# TABLE OF CONTENTS

1.0 EXECUTIVE SUMMARY ......................................................................................................... 1

2.0 BACKGROUND ....................................................................................................................... 5
  2.1 Supportive living ........................................................................................................... 5
  2.2 HQCA’s Supportive Living Resident Experience Survey ............................................. 8
  2.3 HQCA’s Supportive Living Family Experience Survey ................................................. 8

3.0 SURVEY PROCESS AND METHODOLOGY .......................................................................... 9
  3.1 The survey instrument ................................................................................................. 9
  3.2 Survey protocol and sampling ...................................................................................... 9
  3.3 Survey type and time frames ..................................................................................... 10
  3.4 Response rates .......................................................................................................... 10
  3.5 Quantitative analytical approach ................................................................................ 10

4.0 USING THE RESULTS AND OVERVIEW OF FINDINGS ..................................................... 12
  4.1 A note on how to use results ...................................................................................... 12
  4.2 Global Overall Care Rating and Dimensions of Care ................................................ 12
  4.3 Level of care .............................................................................................................. 13
  4.4 Facility size: number of supportive living beds ........................................................... 13
  4.5 Geography: urban versus rural ................................................................................ 13
  4.6 Ownership type ........................................................................................................ 13
  4.7 Method for ordering facilities in Table 2 ..................................................................... 14
  4.8 Significant differences across survey cycles .............................................................. 14

5.0 2016 AND 2013 FACILITY RESULTS ................................................................................... 22
  5.1 Interpreting tables ...................................................................................................... 22
  5.2 Global Overall Care Rating ........................................................................................ 23
  5.3 Propensity to Recommend ......................................................................................... 28
  5.4 Dimension of Care: Resident Environment ................................................................. 33
  5.5 Dimension of Care: Facility Environment ................................................................. 38
  5.6 Dimension of Care: Communication ........................................................................ 43
  5.7 Dimension of Care: Meals and Dining ...................................................................... 48
  5.8 Dimension of Care: Employee Responsiveness ......................................................... 53
  5.9 Dimension of Care: Activities ................................................................................... 58
  5.10 Dimension of Care: Care and Services ................................................................... 63
  5.11 Dimension of Care: Relationship with Employees ................................................... 68
  5.12 Dimension of Care: Choice ...................................................................................... 73
  5.13 Dimension of Care: General Satisfaction ................................................................ 78
  5.14 Dimension of Care: Laundry .................................................................................... 83
  5.15 Additional care questions ........................................................................................ 88

6.0 FACILITY CHARACTERISTICS .......................................................................................... 102
  6.1 Level of care: SL3 versus SL4 ................................................................................... 102
  6.2 Facility size: number of supportive living beds .......................................................... 103
  6.3 Geography: urban versus rural ............................................................................... 104
  6.4 Ownership type ....................................................................................................... 105

7.0 LIMITATIONS ....................................................................................................................... 106
1.0 EXECUTIVE SUMMARY

The Designated Supportive Living Resident Experience Survey was conducted by the Health Quality Council of Alberta (HQCA) in collaboration with Alberta Health (AH) and Alberta Health Services (AHS) and is a follow-up to the Supportive Living Resident Experience Survey, which surveyed residents in 2013. This report presents the findings from the 2016 survey, and is an overview of facility performance in 2016 from the residents’ perspectives across Alberta. This information can be used to assess current performance relative to peers, and to consider changes over time. It can also be used to determine areas of strength and opportunities for improvement.

Survey process and methodology

Residents were surveyed using a modified version of the Ohio Residential Care Facility Survey. This is a 49-question instrument that assesses the resident’s overall experience with a supportive living facility (i.e., Global Overall Care Rating) and whether they would recommend the facility (Propensity to Recommend). In addition, the survey comprised 11 Dimensions of Care, presented in order of decreasing strength of association with the Global Overall Care Rating:

1. Resident Environment
2. Facility Environment
3. Communication
4. Meals and Dining
5. Employee Responsiveness
6. Activities
7. Care and Services
8. Relationship with Employees
9. Choice
10. General Satisfaction
11. Laundry

Eligible respondents were identified using the interRAI™ Resident Assessment Instrument (RAI) obtained from AHS along with pre-defined exclusion criteria applied by facility staff and facility administrators. The questionnaire was completed either as: (1) a self-administered paper survey, or (2) an in-person administration of the survey tool. The response rate for this survey was 59 per cent.

The 2016 survey captured 835 more survey respondents and 44 more facilities than the 2013 survey. A total of 124 supportive living facilities are reported publically in this report. Overall, the voices of 2,870 residents are represented in this report.

Results

The results focus on the key measures of resident experience provincially, which include:

- Global Overall Care Rating
- Propensity to Recommend
- 11 Dimensions of Care
For these key measures, the higher the score or percentage, the more positive the experience. Facility-level factors were also considered, and include:

- Level of care
- Facility size
- Geography
- Ownership type

Global Overall Care Rating and Propensity to Recommend

The Global Overall Care Rating reflects residents’ overall evaluation of their supportive living facility from 0 to 10 (with 0 being the worst care possible and 10 being the best). Provincially, the average facility Global Overall Care Rating for the province was 7.9 out of 10. Facility ratings were variable, however, with the lowest-rated facility scoring 6.0 out of 10, and the highest scoring 9.6 out of 10.

Overall, approximately 91 per cent of respondents would recommend the supportive living facility where they currently live. However, there was variation among the facilities throughout the province, with facilities having a recommendation percentage from a low of 38 per cent to a high of 100 per cent.

Dimensions of Care

The Global Overall Care Rating is influenced by 11 Dimensions of Care. Each Dimension of Care represents a set of questions or topics that share a similar conceptual theme. Furthermore, Dimensions of Care vary in their influence on residents’ overall evaluation of a supportive living facility and are listed in decreasing priority and influence below:

1. Resident Environment
2. Facility Environment
3. Communication
4. Meals and Dining
5. Employee Responsiveness
6. Activities
7. Care and Services
8. Relationship with Employees
9. Choice
10. General Satisfaction
11. Laundry

The greatest gains provincially may be realized by focusing on the strongest influencers of the Global Overall Care Rating. Table 1 summarizes provincial averages for the 124 facilities included in the analyses for each Dimension of Care.

Each facility has its own unique areas of focus, which may differ from those identified for the province. These are highlighted in facility reports that have been provided to facilities that participated in the 2016 survey.
Table 1: Provincial summary - Dimensions of Care (N = 124 facilities)

<table>
<thead>
<tr>
<th>Dimension of Care</th>
<th>Average facility score</th>
<th>Lowest facility score</th>
<th>Highest facility score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Environment</td>
<td>92</td>
<td>79</td>
<td>99</td>
</tr>
<tr>
<td>Facility Environment</td>
<td>92</td>
<td>75</td>
<td>100</td>
</tr>
<tr>
<td>Communication</td>
<td>88</td>
<td>60</td>
<td>99</td>
</tr>
<tr>
<td>Meals and Dining</td>
<td>79</td>
<td>59</td>
<td>93</td>
</tr>
<tr>
<td>Employee Responsiveness</td>
<td>89</td>
<td>73</td>
<td>100</td>
</tr>
<tr>
<td>Activities</td>
<td>81</td>
<td>65</td>
<td>95</td>
</tr>
<tr>
<td>Care and Services</td>
<td>83</td>
<td>66</td>
<td>99</td>
</tr>
<tr>
<td>Relationship with Employees</td>
<td>92</td>
<td>79</td>
<td>100</td>
</tr>
<tr>
<td>Choice</td>
<td>89</td>
<td>74</td>
<td>99</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>86</td>
<td>57</td>
<td>99</td>
</tr>
<tr>
<td>Laundry</td>
<td>93</td>
<td>75</td>
<td>100</td>
</tr>
</tbody>
</table>

**Level of care**

Only residents in supportive living levels 3 (SL3) and 4 (SL4) were surveyed. In total, there were 30 SL3 facilities, 80 SL4 facilities, and 14 facilities that had both SL3 and SL4 residents. Overall, no relationship was found between the type of facility and Global Overall Care Rating, Propensity to Recommend, or Dimension of Care measures.

**Facility size**

Facility size was measured by the number of supportive living beds at each facility.¹ The results show that in general, Global Overall Care Rating and Dimension of Care scores are not significantly influenced by facility size, with the exception of the Dimensions of Care: Relationship with Employees, and Meals and Dining, where larger facilities on average have lower scores than smaller facilities.

**Geography**

Geography was also examined to determine its impact on residents’ experience of care and services provided. Geography was based on the facility’s postal code, and is defined as:

- **Urban areas:** Cities of Calgary and Edmonton proper and surrounding commuter communities, and other major urban centres with populations greater than 25,000 and their surrounding commuter communities.
- **Rural areas:** Populations less than 25,000 and/or greater than 200 kilometres away from an urban centre.

The results show that in general, the Global Overall Care Rating and Dimension of Care scores are not influenced by geography.

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¹ Data was obtained from AHS’s bi-annual bed survey. Facilities included in the HQCA’s analyses (N = 124) ranged in bed numbers from 9 to 252.
Ownership type

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

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

While AHS-owned supportive living facilities consistently had more positive scores than private or voluntary facilities, overall this difference was not statistically significant. Therefore, no one ownership type is better or worse than others across key measures of resident experience.

Conclusion

Each individual facility has its own unique areas of excellence and those that can be considered for improvement, which may differ from those identified for the province. Facilities should refer to their facility report to better determine where to focus quality improvement efforts to best meet the needs of their own residents and their family members. Each facility report contains question-level results that can be used to inform quality improvement efforts.

Resident 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, complaints and concerns, accreditation, and compliance with provincial continuing care standards.

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2 It is recognized that there may be other ownership models than the three reported (for example, private not-for-profit housing bodies); however, ownership models defined and categorized by AHS were used for reporting.
2.0 BACKGROUND

2.1 Supportive living

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. There are three streams of continuing care in Alberta tailored to the clients' level of need and/or limitations: home care, supportive living, and facility living (Figure 1). Home care is provided to those still able to live independently; supportive living is provided in a shared accommodation setting recognizing different degrees of independence; and facility living includes long-term care facilities like nursing homes and auxiliary hospitals. The focus of this report is on levels 3 and 4 of the supportive living stream.

