Edmonton (N = 2,784)	Central (N = 1,272)	North (N = 620)	South (N = 410)	Alberta (N = 7,884)
	%	%	%	%	%	%
0-1 time in the last 6 months	1.9	2.3	1.8	1.9	2.2	2.1
2-5 times in the last 6 months	6.8	6.7	8.5	9.2	7.6	7.3
6-10 times in the last 6 months	6.6	6.8	10.6	11.8	7.3	7.7
11-20 times in the last 6 months	11.8	11.9	13.8	14.5	11.2	12.3
More than 20 times in the last 6 months	72.9	72.2	65.3	62.6	71.7	70.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

Respondents who answered *0-1 time* were instructed to skip to the demographic section of the questionnaire. For those who continued to answer survey questions, their responses were set to *missing*.

Some respondents did not provide a response to Q9, but did complete the rest of the questionnaire. Global Overall Care ratings for this group did not differ significantly from those who provided a valid response (**Table 36**) so their responses to the rest of the questionnaire were retained.

Table 36: Missing responses to Q9 versus frequency of visits

Q9 Response	Results
Missing	Referent group
0-1 time in the last 6 months	Not significant relative to referent group ($p > 0.01$)
2-5 times in the last 6 months	Not significant relative to referent group ($p > 0.01$)
6-10 times in the last 6 months	Not significant relative to referent group ($p > 0.01$)
11-20 times in the last 6 months	Not significant relative to referent group ($p > 0.01$)
More than 20 times in the last 6 months	Not significant relative to referent group ($p > 0.01$)

Q64: Considering all of the people who visit your family member in the nursing home, are you the person who has the most experience with his or her care?

In almost all cases, the respondent was the person with the most experience with care of the resident (88.1%).

Figure 13: Provincial summary of responses for survey Q64

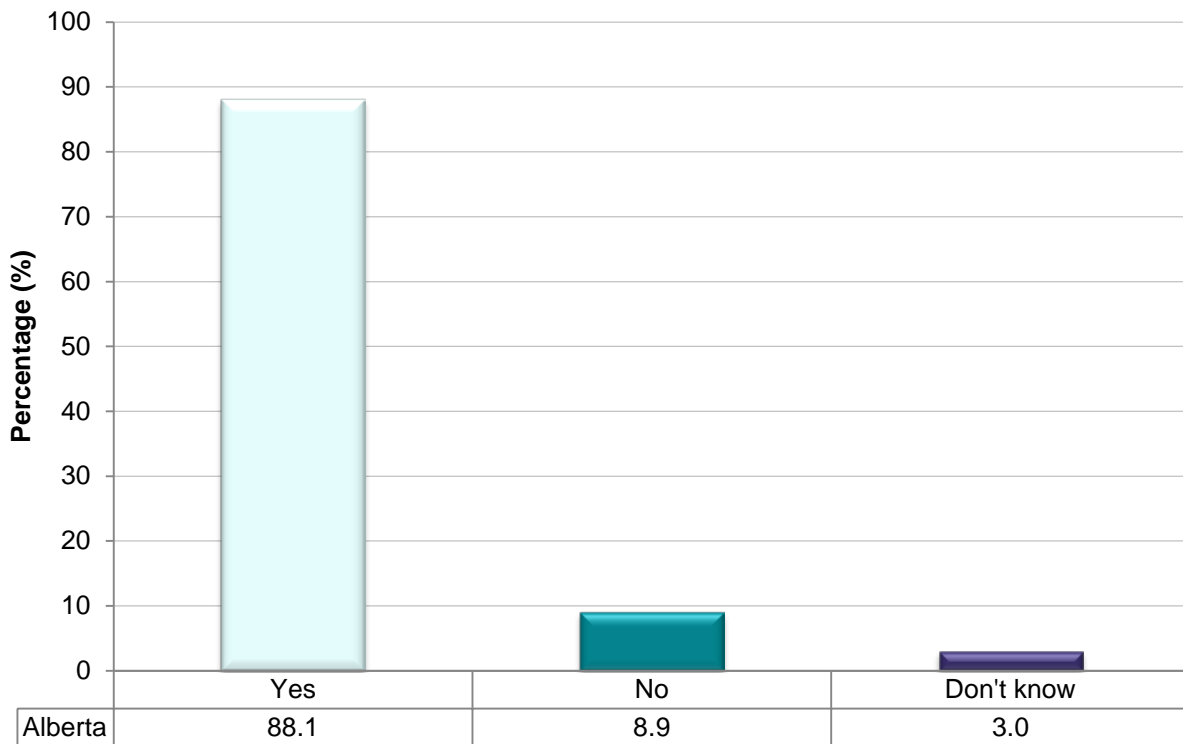


Table 37: Zone summary of responses for survey Q64

	Calgary (N = 2,768)	Edmonton (N = 2,743)	Central (N = 1,265)	North (N = 610)	South (N = 405)	Alberta (N = 7,791)
	%	%	%	%	%	%
Yes	88.9	88.2	87.1	87.4	86.4	88.1
No	8.6	8.9	9.9	8.5	9.4	8.9
Don't know	2.5	3.0	3.0	4.1	4.2	3.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q60: What is your age?

The most common respondent age group was those 55 to 64 years old, consisting of 37.3 per cent of respondents. Approximately 42 per cent of respondents were over 65 years of age.

Figure 14: Provincial summary of responses for survey Q60

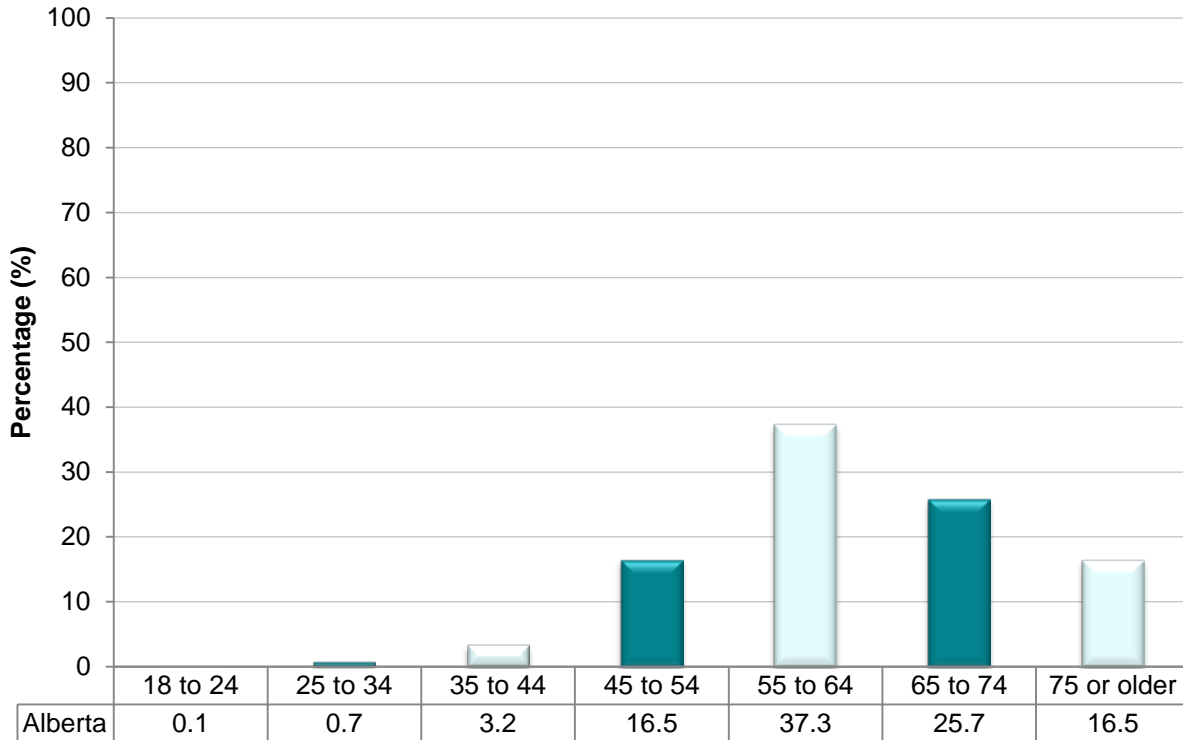


Table 38: Zone summary of responses for survey Q60

	Calgary (N = 2,746)	Edmonton (N = 2,741)	Central (N = 1,265)	North (N = 613)	South (N = 405)	Alberta (N = 7,770)
	%	%	%	%	%	%
18 to 24	0.1	0.0	0.1	0.0	0.0	0.1
25 to 34	0.6	0.9	0.7	0.8	0.0	0.7
35 to 44	3.5	3.4	2.4	3.9	2.5	3.2
45 to 54	17.2	17.4	14.0	15.8	14.1	16.5
55 to 64	37.8	36.5	38.4	35.6	38.8	37.3
65 to 74	24.7	25.7	28.0	26.4	24.7	25.7
75 or older	16.1	16.1	16.4	17.5	20.0	16.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q61: Are you male or female?

Females constituted 64.3 per cent of respondents.

Figure 15: Provincial summary of responses for survey Q61

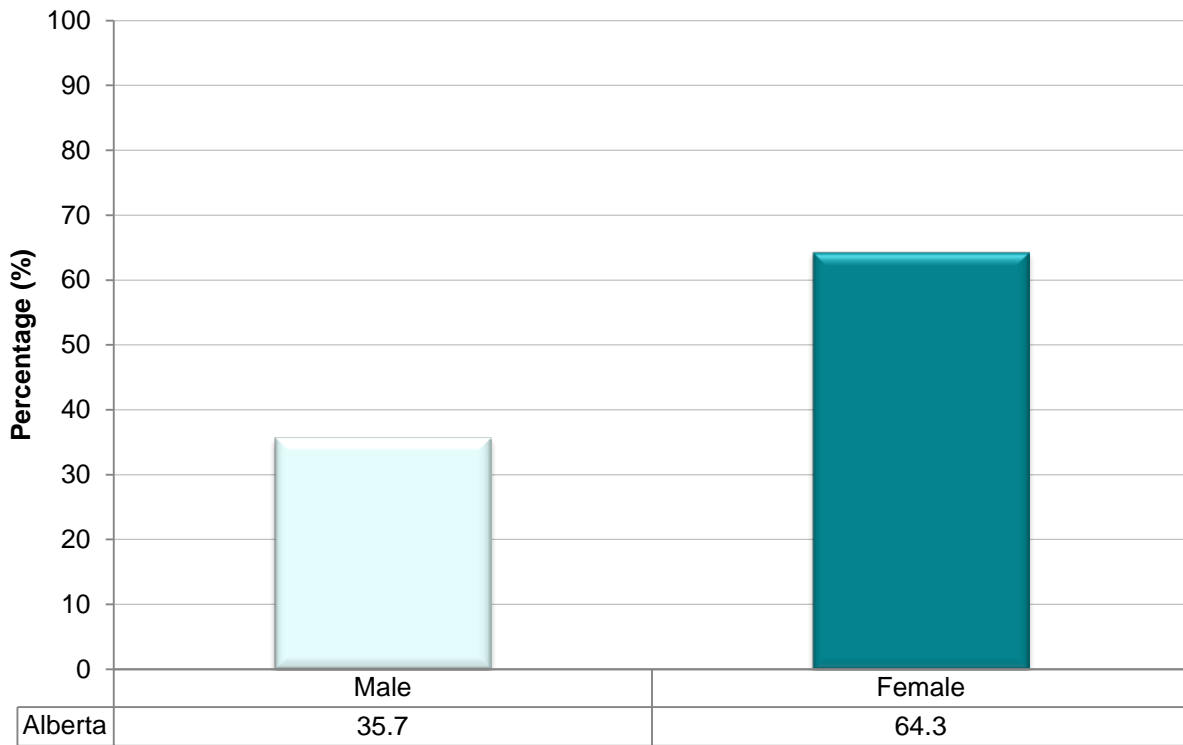


Table 39: Zone summary of responses for survey Q61

	Calgary (N =2,743)	Edmonton (N = 2,744)	Central (N = 1,261)	North (N = 615)	South (N = 404)	Alberta (N = 7,767)
	%	%	%	%	%	%
Male	37.9	34.5	34.9	33.8	33.4	35.7
Female	62.1	65.5	65.1	66.2	66.6	64.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q62: What is the highest grade or level of school that you have completed?

Approximately 34 per cent of respondents reported their highest level of education was high school or less.

Figure 16: Provincial summary of responses for survey Q62

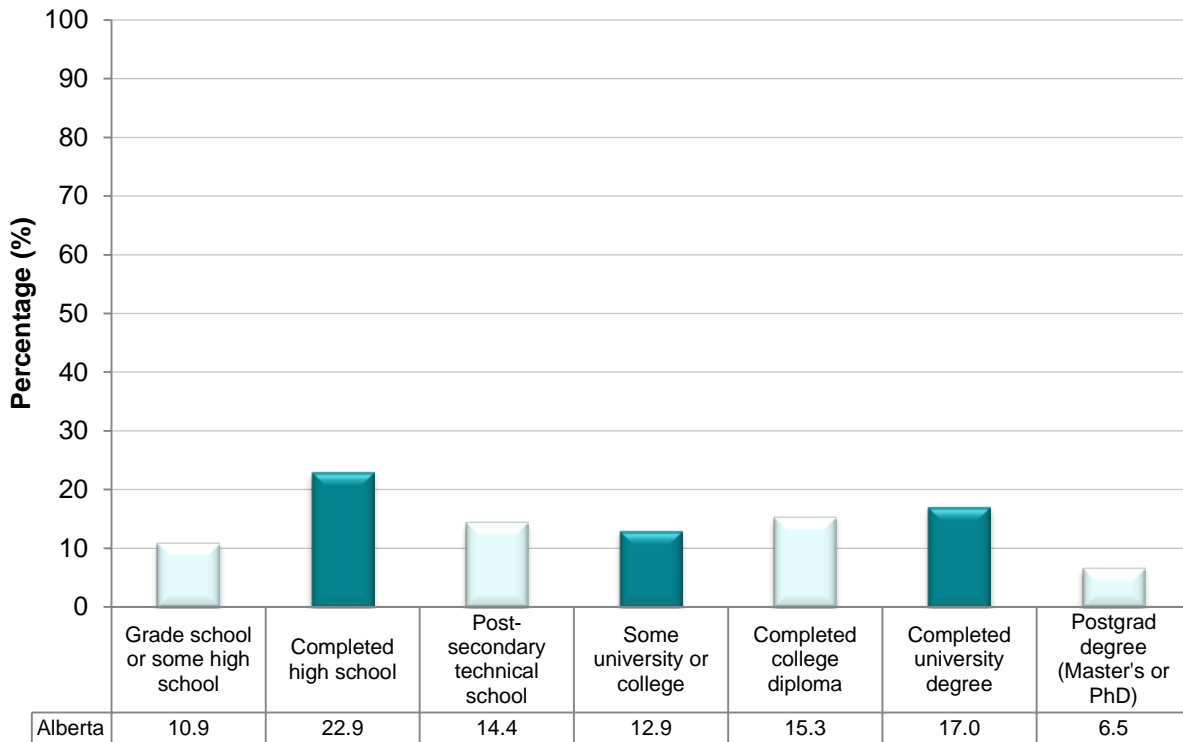


Table 40: Zone summary of responses for survey Q62

	Calgary (N = 2,639)	Edmonton (N = 2,625)	Central (N = 1,214)	North (N = 582)	South (N = 400)	Alberta (N = 7,460)
	%	%	%	%	%	%
Grade school or some high school	7.3	9.1	15.6	19.4	19.8	10.9
Completed high school	20.2	22.0	27.7	30.2	21.0	22.9
Post-secondary technical school	12.9	15.5	15.1	13.9	15.8	14.4
Some university or college	14.3	12.4	12.7	9.5	13.3	12.9
Completed college diploma	16.0	14.9	15.0	15.3	14.8	15.3
Completed university degree	20.7	18.7	11.0	9.5	11.8	17.0
Postgrad degree (Master's or PhD)	8.6	7.4	3.0	2.2	3.8	6.5
Total	100	100	100	100	100	100

Q63: What language do you normally speak at home?

The majority of respondents reported that English was the primary language spoken in their home (93.1%).

Among those who reported *other* as their primary language, the most common languages were Chinese, German, Ukrainian, and French.

Figure 17: Provincial summary of responses for survey Q63

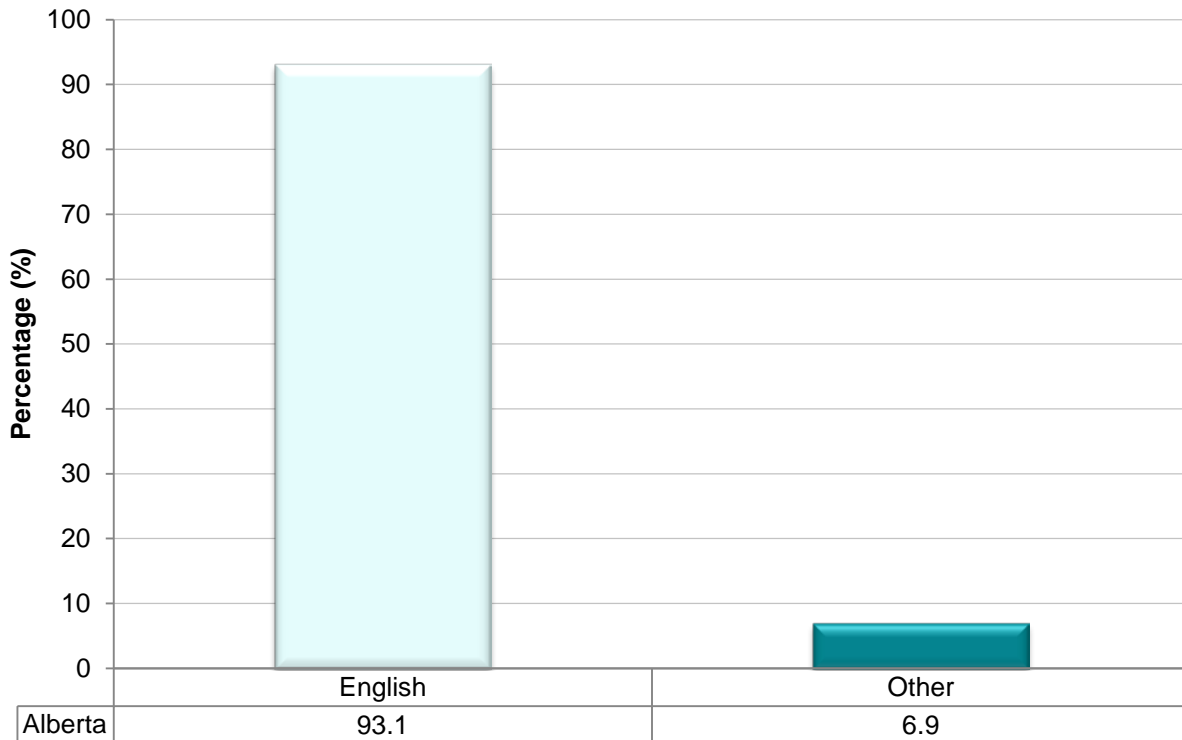


Table 41: Zone summary of responses for survey Q63

	Calgary (N = 2,755)	Edmonton (N = 2,754)	Central (N = 1,267)	North (N = 616)	South (N = 407)	Alberta (N = 7,799)
	%	%	%	%	%	%
English	91.9	91.9	97.7	91.9	97.5	93.1
Other	8.1	8.1	2.3	8.1	2.5	6.9
Total	100.0	100.0	100.0	100.0	100.0	100.0

Respondent characteristics and differences in Global Overall Care ratings

Global Overall Care ratings (a score from 0 to 10) were compared to variables considered under the section **Respondent characteristics**. Two-level categories such as gender (Male/Female) were assessed using t-tests. For simplicity in reporting, age, education, and visit frequency were dichotomized into:

- Age: 65 and over versus under 65 years of age
- Education: High school or less versus more than high school
- Visit frequency: More than 20 times in the past six months versus 0 to 20⁷²

Table 42: Respondent characteristics and differences in Global Overall Care ratings

Respondent characteristic and/or related questions	Comment: significant difference in Global Overall Care rating
Q9: In the last 6 months, about how many times did you visit your family member in the nursing home?	Responders who reportedly visited their family member more than 20 times in the past 6 months had lower Global Overall Care ratings than responders who reportedly visited their family member less often (8.1 versus 8.3 respectively, $p < 0.01$).
Q64: Considering all of the people who visit your family member in the nursing home, are you the person who has the most experience with his or her care?	Not significant
Q60: What is your age?	Respondents less than 65 years of age had lower Global Overall Care ratings than respondents over 65 years of age (8.0 versus 8.4, respectively, $p < 0.01$).
Q61: Are you male or female?	Female respondents had lower Global Overall Care ratings than male respondents (8.1 versus 8.3, respectively, $p < 0.01$).
Q62: What is the highest grade or level of school that you have completed?	Respondents with a completed education of high school or less had higher Global Overall Care ratings than respondents with education greater than high school (8.1 versus 8.3, respectively, $p < 0.01$).
Q63: What language do you normally speak at home?	Not significant

⁷² Reported past six-month visit frequencies of two to five times, six to 10 times and 11 to 20 times did not significantly differ from each other and therefore were collapsed.

Resident characteristics

The following *resident* demographic information was collected from both the survey and from the facility (administrative data):

- Time lived in home
- Expected resident permanency in home
- Resident in shared room
- Resident with serious memory problems
- Resident autonomy
- Resident gender

Q4: In total, about how long has your family member lived in this nursing home?

The majority of residents (77.5%) lived at their nursing home for 12 months or longer.

Figure 18: Provincial summary of responses for survey Q4

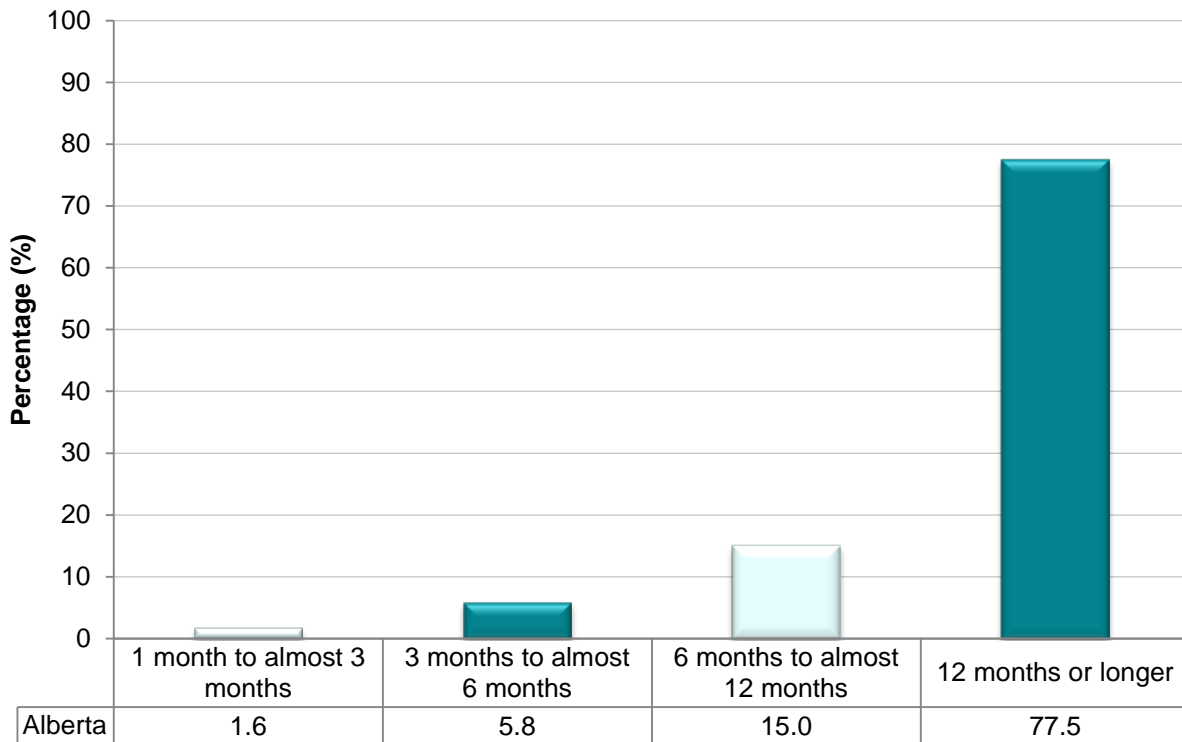


Table 43: Zone summary of responses for survey Q4

	Calgary (N = 2,789)	Edmonton (N = 2,774)	Central (N = 1,275)	North (N = 626)	South (N = 413)	Alberta (N = 7,877)
	%	%	%	%	%	%
1 month to almost 3 months	1.6	1.6	2.0	0.6	2.2	1.6
3 months to almost 6 months	6.1	5.5	6.7	3.7	7.0	5.8
6 months to almost 12 months	14.5	16.0	13.3	14.2	18.6	15.0
12 months or longer	77.8	77.0	78.0	81.5	72.2	77.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

Length of stay

Admission dates (or months since admission to a facility) were captured from facilities and is current as of the date of first mailing for each wave. Length of stay is defined as the amount of time in months a resident has resided in the facility at the time of survey delivery. The median length of stay for residents of family member respondents at the time of the survey was approximately 24 months.

The association between length of stay and Global Overall Care ratings, Dimensions of Care, and Food Rating Scale were subsequently explored. Overall, regardless of facility, respondents whose family member (resident) had resided in the facility less than two years did not significantly differ amongst each other on Global Overall Care ratings. However, these residents together on average had higher family member ratings compared to residents residing in their facility for longer than two years. A similar result was found for the four Dimensions of Care and Food Rating Scale, where higher scores are typically given by respondents whose residents had resided in their facility for a shorter time period relative to those who had resided in their facility longer.

These differences were small with correlations ranging from a low of -0.01 to a high of -0.05.⁷³ When scores were categorized by facility quartile, length of stay did not significantly differ among respondents who resided in lower quartile facilities versus those who resided in upper quartile facilities ($p > 0.01$).⁷⁴ The same result was found for each of the four Dimensions of Care in addition to the Food Rating Scale.

⁷³ Non-parametric Spearman's rank coefficients were similarly low, none of which were above 0.1.

⁷⁴ Result consistent with outcome measures of Global Overall Care ratings, each of the four Dimensions of Care, and Food Rating Scale. Results from t-tests were identical to a non-parametric Wilcoxon rank-sum test. Correlation coefficients ranged from a low of -0.01 to a high of -0.05.

Figure 19: Median length of stay (months)



Q5: Do you expect your family member to live in this or any other nursing home permanently?

Approximately 93.3 per cent of family members stated that they expected the resident to permanently live at their nursing home, with 3.4 per cent saying that they *didn't know*.

Figure 20: Provincial summary of responses for survey Q5

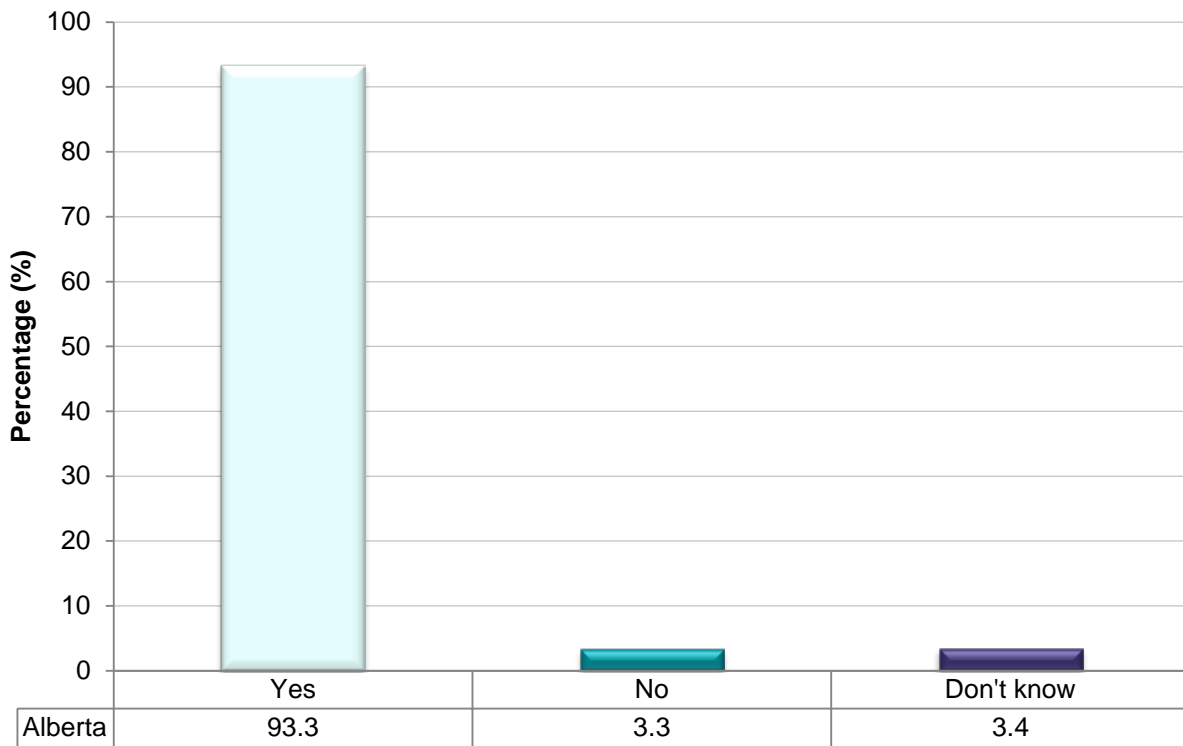


Table 44: Zone summary of responses for survey Q5

	Calgary (N = 2,769)	Edmonton (N = 2,712)	Central (N = 1,250)	North (N = 610)	South (N = 408)	Alberta (N = 7,749)
	%	%	%	%	%	%
Yes	92.7	93.7	93.0	94.1	94.4	93.3
No	3.4	3.0	3.9	2.6	3.4	3.3
Don't know	3.9	3.2	3.1	3.3	2.2	3.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q6: In the last 6 months, has your family member ever shared a room with another person at this nursing home?

Approximately half (53.1%) resided in a single-resident room.

Figure 21: Provincial summary of responses for survey Q6

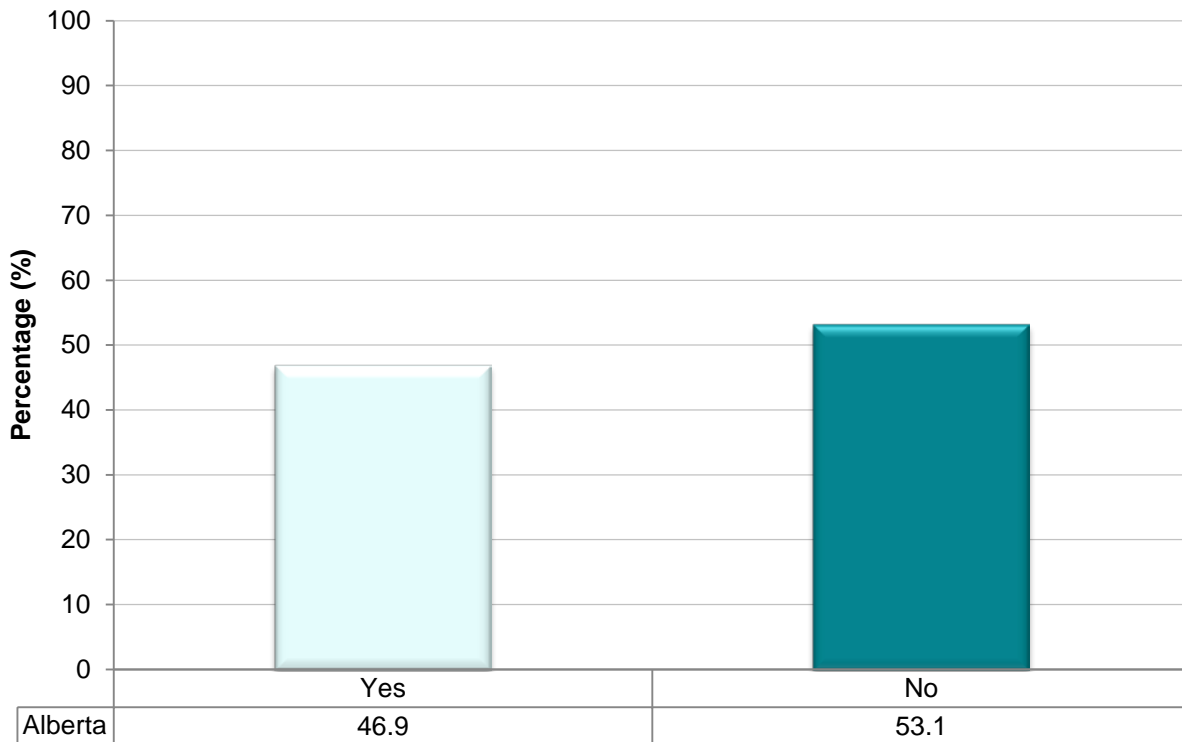


Table 45: Zone summary of responses for survey Q6

	Calgary (N = 2,800)	Edmonton (N = 2,789)	Central (N = 1,281)	North (N = 626)	South (N = 411)	Alberta (N = 7,907)
	%	%	%	%	%	%
Yes	56.0	47.2	35.1	41.5	27.0	46.9
No	44.0	52.8	64.9	58.5	73.0	53.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q7: Does your family member have serious memory problems because of Alzheimer's disease, dementia, stroke, accident, or something else?

Provincially, 67.0 per cent of family members reported that the resident had serious memory problems.

Figure 22: Provincial summary of responses for survey Q7

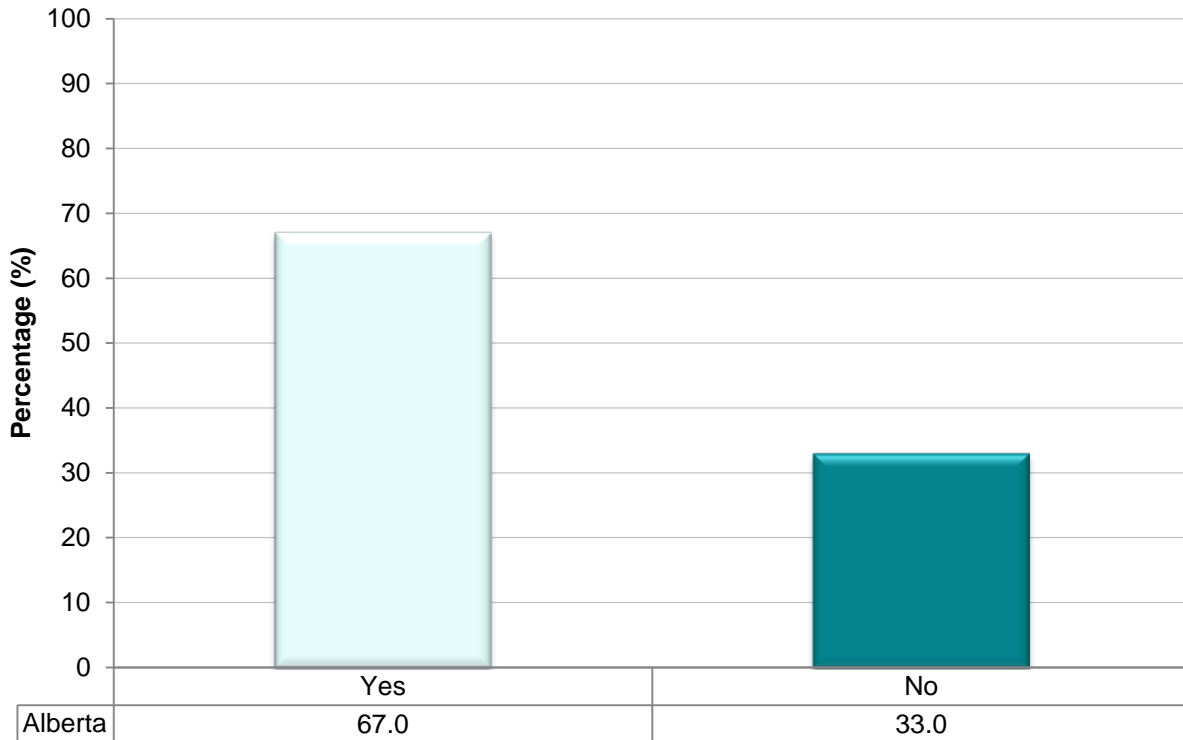


Table 46: Zone summary of responses for survey Q7

	Calgary (N = 2,754)	Edmonton (N = 2,739)	Central (N = 1,263)	North (N = 613)	South (N = 409)	Alberta (N = 7,778)
	%	%	%	%	%	%
Yes	68.0	65.9	66.0	67.0	71.4	67.0
No	32.0	34.1	34.0	33.0	28.6	33.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q8: In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?

Provincially, 36.0 per cent of respondents reported that the resident they represented was *usually* or *always* capable of making decisions about his or her own daily life.

Figure 23: Provincial summary of responses for survey Q8

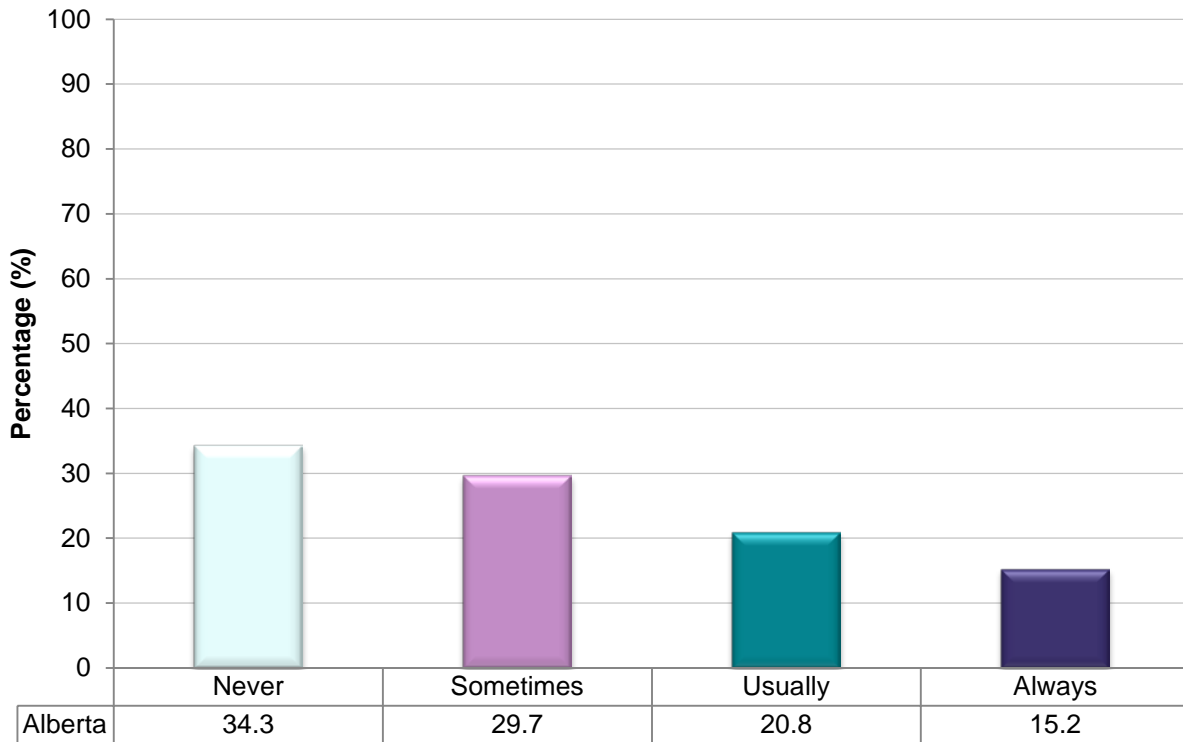


Table 47: Zone summary of responses for survey Q8

	Calgary (N = 2,758)	Edmonton (N = 2,741)	Central (N = 1,262)	North (N = 610)	South (N = 407)	Alberta (N = 7,778)
	%	%	%	%	%	%
Never	32.6	35.0	35.1	35.4	36.6	34.3
Sometimes	29.4	29.3	29.5	30.3	33.2	29.7
Usually	22.8	19.8	19.3	20.0	20.4	20.8
Always	15.2	15.8	16.1	14.3	9.8	15.2
Total	100.0	100.0	100.0	100.0	100.0	100.0

Resident gender

Females constituted 67.4 per cent of residents.