Figure 1: Three streams of the continuing care system

Supportive living is an option for individuals who want a maintenance-free environment, feel they are too isolated in their own home, or have more complex needs than those provided for by home care. To some extent, individuals can choose which supportive living option is right for them. Based on an assessment of their needs by Alberta Health Services (AHS), individuals may be eligible for a space or a room in publicly funded Designated Supportive Living (levels 3, 4 and 4D). Although services for assessed care needs are publicly funded, residents are generally responsible for paying for their room, meals, housekeeping, and other optional services. Supportive living facilities are not required to provide on-site 24-hour registered nurses or regularly scheduled visits by physicians.

References:

3 For more information, see http://www.health.alberta.ca/services/continuing-care-system.html
4 Continuing Care Standards 2016: http://www.health.alberta.ca/services/supportive-living-guide.html
5 Designated Assisted Living or Designated Supportive Living refers to designated rooms in the supportive living stream that are operated under contract with AHS. Individuals are assessed and placed by AHS based on an individual's healthcare needs.
The four defined levels in the Supportive Living stream\textsuperscript{6} are:

- **Supportive Living Level 1 (SL1):** This level of care is also referred to as Residential Living and is designed for individuals who are independent, can manage most daily tasks, and are responsible for making decisions around their day-to-day activities. Publicly funded home care may be provided, but there is no on-site 24-hour staffing.

- **Supportive Living Level 2 (SL2):** This level of care is also referred to as Lodge Living and is designed for individuals who are generally independent (e.g., can manage some daily tasks), and can arrange, manage, and/or direct their own care. Publicly funded home care may be continually provided, but there is no on-site 24-hour staffing.

- **Supportive Living Level 3 (SL3):** This level of care is for individuals whose medical condition is stable and appropriately managed without 24-hour on-site nursing staff, but who have limited independence. These individuals need help with many tasks and/or decision-making in day-to-day activities. Personal care at this level is generally provided within a set schedule; however, unscheduled personal assistance may also be provided. Publicly funded scheduled home care may be provided, and a trained and certified healthcare aide staff are on-site on a 24-hour basis (registered nurse on-call).

- **Supportive Living Level 4 (SL4):** This level of care is also referred to as Enhanced Assisted Living and is for individuals with more complex medical conditions. These individuals tend to have very limited independence, have significant limitations, and need help with most or all tasks, as well as decisions about day-to-day activities. Publicly funded scheduled home care may be provided, and a trained licensed practical nurse and/or healthcare aide is on-site on a 24-hour basis.

- **Supportive Living Level 4 Dementia (SL4-D):** This level of care is a subset of SL4 and is designed for persons who have significant limitations due to dementia.

The focus of this report and the results presented are for Designated Supportive Living (levels 3 and 4). As of September 2016, there are nearly 10,000 publicly funded beds dedicated to designated supportive living in Alberta. Supportive living facilities are operated under three ownership models (AHS, private, and voluntary).\textsuperscript{7} All are required to adhere to provincial standards to ensure residents are in a safe and comfortable environment and receive quality services. These standards are described in Box A, and include: The Continuing Care Health Service Standards,\textsuperscript{8} The Supportive Living Accommodation Standards and Checklist,\textsuperscript{9} Supportive Living Accommodation Licensing Act,\textsuperscript{10} and Admission Guidelines for Publicly Funded Continuing Care Living Options.\textsuperscript{11} These standards are referenced throughout the

\textsuperscript{6} For more information, see http://www.albertahealthservices.ca/assets/info/seniors/if-sen-living-option-guidelines.pdf

\textsuperscript{7} The facility categorization is based on AHS definitions.

\textsuperscript{8} Continuing Care Health Service Standards. More information can be found here: http://www.health.alberta.ca/documents/Continuing-Care-Standards-2016.pdf

\textsuperscript{9} Supportive Living Accommodation Standards and Checklist. More information can be found here: http://www.health.alberta.ca/documents/CC-Supportive-Living-Standards-2010.pdf

\textsuperscript{10} Licensing and accommodation standards: http://www.health.alberta.ca/services/supportive-living.html

\textsuperscript{11} Admission Guidelines for Publicly Funded Continuing Care Living Options. More information can be found here: http://www.albertahealthservices.ca/assets/info/seniors/if-sen-living-option-guidelines.pdf
The purpose of referring to these standards is not to suggest where supportive living facilities may or may not be in compliance with standards, but rather to provide context. Resident observations and perceptions are not sufficient to evaluate a facility’s compliance with a specific standard in the absence of further study.

**Box A: Standards**

**Continuing Care Health Service Standards**: The Continuing Care Health Service Standards (CCHS) are a legislated requirement of operators pursuant to the Nursing Homes General Regulation and under the Nursing Homes Act, the Co-ordinated Home Care Program Regulation under the Public Health Act and pursuant to a ministerial directive under the Regional Health Authorities Act. The CCHSS set the minimum requirement that operators in the continuing care system must comply with in the provision of healthcare.

**Supportive Living Accommodation Standards and Checklist**: The Alberta government sets provincial accommodation standards, and monitors compliance to the standards through annual site inspections. The standards apply to accommodation and related services such as facility maintenance, meals, housekeeping, and areas that impact a resident’s safety and security. Each accommodation is inspected at least once a year, and more often if required. An operator must meet all accommodation standards to achieve compliance.

**Supportive Living Accommodation Licensing Act**: All supportive living accommodations must be licensed when the operator provides permanent accommodation to four or more adults and the operator provides or arranges for services related to safety and security of the residents as well as at least one meal a day or housekeeping services.

**Admission Guidelines for Publicly Funded Continuing Care Living Options**: 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 3 and 4 and long-term care.
2.2 HQCA’s Supportive Living Resident Experience Survey

The HQCA conducted the 2016 Supportive Living Resident Experience Survey in collaboration with AHS and Alberta Health (AH). The survey assists providers in meeting Continuing Care Health Service Standard 19.0 that requires operators have processes to gather client and family experience feedback regarding the quality of care and service provided.\(^\text{12}\)

The 2016 survey is the second iteration of the survey, the previous iteration was in 2013.\(^\text{13}\)

2.2.1 Purpose

The overall purpose of the survey was to obtain feedback from residents about the quality of care and services they receive at supportive living facilities across Alberta. This is used to describe the current state of supportive living from the residents’ perspective and to provide supportive living facilities and other stakeholders with information that can be used for ongoing quality monitoring and improvement.

2.2.2 Objectives

The objectives of the survey were to:

- Conduct a follow-up to the previous iteration of the HQCA’s Supportive Living Resident Experience Survey.
- Identify potential improvement opportunities and report on best practices at supportive living facilities across Alberta to inform quality improvement efforts.

2.3 HQCA’s Supportive Living Family Experience Survey

Concurrent to the resident experience survey, the HQCA conducted a family experience survey, which surveyed family members of residents in supportive living facilities via mail-in paper and on-line surveys. The results of this survey can be found in a separate report, the HQCA’s Supportive Living Family Experience Survey.\(^\text{14}\)
3.0 SURVEY PROCESS AND METHODOLOGY

3.1 The survey instrument

Residents of supportive living facilities were surveyed using the Ohio Residential Care Facility Survey (Appendix I) developed by the Scripps Gerontology Centre and funded by the Ohio Department of Aging. This is a 49-question instrument that assesses the resident’s overall experience with a supportive living facility (i.e., Global Overall Care Rating), whether they would recommend the facility (Propensity to Recommend), along with 11 Dimensions of Care.

3.1.1 Additional care questions

As a result of findings in the literature and consultation with stakeholders, the HQCA has included eight additional questions related to care and services (Appendix I). The purpose of the additional care questions was to assess aspects of care not captured in the questions that make up the Dimensions of Care, but are also important to the experiences of residents, for example transportation to and from medical appointments. These questions were constructed with response and wording consistent with the core instrument where applicable.

3.2 Survey protocol and sampling

The survey was conducted as a census of all eligible designated supportive living residents. Eligible respondents were identified using a compiled database obtained from AHS and confirmed by on-site facility staff. Eligibility to participate in the survey was based on both administrative information and consultation with on-site facility staff. The following individuals were excluded:

- Residents living in personal care homes (SL1); group or family care homes or lodges (SL2); special care homes (including mental health support homes and long-term care-only facilities); SL4-dementia residents.
- Facilities in which the majority of residents do not speak English (English was not the first language in the facility).
- Residents who were too ill, in hospital, in palliative care, or had a condition that would be a barrier to participation.
- Residents who lived in the facility for less than one month or were a transitional resident.
- Residents with a cognitive performance score (CPS) of 5 to 6 (severe impairment or very severe impairment).
- Residents who, from the on-site facility staff’s perspective, would not be able to complete a paper survey on their own or with an interviewer for the following reasons:
  - Moderate to severe cognitive impairment.
  - Language barrier.
  - Legally blind AND hard of hearing.
  - Residents posed a risk of harm to the interviewer.
3.3 Survey type and time frames

Survey data collection was from May to December 2016. The questionnaire was completed either as: (1) a self-administered paper survey, or (2) an in-person administration of the survey (referred to in this report as “in-person interview”). RAI data and feedback from on-site facility staff was used to assign residents to either a self-administered paper survey or to in-person interview.15 During facility visits, priority was given to providing residents with paper surveys; however, an in-person interview was offered to those who met the following criteria:

- A CPS score of 2, 3 or 4 (moderate to moderate-severe impairment).16
- Residents with CPS of 0 or 1 (intact to borderline intact cognition) and a vision assessment score of 3 to 4 (highly to severely impaired) or no vision assessment.

To accommodate resident preference, eligible residents were also provided with the option of choosing the alternate type of survey at the time of the facility visit.

Paper surveys were also mailed directly to residents in remote facilities.17 Completed paper surveys were accepted from May to December 2016.

3.3.1 Enacted personal directives

Residents with enacted personal directives (as identified by facility staff) were not surveyed unless facility staff or HQCA staff obtained consent from the resident’s agent. Otherwise, a survey package was sent to the resident’s agent requesting the resident’s participation. If the agent consented, the agent delivered the survey package to the resident to complete. For more details, see Appendix II.

3.4 Response rates

The overall response rate for the survey was 59 per cent; 2,870 out of a possible 4,850 eligible residents completed the survey. Nearly two-thirds of completed surveys were via in-person interview (1,885 of 2,870). For a breakdown of sampling, see Appendix II.

3.5 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.

---

15 The decision to implement a dual-modality survey delivery protocol was informed by a pilot study that found in general there were no significant differences in response to survey questions based on survey type used, which supported treating both paper survey and in-person interviews as equally valid modes for completing the survey. For a similar analysis, see Appendix III.

16 The previous survey used a CPS criterion of 3 or 4 to qualify for an in-person interview. This was changed for the current iteration of the survey, as the HQCA has learned from interviewing clients with similar cognitive performance scores for the Home Care Client Experience Survey that many with a CPS of 2 can have difficulty answering a paper survey on their own and were thus included for the in-person interview.

17 Remote facilities are defined as facilities greater than 225 km away from any of the following locations: Grande Prairie, Edmonton, Red Deer, Calgary, or Lethbridge.
As a result, 124 of the 156 participating facilities were included in the 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 = 156) were included in aggregate descriptive analyses of AHS zone and provincial results where appropriate (see Appendix VIII which includes data from all facilities). For this report, a test was deemed statistically significant if the probability of the event occurring by chance alone was less than or equal to one per cent (p ≤ 0.01).

3.5.1 Dimensions of Care

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 0 was the least positive and 100 was the most positive response (for detailed methodology, see Appendix II). A Dimension of Care score was generated for all respondents who answered a minimum number of questions within the Dimension of Care.

A Dimension of Care score was generated for all respondents who answered a minimum number of questions within the Dimension of Care. For complete question-level results, see Appendix VIII.

3.5.2 Modelling

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

1. Resident Environment
2. Facility Environment
3. Communication
4. Meals and Dining
5. Employee Responsiveness
6. Activities
7. Care and Services
8. Relationship with Employees
9. Choice
10. General Satisfaction
11. Laundry

Within this report, results are presented as ordered above.

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18 Included facilities account for 92 per cent of all respondents (2,635 of 2,870 respondents) and 88 per cent of all eligible respondents (4,257 of 4,850 respondents). Unless otherwise stated, all analyses in this report are based only on those facilities that met the inclusion criteria (124 of 156 participating facilities in 2016).

19 N-2 criterion is the standard minimum question criterion for the Ohio tool.

20 Note that Dimensions 7 to 9 are ordered here based on the strength of association with the Global Overall Care Rating, however the association was not statistically significant. In addition, General Satisfaction was not included in modelling given that the dimension addressed topics of general experience which Global Overall Care Rating already addresses. Dimension of Care Laundry could not be feasibly included in modelling given that the number of respondents greatly restricted the sample.
4.0 USING THE RESULTS AND OVERVIEW OF FINDINGS

4.1 A note on how to use results

The focus of this report is to describe the current state of supportive living from the resident’s perspective and to compare results with peers and the previous survey iteration. The report presents Dimensions of Care as factors that drive the Global Overall Care Rating. The Dimensions of Care can be used to identify improvement opportunities and best practices at supportive living facilities across Alberta.

Other factors can contribute to residents’ experience at a facility. Ultimately, these results are intended to guide reflection on performance and assist to identify quality improvement opportunities. Resident experience alone should not be used to assess facility performance in the absence of other information, such as facility demographics (i.e., average age of residents and percentage male/female), level-of-need of the resident population, and other quality measures such as those derived from the interRAITM Resident Assessment Instrument (RAI), complaints and concerns, accreditation results, and compliance with provincial continuing care standards.

This report provides a single perspective of several possible interpretations of these findings. Supportive living providers and other stakeholders may choose to examine and interpret the findings differently. While being mindful of the limitations of the data, there are a number of ways the results can be interpreted and used.

It is important to note that while significance testing can identify where there has been a mathematical change, this does not necessarily indicate a change in performance especially when there are only two survey cycles. The information in this report should not be used in isolation, but with other sources of information, as stated above. In addition, results that did not show any statistically significant change or difference may still be important.

Table 2 provides a summary of facility-level results based on the Dimensions of Care, Propensity to Recommend, and Global Overall Care Rating for each facility. In addition, to provide context other variables were included such as geography, facility size (number of supportive living beds), number of respondents, level of care, and ownership type.

4.2 Global Overall Care Rating and Dimensions of Care

The Global Overall Care Rating reflects a respondent’s overall experience with a supportive living facility. This is a single item measure intended to reflect a respondent’s summative opinion about the facility.

Propensity to Recommend is a single question reflecting whether the respondent would recommend the facility to someone needing supportive living care.

In contrast, each Dimension of Care represents respondents’ experiences with specific aspects of care at the facility such as activities, the facility environment, and relationship with employees.

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21 A number of changes to the current report were made to emphasize that improvement opportunities must be identified and addressed at the facility level. For more details, see Appendix IV.
4.3 Level of care

In total, among the 124 eligible facilities, there were 30 SL3 facilities, 80 SL4 facilities, and 14 facilities that had both SL3 and SL4 residents. Overall, no relationship was found between the type of facility and Global Overall Care Rating, Propensity to Recommend, or Dimension of Care measures (see Section 6.1 for more information). For Table 2, some facilities also have SL4D residents; however, this category is not reported, as these residents were excluded from the survey.

4.4 Facility size: number of supportive living beds

Facility size was measured by the number of supportive living beds at each facility.22 This data was collected from AHS at the time of survey rollout (March 2016). The results show that in general, Global Overall Care Rating and Dimension of Care scores are not significantly influenced by facility size, with exception to the Dimensions of Care: Relationship with Employees, and Meals and Dining, where larger facilities on average have lower scores than smaller facilities. For more information, see Section 6.2.

4.5 Geography: urban versus rural

Geography was based on the facility's postal code, and are defined as:

- Urban areas: Cities of Calgary and Edmonton proper and surrounding commuter communities, and other major urban centres with populations greater than 25,000 and their surrounding commuter communities.
- Rural areas: Populations less than 25,000 and/or greater than 200 kilometres away from an urban centre.

The results show that in general, Global Overall Care Rating and Dimension of Care scores are not influenced by geographic area. For more information, see Section 6.3.

4.6 Ownership type

Three AHS-defined ownership models were examined to determine their impact on the residents’ experiences of the care and services provided at a supportive living facility.23 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.

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22 Data was obtained from AHS’s bi-annual bed survey. Facilities included in the HQCA’s analyses (N = 124) ranged from having 9 supportive living beds to 252 supportive living beds.

23 It is recognized there may be other ownership models than the three reported (for example, private not-for-profit housing bodies); however, the ownership models defined and categorized by AHS were used for reporting.
While AHS consistently had higher facility-level scores than private or voluntary facilities, overall this difference was not statistically significant. Therefore, no one ownership type is better or worse than others across key measures of resident experience. For more information, see Section 6.4.

4.7 Method for ordering facilities in Table 2

Facilities are grouped by AHS zone and ordered by performance on the Dimensions of Care only, and not the Global Overall Care Rating. This was done to prioritize aspects of care that facilities potentially have an opportunity to directly impact. In addition, only six of the 11 Dimensions of Care were used to rank-order facilities, as these six Dimensions of Care were found to be significant factors that influence the Global Overall Care Rating (Appendix IX). Overall order was determined using the following steps:

1. In each AHS zone, facilities were rank-ordered within each Dimension of Care among the six Dimensions of Care found to be significant factors of Global Overall Care Ratings:
   2. Resident Environment
   3. Facility Environment
   4. Communication
   5. Meals and Dining
   6. Employee Responsiveness
   7. Activities

2. Next, based on the ranks calculated above, a “weighted average” rank was computed that averaged all Dimension of Care ranks, with each individual rank weighted by how strongly each Dimension relates to the Global Overall Care Rating. As a result, facilities that consistently have very positive scores across Dimensions of Care will in turn have a very high rank.24

It is important to note that facility ranking should not be compared from year to year as facility participation varied across survey years. In 2013, 80 facilities were ranked, whereas in 2016, 124 facilities were ranked.

4.8 Statistically significant differences across survey cycles

While only 2016 data is presented in Table 2, statistical tests were conducted to test significant differences across survey cycles. A significance of $p \leq 0.01$ was used for all comparison tests. Significant differences are indicated by the following shading rules:

- When the 2016 facility score is shaded GREEN, this indicates that the 2016 score is significantly HIGHER than the 2013 score.
- When the 2016 facility score is shaded RED, this indicates that the 2016 score is significantly LOWER than the 2013 score.
- No shade: 2016 and 2013 scores do not significantly differ.

As noted in Section 4.1 above, while statistical significance may help identify potential improvement opportunities, comparing two data points (i.e., survey cycles) may not indicate a clinically significant change. In addition, results that did not show any statistically significant change or difference may still be important.

24 Taking a simple average of the six ranks, and therefore unweighted, the correlation coefficient between the weighted and unweighted ranks was 0.967. The correlation between the weighted rank and global overall care rating was -0.643.
Table 2: Summary of facility results

<table>
<thead>
<tr>
<th>Order</th>
<th>Calgary Zone (N = 23 facilities)</th>
<th>Dimensions of Care</th>
<th>Propensity to Recommend (%)</th>
<th>Level of Care (SL3, SL4, Both)</th>
<th>Ownership type</th>
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<th>Activities</th>
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<th>Choice</th>
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<th>Propensity to Recommend (%)</th>
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<th>Number of SL Beds</th>
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## Central Zone (N = 27 facilities)

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<td>Care and Services</td>
<td>Relationship with Employees</td>
<td>Choice</td>
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<td>Laundry</td>
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<td>Propensity to Recommend (%)</td>
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<td>Number of SL Beds</td>
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5.0 2016 AND 2013 FACILITY RESULTS

The following section provides results of the Global Overall Care Rating, Propensity to Recommend, and the Dimensions of Care for each facility that participated in the 2016 survey and, where relevant, how the 2016 results compare to the 2013 results.

Global Overall Care Ratings and Propensity to Recommend are presented first, followed by each Dimension of Care. The ordering of the Dimensions of Care is based on their influence on the Global Overall Care Rating, as determined through a regression model (see Appendix IX), and is presented in the following order:

1. Resident Environment
2. Facility Environment
3. Communication
4. Meals and Dining
5. Employee Responsiveness
6. Activities
7. Care and Services
8. Relationship with Employees
9. Choice
10. General Satisfaction
11. Laundry

Detailed zone analyses of all questions can be found in Appendix VIII.