Figure 24: Resident gender

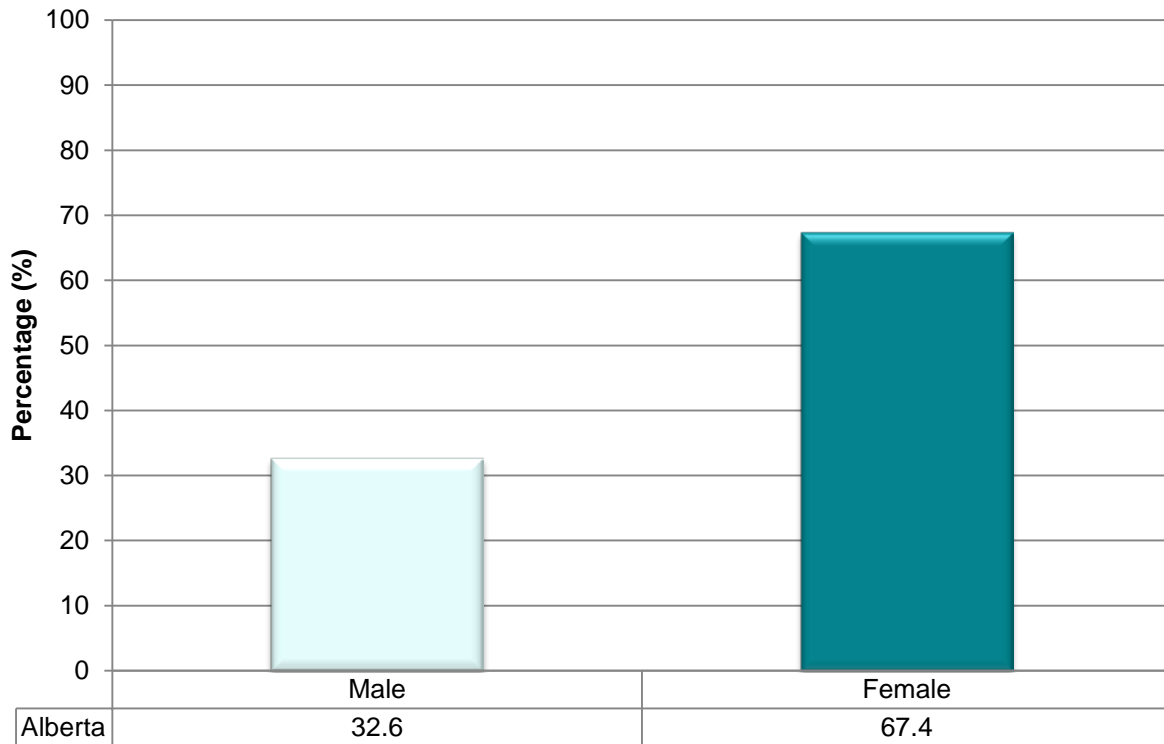


Table 48: Resident gender

	Calgary (N = 2,822)	Edmonton (N = 2,239)	Central (N = 1,228)	North (N = 632)	South (N = 274)	Alberta (N = 7,335)
	%	%	%	%	%	%
Male	30.9	32.5	34.7	36.1	33.8	32.6
Female	69.1	67.5	65.3	63.9	66.2	67.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

Resident characteristics and differences in Global Overall Care ratings

Global Overall Care ratings (a score from 0 to 10) were compared to variables considered under the section **Resident characteristics**. In performing mean comparisons, variables with more than two levels were assessed using a one-way analysis of variance, whereas two-level categories such as gender (Male/Female) were assessed using t-tests. For simplicity in reporting, length of stay (Q4) was dichotomized into:

- 1 to almost 6 months or 6 months or longer⁷⁵

In addition, for simplicity in reporting, age was collapsed into a binary variable based on the mean of (83.7 years).

Table 49: Resident characteristics and differences in Global Overall Care ratings

Resident characteristic and/or related questions	Comment: significant difference in Global Overall Care rating
Q4: In total, about how long has your family member lived in this nursing home?	Respondents who reported that their family member had lived at the facility less than 6 months had higher Global Overall Care ratings than respondents who had family living in their facility longer than 6 months (8.1 versus 8.4 respectively, $p < 0.01$).
Q5: Do you expect your family member to live in this or any other nursing home permanently?	Respondents who reported that they were unsure whether their family member was going to live at the facility permanently had lower Global Overall Care ratings than respondents who said either YES or NO to Q5 ($p < 0.01$). Respondents who answered YES or NO to Q5 did not significantly differ in Global Overall Care Ratings ($p > 0.01$).
Q6: In the last 6 months, has your family member ever shared a room with another person at this nursing home?	Not significant
Q7: Does your family member have serious memory problems because of Alzheimer's disease, dementia, stroke, accident, or something else?	Not significant
Q8: In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?	Not significant
Resident gender	Not significant
Resident age	Respondents with family members aged 83.7 years or younger on average gave lower scores on Global Overall Care ratings than respondents with family members older than 83.7 years (8.0 versus 8.2, respectively, $p < 0.01$).

⁷⁵ For Q4, no significant differences were seen with response categories of “1 month to almost 3 months” versus “3 months to almost 6 months” and were therefore collapsed. Similarly no significant differences were seen with response categories of “6 months to almost 12 months” versus “12 months or longer” and were therefore collapsed.

APPENDIX V: CRITERIA FOR INCLUSION IN 2014-15 FACILITY-LEVEL ANALYSES

Criteria:

1. Confidentiality: five or more respondents per facility⁷⁶
2. ≤ 10 per cent margin of error (with finite population correction)
3. Response rate of > 50 per cent

Of 160 surveyed facilities, 154 facilities had at least five surveys collected (96.3% of 160 facilities; **Table 50**). Of those 154 facilities:

- 151 met both the margin of error and response rate criteria **labelled in green**
- Three met the margin of error criterion but not the response rate criterion (with an average response rate of 32.5%) **labelled in yellow**
- Zero did not meet either criterion **labelled in red**

Facilities that met the margin of error criterion, response rate criterion, or both, accounted for 154 of 160 facilities, or 96.3 per cent of facilities (labelled in green and yellow). These facilities also accounted for 99.8 per cent of all respondents (7,960 of 7,975) and 99.7 per cent of all eligible respondents (11,966 of 11,998). It is important to note that facilities with small sample sizes (e.g., small facilities) will inherently have more difficulty meeting confidentiality, response rate, and margin of error criteria. In addition, the resident profile of a facility must also be considered as these criteria may influence the number of residents who were ultimately eligible for a survey, and in turn influence the number considered for confidentiality reasons, response rate, and the margin of error calculation. For example, the smaller the facility, the more difficult to meet the confidentiality criterion of five respondents, and similarly the margin of error calculation is dependent on sample size.

Facilities excluded from facility-level reporting (six facilities) in this report may still receive an individual facility-level report.

⁷⁶ Facility-level reporting with very few individuals runs the risk of direct or indirect disclosure.

Table 50: Facility inclusion criteria

Survey wave	Facility	Margin of error (%)	Response rate (%)
Wave 1	Redwater Healthcare Centre	0.0	100.0
Wave 1	Bethany Calgary	0.2	63.0
Wave 1	Edmonton General Continuing Care Centre	0.2	57.0
Wave 1	CapitalCare Lynnwood	0.2	70.3
Wave 1	Beverly Centre Lake Midnapore	0.2	66.8
Wave 1	CapitalCare Dickinsfield	0.2	64.5
Wave 1	Intercare Brentwood Care Centre	0.2	71.8
Wave 1	Intercare Chinook Care Centre	0.3	74.7
Wave 1	Extendicare Michener Hill	0.3	65.8
Wave 1	Good Samaritan Southgate Care Centre	0.3	66.7
Wave 1	Youville Auxiliary Hospital (Grey Nuns) of St. Albert	0.3	62.6
Wave 1	Extendicare Cedars Villa	0.3	60.6
Wave 1	Intercare Southwood Care Centre	0.3	69.9
Wave 1	Carewest Garrison Green	0.3	64.2
Wave 1	Clifton Manor (formerly Forest Grove Care Centre)	0.3	65.5
Wave 2	Beverly Centre Glenmore	0.3	62.5
Wave 1	St. Joseph's Auxiliary Hospital	0.3	67.1
Wave 2	Carewest George Boyack	0.3	55.4
Wave 1	Extendicare Eaux Claires	0.4	68.9
Wave 1	Good Samaritan Dr. Gerald Zetter Care Centre	0.4	69.1
Wave 1	Carewest Colonel Belcher	0.4	64.4
Wave 1	Jubilee Lodge Nursing Home	0.4	69.0
Wave 1	Citadel Care Centre	0.4	76.8
Wave 1	CapitalCare Grandview	0.4	68.1
Wave 2	McKenzie Towne Care Centre	0.4	68.4
Wave 2	Sherwood Care	0.4	80.2
Wave 2	Venta Care Centre	0.4	66.7
Wave 1	CapitalCare Kipnes Centre for Veterans	0.4	75.0
Wave 1	St. Michael's Long Term Care Centre	0.4	65.0
Wave 1	Good Samaritan Stony Plain Care Centre	0.4	71.2
Wave 2	Shepherd's Care Millwoods	0.4	62.7
Wave 1	Bow View Manor	0.4	66.9
Wave 1	Carewest Dr. Vernon Fanning	0.5	54.0

Survey wave	Facility	Margin of error (%)	Response rate (%)
Wave 1	Drumheller Health Centre	0.5	81.7
Wave 1	Wing Kei Care Centre	0.5	61.8
Wave 1	Bow Crest Care Centre	0.5	61.8
Wave 1	Westlock Healthcare Centre	0.5	72.5
Wave 1	Salem Manor Nursing Home	0.5	74.7
Wave 1	Newport Harbour Care Centre	0.5	63.4
Wave 1	Father Lacombe Care Centre	0.5	72.7
Wave 1	Mayfair Care Centre	0.5	64.4
Wave 1	Sunnyside Care Centre	0.5	77.6
Wave 1	Devonshire Care Centre	0.5	60.5
Wave 1	Bethany CollegeSide (Red Deer)	0.5	69.3
Wave 2	Rimbey Hospital and Care Centre	0.5	78.2
Wave 1	Dr. W.R. Keir – Barrhead Continuing Care Centre	0.6	73.3
Wave 2	Miller Crossing Care Centre	0.6	54.3
Wave 1	Jasper Place Continuing Care Centre	0.6	69.6
Wave 1	Willow Creek Continuing Care Centre	0.6	69.6
Wave 1	Allen Gray Continuing Care Centre	0.6	62.5
Wave 1	Extendicare St. Paul	0.6	76.0
Wave 1	Bethany Cochrane	0.6	76.0
Wave 2	Extendicare Leduc	0.6	76.0
Wave 1	South Terrace Continuing Care Centre	0.6	63.4
Wave 1	Touchmark at Wedgewood	0.6	82.3
Wave 2	Hardisty Care Centre	0.6	53.7
Wave 1	Dr. Cooke Extended Care Centre	0.6	63.0
Wave 1	Rivercrest Care Centre	0.6	75.7
Wave 2	Riverview Care Centre	0.6	69.4
Wave 1	Extendicare Hillcrest	0.6	58.8
Wave 1	Wentworth Manor/The Residence and the Court	0.7	69.1
Wave 1	Lamont Health Care Centre	0.7	66.3
Wave 1	Bethany Harvest Hills	0.7	80.7
Wave 1	Bethany Airdrie	0.7	74.6
Wave 1	Northcott Care Centre (Ponoka)	0.7	73.5
Wave 1	Wetaskiwin Hospital and Care Centre	0.7	58.2
Wave 2	Mount Royal Care Centre	0.8	64.9
Wave 1	Shepherd's Care Kensington	0.8	72.3

Survey wave	Facility	Margin of error (%)	Response rate (%)
Wave 1	CapitalCare Strathcona	0.8	68.6
Wave 2	Good Samaritan South Ridge Village	0.8	63.2
Wave 1	Wainwright Health Centre	0.8	82.6
Wave 2	Extendicare Holyrood	0.9	63.8
Wave 1	Edmonton Chinatown Care Centre	0.9	64.6
Wave 2	Carewest Sarcee	0.9	58.1
Wave 2	Carewest Royal Park	0.9	78.3
Wave 1	High River General Hospital	0.9	79.5
Wave 1	Lacombe Hospital and Care Centre	0.9	62.1
Wave 1	Edith Cavell Care Centre	0.9	51.2
Wave 1	Vermilion Health Centre	1.0	77.8
Wave 1	Vegreville Care Centre	1.0	70.4
Wave 1	Extendicare Mayerthorpe	1.0	79.1
Wave 1	Bethany Meadows	1.0	65.0
Wave 1	Louise Jensen Care Centre	1.0	71.2
Wave 2	Stettler Hospital and Care Centre	1.0	80.0
Wave 2	Mannville Care Centre	1.0	94.7
Wave 1	Killam Health Care Centre	1.0	78.0
Wave 1	Fairview Health Complex	1.1	60.7
Wave 1	Grande Prairie Care Centre	1.1	65.5
Wave 2	Tofield Health Centre	1.1	71.7
Wave 1	Extendicare Fort Macleod	1.1	82.4
Wave 1	Drayton Valley Hospital and Care Centre	1.2	68.9
Wave 1	Edson Healthcare Centre	1.2	68.9
Wave 1	Didsbury District Health Services	1.2	64.0
Wave 1	WestView Care Community	1.2	75.7
Wave 2	Two Hills Health Centre	1.3	60.8
Wave 1	Intercare at Millrise	1.3	63.8
Wave 1	Radway Continuing Care Centre	1.3	87.5
Wave 1	Extendicare Vulcan	1.3	71.8
Wave 1	Good Samaritan Pembina Village	1.3	76.5
Wave 1	Extendicare Viking	1.3	64.4
Wave 1	Hanna Health Centre	1.3	68.3
Wave 2	WestView Health Centre – Stony Plain Care Centre	1.3	68.3

Survey wave	Facility	Margin of error (%)	Response rate (%)
Wave 2	Extendicare Athabasca	1.4	60.9
Wave 1	Club Sierra River Ridge	1.4	77.4
Wave 1	Bethany Sylvan Lake	1.4	73.5
Wave 2	Coaldale Health Centre	1.4	84.0
Wave 1	CapitalCare Norwood	1.5	60.0
Wave 2	Carewest Signal Pointe	1.5	65.0
Wave 1	Breton Health Centre	1.5	86.4
Wave 1	Crowsnest Pass Health Centre	1.5	67.6
Wave 2	Good Samaritan Millwoods Care Centre	1.5	60.5
Wave 2	Clearwater Centre	1.5	65.8
Wave 1	Big Country Hospital	1.6	73.3
Wave 2	Innisfail Health Centre	1.7	53.5
Wave 1	Extendicare Bonnyville	1.9	63.6
Wave 1	Hythe Continuing Care Centre	1.9	69.0
Wave 2	St. Mary's Health Care Centre	1.9	73.1
Wave 1	Peace River Community Health Centre (Sutherland Place)	2.0	62.5
Wave 2	Oilfields General Hospital	2.0	67.9
Wave 2	St. Michael's Health Centre	2.0	52.6
Wave 1	Three Hills Health Centre	2.0	77.3
Wave 2	Valleyview	2.0	65.5
Wave 1	Points West Living Grande Prairie	2.1	80.0
Wave 2	Cold Lake Healthcare Centre	2.1	69.2
Wave 1	Provost Health Centre	2.1	69.2
Wave 2	Coronation Hospital and Care Centre	2.2	76.2
Wave 1	Glamorgan Care Centre	2.2	60.0
Wave 1	Ponoka Hospital and Care Centre	2.2	68.0
Wave 1	Mary Immaculate Hospital	2.3	65.4
Wave 1	St. Therese – St. Paul Healthcare Centre	2.5	61.5
Wave 1	Bonnyville Health Centre	2.5	55.2
Wave 1	Galahad Care Centre	2.6	73.7
Wave 1	Mayerthorpe Healthcare Centre	2.7	55.6
Wave 2	Elk Point Healthcare Centre	2.7	55.6

Survey wave	Facility	Margin of error (%)	Response rate (%)
Wave 1	Grimshaw/Berwyn and District Community Health Centre	2.7	76.5
Wave 1	Valleyview Health Centre	2.8	63.6
Wave 1	Mineral Springs Hospital	3.1	61.9
Wave 1	Canmore General Hospital (Golden Eagle View)	3.4	57.1
Wave 1	La Crete Continuing Care Centre	3.5	68.8
Wave 2	Our Lady of the Rosary Hospital	3.6	64.7
Wave 2	Vulcan Community Health Centre	3.8	71.4
Wave 1	Consort Hospital and Care Centre	4.0	66.7
Wave 1	Milk River Health Centre	4.1	55.6
Wave 2	Taber Health Centre	4.4	80.0
Wave 2	Sundre Hospital and Care Centre	4.5	64.3
Wave 1	Manning Community Health Centre	4.6	56.3
Wave 2	Central Peace Health Complex	5.0	66.7
Wave 1	Brooks Health Centre	5.2	61.5
Wave 1	Bow Island Health Centre	5.2	57.1
Wave 2	Hardisty Health Centre	6.0	53.8
Wave 1	Devon General Hospital	8.7	62.5
Wave 1	William J. Cadzow – Lac La Biche Healthcare Centre	2.6	40.5
Wave 2	Northern Lights Regional Health Centre	5.3	29.2
Wave 2	Slave Lake Healthcare Centre	7.4	27.8

Table 51: Facilities excluded from provincial reporting

Facilities with less than 5 respondents (excluded from facility-level analyses, but included in all other aggregate-level reporting)	
Survey wave	Facility (# of respondents)
Wave 2	Manoir du Lac (4)
Wave 1	Northwest Health Centre (3)
Wave 1	Bassano Health Centre (3)
Wave 1	Cardston Health Centre (2)
Wave 2	Raymond Health Centre (2)
Wave 1	St. Theresa General Hospital (1)

APPENDIX VI: ORDERING CRITERIA FOR TABLE 1: SUMMARY OF 2014-15 FACILITY RESULTS AND SELECT RESIDENT DEMOGRAPHIC CRITERIA

Table 52 details the ordering criterion for **Table 1** in **Section 6.0** and how facilities scored in each of the criteria. The criterion below incorporates information from each of the key areas of care and services measured in the survey (key measures). Facilities are ordered according to the following criteria, which are listed by zone to facilitate within-zone facility comparisons. In the event of a tie on one level, the next sorting level was used:

1. The number of instances in which a facility had a Dimension of Care score lower than its associated zone average, ordered from lowest to highest (column **Below zone mean**).
2. The number of instances in which a facility had a Dimension of Care score lower than the provincial mean, ordered from lowest to highest (column **Below provincial mean**).
3. The number of instances in which a facility was in the lower quartile of facilities on a Dimension of Care, ordered from lowest to highest (column **At lower quartile of provincial mean**).
4. The facility mean Global Overall Care rating from highest to lowest (column **Facility Global Overall Care rating**).

Readers should be aware that many additional factors can contribute to facility performance other than family member experience captured from survey results. The information provided in **Table 1** must be interpreted in context and should not be used to judge facility performance in the absence of other information. To provide additional context to the ordering of facilities and the interpretation of results, other variables were included in **Table 1** (e.g., number of surveys collected). In addition, average age of *residents* in the facility, and the percentage of male and female *residents*, can be found in **Table 52** below:

1. **Per cent female:** Among respondents at each facility, this variable describes the proportion of residents who are female (%). **Reason for inclusion:** Resident gender may provide important context to the current resident profile of a facility.
2. **Resident age:** Among respondents at each facility, this variable describes the average age of residents at each facility (in years). **Reason for inclusion:** Resident age may provide important context to the current resident profile of a facility and can be associated with other factors not measured in the survey (such as resident acuity).

Table 52: Ordering criteria for Table 1 and select resident demographic criteria

CALGARY ZONE											
Survey wave	Facility	Number of LTC beds	Ownership type	Respondents (N, 2014-15)	Ordering Criterion				Select Demographic Criteria		
					# out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:				Facility Global Overall Care rating	Per cent female (%)	Mean age (Years)
					Below zone mean	Below provincial mean	At lower quartile of provincial mean	0			
2	Oilfields General Hospital	30	AHS	19	0	0	0	0	9.2	68.4	87.8
2	Vulcan Community Health Centre	15	AHS	10	0	0	0	0	9.1	60.0	88.4
1	Didsbury District Health Services	61	AHS	32	0	0	0	0	8.9	59.4	85.3
1	Father Lacombe Care Centre	114	Voluntary	72	0	0	0	0	8.8	72.2	84.9
1	Bow View Manor	169	Voluntary	83	0	0	0	0	8.7	83.1	87.7
1	Mineral Springs Hospital	25	Voluntary	13	0	0	0	0	8.3	84.6	85.5
1	Glamorgan Care Centre	52	Private	18	0	2	0	0	8.3	27.8	60.1
2	Mount Royal Care Centre	93	Private	50	0	3	0	0	8.0	58.0	84.9
1	Extencicare Vulcan	46	Private	28	1	1	0	0	8.6	53.6	86.9
1	Willow Creek Continuing Care Centre	100	AHS	64	1	1	1	1	8.9	75.0	85.2
1	Canmore General Hospital (Golden Eagle View)	23	AHS	12	1	1	1	1	8.4	58.3	82.7
2	Beverly Centre Glenmore	208	Private	115	1	2	0	0	8.3	79.8	85.7
1	Mayfair Care Centre	142	Private	76	1	2	0	0	8.2	77.6	88.5
2	Carewest Signal Pointe	54	AHS	26	2	2	0	0	8.8	73.1	76.5
1	Bethany Harvest Hills	60	Voluntary	46	2	2	0	0	8.5	60.9	80.4
1	Intercare at Millrise	51	Private	30	2	2	1	1	8.3	53.3	○
2	Carewest George Boyack	221	AHS	113	2	2	1	1	8.2	83.2	87.4
1	Wing Kei Care Centre	135	Voluntary	81	2	2	2	2	8.5	82.1	88.1
1	Newport Harbour Care Centre	127	Private	78	2	3	0	0	8.3	68.8	84.0
1	Intercare Chinook Care Centre	203	Private	136	2	3	1	1	8.2	75.0	○

CALGARY ZONE												
Survey wave	Facility	Number of LTC beds	Ownership type	Respondents (N, 2014-15)	Ordering Criterion				Select Demographic Criteria			
					# out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:				Facility Global Overall Care rating	Per cent female (%)	Mean age (Years)	
Below zone mean	Below provincial mean	At lower quartile of provincial mean	Below provincial mean	At lower quartile of provincial mean	Below zone mean	Below provincial mean	At lower quartile of provincial mean	Below zone mean				Below provincial mean
1	Intercare Southwood Care Centre	205	Private	114	2	3	1	3	1	8.2	71.9	○
1	Beverly Centre Lake Midnapore	268	Private	163	2	3	1	3	1	8.0	61.3	84.6
1	Extendicare Hillcrest	112	Private	60	3	3	1	3	1	8.0	80.0	87.7
1	Wentworth Manor/The Residence and the Court	83	Voluntary	56	3	3	1	3	1	7.9	80.4	86.7
1	Extendicare Cedars Villa	248	Private	126	3	3	1	3	1	7.9	75.4	83.1
2	Carewest Sarcee	85	AHS	43	3	3	2	3	2	7.5	69.8	83.2
1	Bow Crest Care Centre	150	Private	81	3	4	0	4	0	8.2	72.8	86.4
1	Carewest Colonel Belcher	175	AHS	105	4	3	0	3	0	8.4	28.6	88.6
1	Carewest Dr. Vernon Fanning	191	AHS	87	4	4	3	4	3	7.4	56.3	56.8
1	Bethany Airdrie	74	Voluntary	50	4	5	3	5	3	8.0	72.0	86.8
1	Intercare Brentwood Care Centre	225	Private	148	5	5	1	5	1	8.1	71.6	○
1	High River General Hospital	50	AHS	35	5	5	2	5	2	8.1	71.4	81.8
2	Carewest Royal Park	50	AHS	36	5	5	2	5	2	7.7	75.0	85.9
1	Bethany Calgary	446	Voluntary	244	5	5	3	5	3	7.5	66.4	83.2
1	Clifton Manor (formerly Forest Grove Care Centre)	258	Private	114	5	5	3	5	3	7.4	66.7	82.8
1	Bethany Cochrane	78	Voluntary	57	5	5	3	5	3	7.4	77.2	86.5
2	McKenzie Towne Care Centre	150	Private	91	5	5	3	5	3	7.3	79.1	85.9
1	Carewest Garrison Green	200	AHS	115	5	5	5	5	5	7.5	56.5	72.3

EDMONTON ZONE										
Survey wave	Facility	Number of LTC beds	Ownership type	Respondents (N, 2014-15)	Ordering Criterion # out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:			Facility Global Overall Care rating	Select Demographic Criteria	
					Below zone mean	Below provincial mean	At lower quartile of provincial mean		Per cent female (%)	Mean age (Years)
2	Extendicare Leduc	79	Private	57	0	0	0	8.6	0	85.9
1	Jasper Place Continuing Care Centre	100	Private	64	0	0	0	8.6	76.6	88.1
2	Sherwood Care	100	Voluntary	77	0	1	0	9.2	83.1	86.3
2	WestView Health Centre – Stony Plain Care Centre	44	AHS	28	0	1	0	9.0	85.7	77.2
1	CapitalCare Norwood	68	AHS	27	0	1	0	8.8	63.0	82.2
1	South Terrace Continuing Care Centre	114	Private	64	0	1	0	8.5	60.9	83.6
1	St. Michael's Long Term Care Centre	146	Voluntary	89	0	1	0	8.5	79.8	85.1
2	Venta Care Centre	148	Private	90	0	1	0	8.5	82.2	88.3
1	Jubilee Lodge Nursing Home	156	Private	98	0	1	0	8.4	77.6	87.0
1	Devon General Hospital	11	AHS	5	0	2	0	10.0	80.0	86.6
1	Extendicare Eaux Claires	180	Private	104	1	1	0	8.3	62.5	83.0
1	Touchmark at Wedgewood	64	Private	51	1	2	0	8.4	70.6	86.8
1	CapitalCare Kipnes Centre for Veterans	120	AHS	81	1	2	1	8.4	13.6	89.3
1	Good Samaritan Pembina Village	40	Voluntary	26	1	3	1	8.4	80.8	85.4
2	Extendicare Holyrood	74	Private	44	1	3	1	7.9	59.1	87.0
1	CapitalCare Lynnwood	282	AHS	161	1	4	0	8.1	0	0
1	Good Samaritan Southgate Care Centre	226	Voluntary	128	1	4	1	7.8	78.9	85.9
1	CapitalCare Strathcona	111	AHS	48	2	2	1	8.2	0	0
1	Youville Auxiliary Hospital (Grey Nuns) of St. Albert	226	Voluntary	127	2	3	0	8.1	68.5	85.1
1	Citadel Care Centre	129	Private	86	2	5	0	8.2	78.8	87.5
2	Shepherd's Care Millwoods	147	Voluntary	89	3	4	3	8.0	73.9	86.4
1	Good Samaritan Stony Plain Care Centre	126	Voluntary	84	3	5	2	7.9	64.3	85.4

EDMONTON ZONE											
Survey wave	Facility	Number of LTC beds	Ownership type	Residents (N, 2014-15)	Ordering Criterion				Facility Global Overall Care rating	Select Demographic Criteria	
					# out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:					Per cent female (%)	Mean age (Years)
					Below zone mean	Below provincial mean	At lower quartile of provincial mean				
1	Shepherd's Care Kensington	69	Voluntary	47	4	4	2	8.0	78.7	85.8	
1	Allen Gray Continuing Care Centre	156	Voluntary	65	4	4	3	8.0	○	○	
2	Hardisty Care Centre	180	Private	65	4	4	3	7.7	67.7	80.3	
1	Edmonton General Continuing Care Centre	449	AHS	199	4	5	2	7.9	57.3	82.6	
2	Miller Crossing Care Centre	155	Private	70	4	5	3	7.7	○	○	
1	CapitalCare Grandview	145	AHS	92	5	5	2	7.8	○	○	
1	St. Joseph's Auxiliary Hospital	188	AHS	110	5	5	3	8.1	59.1	79.8	
1	Salem Manor Nursing Home	102	Voluntary	71	5	5	3	7.7	67.6	86.0	
1	CapitalCare Dickinsfield	275	AHS	160	5	5	4	7.7	63.1	75.8	
1	Devonshire Care Centre	132	Private	75	5	5	5	7.6	○	○	
1	Rivercrest Care Centre	85	Private	56	5	5	5	7.4	76.8	87.5	
1	Edmonton Chinatown Care Centre	80	Voluntary	42	5	5	5	7.3	61.9	88.9	
1	Good Samaritan Dr. Gerald Zetter Care Centre	190	Voluntary	103	5	5	5	7.1	65.0	83.5	
2	Good Samaritan Millwoods Care Centre	60	Voluntary	26	5	5	5	6.3	57.7	57.0	

CENTRAL ZONE										
Survey wave	Facility	Number of LTC beds	Ownership type	Respondents (N, 2014-15)	Ordering Criterion # out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:			Facility Global Overall Care rating	Select Demographic Criteria	
					Below zone mean	Below provincial mean	At lower quartile of provincial mean		Per cent female (%)	Mean age (Years)
1	WestView Care Community	37	Voluntary	28	0	0	0	9.6	92.9	87.0
1	Vermilion Health Centre	48	AHS	35	0	0	0	9.2	65.7	85.4
1	Hanna Health Centre	61	AHS	28	0	0	0	9.1	57.1	84.4
2	Hardisty Health Centre	15	AHS	7	0	0	0	9.1	28.6	82.6
1	Breton Health Centre	23	AHS	19	0	0	0	9.0	78.9	86.4
2	St. Mary's Health Care Centre	28	AHS	19	0	0	0	8.9	63.2	90.4
1	Lamont Health Care Centre	105	Voluntary	57	0	0	0	8.7	52.6	83.1
2	Stettler Hospital and Care Centre	50	AHS	32	1	0	0	9.2	68.8	81.8
1	Northcott Care Centre (Ponoka)	73	Private	50	1	0	0	9.0	68.0	84.5
1	Drayton Valley Hospital and Care Centre	50	AHS	31	1	0	0	8.9	64.5	80.6
2	Coronation Hospital and Care Centre	23	AHS	16	1	0	0	8.9	50.0	82.7
1	Consort Hospital and Care Centre	15	AHS	10	1	1	0	9.6	70.0	86.3
2	Sundre Hospital and Care Centre	15	AHS	9	1	1	0	9.6	77.8	84.6
1	Galahad Care Centre	20	AHS	14	1	1	0	9.5	64.3	85.1
1	Mary Immaculate Hospital	30	AHS	17	2	1	0	8.8	70.6	90.5
2	Rimbey Hospital and Care Centre	84	AHS	61	2	1	0	8.6	0	79.4
2	Mannville Care Centre	23	AHS	18	2	1	1	8.6	72.2	86.2
1	Dr. Cooke Extended Care Centre	105	AHS	63	3	1	0	8.5	54.0	84.2
1	Lacombe Hospital and Care Centre	75	AHS	41	3	1	0	8.4	68.3	84.8
1	Ponoka Hospital and Care Centre	28	AHS	17	3	2	2	8.8	70.6	84.9
2	Our Lady of the Rosary Hospital	22	AHS	11	3	3	2	8.5	72.7	87.2
1	Killam Health Care Centre	45	AHS	32	3	3	2	8.2	68.8	85.9

CENTRAL ZONE											
Survey wave	Facility	Number of LTC beds	Ownership type	Respondents (N, 2014-15)	Ordering Criterion				Select Demographic Criteria		
					# out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:				Facility Global Overall Care rating	Per cent female (%)	Mean age (Years)
					Below zone mean	Below provincial mean	At lower quartile of provincial mean	Below zone mean			
2	Tofield Health Centre	50	AHS	33	4	2	0	8.6	69.7	85.9	
2	Innisfail Health Centre	78	AHS	23	4	2	1	8.2	65.2	82.6	
2	Clearwater Centre	40	Voluntary	25	4	2	2	7.4	72.0	82.5	
1	Provost Health Centre	37	AHS	18	4	3	1	8.7	55.6	86.3	
1	Vegreville Care Centre	60	AHS	38	4	3	1	8.3	65.8	85.0	
1	Drumheller Health Centre	88	AHS	67	4	3	1	8.3	76.1	83.3	
1	Extendicare Viking	60	Private	29	4	4	2	7.7	82.8	82.8	
1	Extendicare Michener Hill	220	Private	131	4	4	2	7.7	61.8	82.8	
1	Louise Jensen Care Centre	65	AHS	37	4	4	3	8.4	56.8	81.8	
2	Two Hills Health Centre	56	AHS	31	5	2	1	8.2	61.3	86.8	
1	Three Hills Health Centre	24	AHS	17	5	4	2	8.2	52.9	92.1	
1	Bethany Sylvan Lake	40	Voluntary	25	5	4	3	7.5	76.0	84.2	
1	Bethany CollegeSide (Red Deer)	112	Voluntary	70	5	5	1	7.8	57.1	75.0	
1	Bethany Meadows	65	AHS	39	5	5	3	8.1	66.7	83.9	
1	Wetaskiwin Hospital and Care Centre	107	AHS	53	5	5	3	7.9	58.5	84.5	
1	Wainwright Health Centre	69	AHS	38	5	5	5	7.5	78.9	83.2	

NORTH ZONE											
Survey wave	Facility	Number of LTC beds	Ownership type	Respondents (N, 2014-15)	Ordering Criterion				Select Demographic Criteria		
					# out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:				Facility Global Overall Care rating	Per cent female (%)	Mean age (Years)
					Below zone mean	Below provincial mean	At lower quartile of provincial mean	Below zone mean			
1	Extendicare St. Paul	76	Private	57	0	0	0	0	8.7	68.4	85.4
1	Dr. W.R. Keir – Barrhead Continuing Care Centre	100	AHS	63	0	0	0	0	8.6	68.3	84.2
2	Slave Lake Healthcare Centre	20	AHS	5	0	0	0	0	8.4	40.0	72.4
1	Extendicare Bonnyville	50	Private	21	0	0	0	0	8.4	57.1	81.5
1	Redwater Healthcare Centre	7	AHS	7	1	0	0	0	9.0	71.4	87.7
2	Elk Point Healthcare Centre	30	AHS	15	1	0	0	0	8.3	60.0	90.4
1	Valleyview Health Centre	25	AHS	14	1	1	0	0	8.8	41.7	79.8
1	Westlock Healthcare Centre	112	AHS	74	1	1	0	0	8.5	63.5	83.6
1	Fairview Health Complex	66	AHS	37	1	1	0	0	8.4	72.2	85.4
2	Extendicare Athabasca	50	Private	28	1	1	0	0	8.2	75.0	88.0
1	Grimshaw/Berwyn and District Community Health Centre	19	AHS	13	1	1	1	1	9.0	69.2	82.6
1	Radway Continuing Care Centre	30	AHS	21	1	1	1	1	8.8	61.9	87.4
1	Bonnyville Health Centre	30	AHS	16	2	2	0	0	8.9	81.3	82.1
1	Mayerthorpe Healthcare Centre	30	AHS	15	2	2	0	0	8.9	66.7	76.3
1	Extendicare Mayerthorpe	50	Private	34	2	2	0	0	8.4	64.7	85.4
2	Central Peace Health Complex	16	AHS	8	2	2	1	1	7.8	87.5	85.0
1	St. Therese – St. Paul Healthcare Centre	30	AHS	16	2	2	2	2	8.1	68.8	85.1
2	Cold Lake Healthcare Centre	31	AHS	18	3	3	0	0	8.2	61.1	83.4
1	Peace River Community Health Centre (Sutherland Place)	40	AHS	20	3	3	2	2	8.6	65.0	80.4
1	Points West Living Grande Prairie	50	Private	16	3	3	3	3	7.4	68.8	75.3
1	Edson Healthcare Centre	50	AHS	31	4	4	2	2	8.4	67.7	82.5

NORTH ZONE											
Survey wave	Facility	Number of LTC beds	Ownership type	Respondents (N, 2014-15)	Ordering Criterion				Select Demographic Criteria		
					# out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:				Facility Global Overall Care rating	Per cent female (%)	Mean age (Years)
					Below zone mean	Below provincial mean	At lower quartile of provincial mean	Below zone mean			
1	Extendercare St. Paul	76	Private	57	0	0	0	0	8.7	68.4	85.4
1	Dr. W.R. Keir – Barrhead Continuing Care Centre	100	AHS	63	0	0	0	0	8.6	68.3	84.2
2	Slave Lake Healthcare Centre	20	AHS	5	0	0	0	0	8.4	40.0	72.4
1	Extendercare Bonnyville	50	Private	21	0	0	0	0	8.4	57.1	81.5
1	Redwater Healthcare Centre	7	AHS	7	1	0	0	0	9.0	71.4	87.7
2	Elk Point Healthcare Centre	30	AHS	15	1	0	0	0	8.3	60.0	90.4
1	Valleyview Health Centre	25	AHS	14	1	1	0	0	8.8	41.7	79.8
1	Westlock Healthcare Centre	112	AHS	74	1	1	0	0	8.5	63.5	83.6
1	Fairview Health Complex	66	AHS	37	1	1	0	0	8.4	72.2	85.4
2	Extendercare Athabasca	50	Private	28	1	1	0	0	8.2	75.0	88.0
1	Grimshaw/Berwyn and District Community Health Centre	19	AHS	13	1	1	1	1	9.0	69.2	82.6
1	Radway Continuing Care Centre	30	AHS	21	1	1	1	1	8.8	61.9	87.4
1	Bonnyville Health Centre	30	AHS	16	2	2	0	0	8.9	81.3	82.1
1	Mayerthorpe Healthcare Centre	30	AHS	15	2	2	0	0	8.9	66.7	76.3
1	Extendercare Mayerthorpe	50	Private	34	2	2	0	0	8.4	64.7	85.4
2	Central Peace Health Complex	16	AHS	8	2	2	1	1	7.8	87.5	85.0
1	St. Therese – St. Paul Healthcare Centre	30	AHS	16	2	2	2	2	8.1	68.8	85.1
2	Cold Lake Healthcare Centre	31	AHS	18	3	3	0	0	8.2	61.1	83.4
1	Peace River Community Health Centre (Sutherland Place)	40	AHS	20	3	3	2	2	8.6	65.0	80.4
1	Points West Living Grande Prairie	50	Private	16	3	3	3	3	7.4	68.8	75.3
1	Edson Healthcare Centre	50	AHS	31	4	4	2	2	8.4	67.7	82.5

SOUTH ZONE										
Survey wave	Facility	Number of LTC beds	Ownership type	Respondents (N, 2014-15)	Ordering Criterion			Facility Global Overall Care rating	Select Demographic Criteria	
					# out of 5 criterion (four Dimensions of Care plus Food Rating Scale) where facility is:	Below zone mean	Below provincial mean		At lower quartile of provincial mean	Per cent female (%)
1	Milk River Health Centre	24	AHS	10	0	0	0	9.4	60.0	84.4
1	Sunnyside Care Centre	100	Voluntary	66	0	0	0	8.8	68.2	84.2
2	St. Michael's Health Centre	72	AHS	20	0	0	0	8.7	70.0	77.7
2	Taber Health Centre	10	AHS	8	1	1	0	9.0	75.0	82.3
2	Riverview Care Centre	118	Private	59	1	1	0	8.3	67.2	83.4
1	Big Country Hospital	30	AHS	22	2	1	0	9.0	81.8	90.2
2	Coaldale Health Centre	44	AHS	21	2	2	0	8.9	47.6	85.0
2	Good Samaritan South Ridge Village	80	Voluntary	48	2	2	0	8.0	64.6	84.2
1	Club Sierra River Ridge	50	Private	24	2	2	1	8.4	62.5	78.4
1	Brooks Health Centre	15	AHS	8	2	2	2	9.4	75.0	89.5
1	Bow Island Health Centre	20	AHS	8	3	2	1	8.4	100.0	91.5
2	Valleyview	30	Private	19	4	2	1	8.2	84.2	85.2
1	Extencare Fort Macleod	50	Private	28	5	4	1	8.4	50.0	82.3
1	Crowsnest Pass Health Centre	58	AHS	25	5	4	4	7.9	76.0	83.0
1	Edith Cavell Care Centre	120	Private	42	5	5	4	7.9	57.1	83.5

APPENDIX VII: 2014-15 PROVINCIAL AND ZONE-LEVEL DIMENSIONS OF CARE, FOOD RATING SCALE SUMMARY MEANS, AND PROPENSITY TO RECOMMEND

This appendix describes respondent-level data at the Alberta Health Services (AHS) zone and provincial level across survey cycles. Analyses in this section emphasize equal weight to each individual respondent within each zone (i.e., the denominator is the number of respondents), and does not provide equal weight by facilities (as was done in **Section 7.0**). Therefore, Dimension of Care mean scores may differ between **Appendix VII** and **Section 7.0**.⁷⁷

For this section, 2014-15 results are compared with 2010 to identify any change in Global Overall Care rating, the four Dimensions of Care, and the Propensity to Recommend (the facility). These comparisons are conducted at the provincial and zone level. Results presented in this section include all facilities and respondents within each survey year.

It is important to note that facility participation within each zone varies slightly across survey years. A bias is introduced as the presence or absence of significant differences between survey years may be attributable to: a) a real difference, or b) differences in samples. Although the sampling strategy was designed for representative zone-level analyses at all survey cycles (i.e., a census), not all facilities (and consequently not all zones) were adequately represented in the resulting sampling distribution in each of the three survey cycles. Caution must be employed in interpreting these comparisons. To mitigate this, a difference between 2014-15 and 2010 was deemed significant if the difference was:

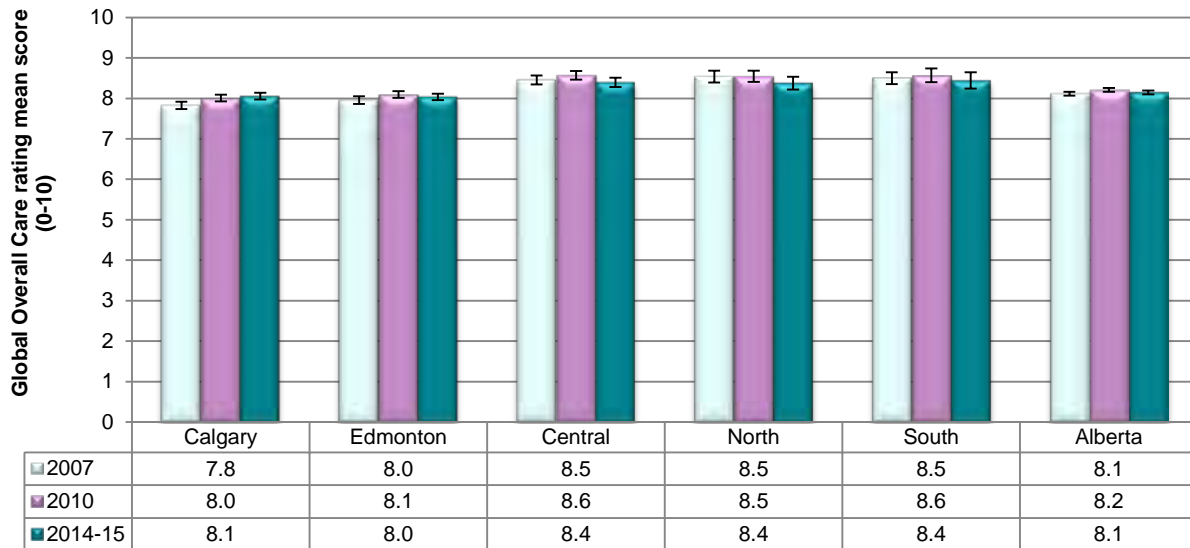
- Statistically significant using respondents from all participating facilities in 2014-15 and/or 2010 (N = 176 facilities); AND
- Statistically significant using respondents residing in participating facilities in *both* the 2014-15 and 2010 surveys (N = 141 facilities).

⁷⁷ The denominator for **Section 7.0** was facilities (N = 154 in 2015), whereas the denominator for **Appendix VII** was respondents (N = 7,975 in 2015).

Global Overall Care ratings

The Global Overall Care rating for all respondents in the province in 2014-15 (N = 7,559) was 8.1 out of 10 (**Figure 25**), and did not significantly differ from 2010's result of 8.2.

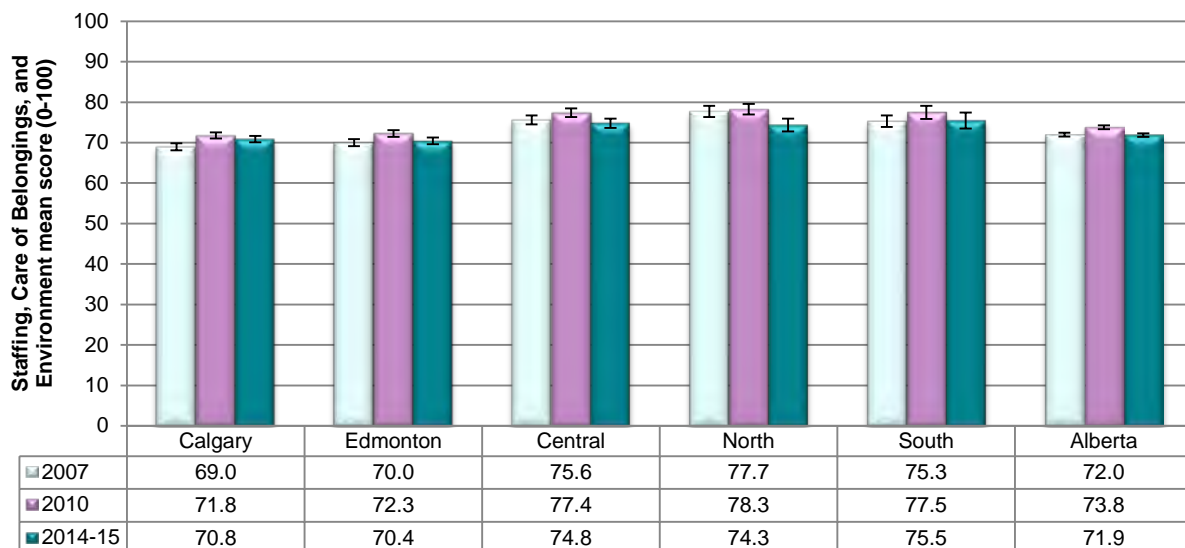
Figure 25: Global Overall Care ratings by AHS zone



Staffing, Care of Belongings, and Environment

The mean score for Staffing, Care of Belongings, and Environment for all respondents in the province in 2014-15 (N = 7,789) was 71.9 out of 100 (**Figure 26**), and was significantly lower than 2010's result of 73.8. The 2014-15 result was significantly lower than the 2010 result for the North and Central Zones.

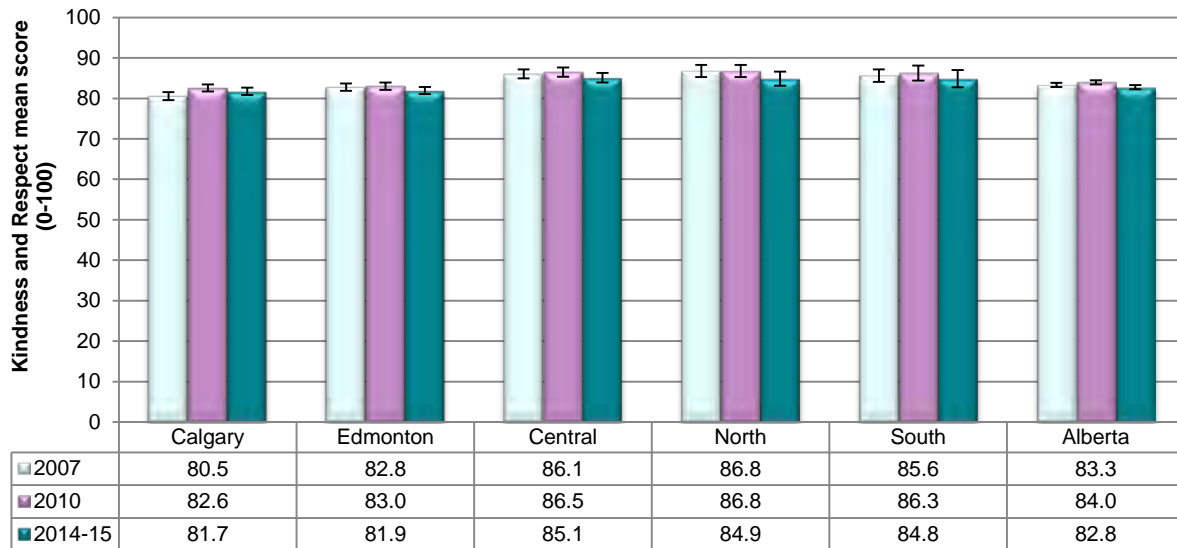
Figure 26: Staffing, Care of Belongings, and Environment Dimension of Care scores by AHS zone



Kindness and Respect

The mean score for Kindness and Respect for all respondents in the province (N = 7,697) was 82.8 out of 100 (**Figure 27**), and was significantly lower than 2010's result of 84.0.

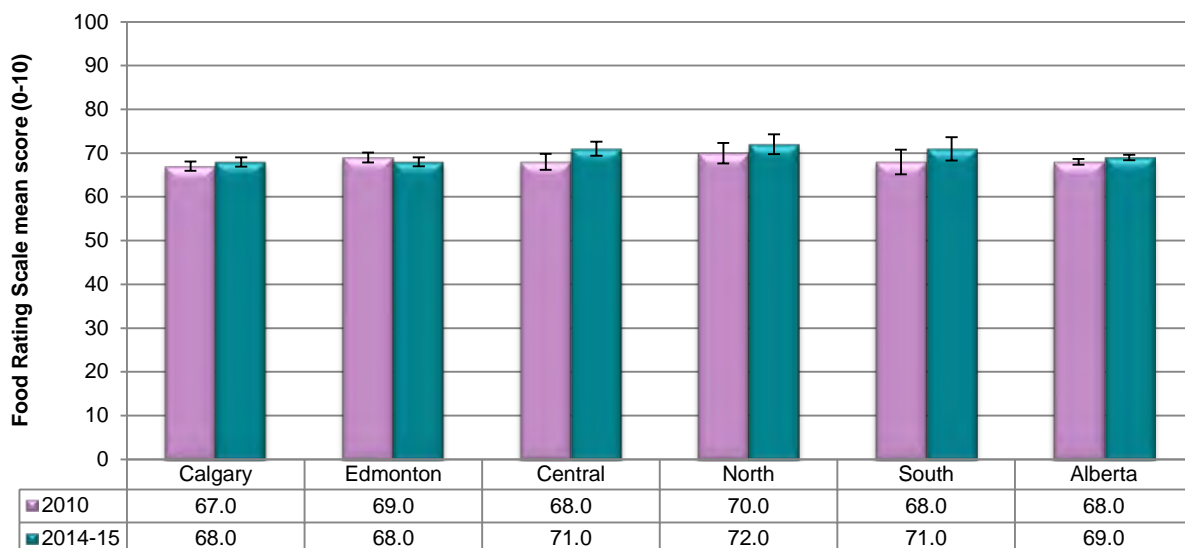
Figure 27: Kindness and Respect Dimension of Care scores by AHS zone



Food Rating Scale

The provincial mean score for the Food Rating Scale for all respondents in the province (N = 7,155) was 6.9 out of 10 (**Figure 28**). The result for 2014-15 did not significantly differ from 2010.

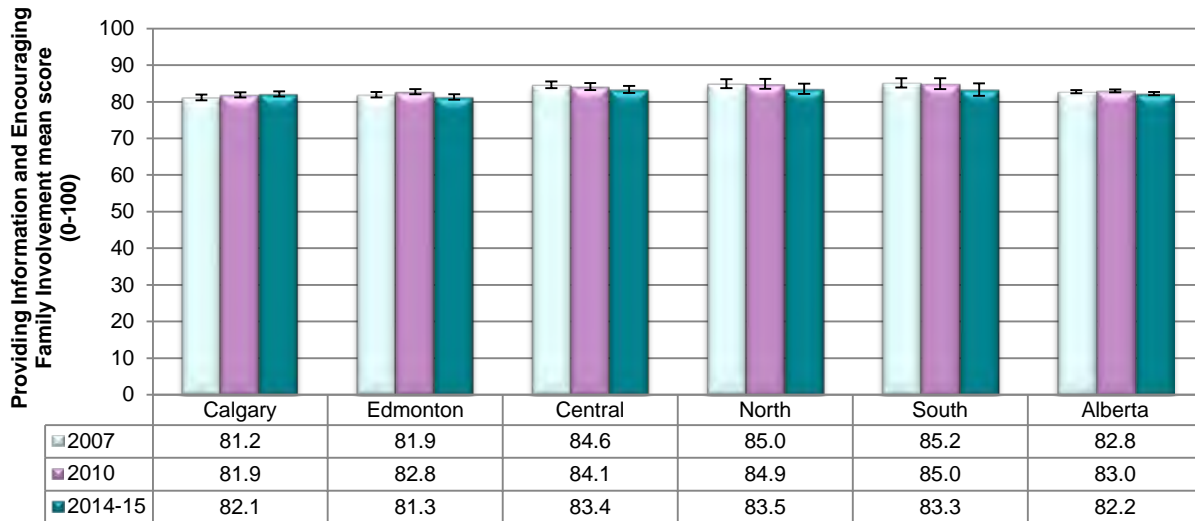
Figure 28: Food Rating Scale scores by AHS zone



Providing Information and Encouraging Family Involvement

The mean score for Providing Information and Encouraging Family Involvement for all respondents in the province (N = 7,775) was 82.2 out of 100 (**Figure 29**), and did not significantly differ from 2010's result of 83.0.

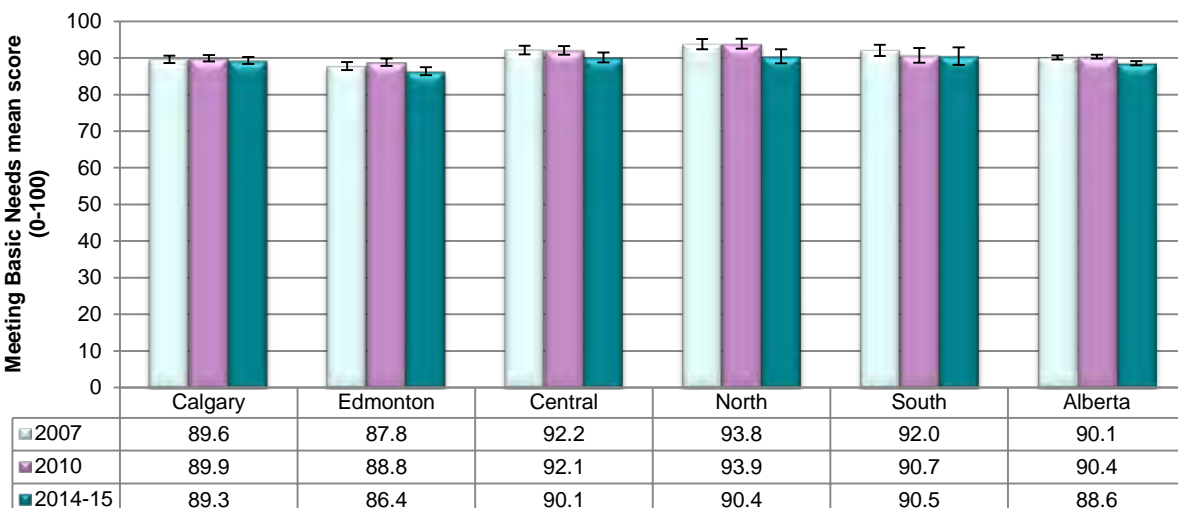
Figure 29: Providing Information and Encouraging Family Involvement Dimension of Care scores by AHS zone



Meeting Basic Needs

The mean score for Meeting Basic Needs for all respondents in the province (N = 7,671) was 88.6 out of 100 (**Figure 30**), and was significantly lower than 2010's result of 90.4. The 2014-15 result was significantly lower than the 2010 result for the Edmonton Zone.

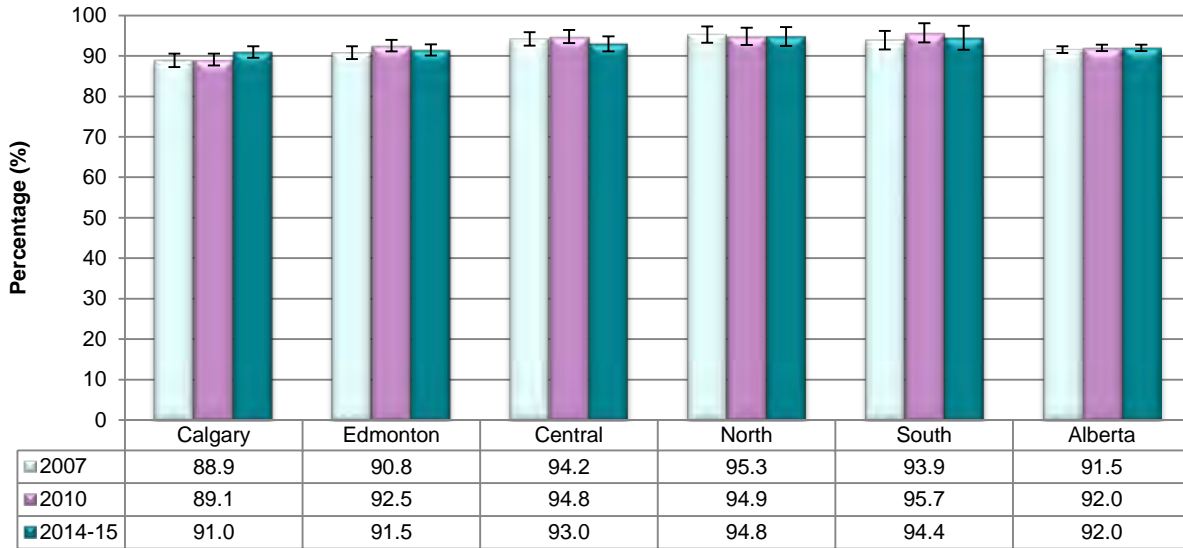
Figure 30: Meeting Basic Needs Dimension of Care scores by AHS zone



Propensity to Recommend

The percentage of respondents who would recommend their facility in the province (N = 7,541) was 92.0 per cent (**Figure 31**), and did not significantly differ from 2010's result of 92.0 per cent.

Figure 31: Percentage who would recommend facility by AHS zone



APPENDIX VIII: SUMMARY OF 2014-15 PROVINCIAL AND ZONE-LEVEL RESPONSES TO INDIVIDUAL SURVEY QUESTIONS

This section provides a detailed analysis of responses to survey questions that make up the Dimensions of Care: 1) Staffing, Care of Belongings, and Environment; 2) Kindness and Respect; 3) Providing Information and Encouraging Family Involvement; and 4) Meeting Basic Needs, in addition to the Food Rating Scale.

Results in this section are presented as follows:

Staffing, Care of Belongings, and Environment

- (Q10 and Q11) How often can you find a nurse or aide
- (Q49) How often are there enough nurses or aides
- (Q31) Resident's room looks and smells clean
- (Q22) Resident looks and smells clean
- (Q34) Public areas look and smell clean
- (Q36) Resident's medical belongings lost
- (Q37 and Q38) Resident's clothes lost

Kindness and Respect

- (Q12) Nurses and aides treat resident with courtesy and respect
- (Q13) Nurses and aides treat resident with kindness
- (Q14) Nurses and aides really care about resident
- (Q15) Nurses and aides were rude to residents
- (Q23 and Q24) Nurses and aides were appropriate with difficult residents

Providing Information and Encouraging Family Involvement

- (Q26 and Q27) Nurses and aides give respondent information about resident
- (Q28) Nurses and aides explain things in an understandable way
- (Q29) Nurses and aides discourage respondent questions
- (Q42) Respondent stops self from complaining
- (Q43 and Q44) Respondent involved in decisions about care
- (Q58 and Q59) Respondent given information about payments and expenses as soon as they wanted

Meeting Basic Needs

- (Q16 and Q17) Respondent helped because staff didn't help, or resident waited too long for help, with eating
- (Q18 and Q19) Respondent helped because staff didn't help, or resident waited too long for help, with drinking
- (Q20 and Q21) Respondent helped because staff didn't help, or resident waited too long for help, with toileting

Other

- Questions related to Staffing, Care of Belongings, and Environment
- Questions related to Kindness and Respect
- Questions related to Providing Information and Encouraging Family Involvement
- Questions related to Meeting Basic Needs
- (Q54, Q55, Q56, and Q57) Medications

Notes:

- Percentages may not always add to 100 per cent due to rounding.
- References to zones refer to the *resident's* facility zone.
- Facility, zone, and provincial results are presented in graphs that include 99 per cent confidence intervals (99% CI). These intervals can help the reader gauge statistically significant differences in results. As a general rule, intervals that do not overlap reflect significant differences between measures. In contrast, intervals that overlap do not reflect significant differences between measures.

Staffing, Care of Belongings, and Environment

Question 11 (Q11): In the last 6 months, how often were you able to find a nurse or aide when you wanted one?

Question 11 was asked only of those who responded *YES* to Q10: *In the last 6 months, during any of your visits, did you try to find a nurse or aide for any reason?* Provincially, for Q10, 87.4 per cent of respondents sought a nurse or aide in the past six months.

Among those who tried to find a nurse or aide, 83.5 per cent said they *always* or *usually* could find a nurse or aide when they wanted one (**Table 53**).

Figure 32: Provincial summary of responses for Q11

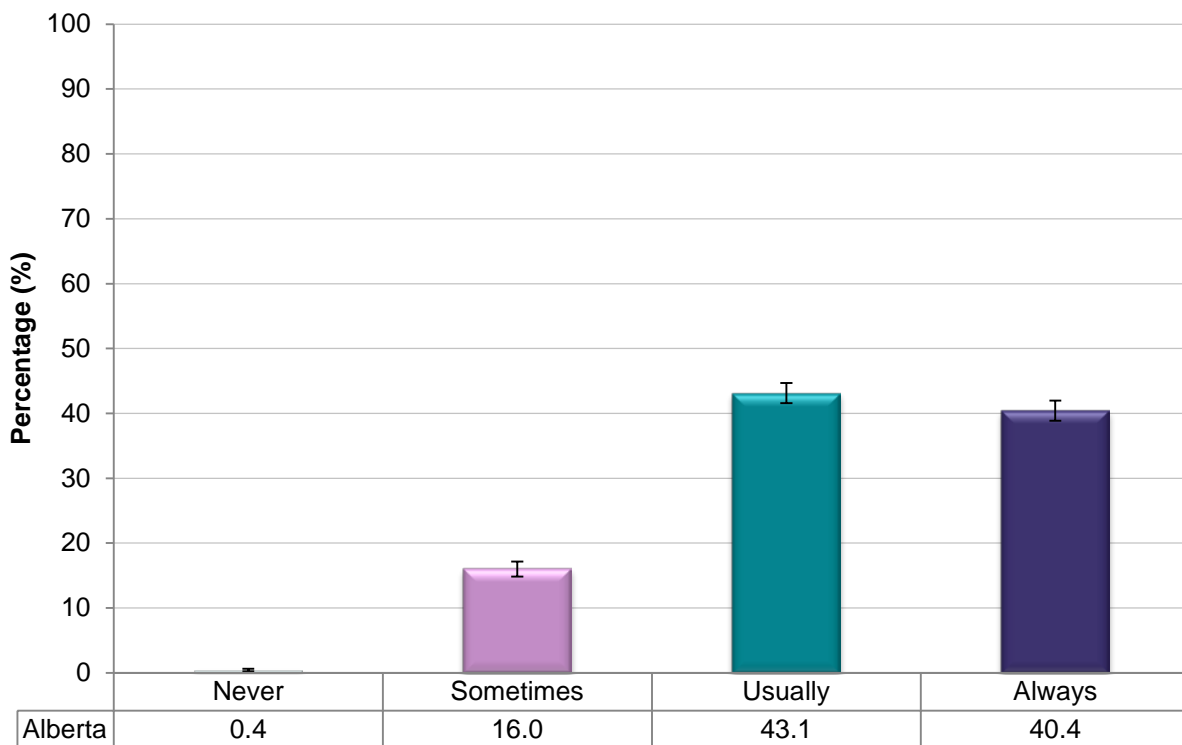


Table 53: Zone summary of responses for Q11

	Calgary (N = 2,429)	Edmonton (N = 2,372)	Central (N = 1,045)	North (N = 477)	South (N = 340)	Alberta (N = 6,663)
	%	%	%	%	%	%
Never	0.4	0.4	0.5	0.4	0.6	0.4
Sometimes	14.5	18.8	15.9	12.2	13.8	16.0
Usually	44.0	44.8	39.4	41.5	39.1	43.1
Always	41.1	36.1	44.2	45.9	46.5	40.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q49: In the last 6 months, how often did you feel that there were enough nurses and aides in the nursing home?

Figure 33: Provincial summary of responses for Q49

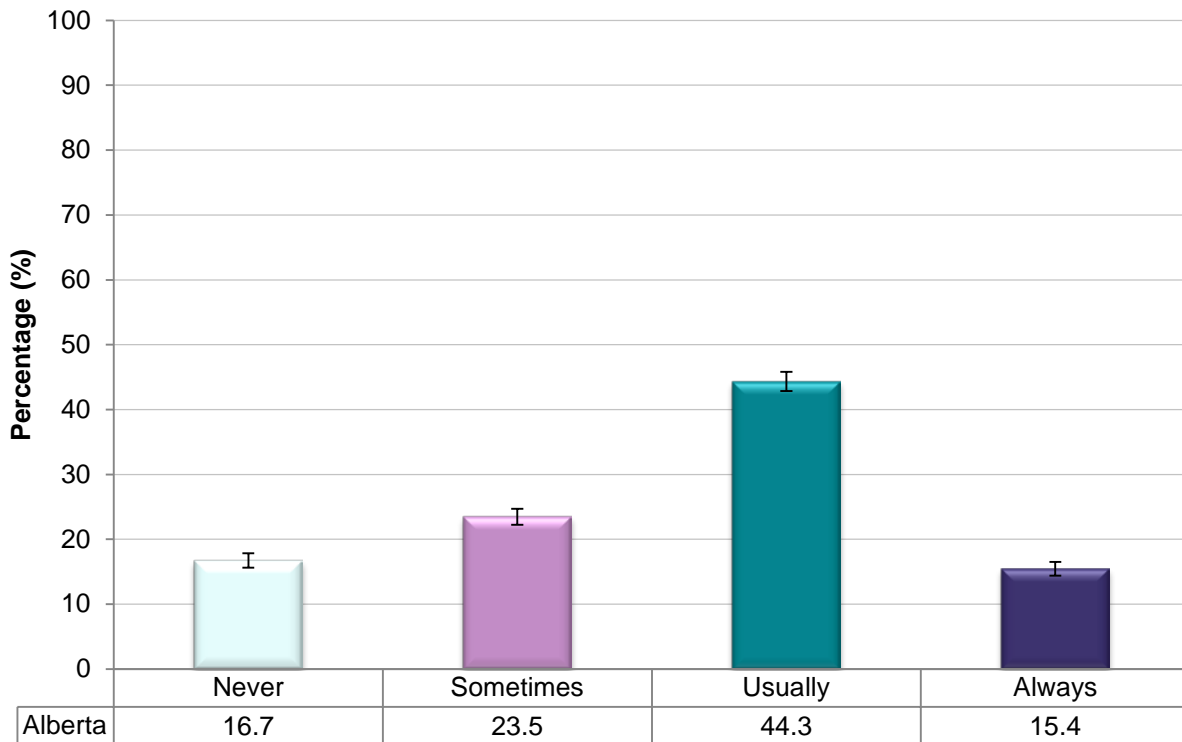


Table 54: Zone summary of responses for Q49

	Calgary (N = 2,674)	Edmonton (N = 2,655)	Central (N = 1,236)	North (N = 601)	South (N = 397)	Alberta (N = 7,563)
	%	%	%	%	%	%
Never	15.2	19.1	18.0	13.8	12.1	16.7
Sometimes	21.5	25.9	22.9	23.1	22.9	23.5
Usually	46.6	43.1	41.5	44.4	46.6	44.3
Always	16.7	12.0	17.6	18.6	18.4	15.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q31: In the last 6 months, how often did your family member’s room look and smell clean?

Figure 34: Provincial summary of responses for Q31

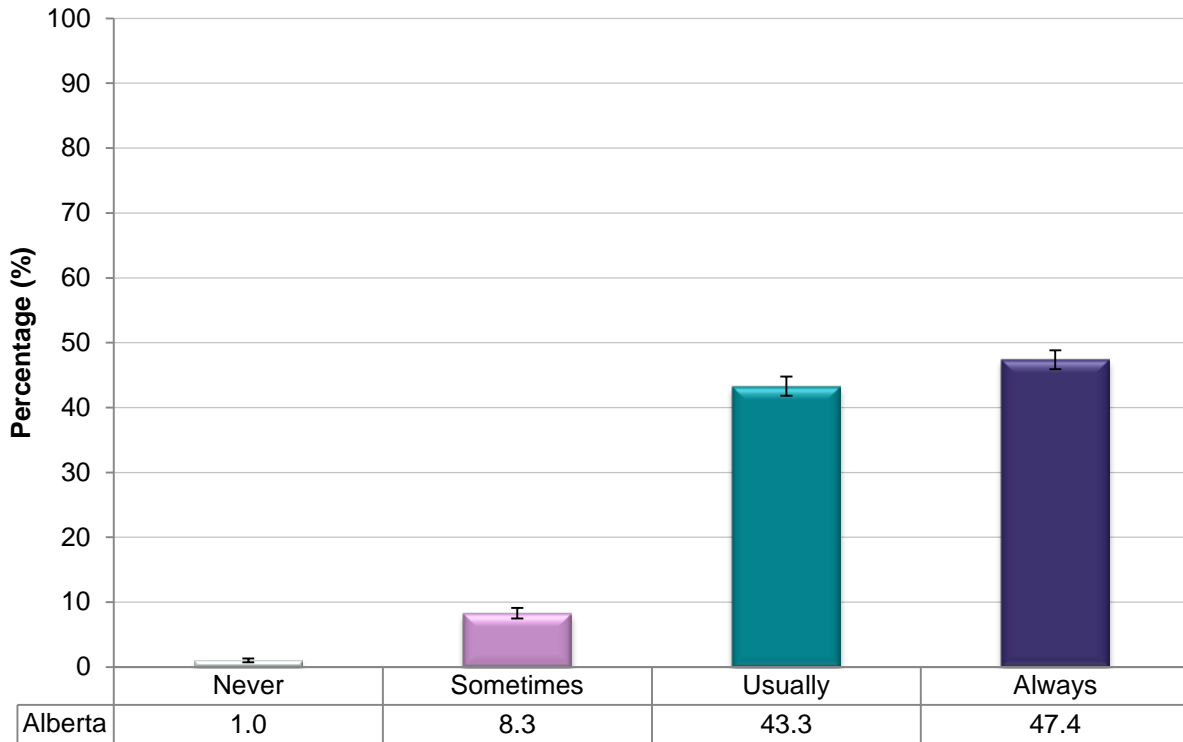


Table 55: Zone summary of responses for Q31

	Calgary (N = 2,703)	Edmonton (N = 2,683)	Central (N = 1,232)	North (N = 608)	South (N = 397)	Alberta (N = 7,623)
	%	%	%	%	%	%
Never	1.6	0.9	0.5	0.7	0.3	1.0
Sometimes	10.4	8.5	5.2	7.1	4.3	8.3
Usually	47.1	45.4	35.8	39.5	32.5	43.3
Always	40.9	45.2	58.5	52.8	63.0	47.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q22: In the last 6 months, how often did your family member look and smell clean?

Figure 35: Provincial summary of responses for Q22

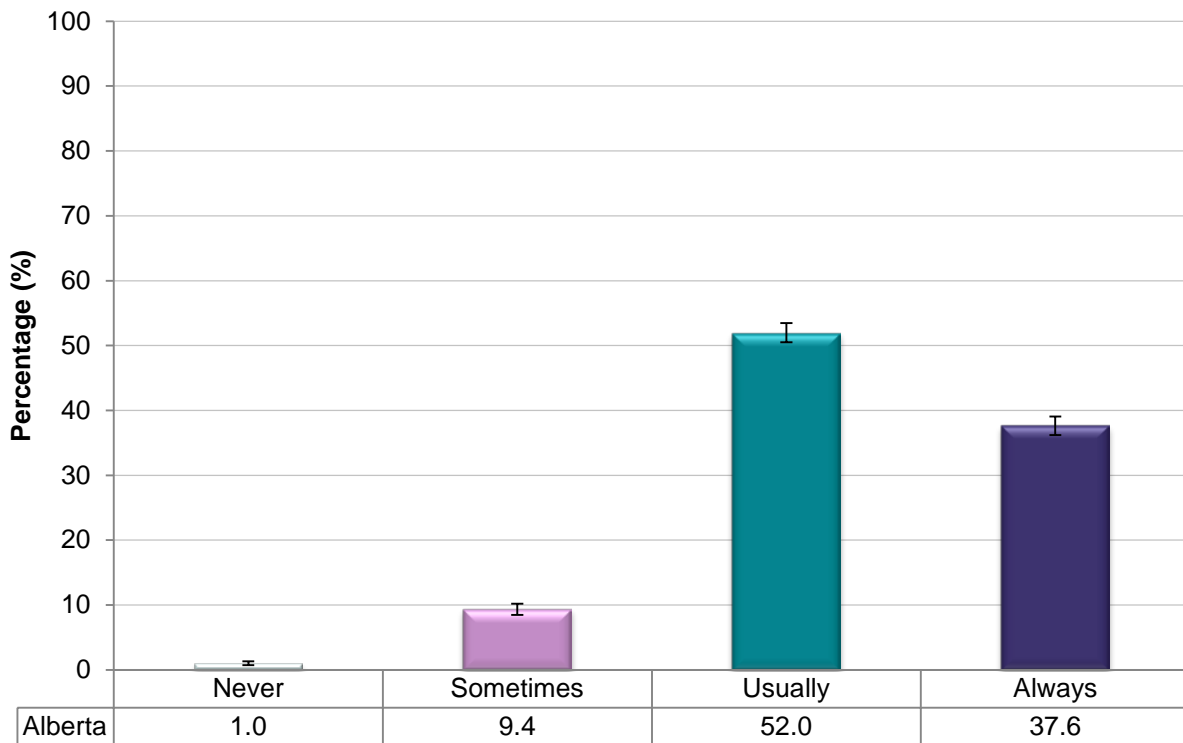


Table 56: Zone summary of responses for Q22

	Calgary (N = 2,698)	Edmonton (N = 2,665)	Central (N = 1,225)	North (N = 602)	South (N = 399)	Alberta (N = 7,589)
	%	%	%	%	%	%
Never	1.0	1.1	1.1	1.0	0.8	1.0
Sometimes	10.7	10.0	6.8	8.1	5.8	9.4
Usually	53.0	54.0	48.2	49.5	46.6	52.0
Always	35.3	34.9	44.0	41.4	46.9	37.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q34: In the last 6 months, how often did the public areas of the nursing home look and smell clean?