5.1 Interpreting tables

For each measure, facilities are ordered by their average score or rating and are grouped by AHS zone to facilitate comparisons. In all cases the higher the score or rating, the more positive the experience. A significance of $p < 0.01$ was used for all comparison tests. Significant differences are indicated by the following shading rules:

- When the 2016 facility score is shaded **green** this indicates that the 2016 score is significantly HIGHER than the 2013 score.
- When the 2016 facility score is shaded **red** this indicates that the 2016 score is significantly LOWER than the 2013 score.
- No shade: 2016 and 2013 scores do not significantly differ.

As noted in Section 4.1 above, while statistical significance may help identify potential improvement opportunities, comparing two data points (i.e., survey cycles) may not indicate a clinically significant change. Therefore, this information should not be used in isolation. In addition, results that did not show any statistically significant change or difference may still be important.

The 2016 **AHS zone average** for the 124 facilities included in the analyses are represented by a row in **orange**. Facilities listed above this row have a 2016 score above the respective zone average, and all facilities listed below this row have a 2016 score below the respective zone average.

The 2016 **provincial average** for the 124 facilities included in the analyses is represented by a row in **yellow**. All facilities listed above this row have a 2016 score above the provincial average, and all facilities listed below this row have a 2016 score below the provincial average.

When presenting facility scores in order, the first decimal place is included for this section only to reduce the appearance of ties. For more methodological details, see Appendix II.
### 5.2 Global Overall Care Rating

The Global Overall Care Rating is a single item intended to reflect a respondent's overall opinion about a facility. The Global Overall Care Rating asks: *Using any number from 0 to 10, where 0 is the worst and 10 is the best...Overall, what number would you use to rate your home?*

The facility average Global Overall Care Rating for the province was 7.9 out of 10. Table 3 summarizes the Global Overall Care Ratings for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result.

**Table 3: Summary of facility averages Global Overall Care Ratings by AHS zone (N = 124 facilities)**

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**Provincial facility average** 7.9 --

**Calgary Zone facility average** 7.9 --
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**Edmonton Zone facility average**

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| Provincial facility average | 7.9 | -- |

| Central Zone facility average | 7.9 | -- |

| Eagle View Lodge | 4 | 7.8 | -- | -- |
| Coronation Hospital and Care Centre | 11 | 7.7 | 7 | 7.7 |
| Royal Oak Manor | 20 | 7.7 | 18 | 7.3 |
| Chateau Three Hills | 9 | 7.7 | -- | -- |
| Vermilion Valley Lodge | 8 | 7.6 | 14 | 8.0 |
| Extendicare Michener Hill | 21 | 7.5 | 29 | 7.8 |
| Villa Marie | 31 | 7.5 | -- | -- |
| Points West Living Stettler | 20 | 7.5 | -- | -- |
| Clearwater Centre | 11 | 7.4 | 15 | 7.3 |
| Sunrise Village Olds | 10 | 7.2 | 12 | 8.7 |
| Good Samaritan Good Shepherd Lutheran Home | 20 | 7.1 | 24 | 8.5 |
| Heritage House | 19 | 6.9 | -- | -- |
| Vegreville Manor | 7 | 6.7 | -- | -- |
| Sunrise Village Drayton Valley | 8 | 6.6 | 6 | 7.2 |
### North Zone (N = 11 facilities)

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**North Zone facility average** 7.9 --

**Provincial facility average** 7.9 --

### South Zone (N = 26 facilities)

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**South Zone facility average** 8.2 --

**Provincial facility average** 7.9 --
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Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, the lower limit of the confidence interval was used as a sorting criterion.
5.3 Propensity to Recommend

An important indicator of residents’ perception of the quality of a facility is whether a resident would recommend the facility to someone needing supportive living care. For this reason, Q50 in the Dimension of Care General Satisfaction is presented in this section separately. Residents were asked (Q50): “Would you recommend this place to a family member or friend? Yes or No?”

The four possible responses to this question were collapsed into a Yes or No response:

<table>
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<td>Yes, sometimes</td>
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The facility average for Propensity to Recommend for the province was 90.5 per cent out of 100 per cent. Table 4 summarizes the Propensity to Recommend scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result. For full response options by AHS zone, see Appendix VIII.

Table 4: Summary of the percentage of respondents who would recommend the facility by AHS zone (N = 124 facilities)

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**Provincial facility average** | 90.5 | -- |
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**North Zone facility average** | 94.2 | -- |

Points West Living Peace River | 12 | 91.7 | -- | -- |

**Provincial facility average** | 90.5 | -- |

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**South Zone facility average** 93.4

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**Provincial facility average** 90.5

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Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, facilities are presented by the percentage who answered "Yes, Always" from highest to lowest. In the event of a tie at this level, facilities are presented by their Global Overall Care Ratings from highest to lowest.
5.4 Dimension of Care: Resident Environment

The Dimension of Care: Resident Environment is made up of the following six questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q45: Do you think this is a pleasant place for people to visit?
- Q43: Do you feel safe here?
- Q42: Are you satisfied with your room or apartment?
- Q44: Are your belongings safe here?
- Q41: Do you have enough privacy in your room or apartment?
- Q46: Is the room temperature comfortable for you?

The provincial facility average for Resident Environment was 92.1 out of 100. Table 5 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 5: Summary of facility averages for Resident Environment by AHS zone (N = 124 facilities)

<table>
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# 2016 AND 2013 FACILITY RESULTS

## Calgary Zone (N = 23 facilities)

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## Edmonton Zone (N = 37 facilities)

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**Provincial facility average** 92.1 --

## Copper Sky Lodge

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**Edmonton Zone facility average** 91.7 --

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Note: Categorical decision rules based on the average 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.
5.5 Dimension of Care: Facility Environment

The Dimension of Care: Facility Environment is made up of the following five questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q38: Does this place look attractive to you?
- Q39: Is this place clean enough?
- Q36: Do you like the location of this place?
- Q40: Is this place quiet when it should be?
- Q37: Are the outside walkways and grounds well taken care of?

The provincial facility average for Facility Environment was 91.6 out of 100. Table 6 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 6: Summary of facility averages for Facility Environment by AHS zone (N = 124 facilities)

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</table>

Calgary Zone facility average | 93.2 | -- |

Wentworth Manor | 24 | 92.9 | 10 | 91.7 |
Carewest Nickle House | 7 | 92.4 | -- | -- |
St. Marguerite Manor | 43 | 92.3 | -- | -- |
Holy Cross Manor | 43 | 91.9 | -- | -- |

Provincial facility average | 91.6 | -- |

Scenic Acres Retirement Residence | 11 | 91.3 | 13 | 90.5 |
### Calgary Zone (N = 23 facilities)

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### Edmonton Zone (N = 37 facilities)

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**Provincial facility average**: 91.6

**Edmonton Zone facility average**: 90.3
### Edmonton Zone (N = 37 facilities)

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North Zone facility average 93.1  --

Provincial facility average 91.6  --

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South Zone facility average 92.2  --

### South Zone (N = 26 facilities)

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South Zone facility average 92.2  --
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Note: Categorical decision rules based on the average 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.
5.6 Dimension of Care: Communication

The Dimension of Care: Communication is made up of the following five questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q27: Do your problems get taken care of here?
- Q24: Do the people in charge treat you with respect?
- Q23: Are the people in charge available to talk with you?
- Q25: Would you feel comfortable speaking to the people in charge about a problem?
- Q26: Do you know who to go to when you have a problem?

The provincial facility average for the Communication was 87.6 out of 100. Table 7 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result.

For full response options by AHS zone, see Appendix VIII.

**Table 7: Summary of facility averages for Communication by AHS zone (N = 124 facilities)**

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## Calgary Zone (N = 23 facilities)

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## Edmonton Zone (N = 37 facilities)

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## Provincial facility average

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## Edmonton Zone facility average

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2016 AND 2013 FACILITY RESULTS
### Edmonton Zone (N = 37 facilities)

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**Provincial facility average**

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**Central Zone facility average**

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North Zone facility average 89.2 --

The Gardens at Emerald Park | 11 | 89.1 | -- | --

Provincial facility average 87.6 --

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South Zone facility average 88.7 --
## South Zone (N = 26 facilities)

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Note: Categorical decision rules based on the average 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.
5.7 Dimension of Care: Meals and Dining

The Dimension of Care: Meals and Dining is made up of the following five questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q29: Is the food here tasty?
- Q30: Can you get the foods you like?
- Q32: Do you like the way your meals are served here?
- Q31: Is your food served at the right temperature?
- Q28: Do you get enough to eat?

The provincial facility average for Meals and Dining was 79.2 out of 100. Table 8 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 8: Summary of facility averages for Meals and Dining by AHS zone (N = 124 facilities)

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**Provincial facility average** | **79.2** | **--** |

**Calgary Zone facility average** | **78.9** | **--** |

<p>| AgeCare Seton                                             | 90           | 78.2        | --             | --      |
| Bethany Didsbury                                          | 24           | 75.8        | --             | --      |
| Wentworth Manor                                           | 24           | 75.4        | 11             | 69.6    |
| Tudor Manor                                               | 34           | 75.1        | --             | --      |
| AgeCare Walden Heights                                    | 95           | 75.1        | 50             | 79.5    |
| St. Marguerite Manor                                      | 43           | 74.9        | --             | --      |
| Sunrise Village High River                                | 39           | 74.6        | --             | --      |</p>
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**Provincial facility average** 79.2  --

| Edmonton Zone facility average | 77.8 | -- |

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| Central Zone facility average | **78.7** | -- | |

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North Zone facility average 80.4  --

Provincial facility average 79.2  --

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South Zone facility average 81.6  --
### South Zone (N = 26 facilities)

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**Note:** Categorical decision rules based on the average 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.
5.8 Dimension of Care: Employee Responsiveness

The Dimension of Care: Employee Responsiveness is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q20: During the weekend, are employees available to help you if you need it?
- Q21: During the evening and night, are employees available to help you if you need it?
- Q19: During the week, are employees available to help you if you need it?
- Q22: Do you feel confident that employees know how to do their jobs?