Figure 36: Provincial summary of responses for Q34

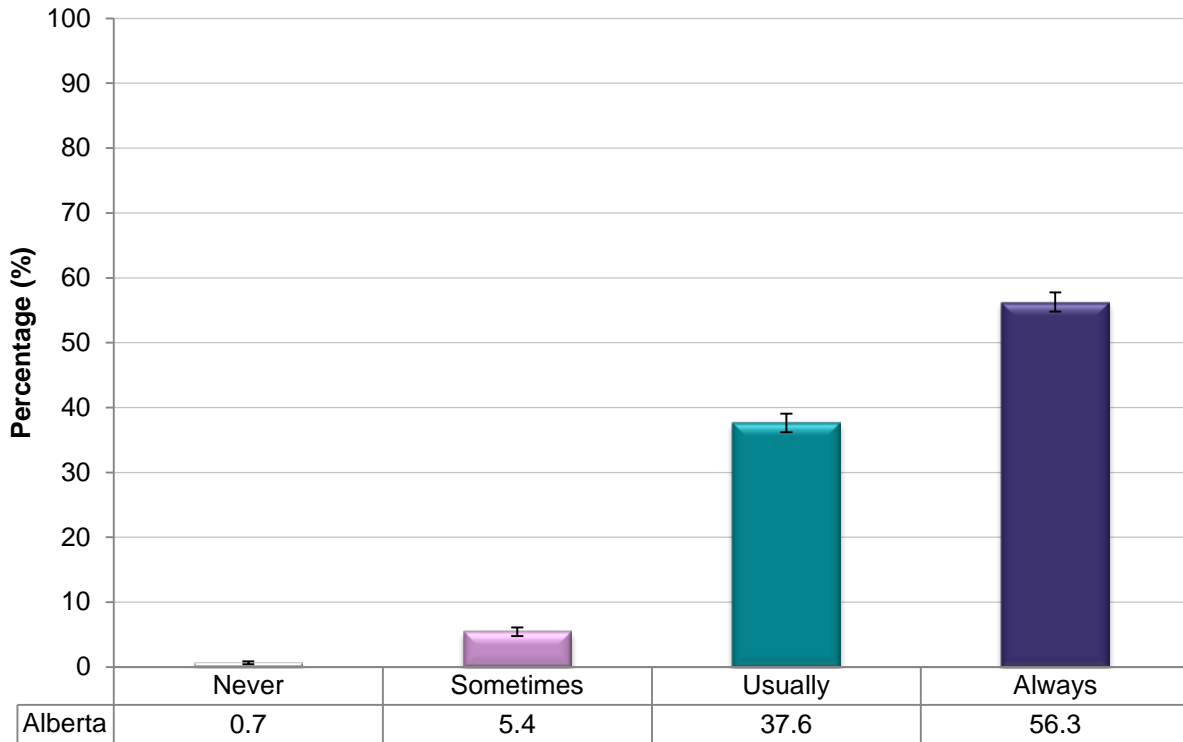


Table 57: Zone summary of responses for Q34

	Calgary (N = 2,695)	Edmonton (N = 2,673)	Central (N = 1,225)	North (N = 603)	South (N = 396)	Alberta (N = 7,592)
	%	%	%	%	%	%
Never	0.6	0.8	0.7	0.2	0.8	0.7
Sometimes	6.8	5.7	2.7	4.6	3.8	5.4
Usually	40.8	39.9	27.6	36.7	33.3	37.6
Always	51.8	53.6	69.1	58.5	62.1	56.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q36: In the last 6 months, how often were your family member's personal medical belongings (e.g., hearing aids, eye-glasses, dentures, etc.) damaged or lost?

Figure 37: Provincial summary of responses for Q36

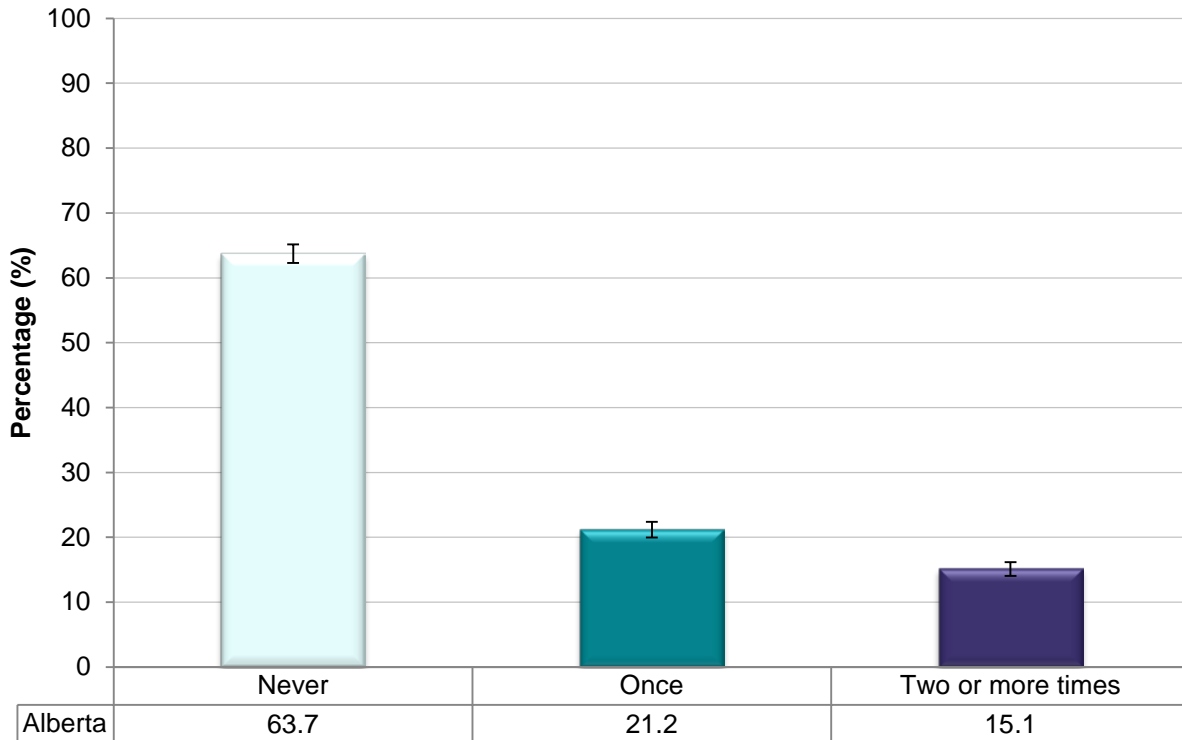


Table 58: Zone summary of responses for Q36

	Calgary (N = 2,644)	Edmonton (N = 2,630)	Central (N = 1,212)	North (N = 586)	South (N = 394)	Alberta (N = 7,466)
	%	%	%	%	%	%
Never	61.1	64.3	65.8	67.1	66.2	63.7
Once	21.4	20.7	21.5	21.7	21.1	21.2
Two or more times	17.5	15.1	12.7	11.3	12.7	15.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q38: In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost?

Question 38 was asked only of those who responded *YES* to Q37: *In the last 6 months, did your family member use the nursing home’s laundry services for his or her clothes?* Provincially, for Q37, 71.8 per cent of respondents stated that their family used the long term care facility’s laundry services for his or her clothes.

Among those who used laundry services, 40.5 per cent stated that their clothes were *never* damaged or lost (**Table 59**).

Figure 38: Provincial summary of responses for Q38

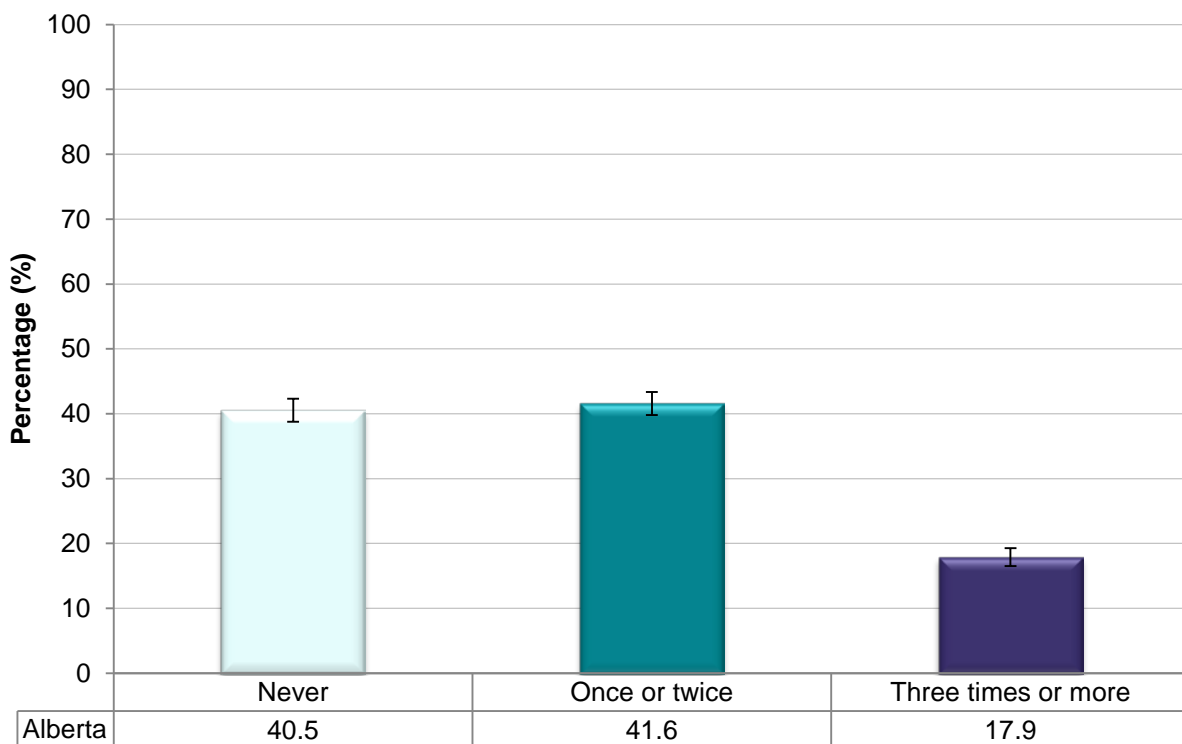


Table 59: Zone summary of responses for Q38

	Calgary (N = 1,759)	Edmonton (N = 1,853)	Central (N = 855)	North (N = 410)	South (N = 247)	Alberta (N = 5,124)
	%	%	%	%	%	%
Never	36.8	41.0	45.6	44.9	38.9	40.5
Once or twice	42.9	41.4	40.1	39.8	41.7	41.6
Three times or more	20.2	17.6	14.3	15.4	19.4	17.9
Total	100.0	100.0	100.0	100.0	100.0	100.0

Kindness and Respect

Q12: In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?

Figure 39: Provincial summary of responses for Q12

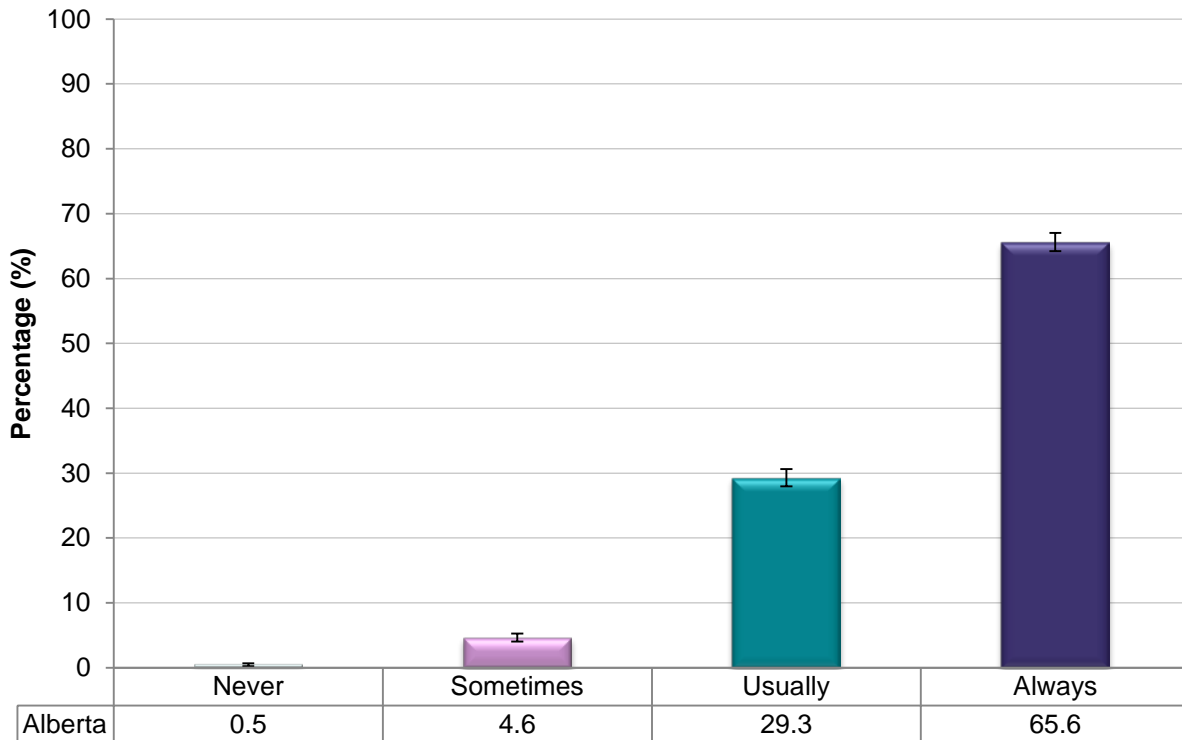


Table 60: Zone summary of responses for Q12

	Calgary (N = 2,716)	Edmonton (N = 2,670)	Central (N = 1,229)	North (N = 606)	South (N = 394)	Alberta (N = 7,615)
	%	%	%	%	%	%
Never	0.5	0.4	0.4	0.5	0.8	0.5
Sometimes	5.2	5.3	3.3	2.8	2.8	4.6
Usually	30.2	30.6	25.7	28.5	26.1	29.3
Always	64.1	63.6	70.5	68.2	70.3	65.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q13: In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?

Figure 40: Provincial summary of responses for Q13

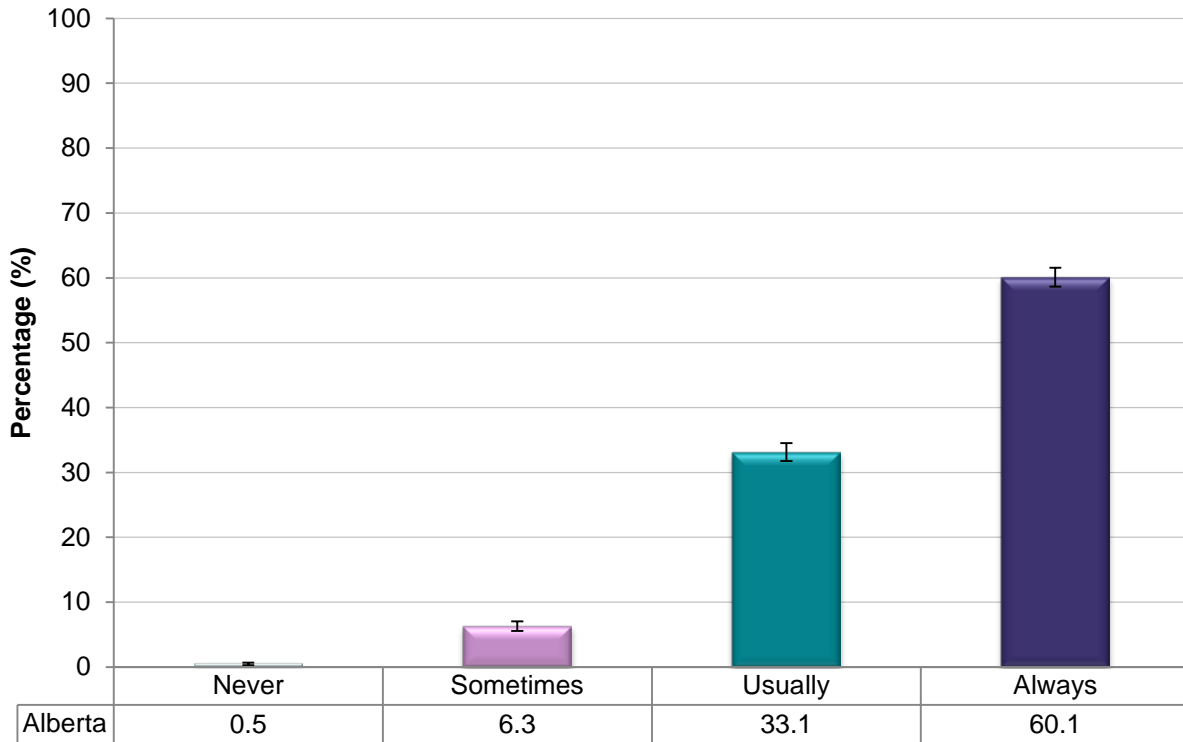


Table 61: Zone summary of responses for Q13

	Calgary (N = 2,703)	Edmonton (N = 2,663)	Central (N = 1,231)	North (N = 606)	South (N = 397)	Alberta (N = 7,600)
	%	%	%	%	%	%
Never	0.6	0.5	0.3	0.0	0.5	0.5
Sometimes	7.1	7.4	4.1	5.1	2.3	6.3
Usually	35.0	33.7	29.8	30.7	30.7	33.1
Always	57.3	58.4	65.8	64.2	66.5	60.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q14: In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?

Figure 41: Provincial summary of responses for Q14

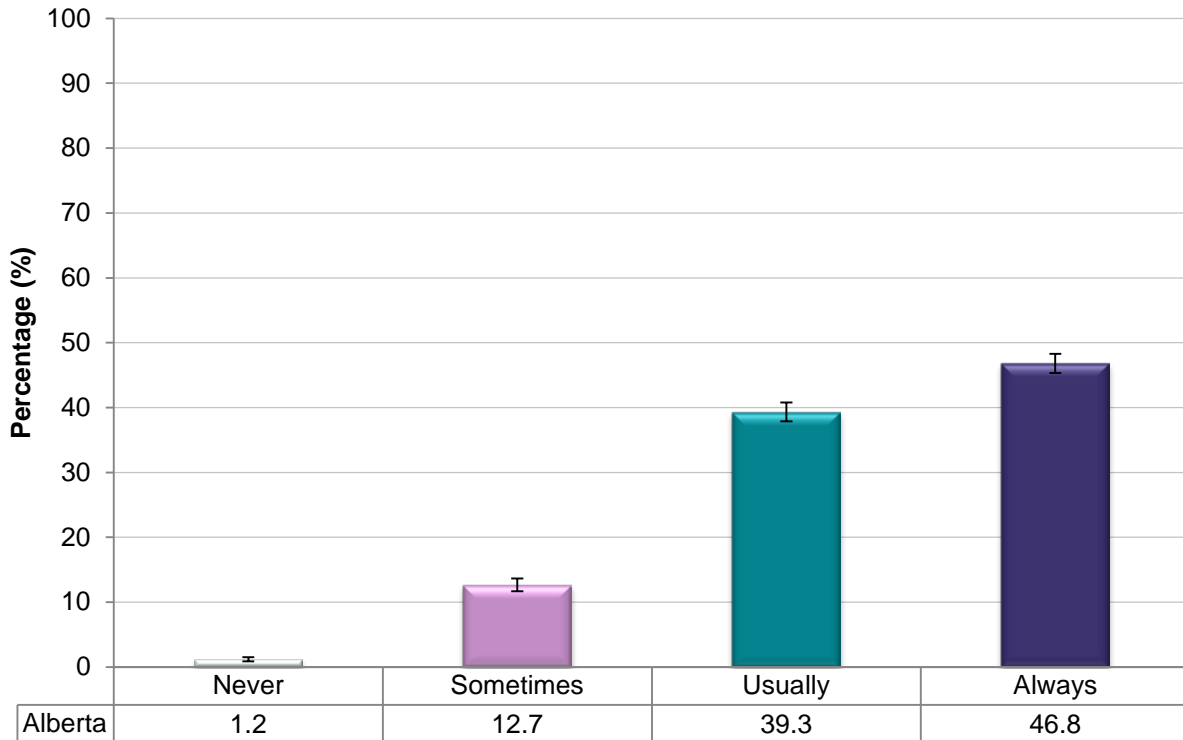


Table 62: Zone summary of responses for Q14

	Calgary (N = 2,693)	Edmonton (N = 2,668)	Central (N = 1,227)	North (N = 595)	South (N = 397)	Alberta (N = 7,580)
	%	%	%	%	%	%
Never	1.4	1.4	0.7	0.7	0.5	1.2
Sometimes	13.5	14.2	9.9	9.6	9.3	12.7
Usually	40.8	40.6	36.7	36.0	34.0	39.3
Always	44.3	43.7	52.7	53.8	56.2	46.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q15: In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?

Figure 42: Provincial summary of responses for Q15

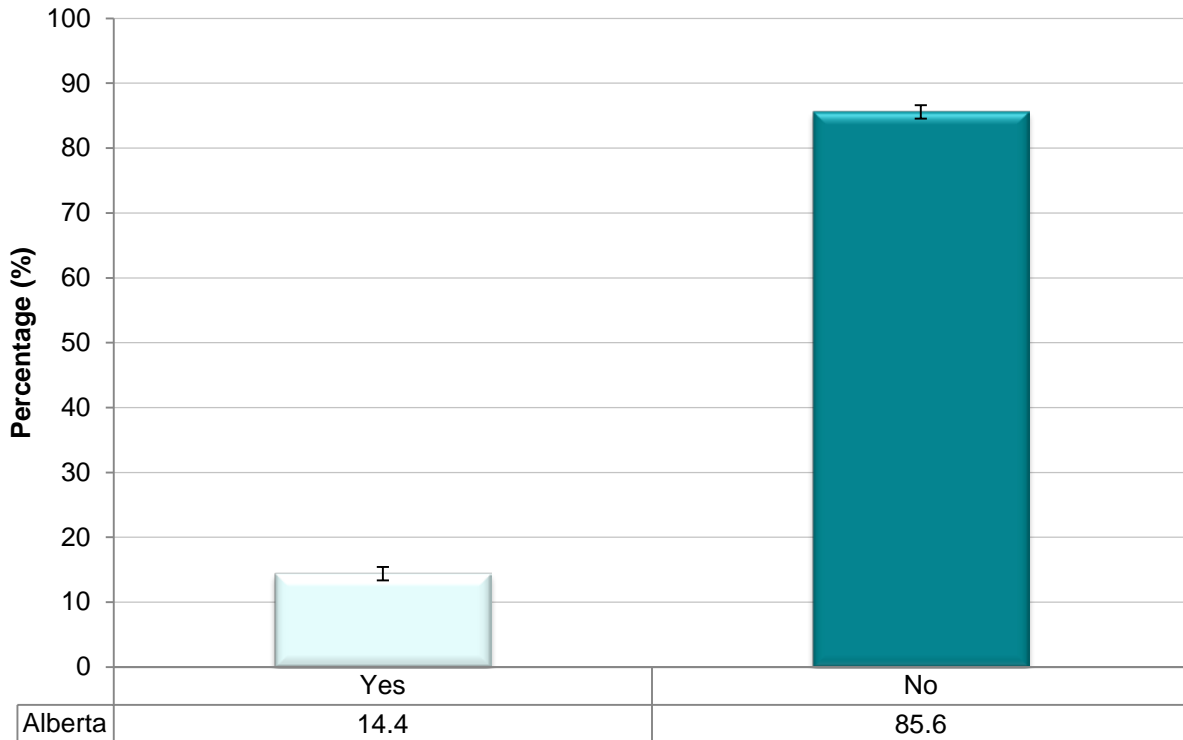


Table 63: Zone summary of responses for Q15

	Calgary (N = 2,675)	Edmonton (N = 2,656)	Central (N = 1,216)	North (N = 598)	South (N = 393)	Alberta (N = 7,538)
	%	%	%	%	%	%
Yes	14.7	14.4	13.8	13.2	15.8	14.4
No	85.3	85.6	86.2	86.8	84.2	85.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q24: In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate?

Question 24 was asked only of those who responded *YES* to Q23: *In the last 6 months, did you see any resident, including your family member, behave in a way that made it hard for nurses and aides to provide care?* Provincially, for Q23, 37.9 per cent of respondents reported that they had witnessed a resident behave in a difficult manner towards nurses and aides.

Among respondents who stated they had witnessed a resident behave in a difficult manner towards nurses and aides, 90.2 per cent stated that the situation was *usually* or *always* handled appropriately (Table 64).

Figure 43: Provincial summary of responses for Q24

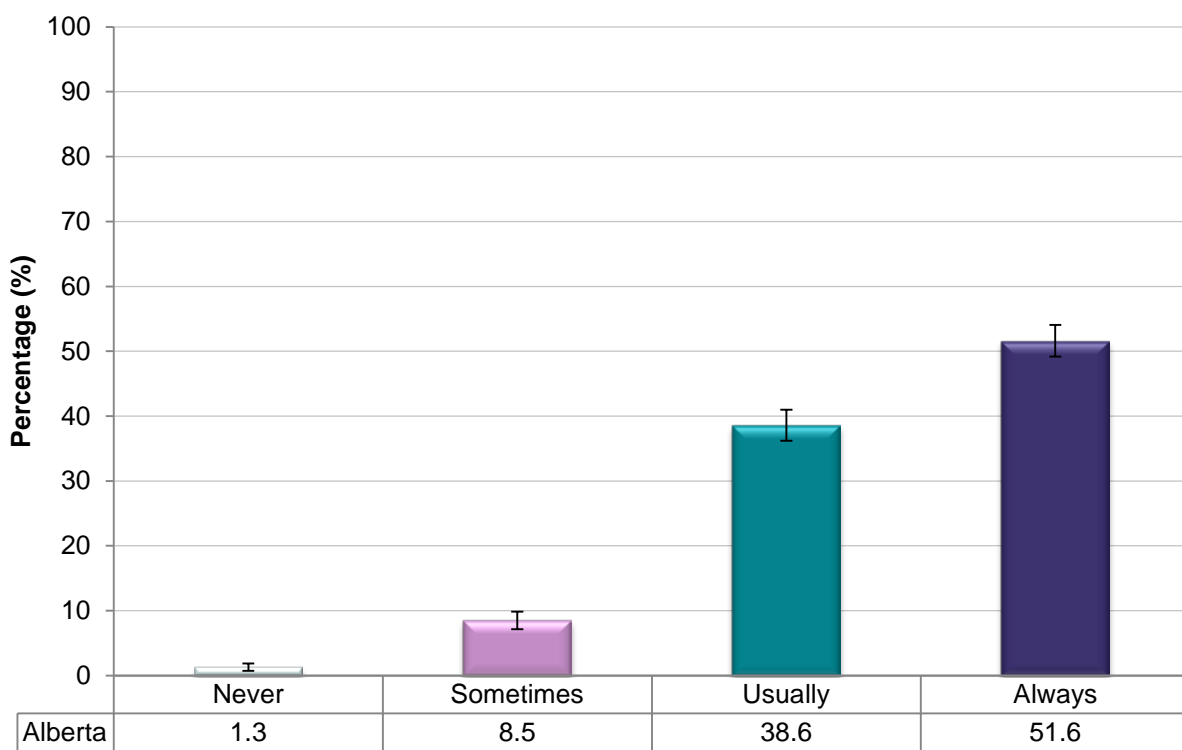


Table 64: Zone summary of responses for Q24

	Calgary (N = 1,135) %	Edmonton (N = 993) %	Central (N = 342) %	North (N = 191) %	South (N = 124) %	Alberta (N = 2,785) %
Never	1.3	1.3	1.2	1.0	1.6	1.3
Sometimes	10.1	8.4	5.8	6.8	4.8	8.5
Usually	39.1	39.6	33.9	35.6	43.5	38.6
Always	49.4	50.8	59.1	56.5	50.0	51.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

Providing Information and Encouraging Family Involvement

Q27: In the last 6 months, how often did you get this information as soon as you wanted?

Question 27 was asked only of those who responded *YES* to Q26: *In the last 6 months, did you want to get information about your family member from a nurse or aide.* Provincially, for Q26, 88.6 per cent of respondents wanted to get information about their family member from a nurse or aide.

Among respondents who wanted information, 86.5 per cent stated that they *always* or *usually* got the information as soon as they wanted it (**Table 65**).

Figure 44: Provincial summary of responses for Q27

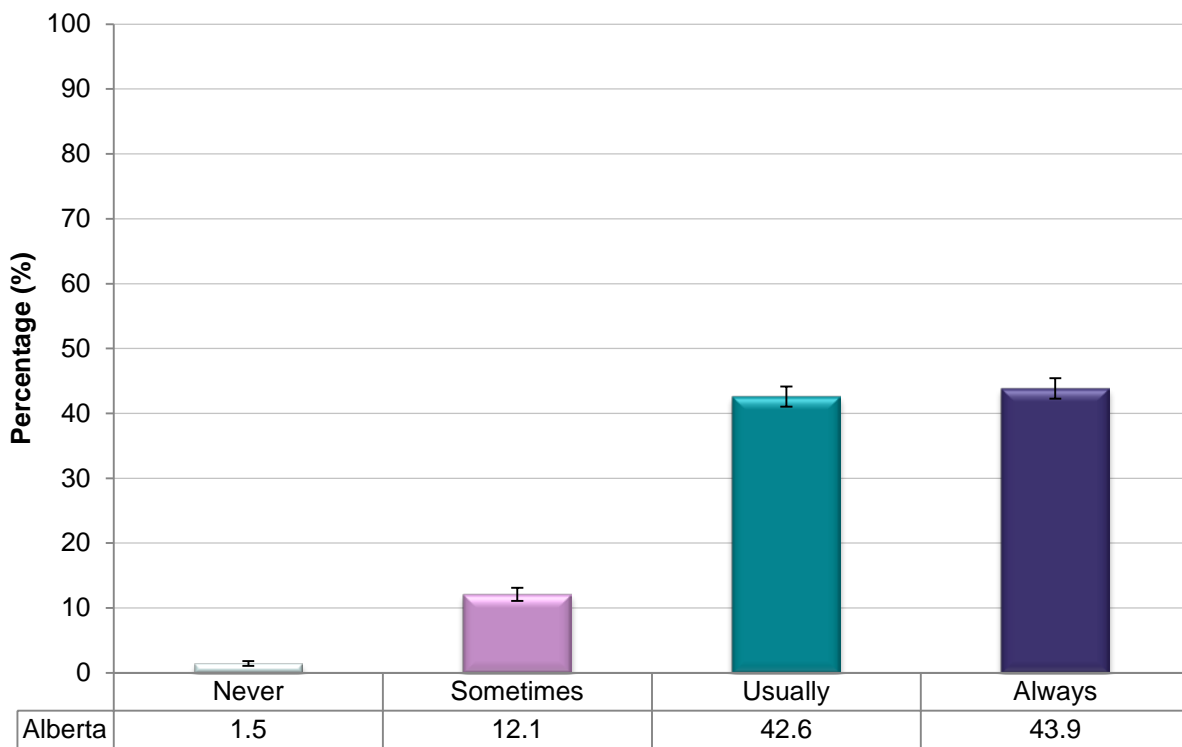


Table 65: Zone summary of responses for Q27

	Calgary (N = 2,403)	Edmonton (N = 2,315)	Central (N = 1,037)	North (N = 525)	South (N = 340)	Alberta (N = 6,620)
	%	%	%	%	%	%
Never	1.5	1.5	1.5	1.5	0.6	1.5
Sometimes	12.9	13.7	9.8	8.4	8.8	12.1
Usually	42.4	45.4	40.1	38.9	38.2	42.6
Always	43.2	39.5	48.5	51.2	52.4	43.9
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q28: In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand?

Figure 45: Provincial summary of responses for Q28

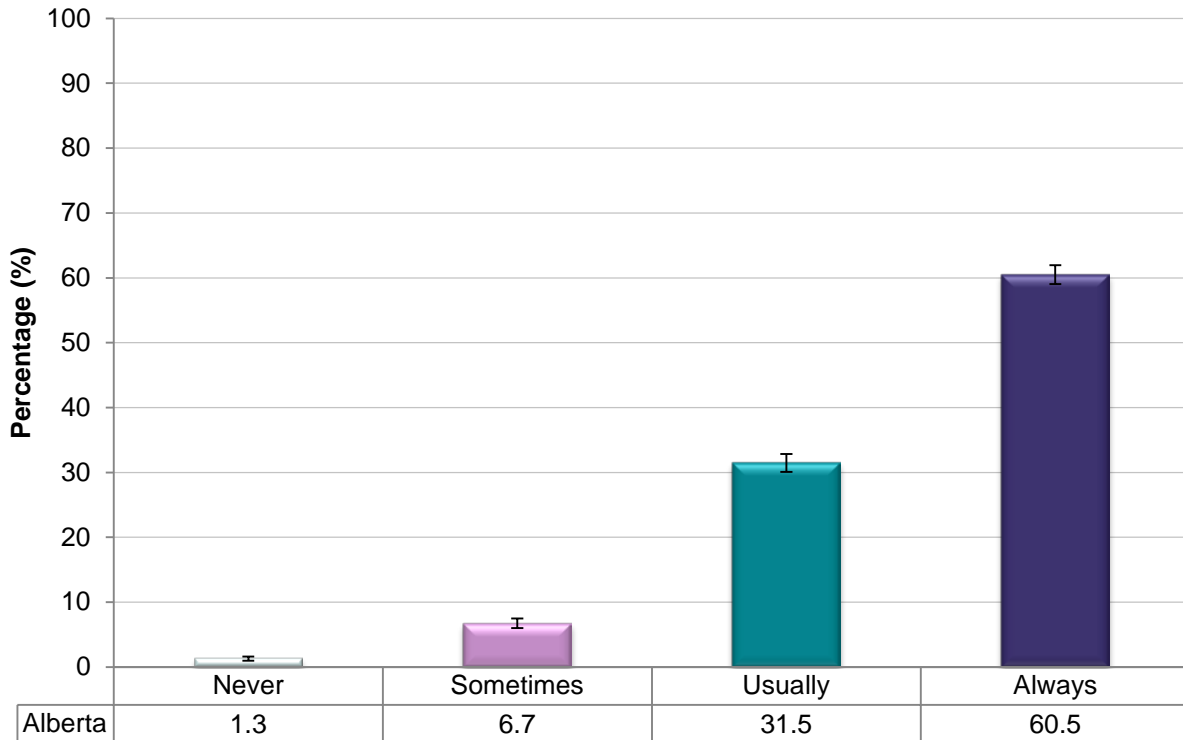


Table 66: Zone summary of responses for Q28

	Calgary (N = 2676)	Edmonton (N = 2653)	Central (N = 1221)	North (N = 598)	South (N = 393)	Alberta (N = 7,541)
	%	%	%	%	%	%
Never	1.3	1.4	1.1	1.5	0.8	1.3
Sometimes	7.7	7.1	5.3	5.4	4.6	6.7
Usually	31.7	34.0	28.0	28.6	28.2	31.5
Always	59.4	57.5	65.5	64.5	66.4	60.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q29: In the last 6 months, did nurses and aides ever try to discourage you from asking questions about your family member?

Figure 46: Provincial summary of responses for Q29

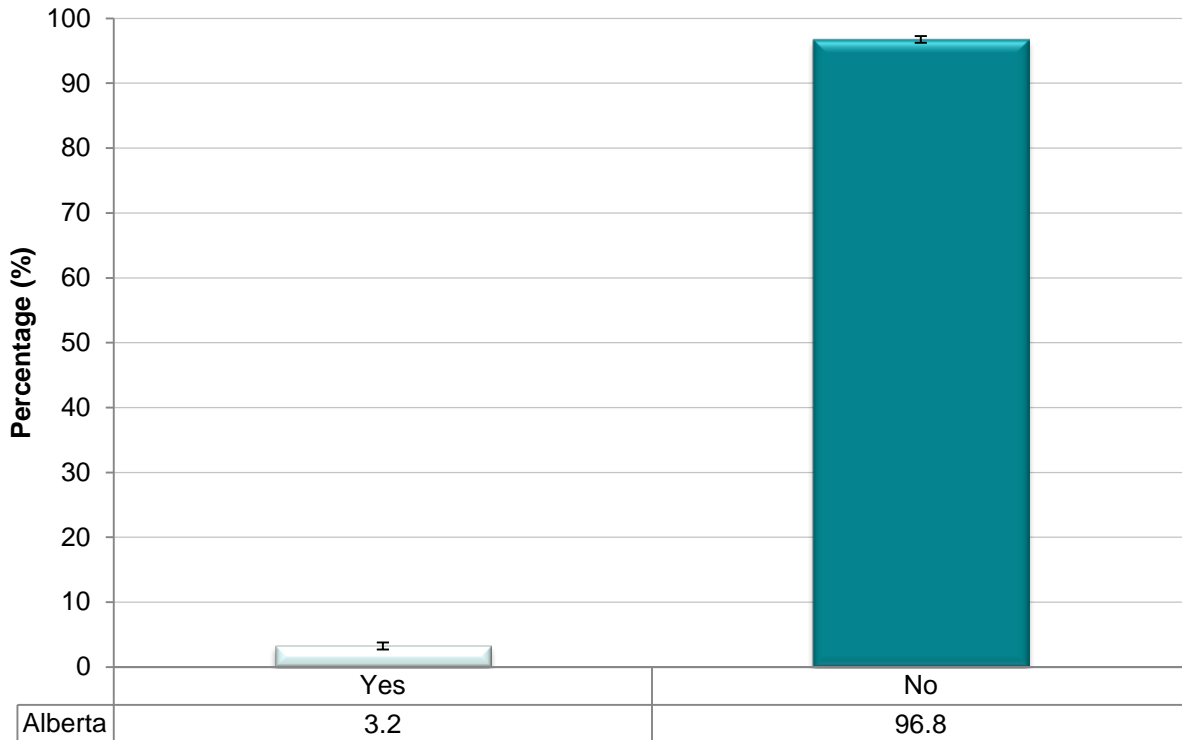


Table 67: Zone summary of responses for Q29

	Calgary (N = 2,691)	Edmonton (N = 2,666)	Central (N = 1,226)	North (N = 597)	South (N = 396)	Alberta (N = 7,576)
	%	%	%	%	%	%
Yes	3.0	3.5	3.5	3.4	2.8	3.2
No	97.0	96.5	96.5	96.6	97.2	96.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q42: In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they would take it out on your family member?

Figure 47: Provincial summary of responses for Q42

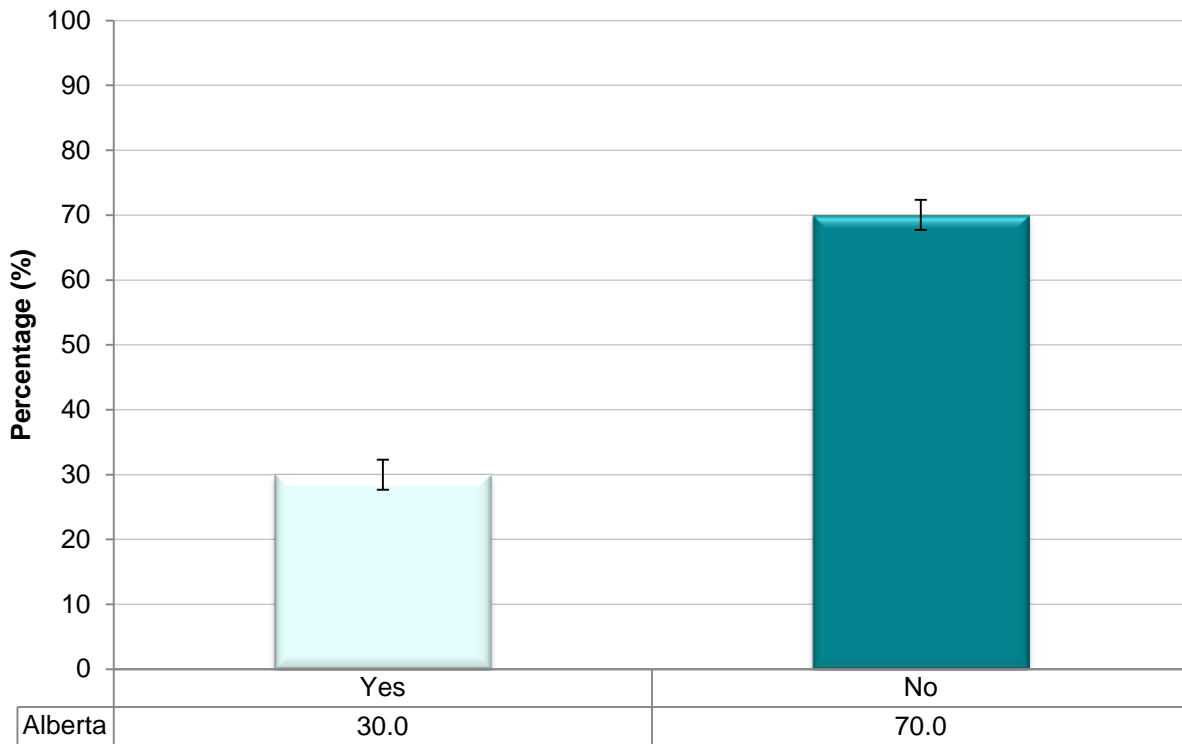


Table 68: Zone summary of responses for Q42

	Calgary (N = 954)	Edmonton (N = 957)	Central (N = 389)	North (N = 168)	South (N = 117)	Alberta (N = 2,585)
	%	%	%	%	%	%
Yes	28.1	31.0	30.1	30.4	35.9	30.0
No	71.9	69.0	69.9	69.6	64.1	70.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q44: In the last 6 months, how often were you involved as much as you wanted to be in the decisions about your family member's care?

Question 44 was asked only of those who responded *YES* to Q43: *In the last 6 months, have you been involved in decisions about your family member's care?* Provincially, for Q43, 85.3 per cent of respondents reported that they were involved in decisions about their family member's care.

Among those who stated they were involved in decision-making, 91.0 per cent stated they were *always* or *usually* involved as much as they wanted to be (**Table 69**).

Figure 48: Provincial summary of responses for Q44

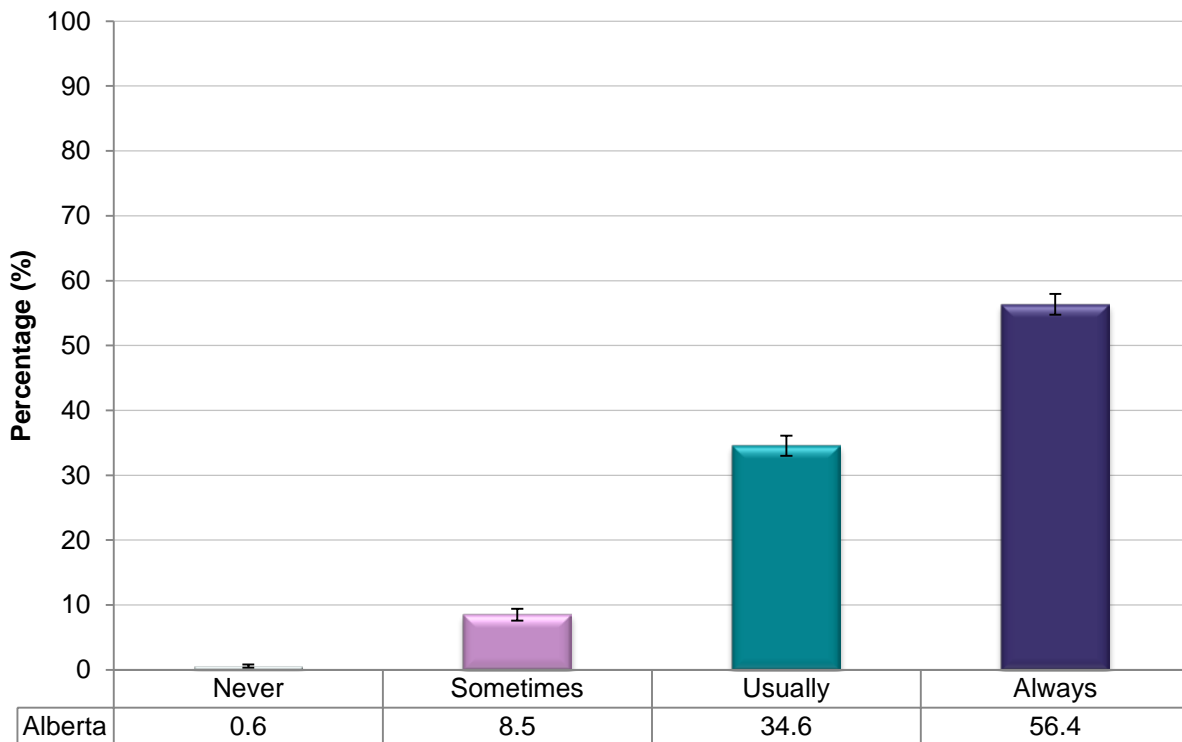


Table 69: Zone summary of responses for Q44

	Calgary (N = 2,262)	Edmonton (N = 2,167)	Central (N = 1,007)	North (N = 483)	South (N = 313)	Alberta (N = 6,232)
	%	%	%	%	%	%
Never	0.4	0.8	0.3	0.2	1.0	0.6
Sometimes	8.5	9.6	7.1	6.4	8.6	8.5
Usually	34.7	34.6	34.0	36.4	32.6	34.6
Always	56.4	54.9	58.7	56.9	57.8	56.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q59: In the last 6 months, how often did you get all the information you wanted about payments or expenses?

Question 59 was asked only of those who answered *YES* to Q58: *In the last 6 months, did you ask the nursing home for information about payments and expenses?* Provincially, for Q58, 25.1 per cent of respondents requested payment and expense information from the long term care facility.

Among those who asked for information about payments or expenses, 81.4 per cent stated that they *usually* or *always* get all information they wanted (**Table 70**).

Figure 49: Provincial summary of responses for Q59

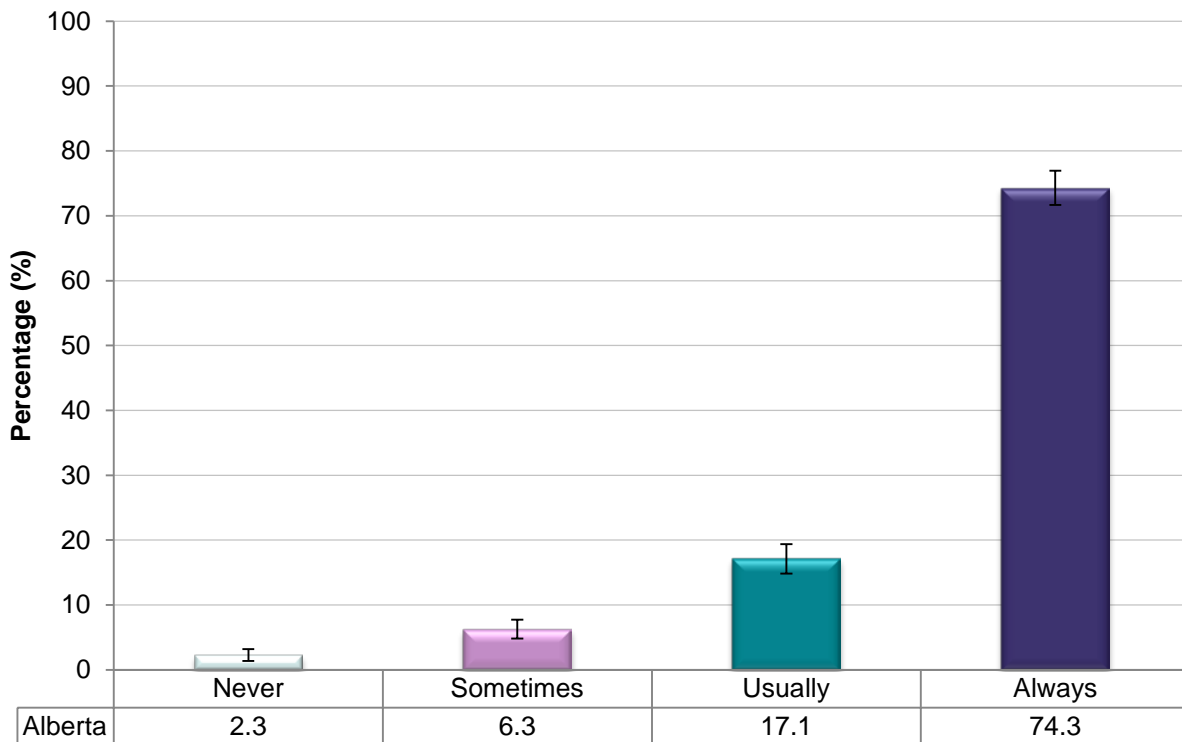


Table 70: Zone summary of responses for Q59

	Calgary (N = 672)	Edmonton (N = 676)	Central (N = 263)	North (N = 123)	South (N = 100)	Alberta (N = 1,834)
	%	%	%	%	%	%
Never	2.1	2.1	3.0	3.3	2.0	2.3
Sometimes	7.0	3.6	10.3	5.7	10.0	6.3
Usually	16.2	17.9	19.4	13.0	17.0	17.1
Always	74.7	76.5	67.3	78.0	71.0	74.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

Meeting Basic Needs

Q17: Did you help your family member with eating because nurses or aides either didn't help or made him or her wait too long?

Question 17 was asked of those whose response was *YES* or was missing to Q16:⁷⁸ *In the last 6 months, during any of your visits, did you ever help your family member with eating?* Provincially, for Q16, 46.8 per cent of respondents stated that they helped their family member with eating.

Among those who helped their family member with eating, 23.7 per cent stated that they helped because nurses or aides did not help or made him or her wait too long (**Table 71**).

Figure 50: Provincial summary of responses for Q17

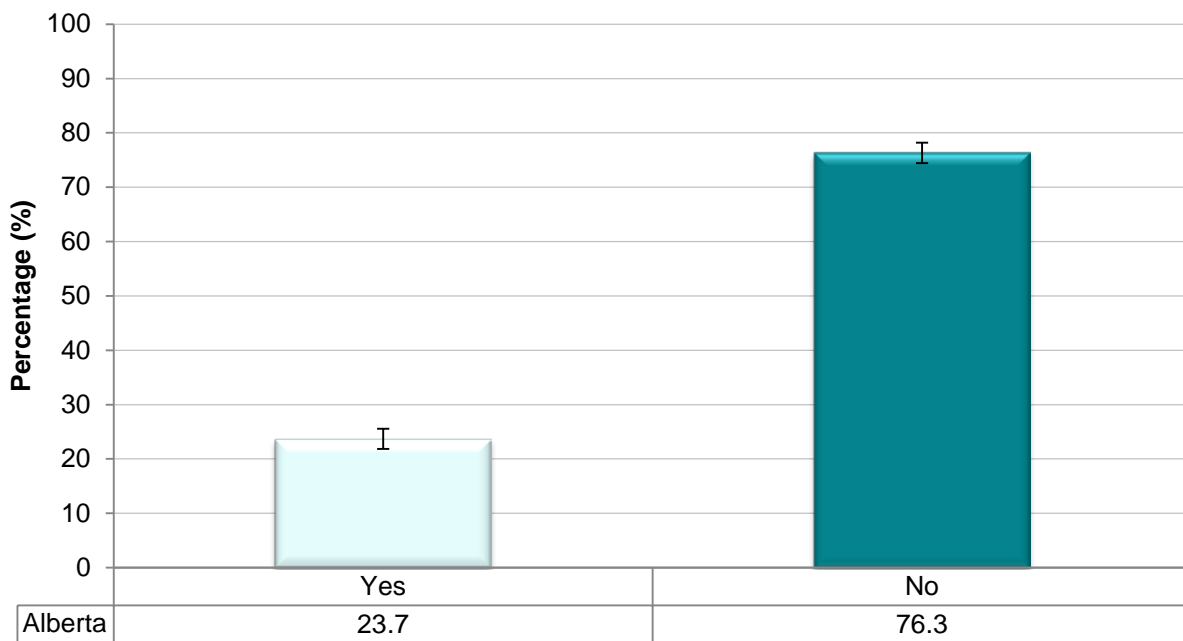


Table 71: Zone summary of responses for Q17

	Calgary (N = 1181)	Edmonton (N = 1306)	Central (N = 521)	North (N = 264)	South (N = 185)	Alberta (N = 3,457)
	%	%	%	%	%	%
Yes	22.8	26.8	21.1	20.1	20.0	23.7
No	77.2	73.2	78.9	79.9	80.0	76.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

⁷⁸ According to CAHPS® cleaning instructions: If a gate question (Q16) was answered "NO" and subsequent survey questions controlled by that gate (Q17) contained valid responses, the valid responses were set to missing. If a gate question was missing (blank, not ascertained: Q16), and subsequent survey questions controlled by that gate question contained valid responses (Q17), the responses for those questions were retained.

Q19: Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long?

Question 19 was asked of those whose response was *YES* or was missing to Q18⁷⁹: *In the last 6 months, during any of your visits, did you ever help your family member with drinking?* Provincially, for Q18, 44.3 per cent of respondents stated that they helped their family member with drinking.

Among those who helped their family member with drinking, 27.2 per cent stated that they helped because nurses or aides did not help or made him or her wait too long (**Table 72**).

Figure 51: Provincial summary of responses for Q19

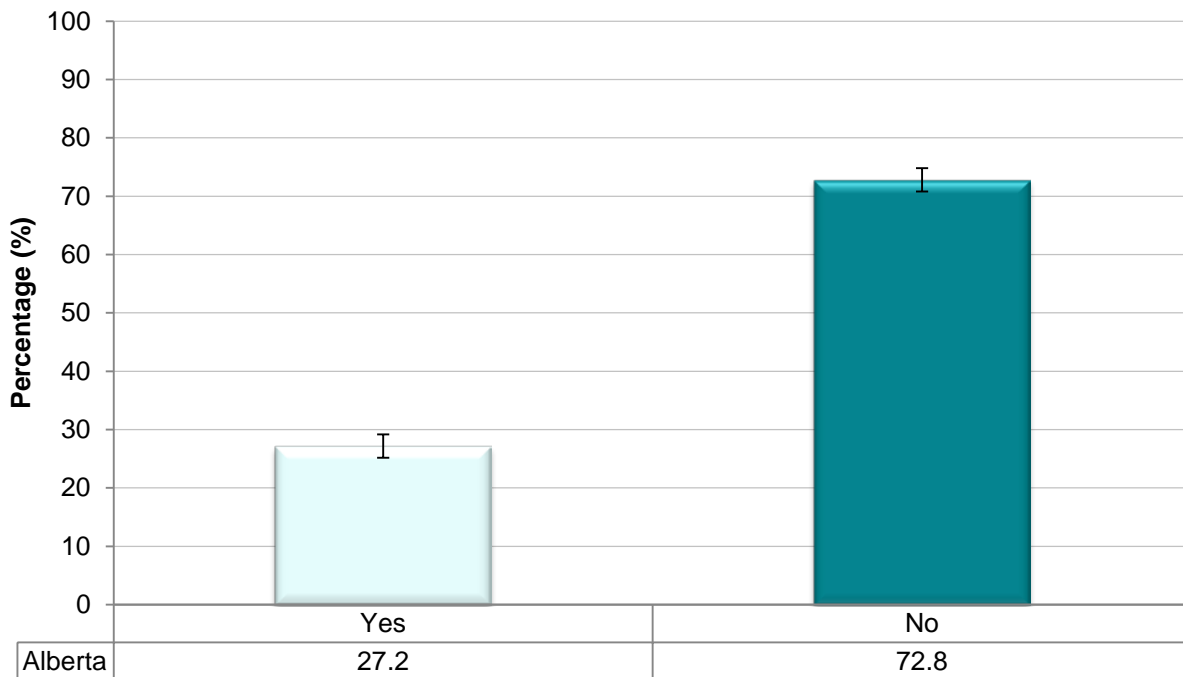


Table 72: Zone summary of responses for Q19

	Calgary (N = 1,124)	Edmonton (N = 1,192)	Central (N = 486)	North (N = 255)	South (N = 184)	Alberta (N = 3,241)
	%	%	%	%	%	%
Yes	25.7	30.5	26.7	22.4	22.3	27.2
No	74.3	69.5	73.3	77.6	77.7	72.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

⁷⁹ According to CAHPS® cleaning instructions: If a gate question (Q18) was answered "NO" and subsequent survey questions controlled by that gate (Q19) contained valid responses, the valid responses were set to missing. If a gate question was missing (blank, not ascertained: Q18), and subsequent survey questions controlled by that gate question contained valid responses (Q19), the responses for those questions were retained.

Q21: Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long?

Question 21 was asked of those whose response was *YES* or was missing to Question 20:⁸⁰ *In the last 6 months, during any of your visits, did you ever help your family member with toileting?* Provincially, 21.2 per cent of respondents stated that they helped their family member with toileting.

Among those who helped their family member with toileting, 54.4 per cent stated that they helped because nurses or aides did not help or made him or her wait too long (**Table 73**).

Figure 52: Provincial summary of responses for Q21

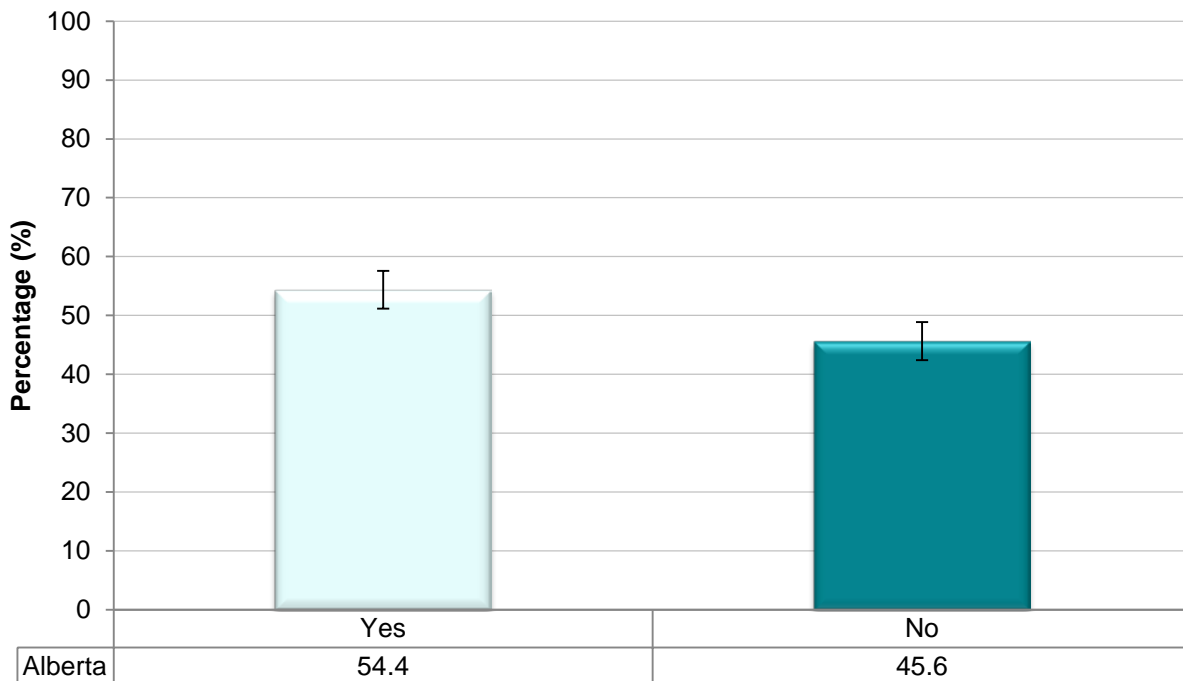


Table 73: Zone summary of responses for Q21

	Calgary (N = 587)	Edmonton (N = 586)	Central (N = 213)	North (N = 131)	South (N = 67)	Alberta (N = 1,584)
	%	%	%	%	%	%
Yes	53.2	60.2	52.6	43.5	40.3	54.4
No	46.8	39.8	47.4	56.5	59.7	45.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

⁸⁰ According to CAHPS® cleaning instructions: If a gate question (Q20) was answered "NO" and subsequent survey questions controlled by that gate (Q21) contained valid responses, the valid responses were set to missing. If a gate question was missing (blank, not ascertained: Q20), and subsequent survey questions controlled by that gate question contained valid responses (Q21), the responses for those questions were retained.

Other questions

Other questions related to Staffing, Care of Belongings, and Environment

Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?

Figure 53: Provincial summary of responses for Q32

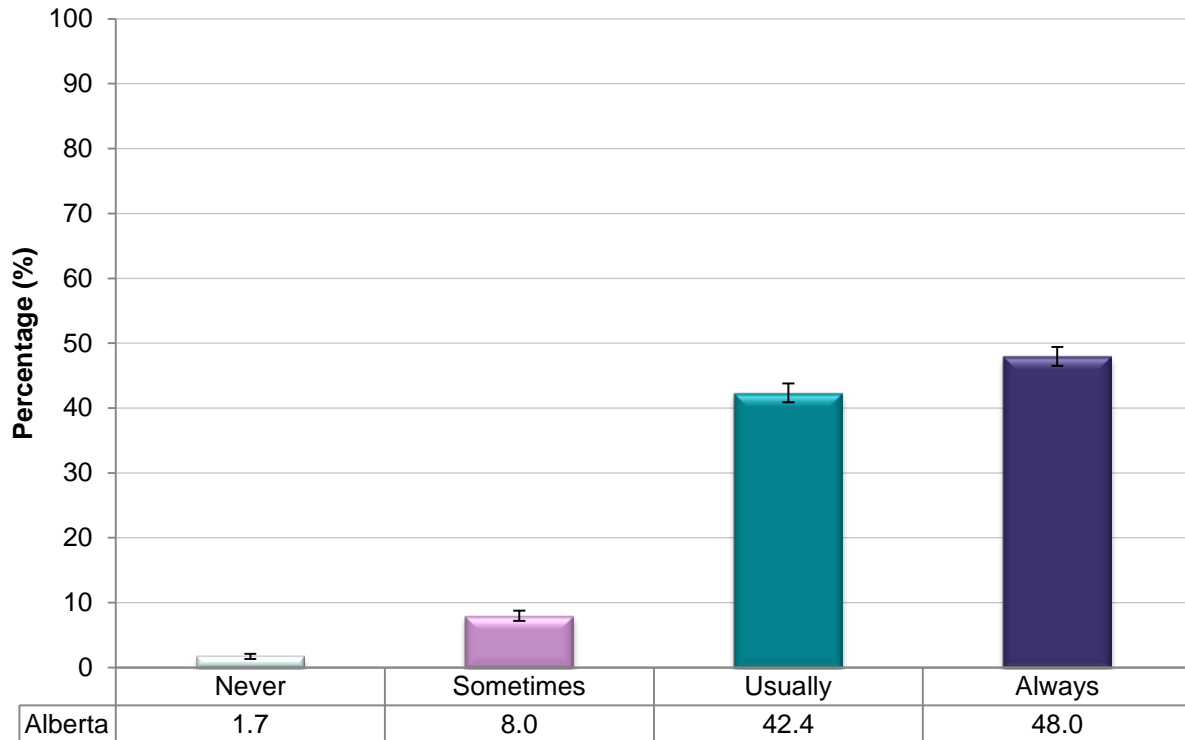


Table 74: Zone summary of responses for Q32

	Calgary (N = 2,700) %	Edmonton (N = 2,677) %	Central (N = 1,232) %	North (N = 603) %	South (N = 396) %	Alberta (N = 7,608) %
Never	1.7	1.7	1.6	1.7	2.0	1.7
Sometimes	9.0	9.4	4.1	5.6	6.8	8.0
Usually	45.6	43.9	36.4	37.6	35.4	42.4
Always	43.7	45.0	57.8	55.1	55.8	48.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?

Figure 54: Provincial summary of responses for Q33

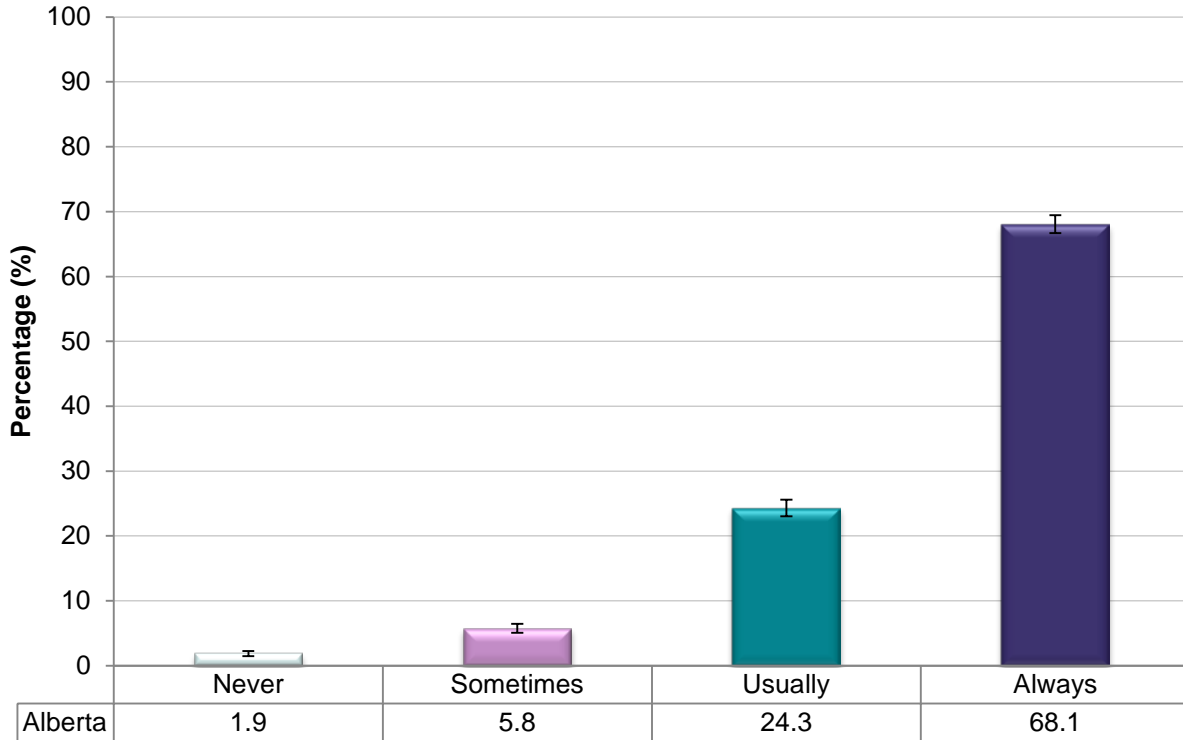


Table 75: Zone summary of responses for Q33

	Calgary (N = 2,682)	Edmonton (N = 2,641)	Central (N = 1,217)	North (N = 597)	South (N = 394)	Alberta (N = 7,531)
	%	%	%	%	%	%
Never	2.2	2.3	1.1	0.8	0.8	1.9
Sometimes	6.7	5.9	4.3	5.4	3.3	5.8
Usually	26.8	25.0	20.3	21.1	20.1	24.3
Always	64.2	66.9	74.4	72.7	75.9	68.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q30: In the last 6 months, how often is your family member cared for by the same team of staff?

Figure 55: Provincial summary of responses for Q30

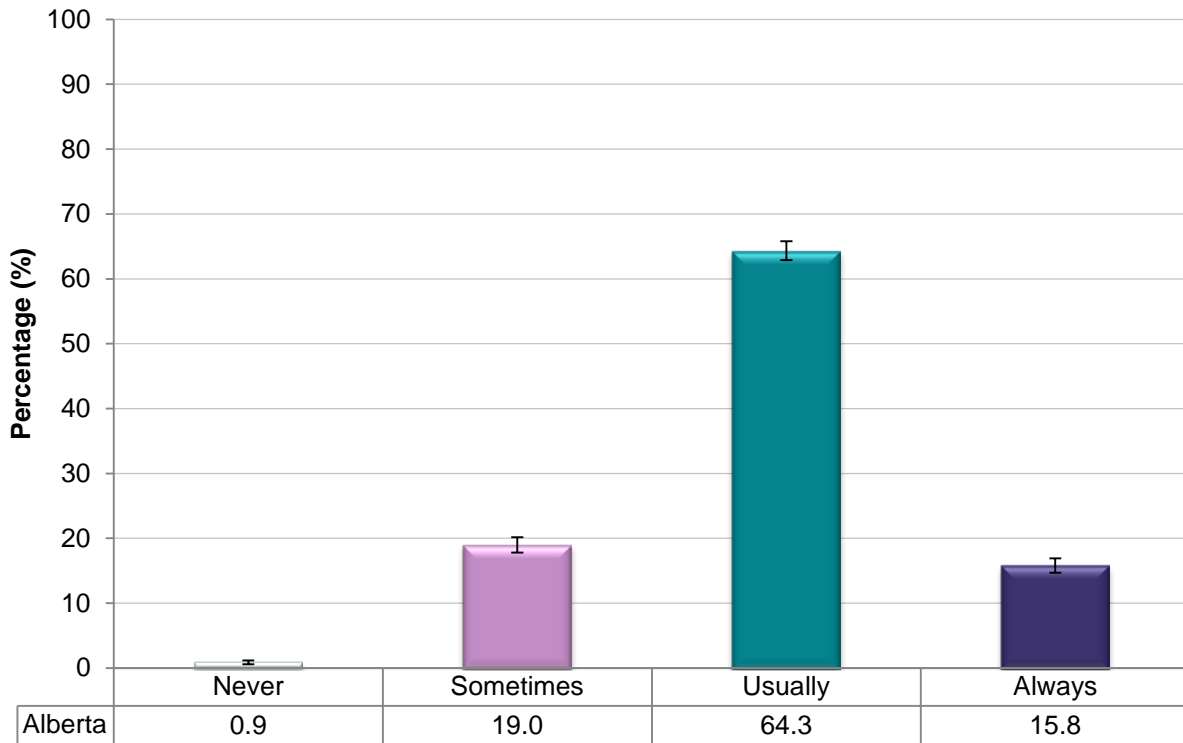


Table 76: Zone summary of responses for Q30

	Calgary (N = 2,570)	Edmonton (N = 2,531)	Central (N = 1,143)	North (N = 572)	South (N = 382)	Alberta (N = 7,198)
	%	%	%	%	%	%
Never	0.9	0.8	1.1	1.2	0.3	0.9
Sometimes	18.1	18.5	21.8	18.9	20.4	19.0
Usually	66.1	65.6	60.6	60.0	61.0	64.3
Always	14.9	15.1	16.4	19.9	18.3	15.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

Other questions related to Kindness and Respect

Q35: *In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?*

Figure 56: Provincial summary of responses for Q35

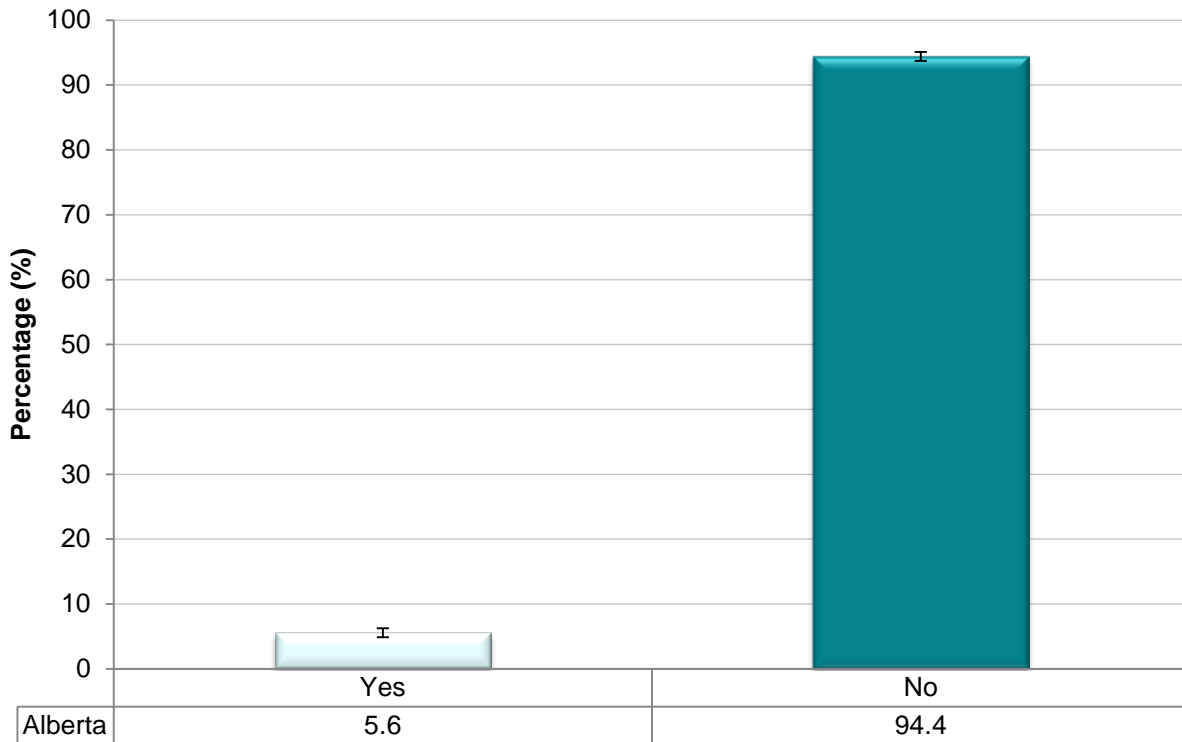


Table 77: Zone summary of responses for Q35

	Calgary (N = 2,659)	Edmonton (N = 2,618)	Central (N = 1,202)	North (N = 589)	South (N = 391)	Alberta (N = 7,459)
	%	%	%	%	%	%
Yes	5.9	6.4	4.5	2.7	5.4	5.6
No	94.1	93.6	95.5	97.3	94.6	94.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?

Figure 57: Provincial summary of responses for Q25

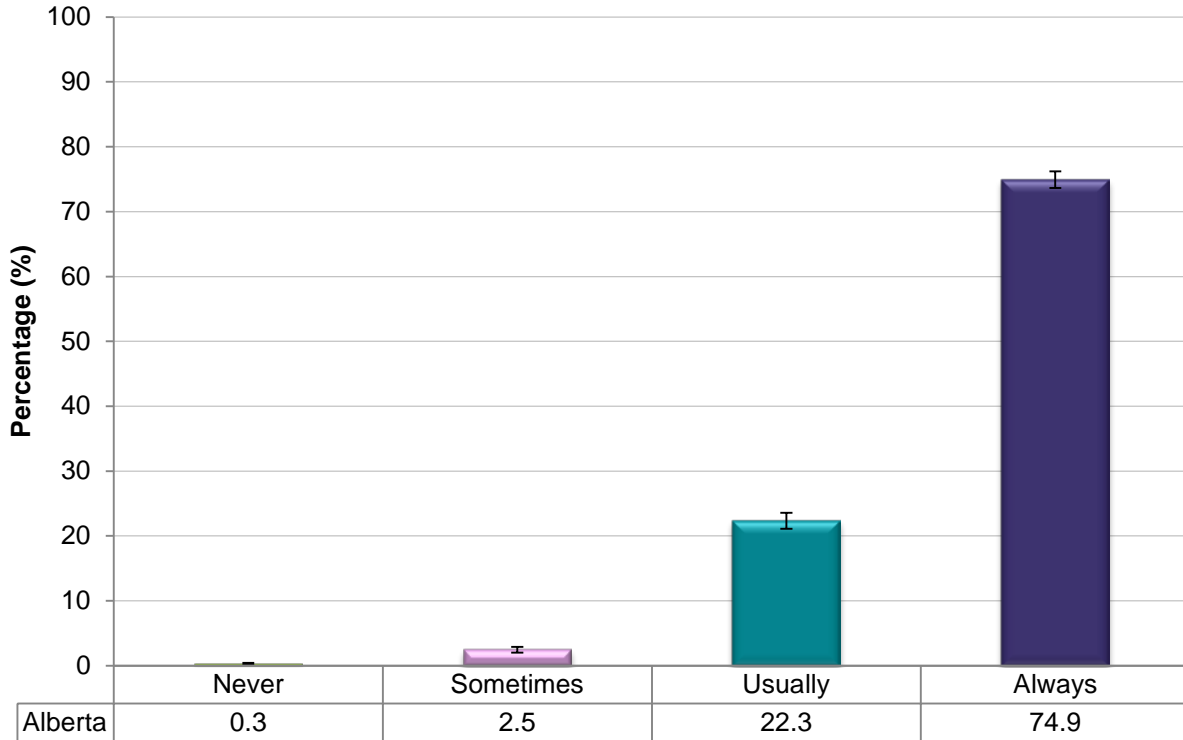


Table 78: Zone summary of responses for Q25

	Calgary (N = 2,699)	Edmonton (N = 2,668)	Central (N = 1,228)	North (N = 601)	South (N = 395)	Alberta (N = 7,591)
	%	%	%	%	%	%
Never	0.3	0.3	0.1	0.0	0.5	0.3
Sometimes	2.7	2.5	1.8	2.5	2.0	2.5
Usually	22.5	23.8	20.3	20.3	20.8	22.3
Always	74.4	73.3	77.9	77.2	76.7	74.9
Total	100.0	100.0	100.0	100.0	100.0	100.0

Other questions related to Providing Information and Encouraging Family Involvement

Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?

Figure 58: Provincial summary of responses for Q45

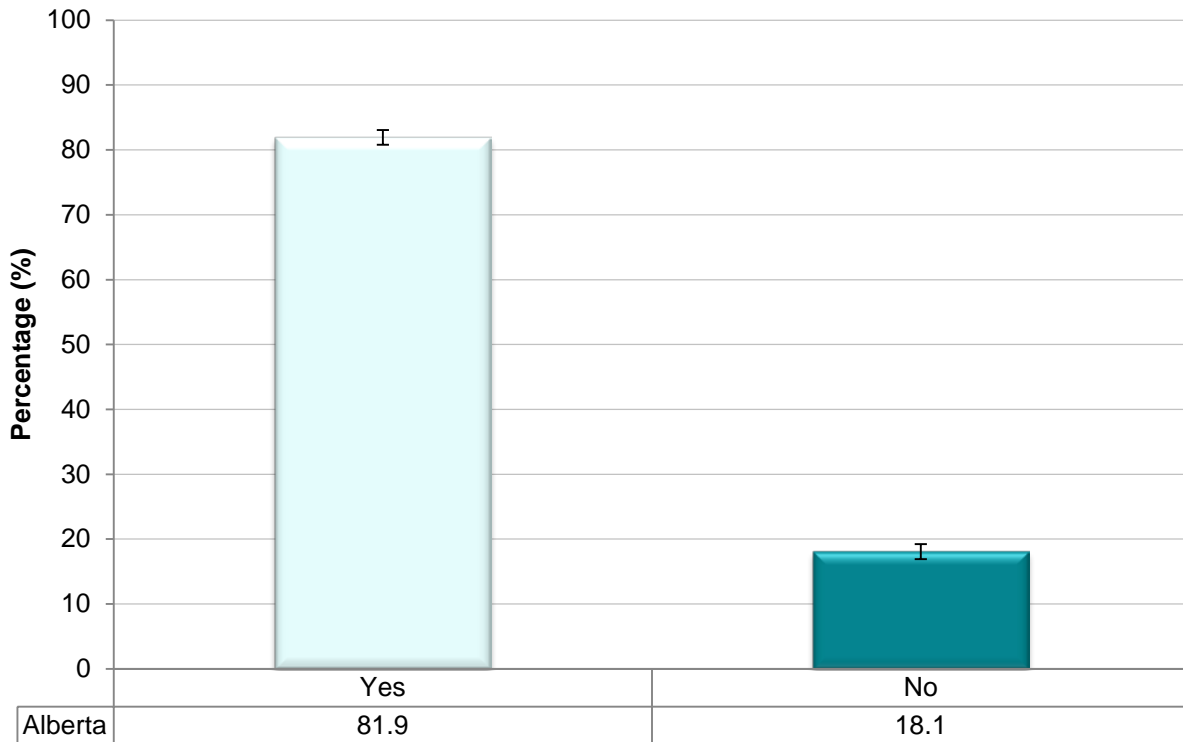


Table 79: Zone summary of responses for Q45

	Calgary (N = 2,675)	Edmonton (N = 2,654)	Central (N = 1,223)	North (N = 595)	South (N = 392)	Alberta (N = 7,539)
	%	%	%	%	%	%
Yes	86.6	78.3	82.9	79.3	75.8	81.9
No	13.4	21.7	17.1	20.7	24.2	18.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q46: *Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?*

Question 46 was asked only of those who responded *NO* to Q45.