The provincial facility average for Employee Responsiveness was 88.8 out of 100. Table 9 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 9: Summary of facility averages for Employee Responsiveness by AHS zone (N = 124 facilities)

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Calgary Zone facility average | 88.5 | -- | -- |

- Evanston Grand Village | 25 | 88.5 | -- | -- |
- AgeCare Walden Heights | 93 | 88.4 | 48 | 85.3 |
- Scenic Acres Retirement Residence | 10 | 88.3 | 14 | 90.2 |
- Wentworth Manor | 20 | 87.7 | 11 | 84.2 |
- Prince of Peace Manor | 15 | 87.4 | 19 | 92.4 |
- Tudor Manor | 35 | 87.0 | -- | -- |
- Sunrise Village High River | 38 | 83.2 | -- | -- |
- Holy Cross Manor | 43 | 83.2 | -- | -- |
- Carewest Colonel Belcher | 17 | 82.7 | -- | -- |
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| North Zone facility average     | 92.2         | --          |
| Smithfield Lodge                | 22           | 91.1       | --              | --      |
| The Gardens at Emerald Park     | 10           | 90.0       | --              | --      |
| Points West Living Peace River | 11           | 89.8       | --              | --      |

| Provinical facility average     | 88.8         | --          |
| Stone Brook                     | 16           | 86.9       | --              | --      |
| Shepherd's Care Barrhead        | 18           | 81.1       | --              | --      |

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| Provinicial facility average     | 88.8         | --          |
| Orchard Manor                    | 11           | 88.6       | 12             | 97.8    |
| Good Samaritan Vista Village     | 19           | 88.4       | 17             | 92.9    |

<p>| South Zone facility average      | 88.2         | --          |
| River Ridge Seniors Village      | 8            | 88.1       | --              | --      |
| Good Samaritan Linden View       | 21           | 88.1       | --              | --      |
| Legacy Lodge                     | 39           | 87.9       | 29             | 84.2    |</p>
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Note: Categorical decision rules based on the average 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.
5.9  Dimension of Care: Activities

The Dimension of Care: Activities is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q3: Are you satisfied with the activities offered here?
- Q1: Do you have enough to do here?
- Q2: Do you get enough information about the activities offered here?
- Q4: Can you choose what activities you do here?

The provincial facility average for Activities was 81.2 out of 100. Table 10 summarizes facility scores for the eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 10: Summary of facility averages for Activities by AHS zone (N = 124 facilities)

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**Provincial facility average**

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Provincial facility average | 81.2 | -- |

North Zone facility average | 79.9 | -- |

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South Zone facility average | 83.2 | -- |
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Note: Categorical decision rules based on the average 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.
5.10 Dimension of Care: Care and Services

The Dimension of Care: Care and Services is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q14: Do the employees who take care of you know what you like and you don't like?
- Q13: Do the employees explain your care and services to you?
- Q11: Can you get snacks and drinks whenever you want them?
- Q12: Do you get your medications on time?

The provincial facility average for Care and Services was 82.6 out of 100. Table 11 summarizes facility scores for the eligible facilities in 2016 by AHS zone, and where applicable, the facility's 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 11: Summary of facility averages for Care and Services by AHS zone (N = 124 facilities)

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Calgary Zone facility average: 84.4

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Central Zone facility average | 83.6 | -- |

| Provincial facility average | 82.6 | -- |

<p>| Extendicare Michener Hill | 21 | 81.9 | 35 | 81.9 |
| Sunrise Village Olds | 10 | 81.9 | 12 | 88.4 |
| Bashaw Meadows | 8 | 80.8 | -- | -- |
| Vegreville Manor | 7 | 80.6 | -- | -- |
| Good Samaritan Good Shepherd Lutheran Home | 21 | 79.5 | 23 | 86.7 |
| Viewpoint | 12 | 78.4 | 10 | 81.0 |
| Villa Marie | 32 | 78.2 | -- | -- |
| Sunset Manor | 22 | 77.5 | 42 | 84.2 |
| Chateau Three Hills | 8 | 77.1 | -- | -- |
| Royal Oak Manor | 21 | 76.5 | 18 | 83.5 |
| Points West Living Stettler | 23 | 76.3 | -- | -- |</p>
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**Provincial facility average** 82.6  --

**North Zone facility average** 81.2  --

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**South Zone facility average** 83.9  --
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Note: Categorical decision rules based on the average 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.
5.11 Dimension of Care: Relationship with Employees

The Dimension of Care: Relationship with Employees is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q18: Do the employees treat you with respect?
- Q15: Are the employees courteous to you?
- Q17: Are the people that work here friendly?
- Q16: Can you depend on the employees?

The provincial facility average for Relationship with Employees was 92.3 out of 100. Table 12 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 12: Summary of facility averages for Relationship with Employees by AHS zone (N = 124 facilities)

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Provincial facility average 92.3 --

Edmonton Zone facility average 91.9 --
### Edmonton Zone (N = 37 facilities)

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### Provincial facility average

|                                    | 92.3 | -- |

### Central Zone facility average

|                                    | 92.2 | -- |

### Other Facilities

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### North Zone (N = 11 facilities)

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**North Zone facility average**: 93.1

### South Zone (N = 26 facilities)

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**South Zone facility average**: 92.5
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Note: Categorical decision rules based on the average 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.
5.12 Dimension of Care: Choice

The Dimension of Care: Choice is made up of the following six questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q9: Are the rules here reasonable?
- Q6: Do the employees leave you alone if you don’t want to do anything?
- Q7: Do the people who work here encourage you to do things you are able to do yourself?
- Q8: Are you free to come and go as you are able?
- Q5: Can you go to bed when you like?
- Q10: Can you choose what clothes to wear?

The provincial facility average for Choice was 89.2 out of 100. Table 13 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 13: Summary of facility averages for Choice by AHS zone (N = 124 facilities)

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**Calgary Zone facility average** | 89.4 | -- |

**Provincial facility average** | 89.2 | -- |
## 2016 AND 2013 FACILITY RESULTS

### Calgary Zone (N = 23 facilities)

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### Edmonton Zone (N = 37 facilities)

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**Edmonton Zone facility average**: 90.2 (2016) -- (2013)

### Provincial facility average

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Provincial facility average | **89.2** | -- |

| Central Zone facility average | **87.6** | -- |

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Note: Categorical decision rules based on the average 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.
5.13 Dimension of Care: General Satisfaction

The Dimension of Care: General Satisfaction is made up of the following four questions and are listed below in the order of how strongly each influences this dimension from strongest to weakest:

- Q50: Would you recommend this place to a family member or friend?\(^2\)
- Q49: Overall, do you like living here?
- Q47: Do you feel comfortable here?
- Q48: Do you feel like you are getting your money’s worth here?

The provincial facility average for General Satisfaction was 85.5 out of 100. Table 14 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result. For full response options by AHS zone, see Appendix VIII.

Table 14: Summary of facility averages for General Satisfaction by AHS zone (N = 124 facilities)

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\(^2\) An important indicator of residents’ perception of the quality of a facility is whether a resident would recommend the facility to someone needing supportive living care. For this reason, Q50 in the Dimension of Care General Satisfaction is presented in Section 5.2 separately.
### Calgary Zone (N = 23 facilities)

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### Edmonton Zone (N = 37 facilities)

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**Provincial facility average** 85.5  --

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**Edmonton Zone facility average** 84.1  --

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## Edmonton Zone (N = 37 facilities)

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## Central Zone (N = 27 facilities)

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### Provincial facility average

- **2016 Results**: 85.5
- **2013 Results**: --

### Central Zone facility average

- **2016 Results**: 84.2
- **2013 Results**: --

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Provincial facility average 85.5 --

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|                                 | 85.5         | --           |

North Zone facility average 85.3 --

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South Zone facility average 87.3 --
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**Note:** Categorical decision rules based on the average 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.
5.14 Dimension of Care: Laundry

The Dimension of Care: Laundry is made up of the following two questions:

- Q34: Do you get your clothing back from the laundry?
- Q35: Does your clothing come back from the laundry in good condition?

The provincial facility average for Laundry was 92.6 out of 100. Table 15 summarizes facility scores for the 124 eligible facilities in 2016 by AHS zone, and where applicable, the facility’s 2013 result.

For full response options by AHS zone, see Appendix VIII.

Table 15: Summary of facility averages for Laundry by AHS zone (N = 124 facilities)

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Provincial facility average 92.6 --

AgeCare Walden Heights 46 92.6 23 93.0

Calgary Zone facility average 92.6 --

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Revera Heartland 7 90.5 -- --
Carewest Nickle House 5 90.0 -- --
Monterey Place 17 89.5 15 87.2
Tudor Manor 23 87.6 -- --
Holy Cross Manor 28 86.6 -- --
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Kingsland Terrace 6 84.4 -- --
Carewest Colonel Belcher 3 83.3 -- --
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### North Zone (N = 11 facilities)

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<td>Smithfield Lodge</td>
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**North Zone facility average**: 95.0

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**Provincial facility average**: 92.6

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**South Zone (N = 25 facilities)**

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<th>2016 Average</th>
<th>2013 Respondents (N)</th>
<th>2013 Average</th>
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<td>Columbia Assisted Living</td>
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<tr>
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</tr>
<tr>
<td>Good Samaritan Linden View</td>
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<tr>
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**Provincial facility average**: 92.6

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<th>2013 Average</th>
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**South Zone facility average**: 91.8

### South Zone (N = 25 facilities)

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<td>York Creek Lodge</td>
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<td>11</td>
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<td>Good Samaritan Garden Vista</td>
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<td>2013 Results</td>
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<td>--------------</td>
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<tr>
<td></td>
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<td>Average</td>
<td>Respondents (N)</td>
<td>Average</td>
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Note: Categorical decision rules based on the average 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.
5.15 Additional care questions

The following eight questions were not originally included by the OHIO group in the validated questions that make up each Dimension of Care but provide important additional information about care and services. Therefore, these questions were added to the survey and are presented here separately.

Because these questions do not represent a Dimension of Care, facilities cannot be ranked by the results of these questions collectively. Therefore, results are ordered by the Global Overall Care Rating by AHS zone (as per Table 3). The order these questions are presented is based on how strongly each question influences the Global Overall Care Rating provincially, from strongest to weakest.

Note that given the number of questions, the results are separated into two tables.

Table 16 presents the questions that most strongly influence the Global Overall Care Rating. These questions were new to the 2016 survey and were not asked in 2013; therefore there are no year-to-year comparisons. The questions in Table 16 include:

- Q57: Do you get your mental health and emotional needs met?
- Q33: Does the food here meet your dietary needs?
- Q56: Do the people who work here take a personal interest in your life?
- Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?