Among those who did not participate in a care conference, 48.4 per cent said they were not given the opportunity to participate in a care conference (**Table 80**).

Figure 59: Provincial summary of responses for Q46

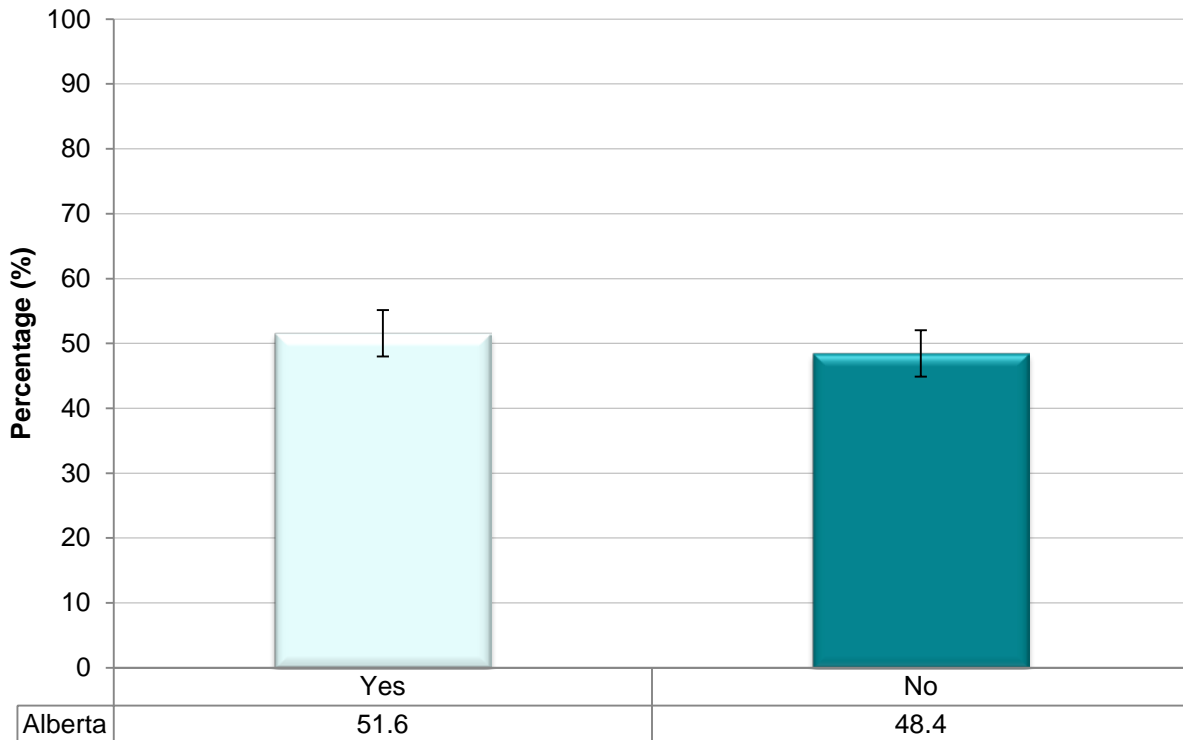


Table 80: Zone summary of responses for Q46

	Calgary (N = 341)	Edmonton (N = 546)	Central (N = 199)	North (N = 112)	South (N = 90)	Alberta (N = 1,288)
	%	%	%	%	%	%
Yes	55.7	46.3	59.3	63.4	35.6	51.6
No	44.3	53.7	40.7	36.6	64.4	48.4
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q45 and Q46: Summary of care conference participation

Although family members may decline to participate in a care conference for any number of reasons, it is important that a facility provides family members the opportunity to participate if they choose. To further summarize the questions related to care conference participation, the two questions related to care conference participation were combined. **Figure 60** and **Table 81** combine Question 45 (*In the last 12 months, have you been part of a care conference, either by person or by phone?*) and Question 46 (*Were you given the opportunity to be part of a care conference in the last 12 months either by person or by phone?*). These two questions were collapsed into two categories:

1. Participated, or given the opportunity to participate, in a care conference
2. Did not participate in a care conference because they were not given the opportunity

Provincially, 8.3 per cent of respondents did not participate in a care conference because they were not given the opportunity.

When responses were limited to those who answered *YES* to Q64 (i.e., those who stated they were the most involved in their family member’s care), the percentage remained similar: 8.0 per cent of respondents did not participate in a care conference because they were not given the opportunity.

Figure 60: Provincial summary of responses for Q45 and 46

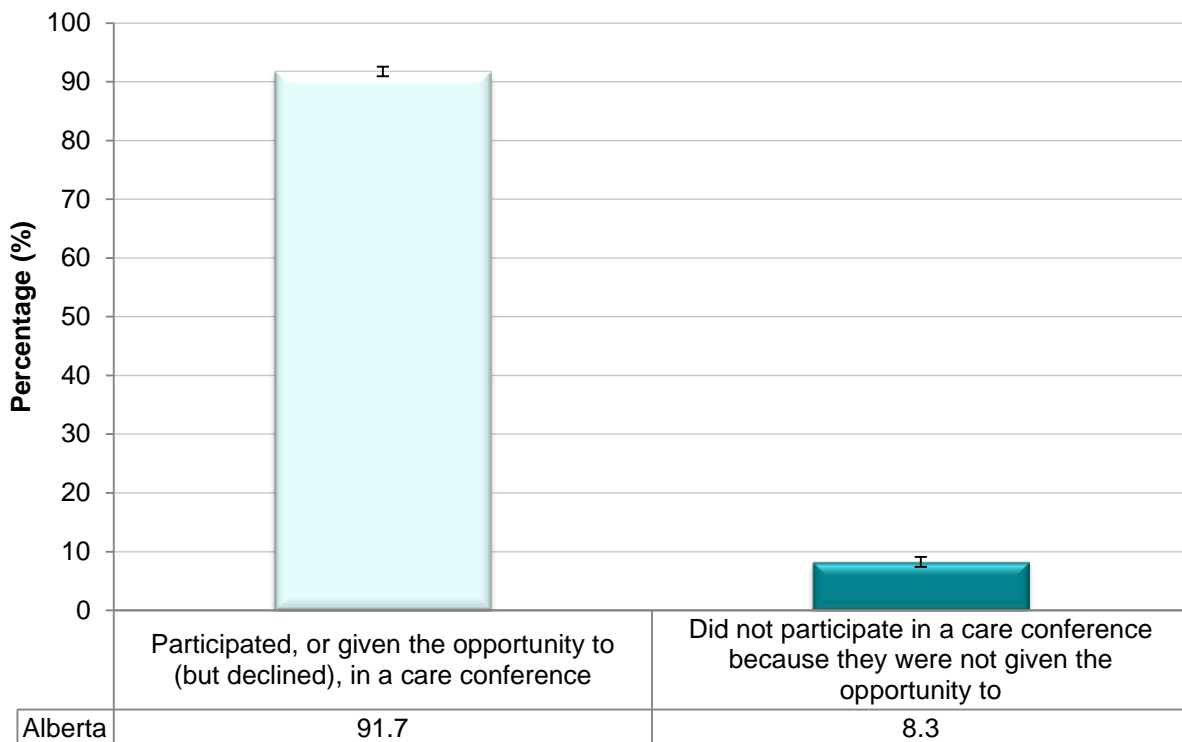


Table 81: Zone summary of responses for Q45 and Q46

	Calgary (N = 2,636)	Edmonton (N = 2,596)	Central (N = 1,199)	North (N = 572)	South (N = 382)	Alberta (N = 7,385)
	%	%	%	%	%	%
Participated, or given the opportunity to (but declined), in a care conference	94.5	88.9	93.4	93.0	85.3	91.7
Did not participate in a care conference because they were not given the opportunity to	5.5	11.1	6.6	7.0	14.7	8.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?

Figure 61: Provincial summary of responses for Q39

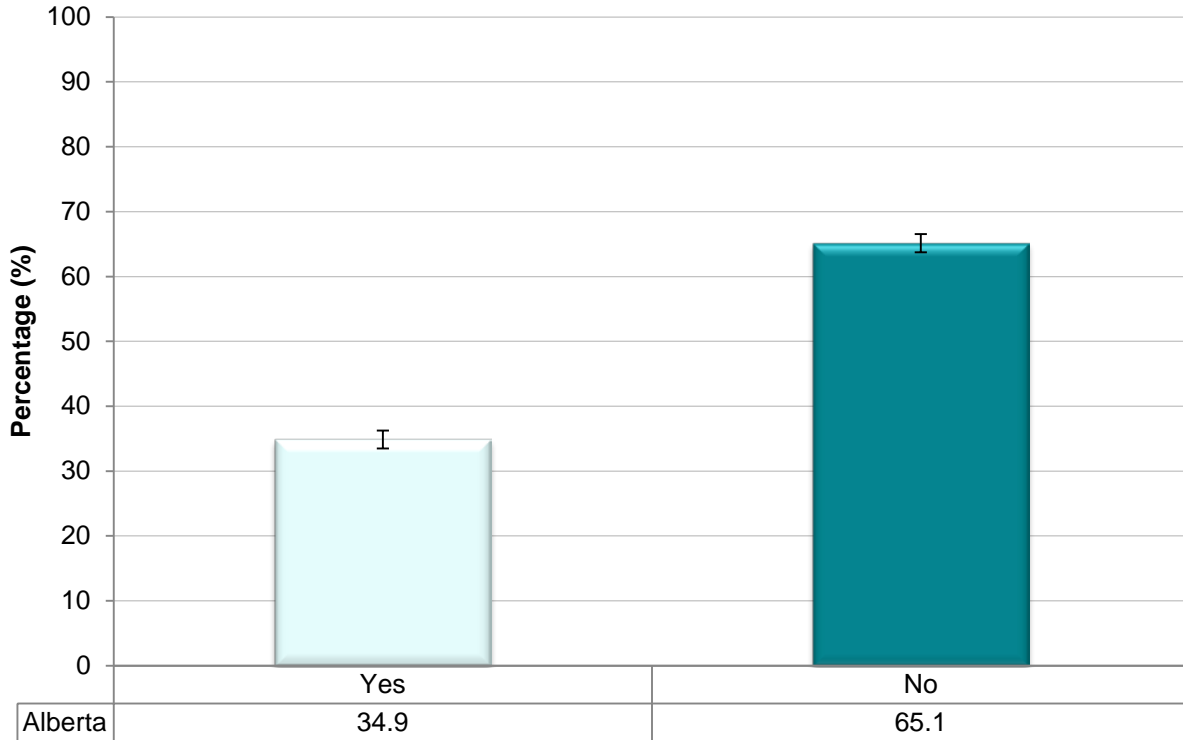


Table 82: Zone summary of responses for Q39

	Calgary (N = 2,708)	Edmonton (N = 2,694)	Central (N = 1247)	North (N = 606)	South (N = 400)	Alberta (N = 7,655)
	%	%	%	%	%	%
Yes	36.0	37.1	32.0	29.2	30.0	34.9
No	64.0	62.9	68.0	70.8	70.0	65.1
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q41: How often were you satisfied with the way the nursing home staff handled these problems?

Question 41 was asked only of those who responded YES to Q40: *In the last 6 months, did you talk to any nursing home staff about this concern?* Provincially, for Q40, 92.6 per cent of respondents talked to long term care facility staff about their concerns.

Among those who talked to staff about their concerns, 58.6 per cent stated that they were *usually* or *always* satisfied with the way long term care staff handled problems (**Table 83**).

Figure 62: Provincial summary of responses for Q41

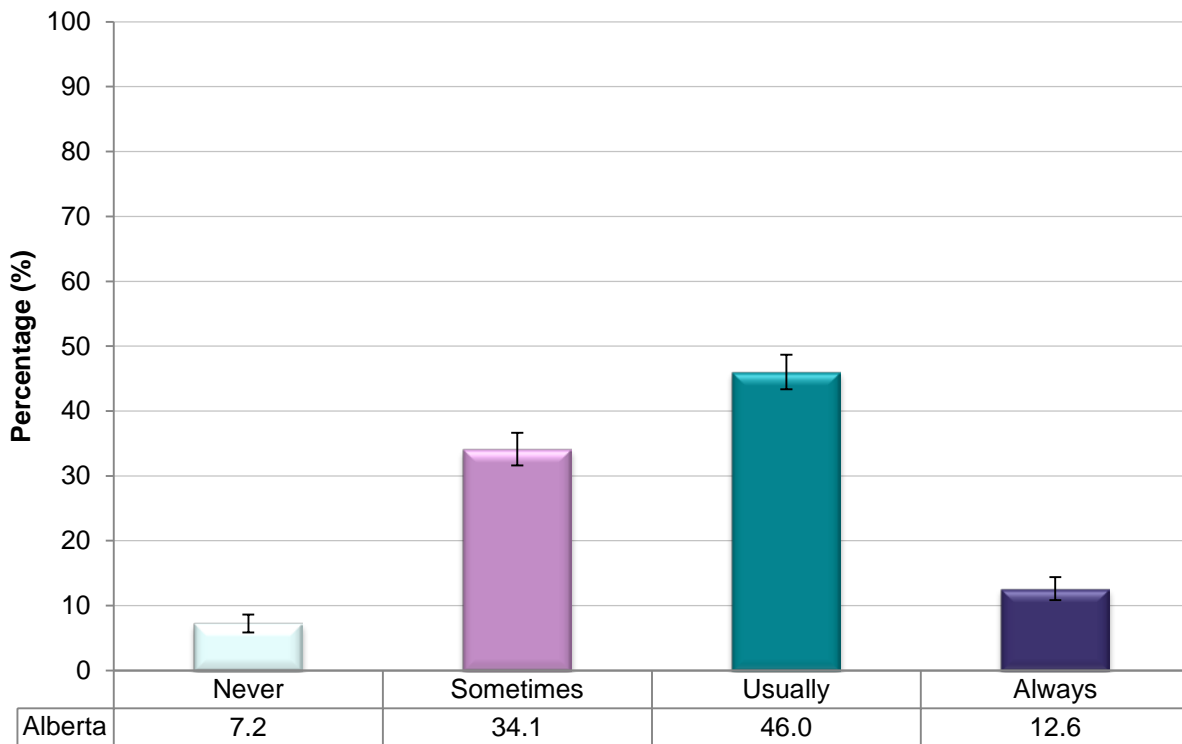


Table 83: Zone summary of responses for Q41

	Calgary (N = 862)	Edmonton (N = 895)	Central (N = 347)	North (N = 155)	South (N = 101)	Alberta (N = 2,360)
	%	%	%	%	%	%
Never	7.2	6.9	11.2	1.9	5.0	7.2
Sometimes	34.8	35.4	30.3	29.7	36.6	34.1
Usually	45.6	46.1	43.8	52.3	46.5	46.0
Always	12.4	11.5	14.7	16.1	11.9	12.6
Total	100.0	100.0	100.0	100.0	100.0	100.0

Other questions related to Meeting Basic Needs

(Q17, Q19, and Q21): Summary of Meeting Basic Needs

An additional item was created to summarize the questions representing Meeting Basic Needs. While there are many reasons that a family member might assist in the care of a resident, this question captures whether the respondent assisted due to the unavailability of staff. The six questions were categorized as follows:

1. [Respondent did not assist in eating, drinking, *and* toileting] OR [respondent assisted in eating, drinking *or* toileting, *but not* due to nurses or aides not helping or waiting too long to help].
2. [Respondent assisted in eating, drinking *or* toileting] AND [help was due to nurses or aides not helping or respondent waiting too long for help].

It was found that 34.0 per cent of respondents stated that they did help their family member with at least one of the basic needs (eating, drinking, or toileting) in the past six months due to the unavailability of staff.

Figure 63: Provincial summary of responses for Q17, Q19, and Q21

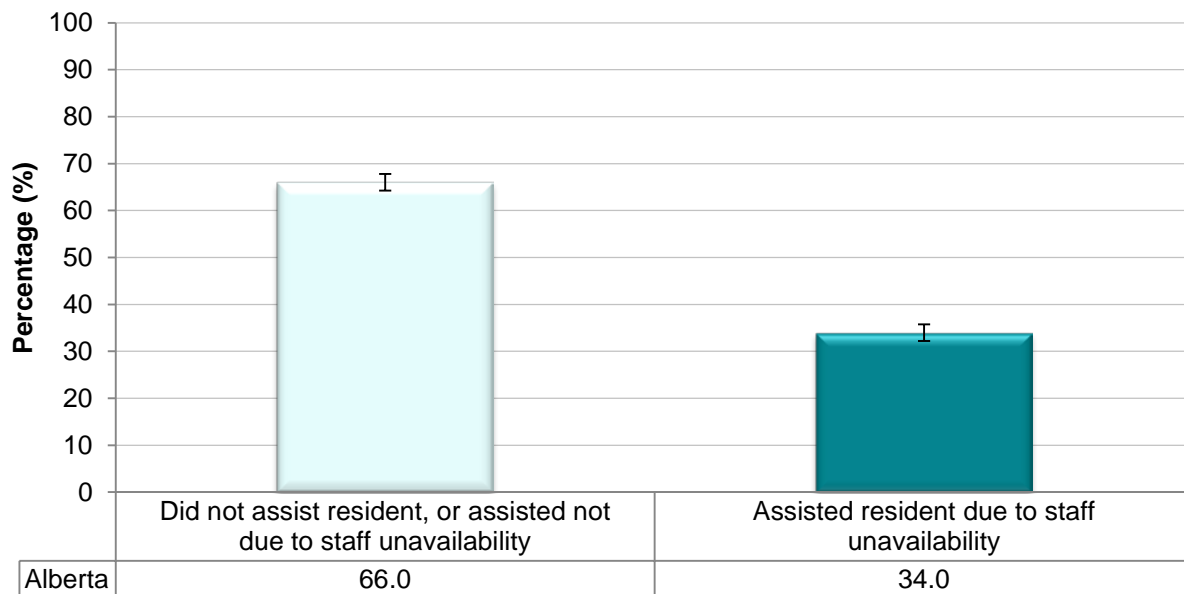


Table 84: Zone summary of responses for Q17, Q19, and Q21

	Calgary (N = 1,697)	Edmonton (N = 1,665)	Central (N = 758)	North (N = 343)	South (N = 226)	Alberta (N = 4,689)
	%	%	%	%	%	%
Did not assist resident, or assisted not due to staff unavailability	67.3	60.8	70.6	70.8	72.6	66.0
Assisted resident due to staff unavailability	32.7	39.2	29.4	29.2	27.4	34.0
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q50: In the last 6 months, did you help with the care of your family member when you visited?

Figure 64: Provincial summary of responses for Q50

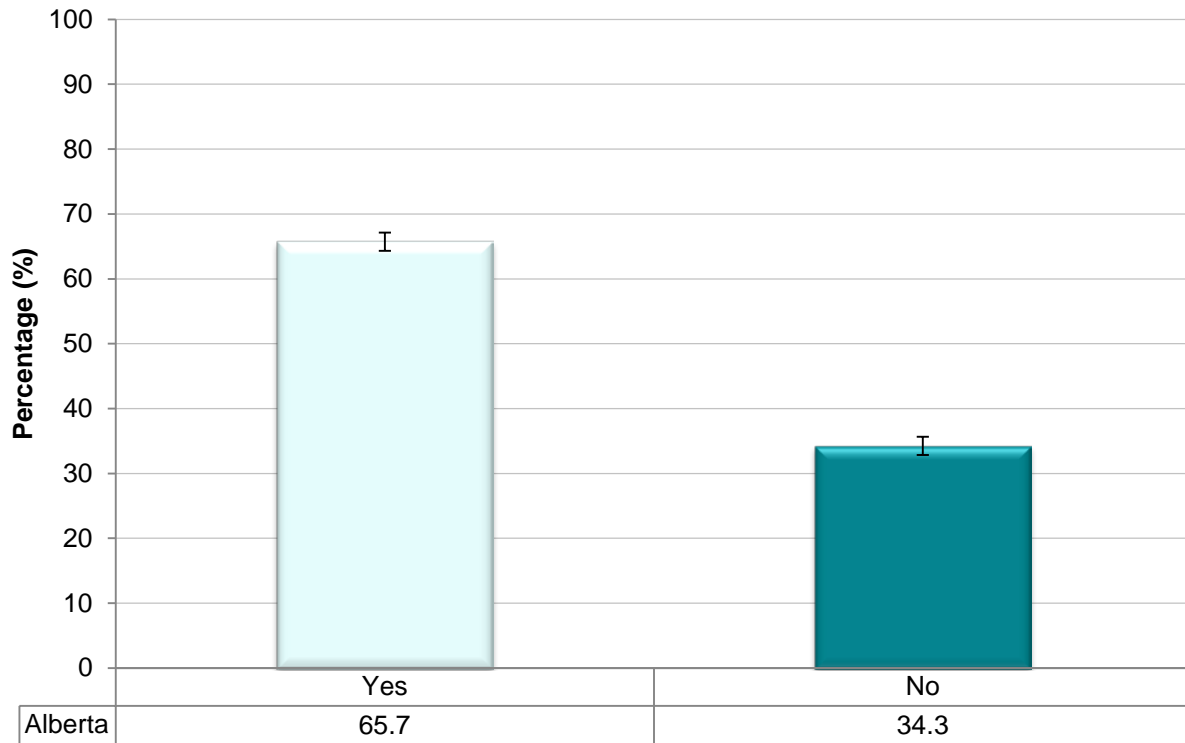


Table 85: Zone summary of responses for Q50

	Calgary (N = 2,700)	Edmonton (N = 2,680)	Central (N = 1,231)	North (N = 602)	South (N = 397)	Alberta (N = 7,610)
	%	%	%	%	%	%
Yes	66.7	67.5	60.6	64.6	64.7	65.7
No	33.3	32.5	39.4	35.4	35.3	34.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?

Figure 65: Provincial summary of responses for Q51

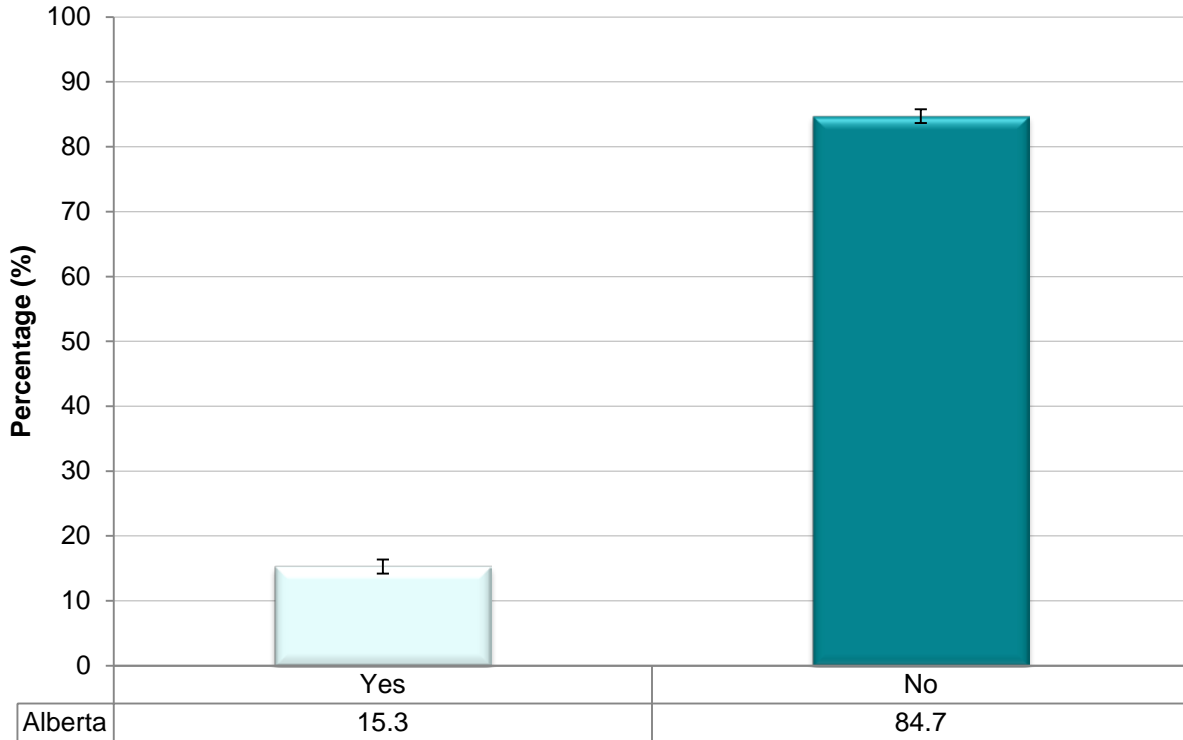


Table 86: Zone summary of responses for Q51

	Calgary (N = 2,663)	Edmonton (N = 2,648)	Central (N = 1,219)	North (N = 587)	South (N = 395)	Alberta (N = 7,512)
	%	%	%	%	%	%
Yes	15.8	17.0	12.6	13.5	11.1	15.3
No	84.2	83.0	87.4	86.5	88.9	84.7
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?

Figure 66: Provincial summary of responses for Q53

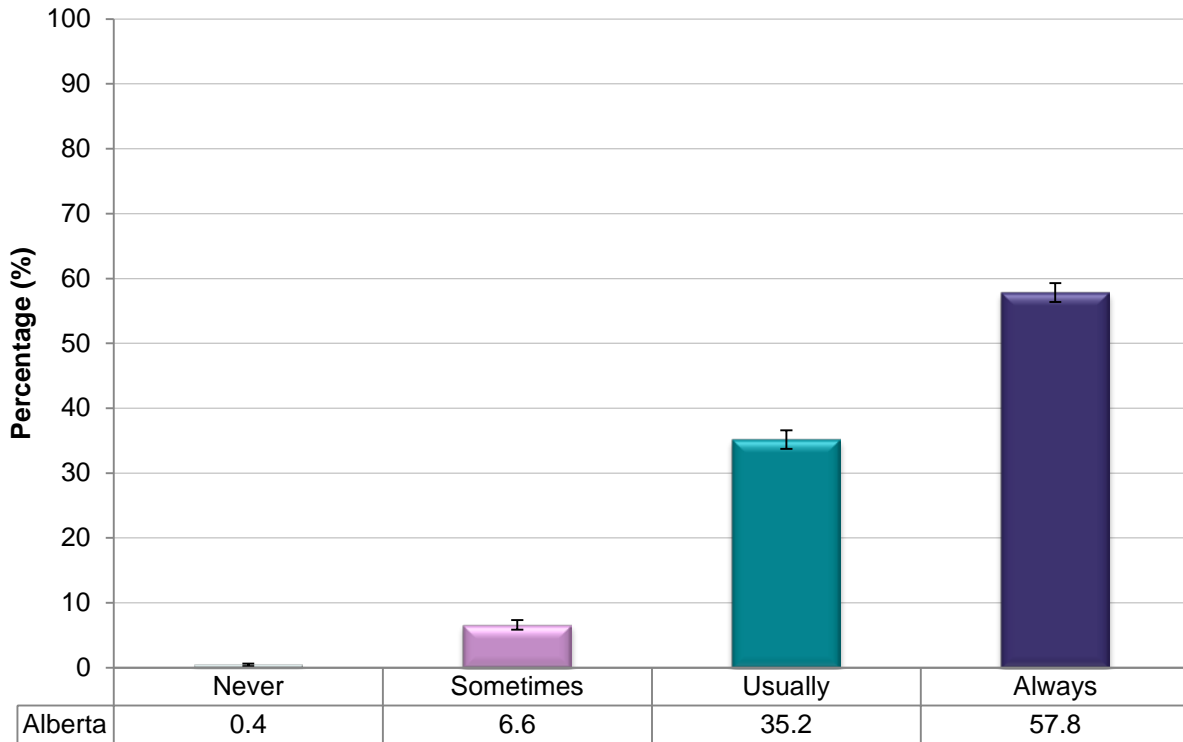


Table 87: Zone summary of responses for Q53

	Calgary (N = 2,663)	Edmonton (N = 2,624)	Central (N = 1,218)	North (N = 582)	South (N = 398)	Alberta (N = 7,485)
	%	%	%	%	%	%
Never	0.4	0.6	0.4	0.2	0.0	0.4
Sometimes	6.7	7.4	6.7	4.3	3.8	6.6
Usually	36.0	35.8	32.1	35.9	33.7	35.2
Always	56.9	56.3	60.8	59.6	62.6	57.8
Total	100.0	100.0	100.0	100.0	100.0	100.0

Medications

Q54: In the last 6 months, how often did you meet with nursing home staff to review all of the medications your family member was taking?

Figure 67: Provincial summary of responses for Q54

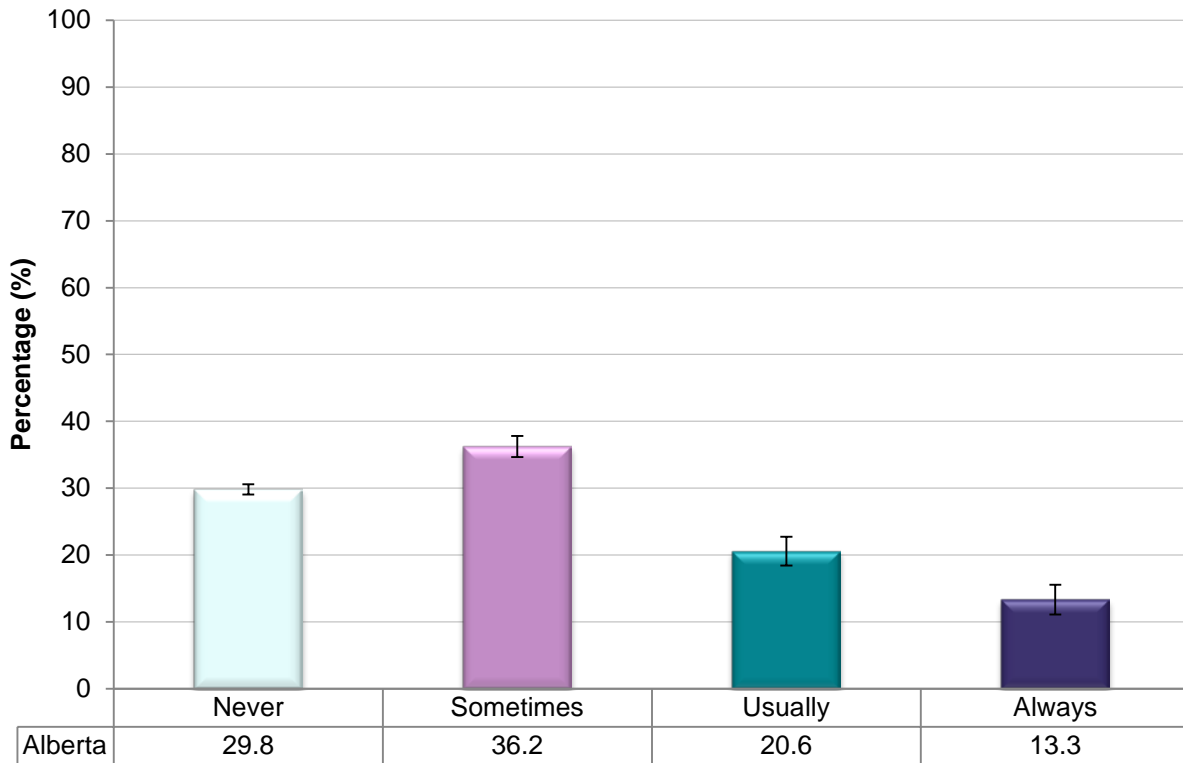


Table 88: Zone summary of responses for Q54

	Calgary (N = 2,587)	Edmonton (N = 2,605)	Central (N = 1,196)	North (N = 582)	South (N = 384)	Alberta (N = 7,354)
	%	%	%	%	%	%
Never	25.7	33.2	31.1	29.0	32.3	29.8
Sometimes	37.5	35.4	36.0	36.8	33.3	36.2
Usually	22.1	19.2	19.7	21.6	20.6	20.6
Always	14.7	12.1	13.2	12.5	13.8	13.3
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q55: In the last 6 months, how often did you have concerns about your family member's medication?

Figure 68: Provincial summary of responses for Q55

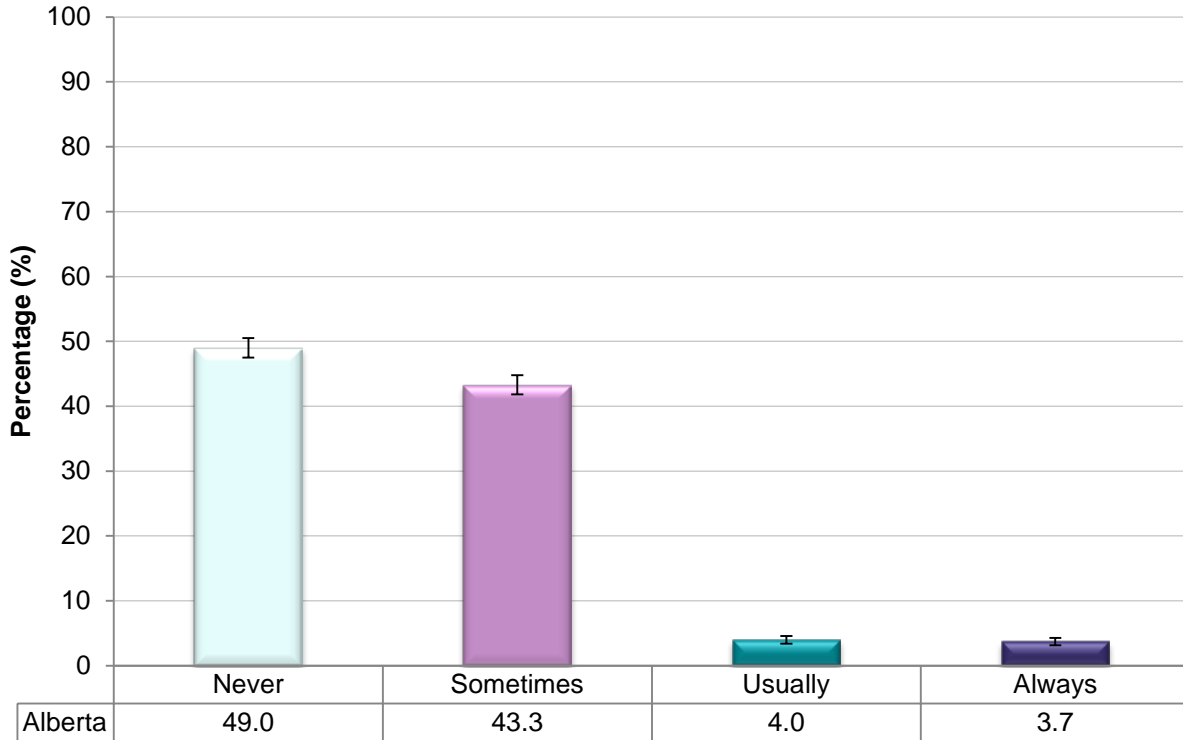


Table 89: Zone summary of responses for Q55

	Calgary (N = 2,639)	Edmonton (N = 2,634)	Central (N = 1,220)	North (N = 582)	South (N = 387)	Alberta (N = 7,462)
	%	%	%	%	%	%
Never	50.1	47.4	48.5	52.4	49.4	49.0
Sometimes	42.6	44.6	44.0	39.3	43.2	43.3
Usually	3.8	4.0	3.9	4.8	4.1	4.0
Always	3.6	4.1	3.5	3.4	3.4	3.7
Total	100.0	100.0	100.0	100.0	100.0	100.0

Q57: In the last 6 months, how often were your concerns about your family member’s medication resolved?

Question 57 was asked only of those who responded *sometimes, usually, or always*, to Q56: *Did you talk with any nursing home staff about these medication concerns?* Of those who had concerns (51.0% of respondents), for Q56, 90.2 per cent reported that they had brought medication concerns to the attention of staff.

Among those who brought medication concerns to the attention of staff, 82.3 per cent stated that their concerns were *usually or always* resolved (**Table 90**).

Figure 69: Provincial summary of responses for Q57

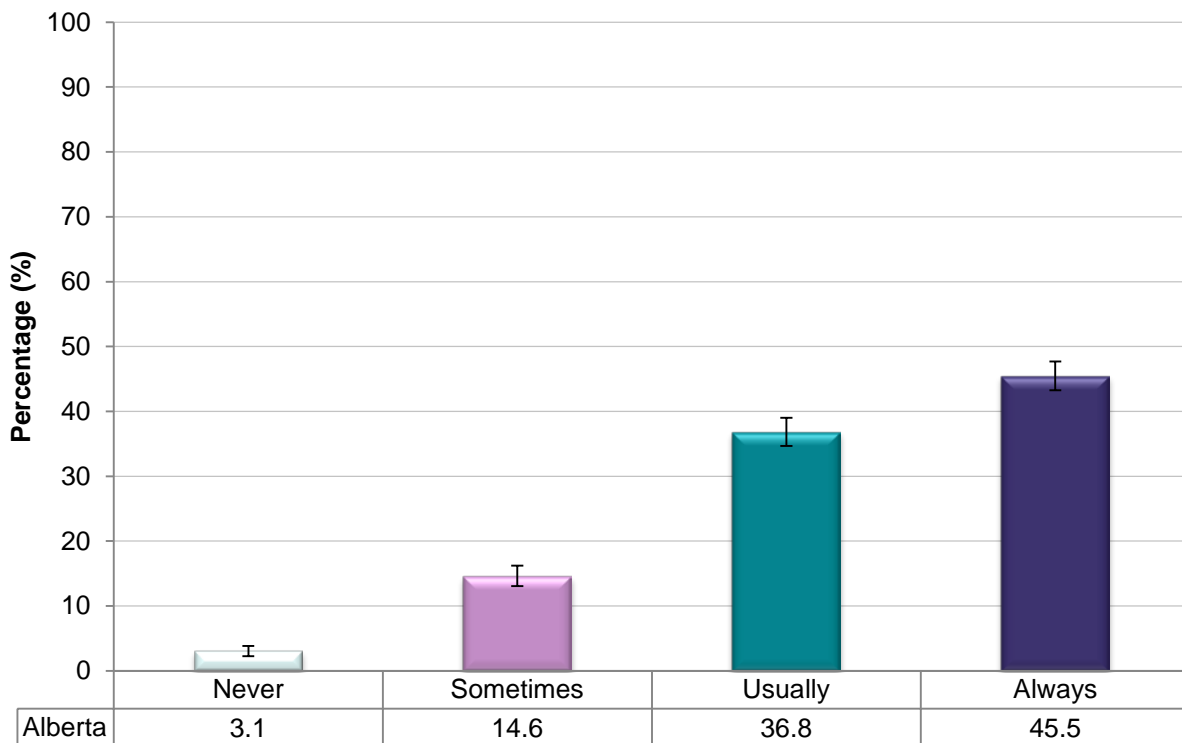


Table 90: Zone summary of responses for Q57

	Calgary (N = 1,172)	Edmonton (N = 1,200)	Central (N = 555)	North (N = 245)	South (N = 172)	Alberta (N = 3,344)
	%	%	%	%	%	%
Never	3.2	3.8	2.2	1.6	2.3	3.1
Sometimes	14.7	15.6	12.6	13.5	15.7	14.6
Usually	37.0	34.8	40.5	42.0	30.2	36.8
Always	45.1	45.8	44.7	42.9	51.7	45.5
Total	100.0	100.0	100.0	100.0	100.0	100.0

APPENDIX IX: GLOBAL OVERALL CARE RATING REGRESSION MODELS

Model description – Dimensions of Care variables

To simplify the interpretation of the data, questions that measure similar constructs were combined into single variables called *Dimensions of Care*.

Dimensions of Care variables are the weighted average scores of all questions within each dimension. They provide a summary record for the common attribute of care represented by the dimension. In this section, a regression model was developed to identify dimensions with the strongest relationship to the Global Overall Care rating. This provides a better understanding of which factors impact Global Overall Care ratings and may provide useful information for quality improvement activities.

See **Appendix II** for more information on survey response scoring.

A model was then produced to explore the strength of association between more specific quality variables (the dimensions in this case) with the outcome variable (the Global Overall Care rating).

Regression models

A regression model was used to identify relationships with the Global Overall Care rating. This model was calculated from 6,655 respondents and explains 65.5 per cent of the variance in the Global Overall Care rating score.

The model included the following confounding variables: age of respondent, gender of respondent, language spoken at home, shared room, facility size (number of beds), ownership type (public/Alberta Health Services (AHS), private, and voluntary), and visit frequency. The selection of confounding variables was initially based on variables described in resident and respondent characteristics (**Appendix IV**). These variables were then analyzed according to the strength of their relationship to Global Overall Care ratings based on the *p*-values and standardized beta coefficients. Select variables excluded from the model:

- were not significantly related to Global Overall Care ratings ($p > 0.01$) and had the smallest beta coefficients relative to other confounders.
- did not substantially impact the variance explained upon their removal from the model (64.8 per cent when all confounders were included versus 65.5 per cent when limited to the final selection of confounders).

Confounders that were excluded were: resident age, resident gender, ability to make decisions, length of stay, education, memory problems, most involved in care, and resident permanency in home.

The regression model (**Table 91**) offers evidence that respondents’ scores on the four Dimensions of Care and the Food Rating Scale are significant predictors of Global Overall Care ratings. These are ordered below from strongest to weakest influence with the Global Overall Care rating:

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Food Rating Scale
4. Providing Information and Encouraging Family Involvement
5. Meeting Basic Needs

Table 91: Regression model – Dimensions of Care versus Global Overall Care rating adjusted for confounders

Dimensions of Care and Food Rating Scale	Standardized beta coefficients
Staffing, Care of Belongings, and Environment	0.339
Kindness and Respect	0.251
Food Rating Scale (0-to-100)	0.207
Providing Information and Encouraging Family Involvement	0.150
Meeting Basic Needs	0.076
Other model characteristics	
Constant	0.950
N	6,655
R-Squared	0.656
Adjusted R-Squared	0.655
p-value	< 0.001

Note: Confounding variables include: respondent gender, respondent age, ownership type (AHS, private, voluntary), facility size (# LTC beds), shared room (YES/NO), language (English versus other), and visit frequency (Q9).

APPENDIX X: QUALITATIVE ANALYSIS

Detailed methodology

In 2014-15, 2010, and 2007, family members were asked one open-ended question in the long term care family experience survey: *Do you have any suggestions of how care and services at this nursing home could be improved? If so, please explain.* While the focus of the analysis is the present year, previous years were also analyzed to provide context. Comments from each survey cycle were analyzed independently by three analysts, with each responsible for one survey cycle. Steps were taken to ensure coding consistency and are described below.

Table 92: Number of comments provided by family members by year

Year	2014-15	2010	2007
Number of comments	4,913	4,822	4,717

Through preliminary analysis of each year, it was determined themes were generally consistent with those identified in the *2010 Long Term Care Family Experience Survey* and the *2014-15 Supportive Living Family Experience Survey*. In these surveys, family members were asked the same open-ended question as the current survey year, with the exception that the open-ended question in the supportive living survey was asked within the context of supportive living. Based on themes and subthemes previously identified, a codebook was designed to guide analysis and to maintain coding consistency with each year of analysis. Any additional themes identified were also included in the codebook. It is important to note that no theme was unique to a particular year.

Themes, which reflect patterns in the comments provided by family members, were categorized within one of the four existing Dimensions of Care:

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Providing Information and Encouraging Family Involvement
4. Meeting Basic Needs

In addition to the four Dimensions of Care, two categories, Food and Safety and Security, were highlighted for their importance. At times, a theme was relevant to a Dimension of Care but was not an existing component of it. For example, a theme ‘healthcare services’ was included under the dimension ‘Meeting Basic Needs’. To reflect this, the criterion that guides how to code a comment within each dimension was modified (see **Table 95** for coding by Dimensions of Care and additional themes). When a theme could not be categorized into one of the four Dimensions of Care or the two additional categories, this “emergent” theme (a topic frequently commented on that was not relevant to a Dimension of Care but warranted its own theme) was retained and categorized as ‘Other’. Three ‘Other’ themes were identified and included:

1. Activities
2. Funding
3. Care Transitions and Room and Facility Choice

Prior to the start of analysis, coding consistency was tested using the codebook as a guide. A sample of 100 comments for each survey cycle (2014-15, 2010, and 2007) was checked by each analyst. Coding agreement was reached and analysis began. Each analyst examined all comments from their assigned survey cycle for multiple themes and ideas. Responses were analyzed using NVivo version 10, a qualitative data analysis software package. To further ensure coding consistency, a sample of 100 comments from each survey cycle was checked weekly by each analyst for a total of eight weeks. These checks ensured high coding agreement among all three analysts.

Following coding into themes, family members' comments were then classified as being a recommendation for change and/or concern or, complimentary or neutral. Comments were classified as follows:

- A recommendation for change and/or concern when family members clearly conveyed they were dissatisfied with the care provided to a resident, indicating room for improvement. Additionally, these comments were classified as such if family members expressed a desire for change or improvement and/or provided a suggestion for how care and services could be improved or changed.
- Complimentary or neutral when family members expressed satisfaction or neutrality with care and services.

Analysis was deemed 'complete' when comment coding was complete.

Additional results

Table 93 summarizes the comments by Dimensions of Care and additional themes. Across all regions, family members commented most frequently on topics relevant to: (1) the Staffing, Care of Belongings, and Environment dimension, and (2) the Meeting Basic Needs dimension. Family members most often provided recommendations for change and/or concern as opposed to complimentary or neutral statements, both provincially and across all zones.

Table 94 provides a summary of comments in Alberta by Dimensions of Care and additional themes according to recommendation type for each survey cycle.

Table 93: Zone comparison of 2014-15 comments by Dimensions of Care and recommendation type

Zone	Summary of comments by Dimensions of Care	Staffing, Care of Belongings, and Environment	Kindness and Respect	Food	Providing Information and Encouraging Family Involvement	Meeting Basic Needs	Safety and Security	Other	Total
Calgary	Complimentary or neutral statements	6.2	3.2	0.5	1.5	4.8	0.3	3.7	20.2
	Recommendations for change and/or concern	24.5	5.2	4.1	10.7	19.4	3.0	12.9	79.8
	Total (N = 1,768)	30.7	8.4	4.6	12.2	24.2	3.3	16.6	100.0
Central	Complimentary or neutral statements	6.8	3.5	0.4	1.1	5.0	0.2	4.3	21.3
	Recommendations for change and/or concern	26.6	5.0	4.3	7.3	21.2	2.7	11.7	78.8
	Total (N = 798)	33.4	8.5	4.7	8.4	26.2	2.9	16.0	100.0
Edmonton	Complimentary or neutral statements	6.5	2.9	0.3	1.6	4.9	0.2	3.8	20.2
	Recommendations for change and/or concern	24.5	5.4	3.9	9.6	20.6	2.6	13.2	79.8
	Total (N = 1,738)	31.0	8.3	4.2	11.2	25.5	2.8	17.0	100.0
North	Complimentary or neutral statements	5.7	3.2	0.4	1.5	6.4	0.1	4.1	21.4
	Recommendations for change and/or concern	26.7	5.6	4.3	8.3	20.3	2.1	11.3	78.6
	Total (N = 362)	32.4	8.8	4.7	9.8	26.7	2.2	15.4	100.0

Zone	Summary of comments by Dimensions of Care	Staffing, Care of Belongings, and Environment	Kindness and Respect	Food	Providing Information and Encouraging Family Involvement	Meeting Basic Needs	Safety and Security	Other	Total
South	Complimentary or neutral statements	7.3	3.7	0.4	1.8	6.0	0.3	4.0	23.5
	Recommendations for change and/or concern	24.5	5.0	5.0	9.4	18.6	2.4	11.7	76.6
	Total (N = 247)	31.8	8.7	5.4	11.2	24.6	2.7	15.7	100.0
Alberta	Complimentary or neutral statements	6.4	3.2	0.4	1.5	5.0	0.2	3.9	20.6
	Recommendations for change and/or concern	25.0	5.2	4.1	9.6	20.2	2.7	12.7	79.5
	Total (N = 4,913)	31.4	8.4	4.5	11.1	25.2	2.9	16.6	100.0

Table 94: Breakdown of provincial comments by Dimensions of Care and recommendation type by year⁸¹

Summary of Comments by Dimension	Alberta 2014-15 (N = 4,913)			Alberta 2010 (N = 4,822)			Alberta 2007 (N = 4,717)		
	Complimentary or neutral statements	Recommendations for change and/or concern	Total	Complimentary or neutral statements	Recommendations for change and/or concern	Total	Complimentary or neutral statements	Recommendations for change and/or concern	Total
	%	%	%	%	%	%	%	%	%
Staffing, Care of Belongings, and Environment	6.4	25.0	31.4	4.4	30.4	34.8	4.3	35.9	40.2
Kindness and Respect	3.2	5.2	8.4	2.1	5.2	7.3	1.9	4.8	6.7
Food	0.4	4.1	4.5	0.1	7.2	7.3	0.2	3.9	4.1
Providing Information and Encouraging Family Involvement	1.5	9.6	11.1	0.5	8.4	8.9	0.5	7.6	8.1
Meeting Basic Needs	5.0	20.2	25.2	5.4	19.9	25.3	4.9	18.1	23.0
Safety and Security	0.2	2.7	2.9	0.1	1.5	1.6	0.0	1.6	1.6
Other	3.9	12.7	16.6	3.1	11.8	14.9	3.6	12.7	16.3
Total	20.6	79.5	100.0	15.7	84.4	100.0	15.4	84.6	100.0

⁸¹ In the 2014-15 survey cycle, the response box for the open-ended question was expanded. As a result, the average word count for responses was 90 in 2014-15 and 45 in 2010 and 2007 respectively. The proportions presented in each Dimension of Care for 2014-15 may be higher than previous years. Caution must be used when interpreting change over time, as these differences are more likely a reflection of the volume of comments provided compared to previous years.

Table 95: Guidelines used to code comments by Dimensions of Care and additional themes

Staffing, Care of Belongings, and Environment	
▪ Staffing levels	▪ Quality of staff
▪ Additional training and continuous education for staff	▪ Leadership, administration, and supervision of staff
▪ Staff accountability to resident care	▪ Cleanliness and condition of resident's room and common areas
▪ Resident's ability to be cared for by same staff	▪ Work roles and responsibilities
▪ Resident's belongings	▪ Transportation of residents
▪ Laundry services	▪ Noise levels
▪ Volunteering	▪ Temperature and air quality
▪ Smoking	▪ Teamwork between staff
Kindness and Respect	
▪ Interpersonal relations including kindness, respect, courtesy, and concern for resident's well-being	▪ Privacy
▪ Respect between residents	▪ Dignity
Food	
▪ Quality, variety, taste, nutritional value, and temperature	▪ Dietary restrictions and meal plans
Providing Information and Encouraging Family Involvement	
▪ Involving family in resident care and providing information	▪ How concerns are handled
▪ Language barriers between staff and the family	▪ Communication between staff
▪ Information about payments or expenses	▪ Staff's availability to answer questions
▪ General quality of communication	▪ Staff identification
▪ Care plans and care conferences	
Meeting Basic Needs	
▪ Help and supervision with basic needs including help with eating, drinking, and toileting	▪ Consistent delivery of resident care plans
▪ General quality of care	▪ Hygiene and grooming
▪ Work family members do to help the resident	▪ Healthcare needs
Safety and Security	
▪ Safety and security measures in the facility	▪ Perception of security within facility
Other	
▪ Activities	▪ Access to the facility
▪ Provision of resources	▪ Scheduling of resident's day
▪ Financial concerns	▪ Resident's experience transitioning into the facility
▪ Maintaining documents and records	▪ Facility policies and procedures
▪ General quality of facility	▪ Resident's ability to have choice
▪ Resident's placement in a room or facility of choice	▪ Parking availability, cost, and maintenance
▪ Non-classifiable, miscellaneous	

APPENDIX XI: 2014-15 DIMENSIONS OF CARE BY OVERALL CARE RATING QUARTILES

This section presents comparative results between lower and upper quartile facilities based on the Global Overall Care rating for each of the four Dimensions of Care and Food Rating Scale. Detailed question-level results by upper and lower quartile groupings are also included in this section.

Overall, respondent mean scores on each Dimension of Care were significantly higher in facilities categorized in the upper quartile of the Global Overall Care rating, relative to the lower quartile.

Note: For all tables in this section, a single asterisk (*) indicates that the upper quartile results are significantly different than lower quartile results at $p \leq 0.01$.

Staffing, Care of Belongings, and Environment by Global Overall Care rating quartile

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 14.1 out of 100) than facilities in the lower quartile on the Staffing, Care of Belongings, and Environment Dimension of Care (**Figure 70**).

Figure 70: Staffing, Care of Belongings, and Environment Dimension of Care by Global Overall Care rating quartile

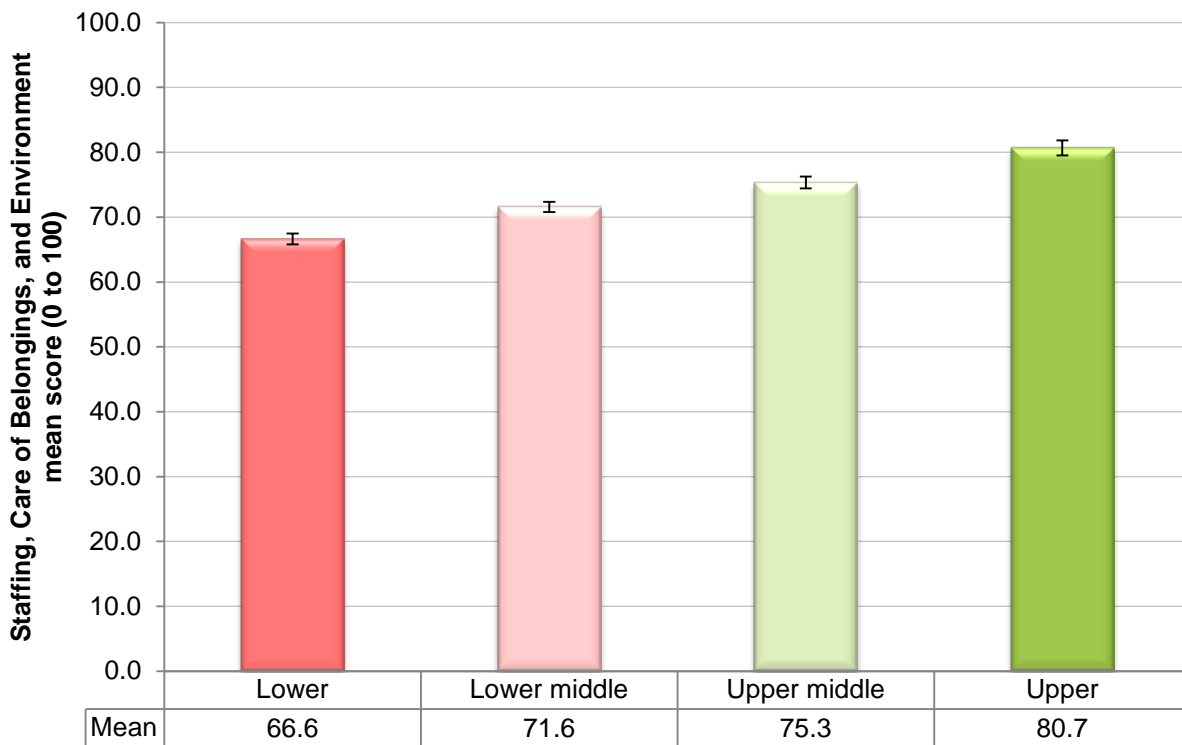


Table 96: Staffing, Care of Belongings, and Environment by Global Overall Care rating quartile

Quartiles	Staffing, Care of Belongings, and Environment mean (out of 100)	99% confidence interval	
		Lower	Upper
Upper (38 facilities; 898 respondents)	80.7*	79.5	81.8
Upper middle (39 facilities; 1,749 respondents)	75.3	74.4	76.2
Lower middle (39 facilities; 2,566 respondents)	71.6	70.8	72.4
Lower (38 facilities; 2,561 respondents)	66.6	65.8	67.5

Table 97: Staffing, Care of Belongings, and Environment – Individual questions by Global Overall Care rating quartile

Questions	Total		Upper quartile (38 facilities)		Lower quartile (38 facilities)		Upper minus Lower
	%	n	%	n	%	n	%
Q11: In the last 6 months, how often were you able to find a nurse or aide when you wanted one? (Among those who answered YES to Q10) <i>% Usually or Always</i>	83.6	5,568	93.1	671	76.7	1,682	16.4*
Q49: In the last 6 months, how often did you feel that there were enough nurses and aides in the nursing home? <i>% Usually or Always</i>	59.8	4,522	77.6	674	47.7	1,185	29.9*
Q31: In the last 6 months, how often did your family member's room look and smell clean? <i>% Usually or Always</i>	90.7	6,912	96.8	851	85.1	2,137	11.7*
Q22: In the last 6 months, how often did your family member look and smell clean? <i>% Usually or Always</i>	89.6	6,801	94.1	828	85.1	2,125	9.0*
Q34: In the last 6 months, how often did the public areas of the nursing home look and smell clean? <i>% Usually or Always</i>	93.9	7,129	98.6	868	90.6	2,264	8.0*
Q36: In the last 6 months, how often were your family member's personal medical belongings (e.g., hearing aids, eye-glasses, dentures, etc.) damaged or lost? <i>% Never</i>	63.7	4,757	71.3	620	61.3	1,502	10.0*
Q38: In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost? (Among those who answered YES to Q37) <i>% Never</i>	40.5	2,077	51.4	322	36.2	579	15.2*
Additional related questions not included in the dimension							
Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you? <i>% Usually or Always</i>	90.3	6,871	96.0	837	87.6	2,196	8.4*
Q33: In the last 6 months, how often were you able to find places to talk to your family member in private? <i>% Usually or Always</i>	92.4	6,957	95.7	829	91.2	2,265	4.5
Q30: In the last 6 months, how often is your family member cared for by the same team of staff? <i>% Usually or Always</i>	80.1	5,767	89.8	730	74.5	1,754	15.3*

Kindness and Respect by Global Overall Care rating quartile

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 10.4 out of 100) than facilities in the lower quartile on the Kindness and Respect Dimension of Care (Figure 71).

Figure 71: Kindness and Respect Dimension of Care by Global Overall Care rating quartile

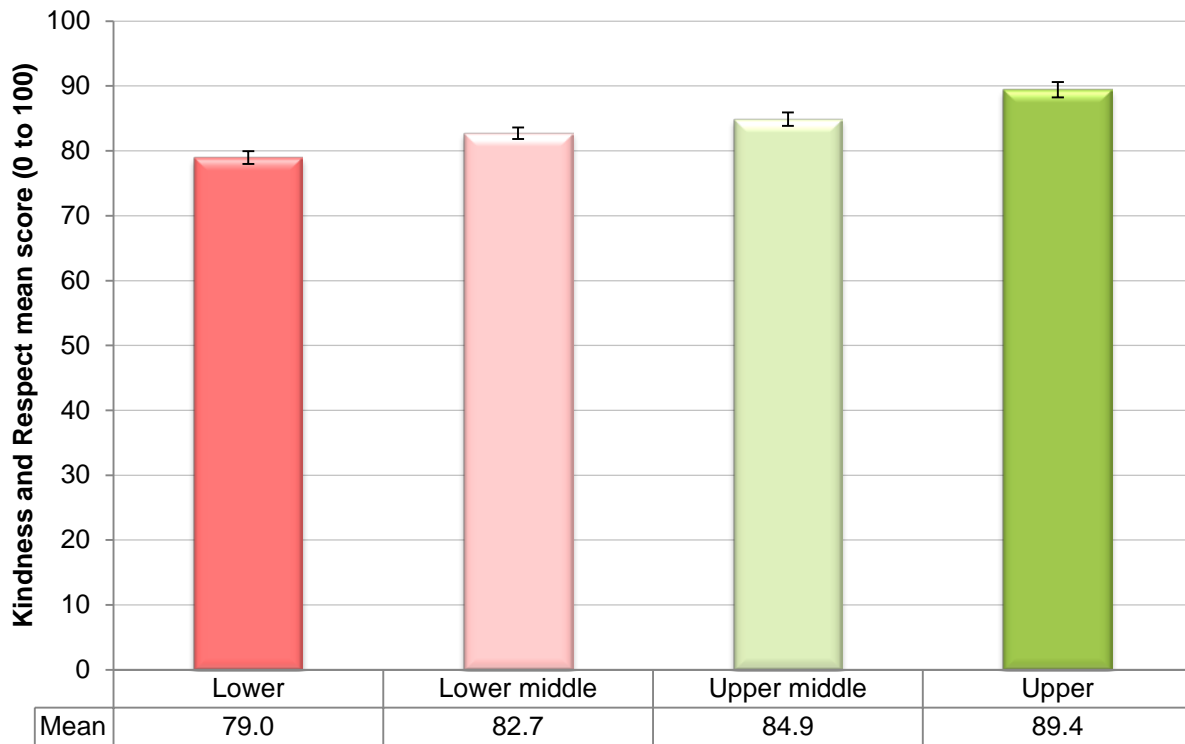


Table 98: Kindness and Respect by Global Overall Care rating quartile

Quartiles	Kindness and Respect mean (out of 100)	99% confidence interval	
		Lower	Upper
Upper (38 facilities; 889 respondents)	89.4*	88.2	90.6
Upper middle (39 facilities; 1,722 respondents)	84.9	83.9	85.9
Lower middle (39 facilities; 2,535 respondents)	82.7	81.8	83.6
Lower (38 facilities; 2,537 respondents)	79.0	78.0	80.0

Table 99: Kindness and Respect – Individual questions by Global Overall Care rating quartile

Questions	Total		Upper quartile (38 facilities)		Lower quartile (38 facilities)		Upper minus Lower
	%	n	%	n	%	n	%
Q12: In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect? <i>% Usually or Always</i>	94.9	7,227	98.1	866	92.8	2,331	5.3*
Q13: In the last 6 months, how often did you see the nurses and aides treat your family member with kindness? <i>% Usually or Always</i>	93.2	7,085	97.7	866	90.8	2,271	6.9*
Q14: In the last 6 months, how often did you feel that the nurses and aides really cared about your family member? <i>% Usually or Always</i>	86.2	6,531	94.5	834	80.2	1,994	14.3*
Q15: In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident? <i>% No</i>	85.6	6,452	91.5	804	81.9	2,030	9.6*
Q24: In the last 6 months, how often did the nurses and aides handle this situation in a way that you felt was appropriate? <i>% Usually or Always</i>	90.2	2,512	95.2	259	87.1	792	8.1*
Additional related questions not included in the dimension							
Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area? <i>% No</i>	94.4	7,043	96.2	831	92.7	2,265	3.5*
Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect? <i>% Usually or Always</i>	97.3	7,383	99.1	870	95.8	2,392	3.3*

Food Rating Scale

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 10.0 out of 100) than facilities in the lower quartile on the Food Rating Scale (**Figure 72**).

Figure 72: Food Rating Scale by Global Overall Care rating quartile

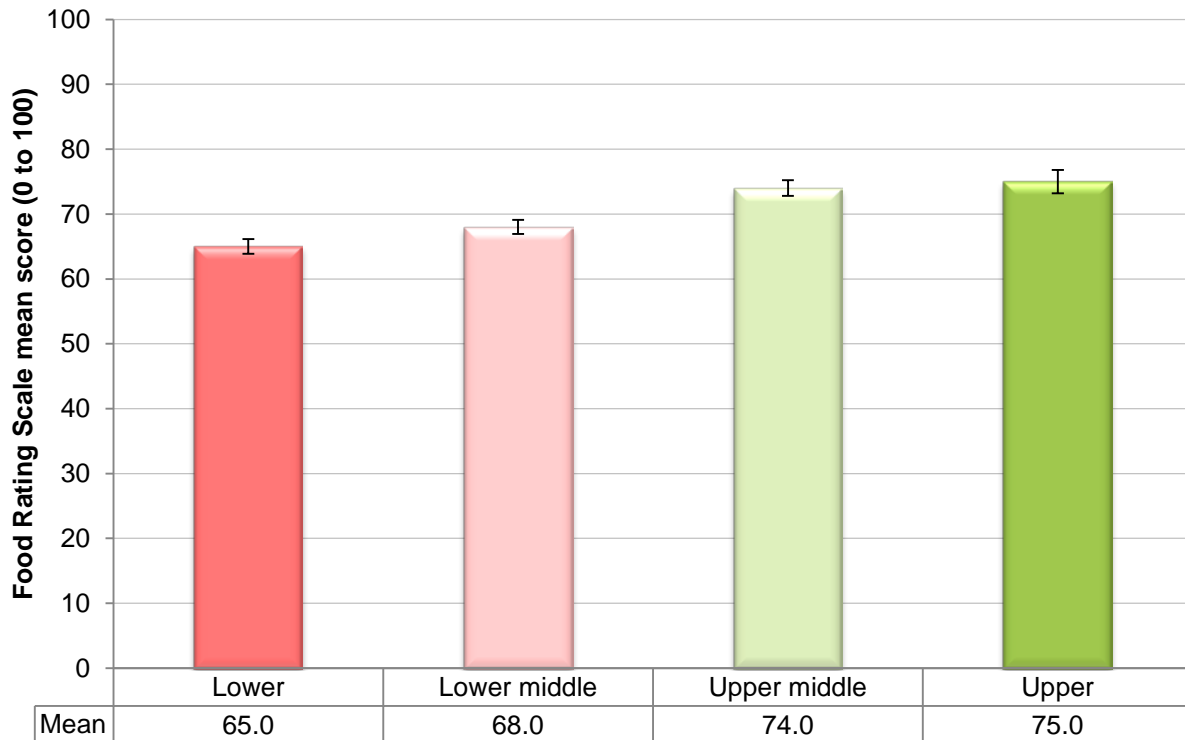


Table 100: Food Rating Scale by Global Overall Care rating quartile

Quartiles	Food Rating Scale mean (out of 100)	99% confidence interval	
		Lower	Upper
Upper (38 facilities; 840 respondents)	75.0*	73.0	77.0
Upper middle (39 facilities; 1,613 respondents)	74.0	72.0	75.0
Lower middle (39 facilities; 2,350 respondents)	68.0	67.0	69.0
Lower (38 facilities; 2,337 respondents)	65.0	64.0	66.0

Providing Information and Encouraging Family Involvement by Global Overall Care rating quartile

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 8.3 out of 100) than facilities in the lower quartile on the Providing Information and Encouraging Family Involvement Dimension of Care (**Figure 73**).

Figure 73: Providing Information and Encouraging Family Involvement Dimension of Care by Global Overall Care rating quartile

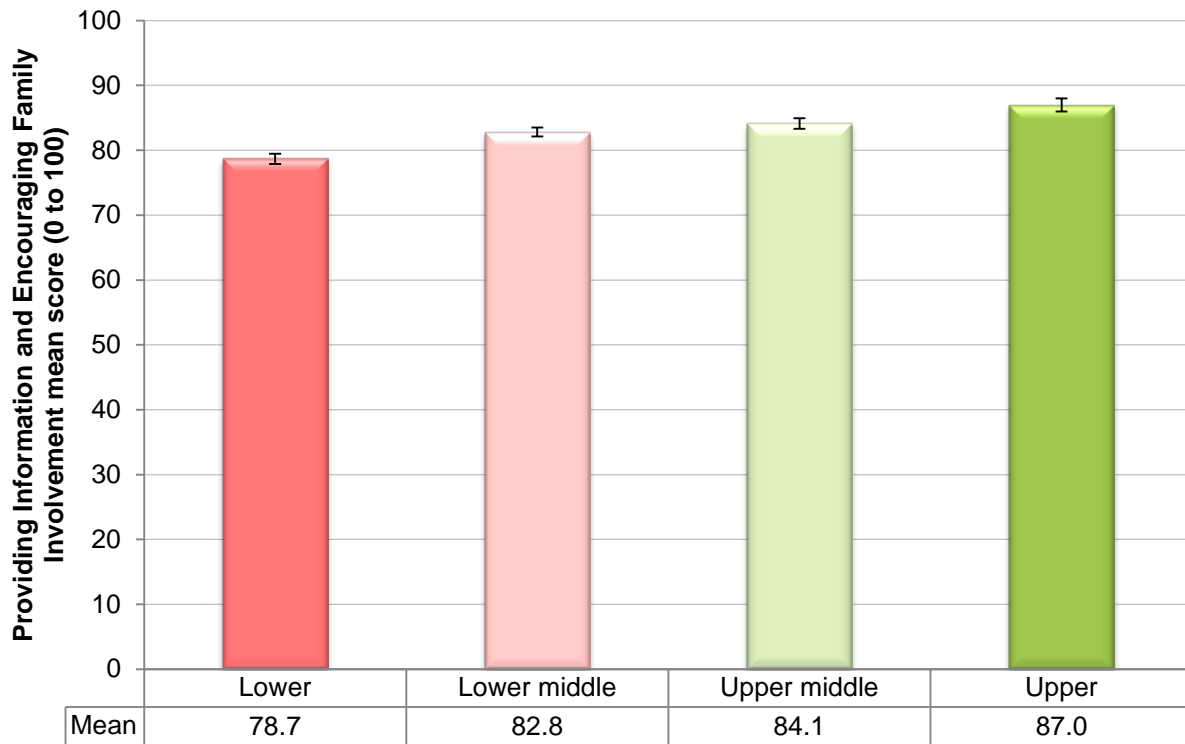


Table 101: Providing Information and Encouraging Family Involvement by Global Overall Care rating quartile

Quartiles	Providing Information and Encouraging Family Involvement mean (out of 100)	99% confidence interval	
		Lower	Upper
Upper (38 facilities; 897 respondents)	87.0*	86.0	88.0
Upper middle (39 facilities; 1,743 respondents)	84.1	83.3	84.9
Lower middle (39 facilities; 2,564 respondents)	82.8	82.1	83.5
Lower (38 facilities; 2,556 respondents)	78.7	77.9	79.5

Table 102: Providing Information and Encouraging Family Involvement – Individual questions by Global Overall Care rating quartile

Questions	Total		Upper quartile (38 facilities)		Lower quartile (38 facilities)		Upper minus Lower
	%	n	%	n	%	n	%
Q27: If YES to Q25, In the last 6 months, how often did you get this information as soon as you wanted? <i>% Usually or Always</i>	86.5	5,723	93.2	713	80.8	1,740	12.4*
Q28: In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand? <i>% Usually or Always</i>	92.0	6,935	96.6	845	88.5	2,193	8.1*
Q29: In the last 6 months, did nurses and aides ever try to discourage you from asking questions about your family member? <i>% No</i>	96.8	7,330	98.3	864	95.9	2,390	2.4*
Q42: In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they would take it out on your family member? <i>% No</i>	70.0	1,810	71.8	130	67.7	710	4.1
Q44: In the last 6 months, how often were you involved as much as you wanted to be in the decisions about your family member's care? <i>% Usually or Always</i>	90.9	5,666	94.9	709	88.0	1,754	6.9*
Q59: If YES to Q58, In the last 6 months, how often did you get all the information you wanted about payments or expenses? <i>% Usually or Always</i>	91.4	1,677	93.2	193	90.2	536	3.0
Additional related questions not included in the dimension							
Care conference participation (Q45 and Q46) <i>% participation or given the opportunity to participate</i>	91.7	6,775	93.3	789	87.5	2,130	5.8
Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home? <i>% No</i>	65.1	4,986	79.4	704	57.4	1,443	22.0*
Q41: Among those who brought concerns to the attention of staff (YES on Q40), how often were you satisfied with the way the nursing home staff handled these problems? <i>% Usually or Always</i>	58.6	1,384	72.0	113	52.6	495	19.4*

Meeting Basic Needs by Global Overall Care rating quartile

Facilities in the upper quartile of Global Overall Care ratings scored significantly higher (difference of 8.4 out of 100 points) than facilities in the lower quartile on the Meeting Basic Needs Dimension of Care (Figure 74).

Figure 74: Meeting Basic Needs Dimension of Care by Global Overall Care rating quartile

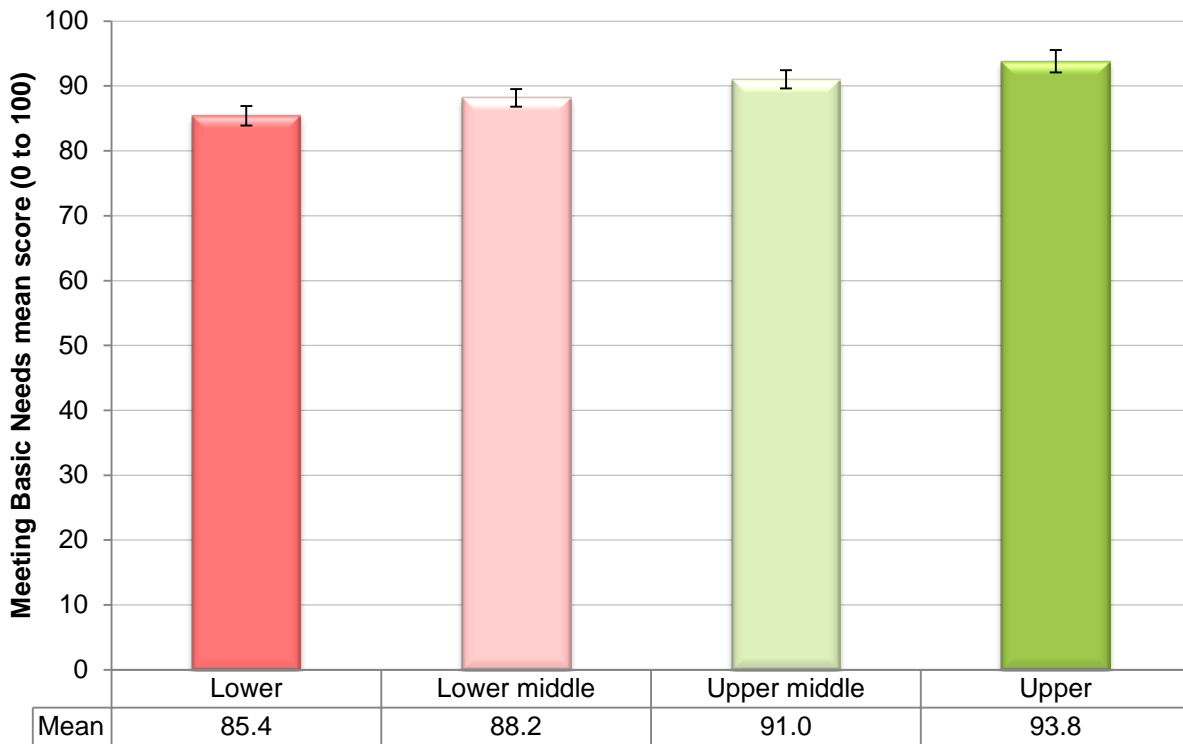


Table 103: Meeting Basic Needs by Global Overall Care rating quartile

Quartiles	Meeting Basic Needs mean (out of 100)	99% confidence interval	
		Lower	Upper
Upper (38 facilities; 887 respondents)	93.8*	92.1	95.5
Upper middle (39 facilities; 1,715 respondents)	91.0	89.6	92.4
Lower middle (39 facilities; 2,523 respondents)	88.2	86.8	89.5
Lower (38 facilities; 2,531 respondents)	85.4	83.9	86.9

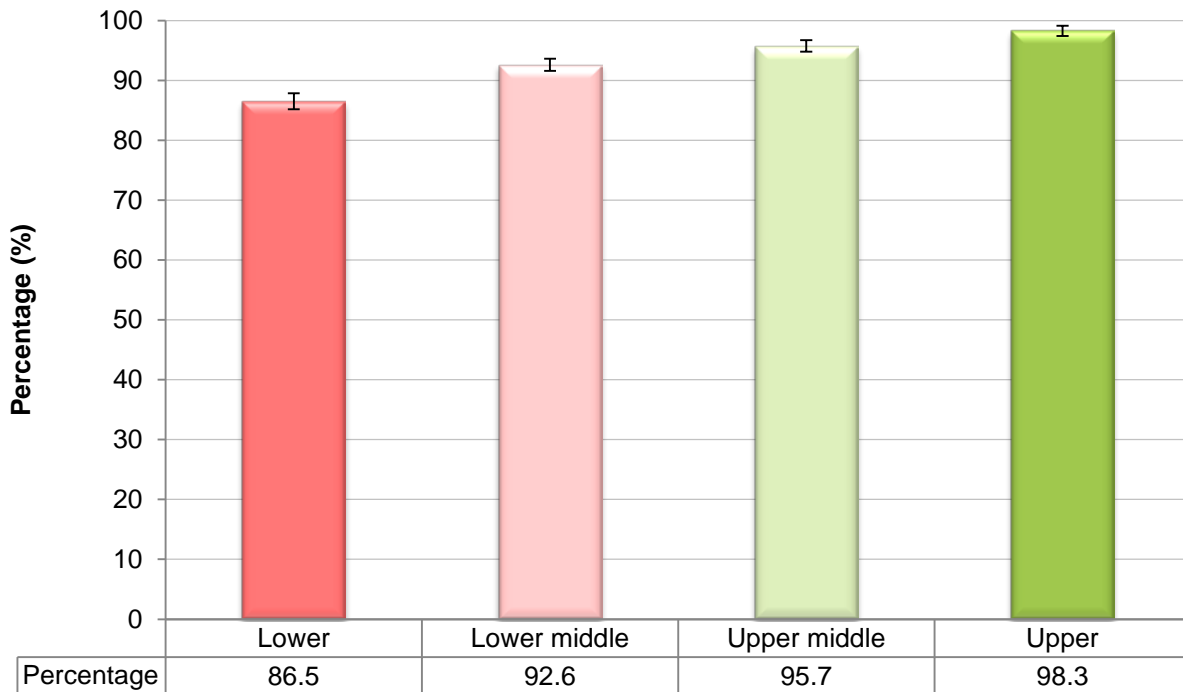
Table 104: Meeting Basic Needs – Individual questions by Global Overall Care rating quartile

Questions	Total		Upper quartile (38 facilities)		Lower quartile (38 facilities)		Upper minus Lower
	%	n	%	n	%	n	%
Q16 and Q17: Helped family member with eating because nurses or aides either didn't help or made him or her wait too long <i>% No</i>	76.3	2,638	87.7	350	69.1	806	18.6*
Q18 and Q19: Helped family member with drinking because nurses or aides either didn't help or made him or her wait too long <i>% No</i>	72.8	2,360	85.2	322	66.4	718	18.8*
Q20 and Q21: Helped family member with toileting because nurses or aides either didn't help or made him or her wait too long <i>% No</i>	45.6	723	61.5	91	40.8	234	20.7*
Additional related questions not included in the dimension							
Q50: In the last 6 months, did you help with the care of your family member when you visited? <i>% No</i>	34.3	2,608	39.6	345	31.7	795	7.9*
Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit? <i>% No</i>	84.7	6,364	89.9	781	79.9	1,966	10.0*
Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed? <i>% Usually or Always</i>	93.0	6,960	97.1	842	89.7	2,192	7.4*
Q54: In the last 6 months, how often did you meet with the nursing home staff to review all of the medications your family member was taking? <i>% Usually or Always</i>	33.9	2,495	37.5	314	29.5	717	8.0*
Q57: In the last 6 months, how often were your concerns about your family member's medication resolved? <i>% Usually or Always</i>	82.3	2,753	86.9	325	77.9	858	9.0*

Propensity to Recommend

Compared to respondents with a family member residing in a lower quartile facility versus higher quartile facility of Global Overall Care ratings, a significantly greater percentage of respondents in the upper quartile stated that they would recommend the facility (a difference of 11.8 %, **Figure 75**).