Table 17 presents the additional care questions that influence the Global Overall Care Rating the least and were asked in both survey iterations (2016 and 2013). The questions in Table 17 include:

- Q58: Do you get your healthcare needs met?
- Q53: Can you see a doctor if you need to?
- Q59: Are you involved in making decisions about your care?
- Q54: Are you able to get transportation to or from medical appointments?

The four possible responses to the eight additional care questions were collapsed into a Yes or No response:

<table>
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</thead>
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<tr>
<td>Probably YES</td>
<td>Probably NO</td>
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26 Note: There were nine additional care questions; however, Q52 was excluded from this analysis as feedback from survey interviewers indicated poor comprehension of this question. The question level results for this question can still be found in Appendix VIII.
Table 16: Summary of facility averages for additional care questions: Q57, Q33, Q56, Q55 by AHS zone in 2016 (N = 124)

<table>
<thead>
<tr>
<th>Calgary Zone</th>
<th>Respondents (N)</th>
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<th>Q33: Does the food here meet your dietary needs?</th>
<th>Q56: Do the people who work here take a personal interest in your life?</th>
<th>Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?</th>
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<tbody>
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<td>100 (%)</td>
<td>100 (%)</td>
<td>86 (%)</td>
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<td>100 (%)</td>
<td>100 (%)</td>
<td>60 (%)</td>
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<tr>
<td>Edgemont Retirement Residence</td>
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<td>86 (%)</td>
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<td>Bethany Didsbury</td>
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<td>95 (%)</td>
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<td>Tudor Manor</td>
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<td>100 (%)</td>
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<td>AgeCare Seton</td>
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<td>89 (%)</td>
<td>78 (%)</td>
<td>70 (%)</td>
</tr>
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<td>67 (%)</td>
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<td>Q33: Does the food here meet your dietary needs?</td>
<td>Q56: Do the people who work here take a personal interest in your life?</td>
<td>Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?</td>
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<td>100 % Yes (Always or Sometimes)</td>
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<td>86 % Always/Usually</td>
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<td>100 % Yes (Always or Sometimes)</td>
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## North Zone (N = 11 facilities)

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Note: Categorical decision rules based on the average Global Overall Care Rating 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.
Table 17: Summary of facility averages for additional care questions: Q58, Q53, Q59, Q54 by AHS zone, 2016 vs. 2013 (N = 124)

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<th>Q53: Can you see a doctor if you need to? Yes or No?</th>
<th>Q59: Are you involved in making decisions about your care?</th>
<th>Q54: Are you able to get transportation to or from medical appointments?</th>
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### North Zone (N = 11 facilities)

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<th>Q53: Can you see a doctor if you need to? Yes or No?</th>
<th>Q59: Are you involved in making decisions about your care?</th>
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### South Zone (N = 26 facilities)

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<th>Q59: Are you involved in making decisions about your care?</th>
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<td>% Yes (Always or Sometimes) 2016</td>
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<td>Good Samaritan Prairie Ridge</td>
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<td>Q53: Can you see a doctor if you need to? Yes or No?</td>
<td>Q59: Are you involved in making decisions about your care?</td>
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<td>23 23</td>
<td>94 87 95 82 86 100 90</td>
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</table>

Note: Categorical decision rules based on the average extend beyond the first decimal place. In the event of a tie, the lower limit of the confidence interval was used as a sorting criterion.
6.0 FACILITY CHARACTERISTICS

This section presents results on the impact of level of care, facility size, geography, and facility ownership type on the Global Overall Care Rating, Propensity to Recommend, and Dimensions of Care.

6.1 Level of care: SL3 versus SL4

In total, there were 30 SL3 facilities, 80 SL4 facilities, and 14 facilities that had both SL3 and SL4 residents. Overall, no relationship was found between the type of facility and the Global Overall Care Rating, Propensity to Recommend, or Dimension of Care measures (Table 18).

Table 18: Level of care: SL3 versus SL4 (N = 124 facilities)

<table>
<thead>
<tr>
<th>Measure</th>
<th>SL3 facilities (N = 30 facilities)</th>
<th>SL4 facilities (N = 80 facilities)</th>
<th>Both SL3 and SL4 facilities (N = 14 facilities)</th>
<th>Statistical Significance</th>
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<tr>
<td>Propensity to Recommend (%)</td>
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<td>91</td>
<td>90</td>
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<td><strong>Dimensions of Care (0 to 100)</strong></td>
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<td>Resident Environment</td>
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<td>91</td>
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<tr>
<td>Facility Environment</td>
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<td>92</td>
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<td>No</td>
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<tr>
<td>Communication</td>
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<td>87</td>
<td>87</td>
<td>No</td>
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<tr>
<td>Meals and Dining</td>
<td>83</td>
<td>78</td>
<td>76</td>
<td>No</td>
</tr>
<tr>
<td>Employee Responsiveness</td>
<td>92</td>
<td>88</td>
<td>87</td>
<td>No</td>
</tr>
<tr>
<td>Activities</td>
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<tr>
<td>Care and Services</td>
<td>85</td>
<td>82</td>
<td>83</td>
<td>No</td>
</tr>
<tr>
<td>Relationship with Employees</td>
<td>94</td>
<td>92</td>
<td>91</td>
<td>No</td>
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<tr>
<td>Choice</td>
<td>90</td>
<td>89</td>
<td>88</td>
<td>No</td>
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<tr>
<td>General Satisfaction</td>
<td>86</td>
<td>86</td>
<td>85</td>
<td>No</td>
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<tr>
<td>Laundry</td>
<td>94</td>
<td>92</td>
<td>91</td>
<td>No</td>
</tr>
</tbody>
</table>
6.2 Facility size: number of supportive living beds

Facility size was measured by the number of supportive living beds at each facility.\textsuperscript{27} This data was collected from AHS at the time of survey rollout. The 124 facilities eligible for facility-level analyses ranged from 9 to 252 supportive living beds.

No significant relationship was found between number of supportive living beds and Global Overall Care Rating or Propensity to Recommend. For example, the 10 largest facilities in Alberta had an average Global Overall Care Rating of 7.7 out of 10, and an average Propensity to Recommend of 90 per cent, whereas the 15 smallest facilities had an average Global Overall Care Rating of 7.9 out of 10 and an average Propensity to Recommend of 91 per cent.

Similar results were observed for the Dimensions of Care, with most Dimensions of Care having no relationship with facility size. However, for Meals and Dining, and Relationship with Employees, larger facilities were found on average to have lower scores compared to smaller facilities. Given that an association was only significant on three of the 11 Dimensions of Care measures for residents, the effect of facility size is therefore not completely deterministic.

\textsuperscript{27} Data was obtained from AHS’s bi-annual bed survey. Facilities included in the HQCA’s analyses (N = 124) ranged in bed numbers from 9 to 252.
6.3 Geography: urban versus rural

Geography was based on the facility's postal code, and defined as:

- **Urban areas:**
  - Cities of Calgary and Edmonton proper and surrounding commuter communities.
  - Major urban centres with populations greater than 25,000 and their surrounding commuter communities.

- **Rural areas:**
  - Populations less than 25,000 and/or greater than 200 kilometres away from an urban centre.

Of the 124 facilities eligible for facility-level analyses, 77 were classified as urban and 47 were classified as rural. Overall, there were no significant differences between urban and rural facilities.

**Table 19: Urban versus rural (N = 124 facilities)**

<table>
<thead>
<tr>
<th>Measure</th>
<th>Urban (N = 77 facilities)</th>
<th>Rural (N = 47 facilities)</th>
<th>Statistical Significance</th>
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<td>Global Overall Care Rating (0-10)</td>
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<td>Propensity to Recommend (%)</td>
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<td>92</td>
<td>No</td>
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</table>

**Dimensions of Care (0 to 100)**

<table>
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<th>Measure</th>
<th>Urban (N = 77 facilities)</th>
<th>Rural (N = 47 facilities)</th>
<th>Statistical Significance</th>
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</thead>
<tbody>
<tr>
<td>Resident Environment</td>
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<td>Facility Environment</td>
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<td>Communication</td>
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<td>Meals and Dining</td>
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<tr>
<td>Laundry</td>
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<td>93</td>
<td>No</td>
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</table>
## 6.4 Ownership type

Three AHS-defined ownership models were examined to determine their impact on residents’ experiences of care and services provided.\(^{28}\) 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.

While AHS owned supportive living facilities consistently had higher scores than private or voluntary facilities, overall this difference was not statistically significant. Therefore, no one ownership type is better or worse than others across key measures of resident experience in the survey.

### Table 20: Ownership type (N = 124)

<table>
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<th>Private (N = 65 facilities)</th>
<th>Voluntary (N = 52 facilities)</th>
<th>Statistical Significance</th>
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<td>No</td>
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<tr>
<td>Propensity to Recommend (%)</td>
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<td><strong>Dimensions of Care (0 to 100)</strong></td>
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<td>Meals and Dining</td>
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<td>Employee Responsiveness</td>
<td>90</td>
<td>87</td>
<td>86</td>
<td>No</td>
</tr>
<tr>
<td>Activities</td>
<td>83</td>
<td>80</td>
<td>80</td>
<td>No</td>
</tr>
<tr>
<td>Care and Services</td>
<td>85</td>
<td>91</td>
<td>91</td>
<td>No</td>
</tr>
<tr>
<td>Relationship with Employees</td>
<td>93</td>
<td>91</td>
<td>90</td>
<td>No</td>
</tr>
<tr>
<td>Choice</td>
<td>88</td>
<td>89</td>
<td>88</td>
<td>No</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>91</td>
<td>85</td>
<td>82</td>
<td>No</td>
</tr>
<tr>
<td>Laundry</td>
<td>92</td>
<td>92</td>
<td>91</td>
<td>No</td>
</tr>
</tbody>
</table>

\(^{28}\) The HQCA recognizes there may be other ownership models than the three reported (for example, private not-for-profit housing bodies); however, the choice was made to use ownership models defined and categorized by AHS.
7.0 **LIMITATIONS**

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. When giving weight to findings, in particular facility-to-facility comparisons, readers must consider sample size. To mitigate this, the analyses were limited to facilities with reliable sample sizes (124 of 156 facilities; see Section 3.5 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 more details, see Appendix V).