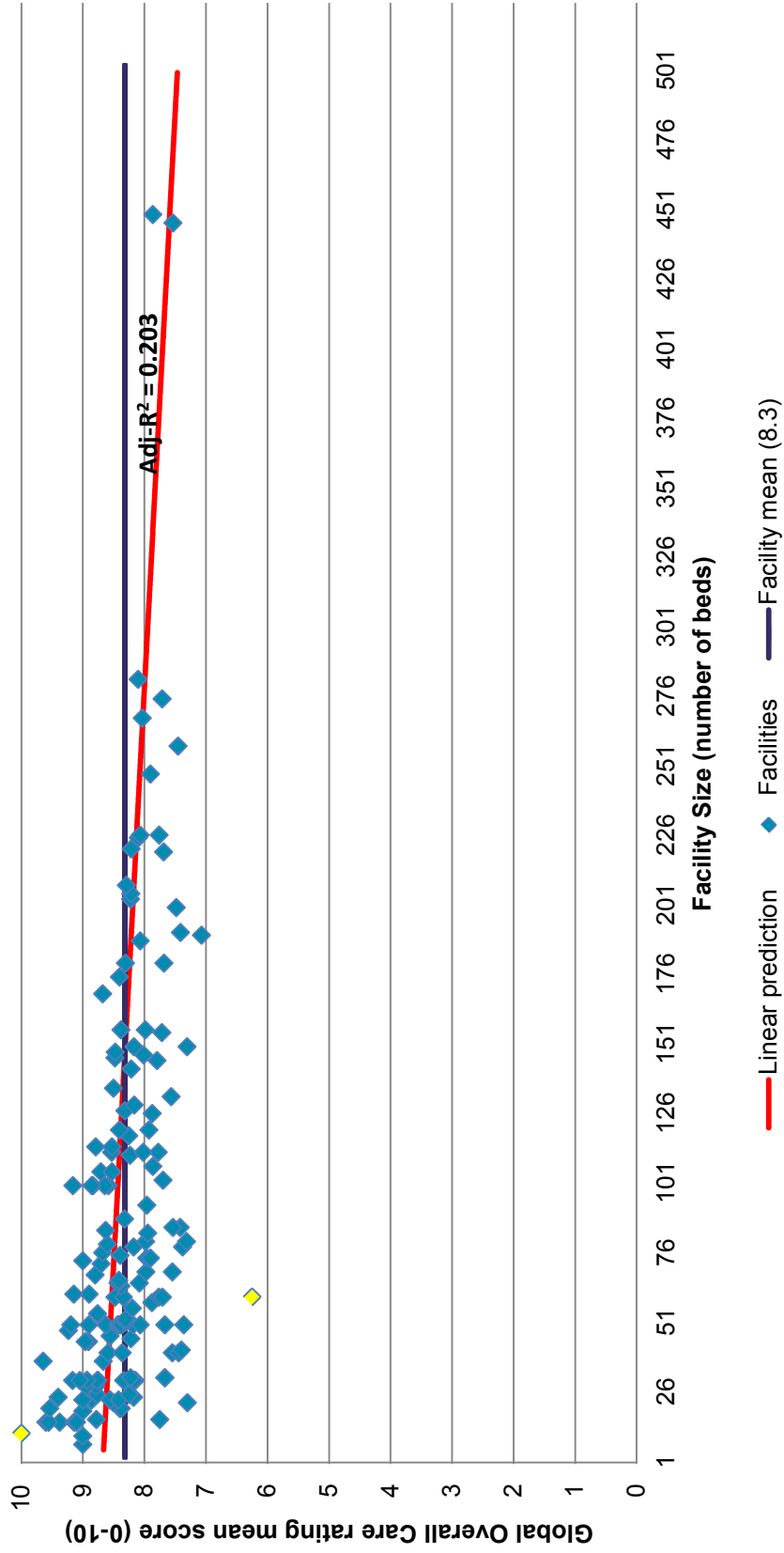
Figure 75: Percentage who would recommend their family members' facility by Global Overall Care rating quartile



APPENDIX XII: 2014-15 FACILITY SIZE RELATIVE TO GLOBAL OVERALL CARE RATINGS, DIMENSIONS OF CARE, AND FOOD RATING SCALE

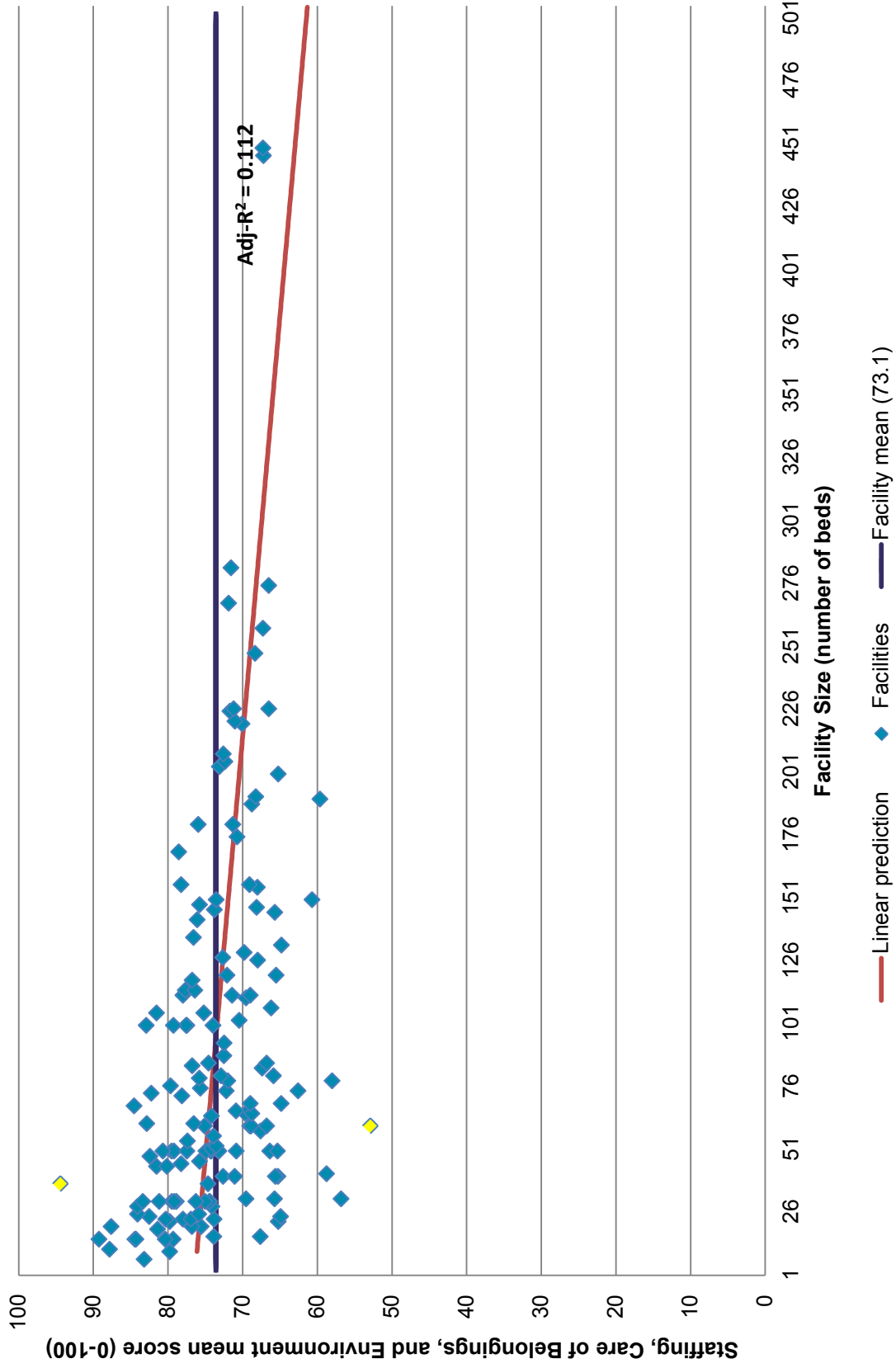
Regression analysis was used to produce a regression line, which estimates and visually depicts the relationship between facility size, Global Overall Care rating, Food Rating Scale, and each of the Dimension of Care mean scores. Facility-level means were computed by adding the scores for all facilities and then dividing this number by the number of facilities in the province.

Figure 76: Global Overall Care rating scores as a function of facility size



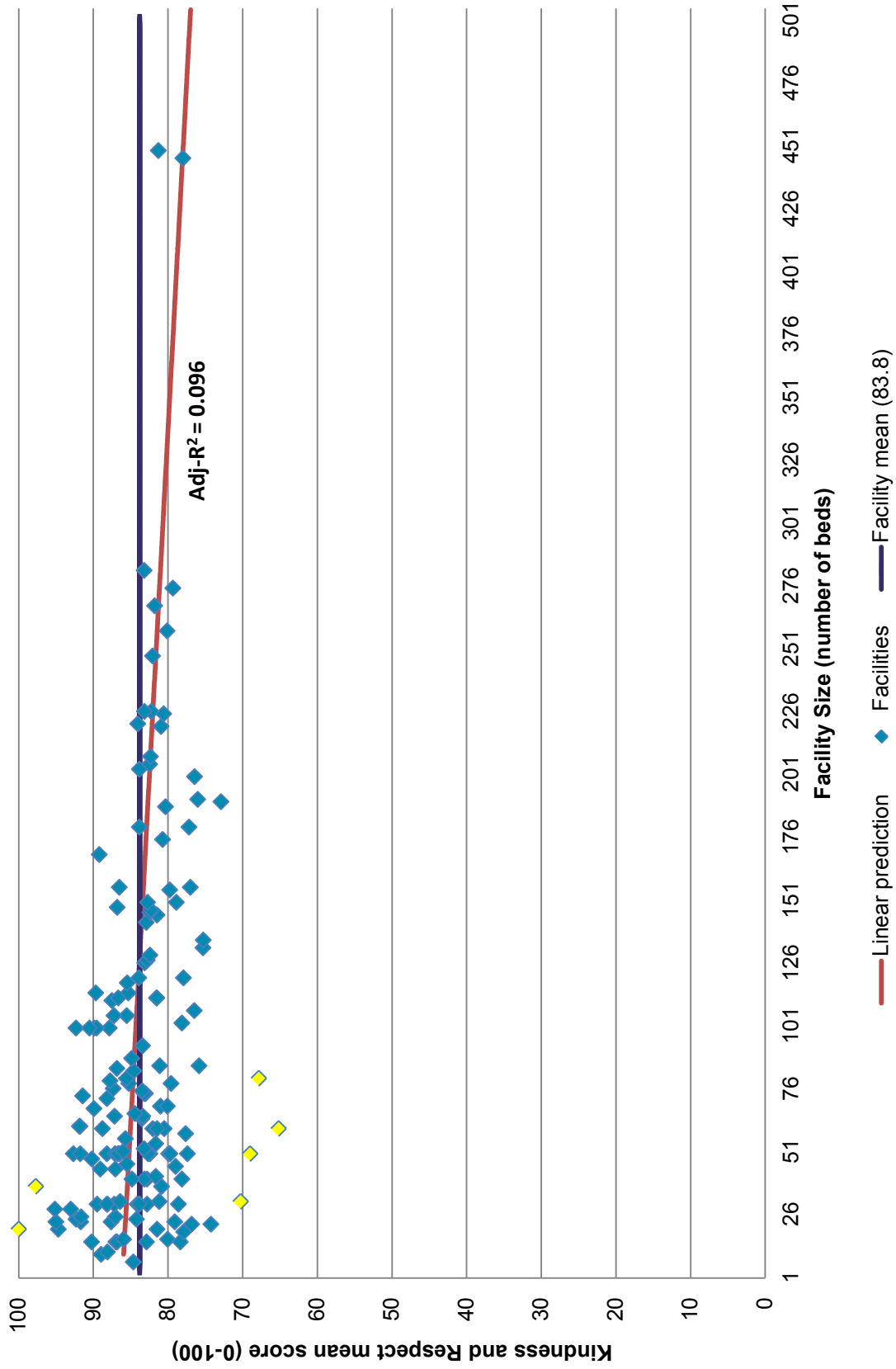
Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility means of outlier facilities did not significantly differ from facilities that were not outliers; however, the linear prediction (red) excludes these facilities.

Figure 77: Staffing, Care of Belongings, and Environment scores as a function of facility size



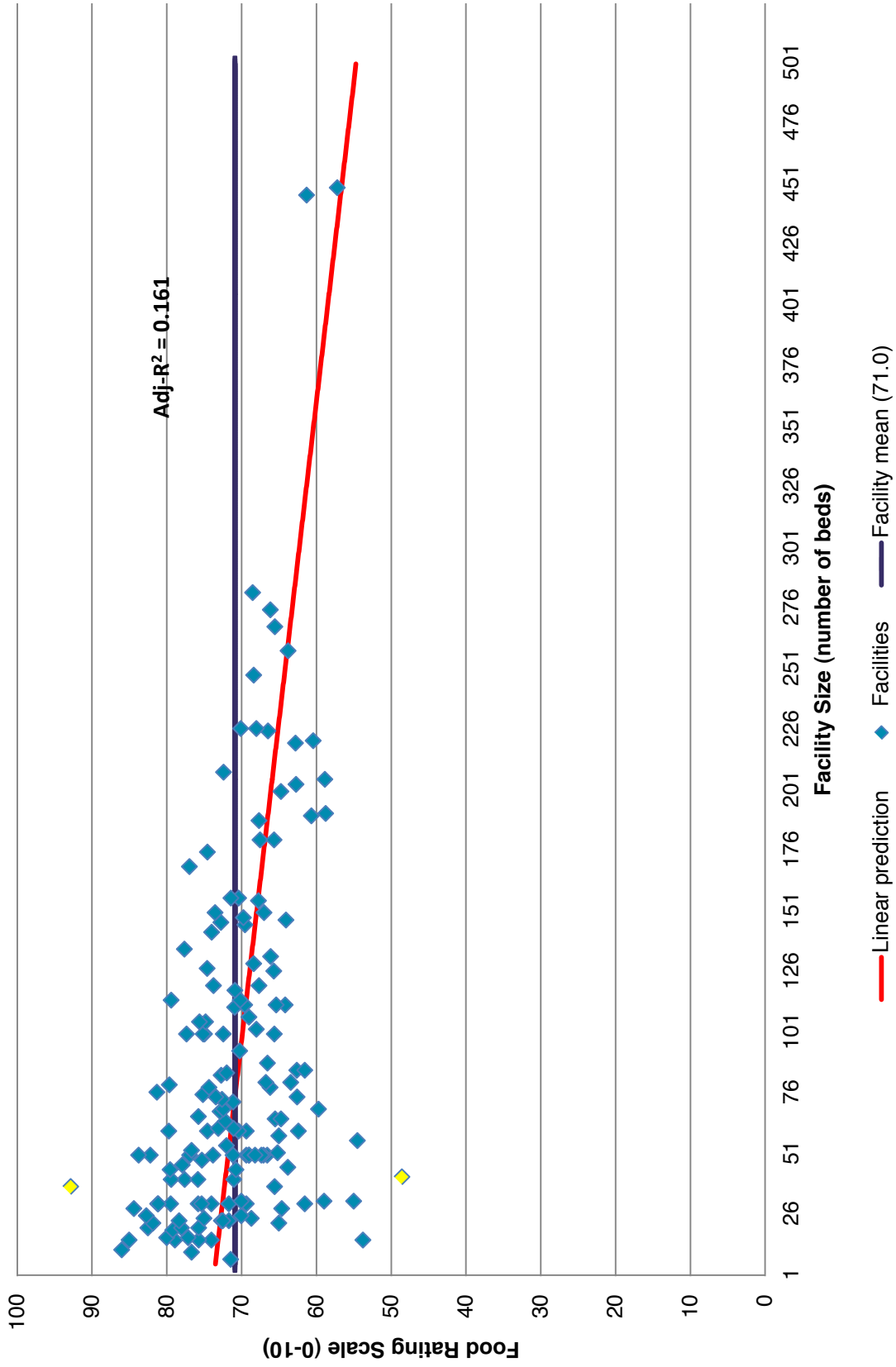
Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility means of outlier facilities did not significantly differ from facilities that were not outliers; however, the linear prediction (red) excludes these facilities.

Figure 78: Kindness and Respect scores as a function of facility size



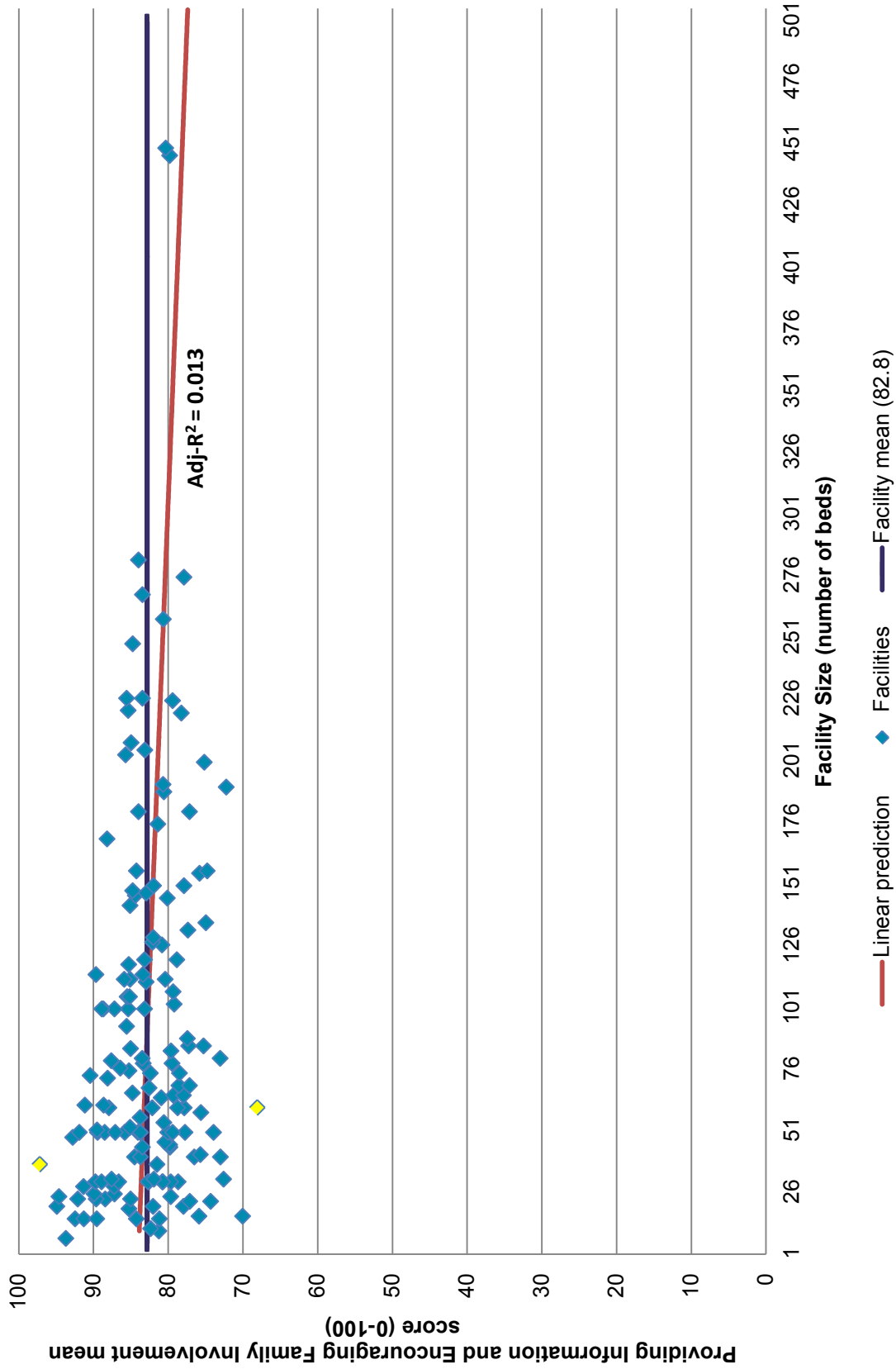
Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility means of outlier facilities did not significantly differ from facilities that were not outliers; however, the linear prediction (red) excludes these facilities.

Figure 79: Food Rating Scale as a function of facility size



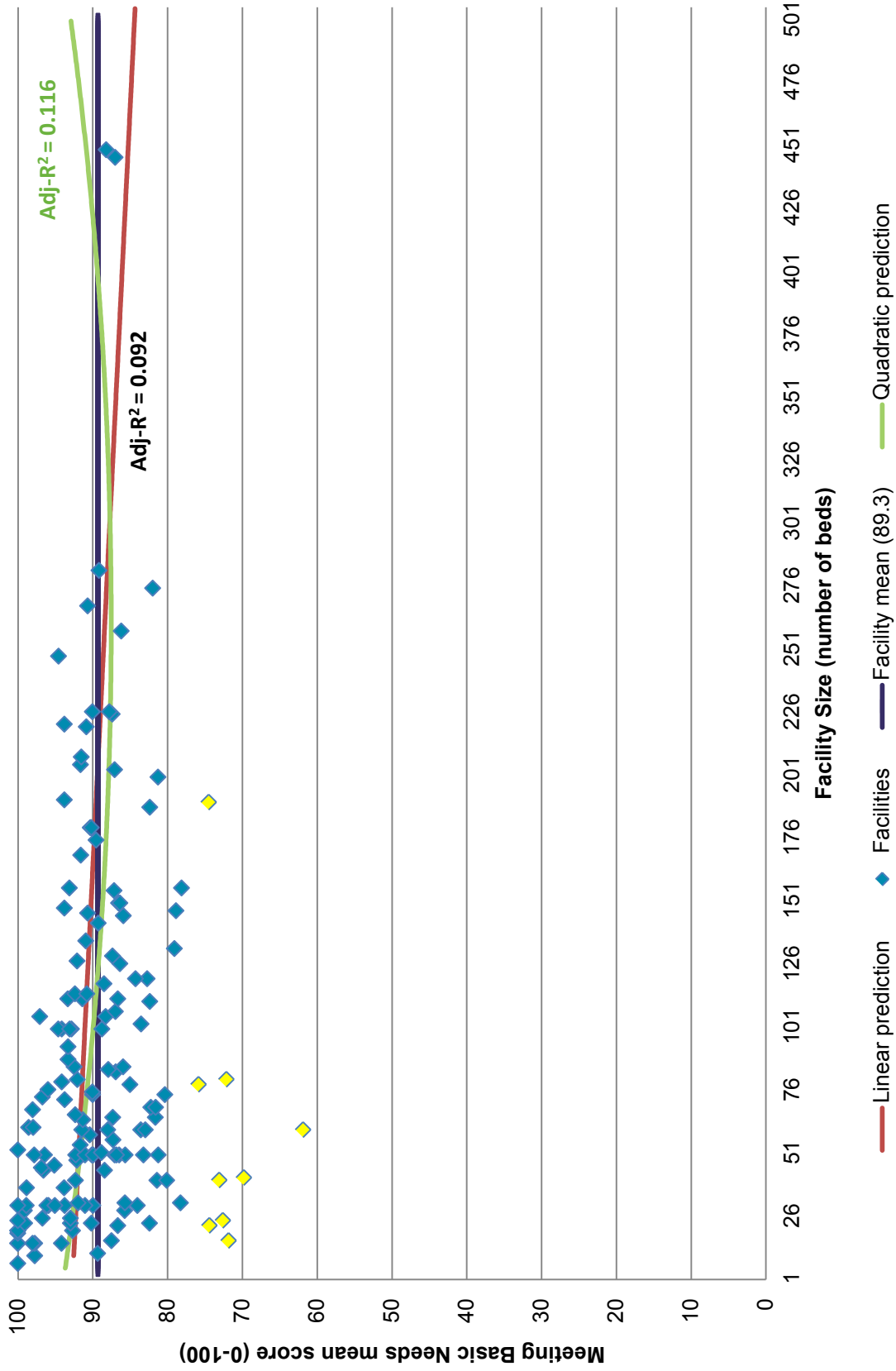
Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility means of outlier facilities did not significantly differ from facilities that were not outliers; however, the linear prediction (red) excludes these facilities.

Figure 80: Providing Information and Encouraging Family Involvement as a function of facility size



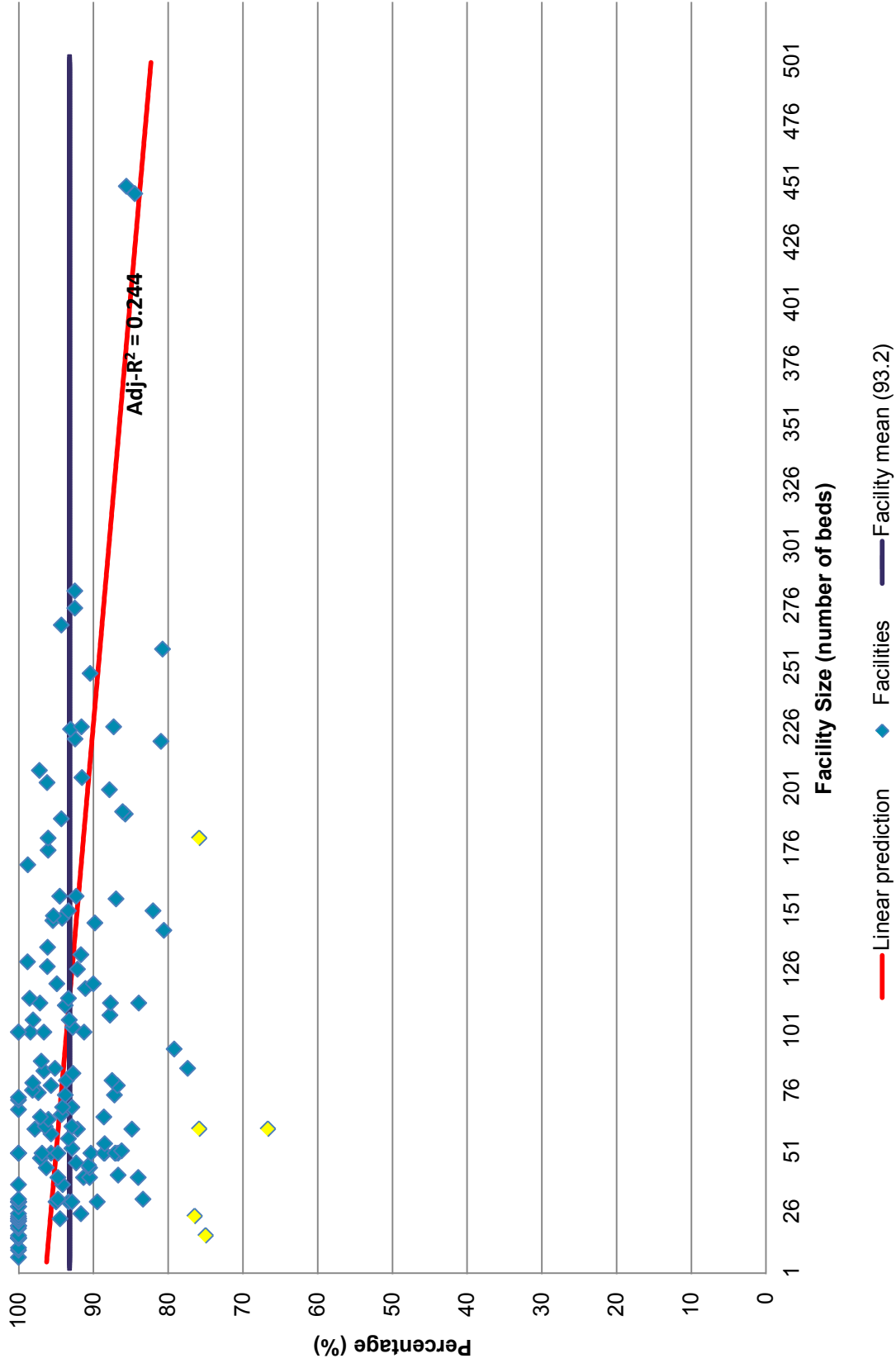
Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility means of outlier facilities did not significantly differ from facilities that were not outliers; however, the linear prediction (red) excludes these facilities.

Figure 81: Meeting Basic Needs as a function of facility size



Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility means of outlier facilities did not significantly differ from facilities that were not outliers; however, the linear and quadratic prediction (red) excludes these facilities.

Figure 82: Propensity to Recommend as a function of facility size



Note: Facilities in yellow are identified outliers, identified via boxplot and were greater than three standard deviations from the mean or 1.5 times the interquartile range. Facility percentages of outlier facilities did not significantly differ from facilities that were not outliers; however the linear prediction (red) excludes these facilities.

APPENDIX XIII: 2014-15 QUESTION-LEVEL RESULTS BY OWNERSHIP TYPE

Table 105: Facility ownership – Staffing, Care of Belongings, and Environment

Question	Measure	AHS	Private	Voluntary	Significant differences
Q11: In the last 6 months, how often were you able to find a nurse or aide when you wanted one? (Among those who answered YES to Q10)	<i>% Usually or Always</i>	83.2	85.7	80.9	
	N	2,073	2,144	1,351	
Q49: In the last 6 months, how often did you feel that there were enough nurses and aides in the nursing home?	<i>% Usually or Always</i>	58.5	64.3	55.2	
	N	1,694	1,787	1,041	
Q31: In the last 6 months, how often did your family member's room look and smell clean?	<i>% Usually or Always</i>	92.7	89.6	89.2	
	N	2,689	2,514	1,709	
Q22: In the last 6 months, how often did your family member look and smell clean?	<i>% Usually or Always</i>	89.3	90.3	89.1	
	N	2,583	2,524	1,694	
Q34: In the last 6 months, how often did the public areas of the nursing home look and smell clean?	<i>% Usually or Always</i>	95.5	92.9	92.9	
	N	2,771	2,598	1,760	
Q36: In the last 6 months, how often were your family member's personal medical belongings (e.g., hearing aids, eye-glasses, dentures, etc.) damaged or lost?	<i>% Never</i>	65.2	63.0	62.5	
	N	1,845	1,732	1,180	
Q38: In the last 6 months, when your family member used the laundry service, how often were clothes damaged or lost? (Among those who answered YES to Q37)	<i>% Never</i>	40.8	40.2	40.6	
	N	781	771	525	
Additional related questions not included in the dimension					
Q32: In the last 6 months, how often was the noise level around your family member's room acceptable to you?	<i>% Usually or Always</i>	92.5	87.8	90.7	%AHS > %Priv
	N	2,686	2,458	1,727	
Q33: In the last 6 months, how often were you able to find places to talk to your family member in private?	<i>% Usually or Always</i>	93.8	91.0	92.2	
	N	2,688	2,527	1,742	
Q30: In the last 6 months, how often is your family member cared for by the same team of staff?	<i>% Usually or Always</i>	78.5	84.1	76.7	%Priv > %AHS & %Vol
	N	2,147	2,243	1,377	

Table 106: Facility ownership – Kindness and Respect

Question	Measure	AHS	Private	Voluntary	Significant differences
Q12: In the last 6 months, how often did you see the nurses and aides treat your family member with courtesy and respect?	<i>% Usually or Always</i>	95.4	95.1	94.0	
	N	2,770	2,664	1,793	
Q13: In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?	<i>% Usually or Always</i>	93.9	93.3	92.0	
	N	2,719	2,614	1,752	
Q14: In the last 6 months, how often did you feel that the nurses and aides really cared about your family member?	<i>% Usually or Always</i>	87.7	85.5	84.8	
	N	2,535	2,380	1,616	
Q15: In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?	<i>% No</i>	85.1	86.6	84.9	
	N	2,454	2,394	1,604	
Q24: In the last 6 months, how often did the nurses and aides handle [difficult situations] in a way that you felt was appropriate?	<i>% Usually or Always</i>	90.9	90.2	89.2	
	N	896	990	626	
Additional related questions not included in the dimension					
Q35: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing, or in a public area?	<i>% No</i>	94.5	95.0	93.4	
	N	2,678	2,621	1,744	
Q25: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	<i>% Usually or Always</i>	97.8	97.3	96.3	%AHS > %Vol
	N	2,823	2,724	1,836	

Table 107: Facility ownership – Providing Information and Encouraging Family Involvement

Question	Measure	AHS	Private	Voluntary	Significant differences
Q27: If YES to Q25, In the last 6 months, how often did you get [...] information as soon as you wanted?	<i>% Usually or Always</i>	86.4	87.2	85.4	
	N	2,138	2,155	1,417	
Q28: In the last 6 months, how often did the nurses and aides explain things in a way that was easy for you to understand?	<i>% Usually or Always</i>	92.2	91.8	91.7	
	Total N	2,639	2,549	1,733	
Q29: In the last 6 months, did nurses and aides ever try to discourage you from asking questions about your family member?	<i>% No</i>	96.6	96.8	97.0	
	N	2,774	2,700	1,842	
Q42: In the last 6 months, did you ever stop yourself from talking to any nursing home staff about your concerns because you thought they would take it out on your family member?	<i>% No</i>	68.9	72.1	68.6	
	N	641	695	469	
Q44: In the last 6 months, how often were you involved as much as you wanted to be in the decisions about your family member's care?	<i>% Usually or Always</i>	91.0	91.2	90.3	
	N	2,118	2,106	1,431	
Q59: If YES to Q58, In the last 6 months, how often did you get all the information you wanted about payments or expenses?	<i>% Usually or Always</i>	90.7	91.1	93.0	
	N	547	687	440	
Additional related questions not included in the dimension					
Care conference participation (Q45 and Q46)	<i>% Participated or given the opportunity to participate</i>	88.9	92.7	94.6	%Vol > %AHS
	Total N	2,471	2,531	1,761	
Q39: At any time during the last 6 months, were you ever unhappy with the care your family member received at the nursing home?	<i>% No</i>	67.0	64.6	63.1	%AHS > %Vol
	N	1,951	1,821	1,205	
Q41: Among those who brought concerns to the attention of staff (YES on Q40), in the last 6 months, how often were you satisfied with the way the nursing home staff handled these problems?	<i>% Usually or Always</i>	60.0	59.4	55.6	
	N	502	526	351	

Table 108: Facility ownership – Meeting Basic Needs

Question	Measure	AHS	Private	Voluntary	Significant differences
Q17: Helped family member with eating because nurses or aides either didn't help or made him or her wait too long	% No to Q17 or Q16	89.3	91.1	85.7	%Priv > %Vol
	N	2,553	2,499	1,604	
Q19: Helped family member with drinking because nurses or aides either didn't help or made him or her wait too long	% No to Q18 or Q19	88.9	89.4	85.2	%Vol < %AHS & %Priv
	Total N	2,511	2,447	1,593	
Q21: Helped family member with toileting because nurses or aides either didn't help or made him or her wait too long	% No to Q20 or Q21	89.7	88.0	87.4	
	Total N	2,583	2,421	1,640	
Additional related questions not included in the dimension					
Q50: In the last 6 months, did you help with the care of your family member when you visited?	% No	34.2	37.2	30.0	%Priv > %Vol
	Total N	991	1,045	572	
Q51: Do you feel that nursing home staff expect you to help with the care of your family member when you visit?	% No	85.4	86.2	81.5	%Vol < %Priv
	Total N	2,443	2,390	1,531	
Q53: In the last 6 months, how often did your family member receive all of the medical services and treatments they needed?	% Usually or Always	93.3	93.2	92.2	
	Total N	2,659	2,570	1,731	
Q54: In the last 6 months, how often did you meet with the nursing staff to review all of the medications your family member was taking?	% Usually or Always	31.9	35.2	35.1	
	Total N	894	954	647	
Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	% Usually or Always	82.6	81.9	82.6	
	Total N	1,021	1,026	706	

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210, 811 – 14 Street NW
Calgary, Alberta, Canada T2N 2A4
T: 403.297.8162 F: 403.297.8258
E: info@hqca.ca www.hqca.ca