2. **The effect of the resident profile.** Differences in resident profiles must be considered when interpreting the survey results relative to the AHS zone and the province. For example, age and the degree of physical and cognitive impairment of residents may provide context to the interpretation of the survey results, such as explaining why differences exist or do not exist relative to 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 protocol and questionnaire changes.** A number of changes were made for the current iteration of the survey in terms of survey protocol and survey questionnaire to improve the survey process and reliability of the data. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles. The following changes were made:

   a) **Repeat participants:** In some cases, a respondent may have participated in both the 2013 and the 2016 cycles. Statistical tests require an assumption that each respondent’s result is present only in 2016 or 2013 but not both (independence assumption). To mitigate this, we chose a more conservative criterion for significant differences at \( p \leq 0.01 \) rather than the more conventional \( p \leq 0.05 \). In addition, the statistical difference must also persist after conducting the same statistical test limiting the sample to those with a length of stay three years or less (the approximate length between surveys), which eliminates the chance that a resident participated in both survey cycles.

   b) **Questionnaire changes.** The core questions remained identical from the previous iteration of the survey. However, a few questions were added or removed, and are listed in Table 21 in Appendix II. This was done in order to improve the relevance and utility of the survey tool for supportive living stakeholders. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles.
c) **Protocol changes.** A number of changes were made to the current version of the survey to improve the survey process and data reliability. A summary of these changes can be found in Appendix IV. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles. These protocol-specific changes include:

i. **Survey type criteria.** The method in determining the survey modality was changed to reflect the most current learnings of survey participation among seniors.

ii. **Electronic data capture.** Interviews were conducted using a laptop/tablet. This allowed project coordinators to quickly double-check responses, read interviewer notes for each resident, and save on costs of printing, postage, and data entry.

iii. **Personal Directive Enacted (PDE) survey.** An effort was made to survey as many residents as possible who were able to complete a survey. Therefore, a separate protocol was established to include residents with an enacted personal directive.

5. **Survey reporting changes.** To improve comprehension and the usability of the reports, two projects were undertaken: (1) an evaluation of current reporting styles to evaluate what is working and what is not, and (2) a usability testing project that explored how stakeholders interpreted and used the content of the report, and evaluated new design strategies as a result of feedback. Some examples of the changes implemented include:

a) Removal of quartiles as it was of minimal use.

b) Removal of decimal places to simplify reporting (with exception to places where facilities are rank ordered using a single score).

c) **Rank order criteria.** Previously, the overall rank applied to each facility by zone reflected the frequency of below-average performance relative to zone and provincial averages. A new approach was implemented for this iteration of the survey which used a facility’s overall performance amongst all Dimensions of Care relative to each zone. Specifically, an average facility rank across Dimensions of Care was computed, weighted by how strongly each of those measures related to the Global Overall Care Rating. As a result, facilities that consistently have higher ranks across Dimensions of Care as compared to other facilities in their own zone will in turn have a higher overall rank. For more details see Section 4.7. Please note that it is inappropriate to compare facility ranks from year to year as facility participation within each zone varies across survey years. In 2013, 80 facilities were ranked, whereas in 2016, 124 facilities were ranked.
APPENDIX I: PAPER VERSION OF SURVEY TOOL

ACTIVITIES

Please think about the activities the facility offers to entertain you or keep you involved.

1. Do you have enough to do here? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never

2. Do you get enough information about the activities offered here? Yes or No?
   (Activities such as entertainment, arts and crafts, religious services, outings, exercise classes)
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never

3. Are you satisfied with the activities offered here? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never

4. Can you choose what activities you do here? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never

CHOICE

Please think about the choices you have here.

5. Can you go to bed when you like? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never

6. Do the employees leave you alone if you don’t want to do anything? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never

7. Do the people who work here encourage you to do the things you are able to do yourself? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never

8. Are you free to come and go as you are able? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never
CHOICE cont'd

Please think about the choices you have here.

9. Are the rules here reasonable? Yes or no? (Rules such as safety policies, dining room policies, curfew)
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never
   5. Don't know
   6. Not applicable

10. Can you choose what clothes to wear? Yes or No?
    1. Yes, always
    2. Yes, sometimes
    3. No, hardly ever
    4. No, never
    5. Don't know
    6. Not applicable

CARE & SERVICES

Please think about the care and services that you get here. By care we mean things employees do for you or to help you.

11. Can you get snacks and drinks whenever you want them? Yes or No?
    1. Yes, always
    2. Yes, sometimes
    3. No, hardly ever
    4. No, never
    5. Don't know
    6. Not applicable

12. Do you get your medications on time? Yes or No? (Do you get your medications in a timely manner?)
    1. Yes, always
    2. Yes, sometimes
    3. No, hardly ever
    4. No, never
    5. Don't know
    6. Not applicable

13. Do employees explain your care and services to you? Yes or No? (By care we mean the things workers do for you or to help you)
    1. Yes, always
    2. Yes, sometimes
    3. No, hardly ever
    4. No, never
    5. Don't know
    6. Not applicable

14. Do the employees who take care of you know what you like and you don't like? Yes or No?
    1. Yes, always
    2. Yes, sometimes
    3. No, hardly ever
    4. No, never
    5. Don't know
    6. Not applicable
**RELATIONSHIP WITH EMPLOYEES**

Please think about the way employees treat you here.

15. Are the employees courteous to you? Yes or No?

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never

- Don’t know

- Not applicable

16. Can you depend on the employees? Yes or No? (Do employees do what they say they will do, follow through?)

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never

- Don’t know

- Not applicable

17. Are the people who work here friendly? Yes or No?

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never

- Don’t know

- Not applicable

18. Do the employees treat you with respect? Yes or No?

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never

- Don’t know

- Not applicable

**EMPLOYEE RESPONSIVENESS**

Please think about the availability of employees who work here.

19. During the week, are the employees available to help you if you need it? Yes or No?

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never

- Don’t know

- Not applicable

20. During the weekend, are the employees available to help you if you need it? Yes or No?

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never

- Don’t know

- Not applicable

21. During the evening and night, are the employees available to help you if you need it? Yes or No?

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never

- Don’t know

- Not applicable

22. Do you feel confident that employees know how to do their jobs? Yes or No?

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never

- Don’t know

- Not applicable
COMMUNICATIONS

Please think about the communication between you and management here.

23. Are the people in charge available to talk with you? Yes or No? (Such as managers, supervisors, administration)
   - 1. Yes, always
   - 2. Yes, sometimes
   - 3. No, hardly ever
   - 4. No, never

24. Do the people in charge treat you with respect? Yes or No? (Such as managers, supervisors, administration)
   - 1. Yes, always
   - 2. Yes, sometimes
   - 3. No, hardly ever
   - 4. No, never

25. Would you feel comfortable speaking to the people in charge about a problem? Yes or No? (A problem with the care and services that you receive here)
   - 1. Yes, always
   - 2. Yes, sometimes
   - 3. No, hardly ever
   - 4. No, never

26. Do you know who to go to here when you have a problem? Yes or No? (A problem with the care and services that you receive here)
   - 1. Yes, always
   - 2. Yes, sometimes
   - 3. No, hardly ever
   - 4. No, never

COMMUNICATIONS cont’d

27. Do your problems get taken care of here? Yes or No? (Are your problems addressed?)
   - 1. Yes, always
   - 2. Yes, sometimes
   - 3. No, hardly ever
   - 4. No, never
   - 5. Don't know
   - 6. Not applicable

MEALS & DINING

Please think about the food and mealtimes here.

28. Do you get enough to eat? Yes or No?
   - 1. Yes, always
   - 2. Yes, sometimes
   - 3. No, hardly ever
   - 4. No, never
   - 5. Don't know
   - 6. Not applicable

29. Is the food here tasty? Yes or No?
   - 1. Yes, always
   - 2. Yes, sometimes
   - 3. No, hardly ever
   - 4. No, never
   - 5. Don't know
   - 6. Not applicable

30. Can you get the foods you like? Yes or No?
   - 1. Yes, always
   - 2. Yes, sometimes
   - 3. No, hardly ever
   - 4. No, never
   - 5. Don't know
   - 6. Not applicable
MEALS & DINING cont’d

31. Is your food served at the right temperature? Yes or No? (Cold foods cold, hot foods hot)
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never
   5. Don’t know
   6. Not applicable

32. Do you like the way that your meals are served here? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never
   5. Don’t know
   6. Not applicable

33. Does the food here meet your dietary needs? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never
   5. Don’t know
   6. Not applicable

LAUNDRY

Please think about the laundry service here.

34. Do you get your clothing back from the laundry? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never
   5. Don’t know
   6. Not applicable

If Not applicable, please skip to question 36

35. Does your clothing come back from the laundry in good condition? Yes or No?
   1. Yes, always
   2. Yes, sometimes
   3. No, hardly ever
   4. No, never
   5. Don’t know
   6. Not applicable
### Facility Environment

**Please think about the building.**

36. Do you like the location of this place? Yes or No?
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don't know
- [ ] Not applicable

37. Are the outside walkways and grounds well taken care of? Yes or No?
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don't know
- [ ] Not applicable

38. Does this place look attractive to you? Yes or No? (Overall look).
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don't know
- [ ] Not applicable

39. Is this place clean enough? Yes or No? (Overall cleanliness)
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don’t know
- [ ] Not applicable

40. Is this place quiet when it should be? Yes or No?
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don’t know
- [ ] Not applicable

### Resident Environment

**Please think about your room.**

41. Do you have enough privacy in your room or apartment? Yes or No?
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don't know
- [ ] Not applicable

42. Are you satisfied with your room or apartment? Yes or No?
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don't know
- [ ] Not applicable

43. Do you feel safe here? Yes or No?
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don't know
- [ ] Not applicable

44. Are your belongings safe here? Yes or No? (Belongings are things that belong to you, your property)
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don't know
- [ ] Not applicable

45. Do you think this is a pleasant place for people to visit? Yes or No?
- [ ] Yes, always
- [ ] Yes, sometimes
- [ ] No, hardly ever
- [ ] No, never
- [ ] Don’t know
- [ ] Not applicable
**RESIDENT ENVIRONMENT cont’d...**

*Please think about your room.*

46. Is the room temperature comfortable for you? Yes or No?
- □ Yes, always
- □ Yes, sometimes
- □ No, hardly ever
- □ No, never
- □ Don’t know
- □ Not applicable

**GENERAL SATISFACTION cont’d**

*Please think about the facility in general.*

47. Do you feel comfortable here? Yes or No?
- □ Yes, always
- □ Yes, sometimes
- □ No, hardly ever
- □ No, never
- □ Don’t know
- □ Not applicable

48. Do you feel like you are getting your money’s worth here? Yes or No?
- □ Yes, always
- □ Yes, sometimes
- □ No, hardly ever
- □ No, never
- □ Don’t know
- □ Not applicable

49. Overall, do you like living here? Yes or No?
- □ Yes, always
- □ Yes, sometimes
- □ No, hardly ever
- □ No, never
- □ Don’t know
- □ Not applicable

50. Would you recommend this place to a family member or friend? Yes or No?
- □ Yes, always
- □ Yes, sometimes
- □ No, hardly ever
- □ No, never
- □ Don’t know
- □ Not applicable

51. Using any number from 0-10, where 0 is the worst and 10 is the best...

Overall, what number would you use to rate your home?

<table>
<thead>
<tr>
<th>WORST</th>
<th>BEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
ADDITIONAL CARE QUESTIONS

The next questions are about your care here.

52. Do the people that work here respond negatively when you are frustrated?
1. Yes, always
2. Yes, sometimes
3. No, hardly ever
4. No, never

53. Can you see a doctor if you need to? Yes or No? (Your doctor or a site doctor)
1. Yes, always
2. Yes, sometimes
3. No, hardly ever
4. No, never

54. Are you able to get transportation to or from medical appointments? Yes or No? (Medical appointments include seeing a doctor, a dentist, a therapist or someone else who takes care of your health)
1. Yes, always
2. Yes, sometimes
3. No, hardly ever
4. No, never

55. In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?
1. Always
2. Sometimes
3. Usually
4. Never

56. Do the people who work here take a personal interest in your life?
1. Yes, always
2. Yes, sometimes
3. No, hardly ever
4. No, never
5. Don't know
6. Not applicable

57. Do you get your mental health and emotional needs met? Yes or No?
1. Yes, always
2. Yes, sometimes
3. No, hardly ever
4. No, never
5. Don't know
6. Not applicable

58. Do you get your healthcare needs met? Yes or No? (For example, access to a doctor, physical therapists, occupational therapists, etc)
1. Yes, always
2. Yes, sometimes
3. No, hardly ever
4. No, never
5. Don't know
6. Not applicable

59. Are you involved in making decisions about your care? Yes or No? (Such as planning your daily activities, choosing medical treatments or medication schedule)
1. Yes, always
2. Yes, sometimes
3. No, hardly ever
4. No, never
5. Don't know
6. Not applicable
A B O U T  Y O U

This information will only be used to group our results and will not be used to identify you as an individual.

60. Do you have a roommate?
   [ ] Yes
   [ ] No

61. In general, how would you rate your overall health?
   [ ] Excellent
   [ ] Very good
   [ ] Good
   [ ] Fair
   [ ] Poor

62. In general, how would you rate your overall mental or emotional health?
   [ ] Excellent
   [ ] Very good
   [ ] Good
   [ ] Fair
   [ ] Poor

63. Did someone help you complete this survey?
   [ ] Yes
   [ ] No

   If No, please return the completed survey in the postage-paid envelope

64. How did that person help you?
   Please select all that apply.
   [ ] Read the question to me
   [ ] Circled the answers I gave
   [ ] Answered the questions for me
   [ ] Translated the questions into my language
   [ ] Helped me in another way (how?):

   [ ] No one helped me complete this survey:

End of Survey. Thank you!

Please put the survey in the postage paid return envelope that is enclosed. An HQCA Survey Administrator will collect this completed survey from you during their return visit on __________. If that return visit has passed or if you prefer, you may drop off the sealed postage paid envelope in a Canada post mail box.

If you have any other questions or comments, please contact Mark Nagelberg of PRA Inc. toll free at 1-888-877-6744 or at hqca@pra.ca.
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 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 Supportive Living Resident 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 kept confidential. Those respondents who declined to participate were removed from the survey process. Residents were informed about the survey through posters and pamphlets. A contact number was provided for those who had questions.

Alberta Supportive Living Resident Experience Survey

The survey instrument (Appendix I)

The main body of questions in the Supportive Living Resident Experience Survey was adapted from the Ohio Residential Care Facility Survey, which was developed and tested by Scripps Gerontology Centre at Miami University of Ohio and the Margaret Blenkner Research Institute of Benjamin Rose in Cleveland. The Ohio survey instrument was implemented state-wide in 2007 at Ohio long-term care facilities to assess resident experiences.

The instrument refinement and psychometric evaluation was performed by the Scripps group and involved testing the reliability of the questionnaire as a whole in addition to dimension-specific construct reliability of the questions within each Dimension of Care. This ensures that questions within a particular Dimension of Care were similar to each other and were within a central conceptual theme. Questions that did not meet the reliability criteria were revised, moved to a more related Dimension of Care, or removed. Several methods were used to achieve the final version of the questionnaire, which involved factor analyses and scale reliability analyses.29

The questionnaire is written in the present tense with questions positively worded. These questions are designed to ask the respondent about their current experience as opposed to past or future experiences.

Survey dimensions

The Ohio survey is made up of 11 subscales (i.e., Dimensions of Care): Activities; Choice; Care and Services; Relationship with Employees; Employee Responsiveness; Communication; Meals and Dining; Laundry; Facility Environment; Resident Environment; and General Satisfaction. Each Dimension of Care is made up of four to six questions, and a dimension summary score is produced from specific questions within each dimension. For a list of these questions, see Appendix I.

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Additional care questions

As a result of findings in the literature and consultation with stakeholders, eight additional questions related to care and services were added by the HQCA and used in the survey in 2016 (Appendix I). The purpose of the additional care questions was to assess aspects of care not discussed in the questions that make up the Dimensions of Care, but are important to the experiences of residents, for example transportation to and from medical appointments. These questions were constructed with response and wording consistent with the core instrument where applicable.

The Global Overall Care Rating 0 to 10 scale and Q55 In the last 6 months how often did you feel that there were enough nurses and aides at the facility were taken from the CAHPS® 30 survey for the purpose of comparison with other instruments used to measure family and resident experiences in continuing care (such as in the Supportive Living Family Experience Survey Report and the Long-Term Care Family and Resident Experience Survey Reports). Demographic questions (Q60-64) were also included.

Changes to the questionnaire

The core of the questionnaire (Q1 through Q51) remained identical from the previous iteration of the survey. However, a few questions were added or removed, and are listed in Table 21.

Table 21: Added and removed questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Change</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q33: Does the food here meet your dietary needs? Yes or No?</td>
<td>Added</td>
<td>Identified through comments from residents and family members in both supportive living and long-term care. A resident advocate was also consulted to discuss which topics may be missing from the survey. The decision to add this question was supported by the resident advocate, stating that adherence to a diet was an important topic to discuss.</td>
</tr>
<tr>
<td>Q52: Do the people that work here respond negatively when you are frustrated?</td>
<td>Added</td>
<td>Modified version of a question from the Relational Care Scale (Andersen et al., 2015). Added given the importance of relational care as found in other HQCA surveyed areas in continuing care. A resident advocate was also consulted to discuss which topics may be missing from the survey. The decision to add this question was supported by the resident advocate, stating that how staff treated residents in difficult situations greatly affected resident experience.</td>
</tr>
<tr>
<td>Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?</td>
<td>Added</td>
<td>Taken from the CAHPS Nursing Home Survey, modified version used for HQCA's Family Experience Survey. Added because there was no question that asked about the presence and number of staff at the facility.</td>
</tr>
</tbody>
</table>

30 For more details on CAHPS please refer to: https://cahps.ahrq.gov/
<table>
<thead>
<tr>
<th>Question</th>
<th>Change</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q56: Do the people who work here take a personal interest in your life?</td>
<td>Added</td>
<td>Added given the importance of Relational Care found in other surveyed areas in continuing care and through resident and family comments from both supportive living and long-term care. A resident advocate was also consulted to discuss which topics may be missing from the survey. The decision to add this question was supported by the resident advocate, stating that resident experience is positively impacted when staff took a personal interest in residents’ lives. Wording from existing family member comment: “taking a personal interest in life.”</td>
</tr>
<tr>
<td>Q57: Do you get your mental health and emotional needs met? Yes or No?</td>
<td>Added</td>
<td>Lack of discussion about mental and emotional health. Decision to add question suggested by a resident advocate upon consultation, stating that mental and emotional health is important to residents. Wording from a modified version of existing Q58.</td>
</tr>
<tr>
<td>Q58: Do you get your healthcare needs met? Yes or No?</td>
<td>Added</td>
<td>Replaced question “Besides medical appointments, do you meet with an onsite nurse or other staff to review changes in your health?” Changes in health may not be the key topic for this question, but instead whether healthcare needs are met from the residents’ perspective.</td>
</tr>
<tr>
<td>Besides medical appointments, do you meet with an onsite nurse or other staff to review changes in your health?</td>
<td>Removed</td>
<td>Changes in health may not be the key topic for this question, but instead whether healthcare needs are met from the residents’ perspective. Replaced with Q58: “Do you get your healthcare needs met? Yes or No?”</td>
</tr>
<tr>
<td>Besides medical appointments, do you meet with an onsite nurse or other staff to review changes in your medications or other medication related issues?</td>
<td>Removed</td>
<td>Changes in medications may not be the key topic for this question, but instead whether healthcare needs are met from the residents’ perspective. Replaced with Q58: “Do you get your healthcare needs met? Yes or No?”</td>
</tr>
<tr>
<td>Do you have enough personal privacy when you want it?</td>
<td>Removed</td>
<td>Redundant question; privacy already discussed in Q41: “Do you have enough privacy in your room or apartment?”</td>
</tr>
<tr>
<td>If you are unhappy with something or if you want to change something about your care, do you know who to contact?</td>
<td>Removed</td>
<td>Redundant question; knowing who to contact is already discussed in Q26: “Do you know who to go to here when you have a problem?”</td>
</tr>
<tr>
<td>Overall, do you find the cost of living here reasonable?</td>
<td>Removed</td>
<td>Redundant question; cost already discussed in Q48: “Do you feel like you are getting your money’s worth here? Yes or No?”</td>
</tr>
<tr>
<td>What is your gender?</td>
<td>Removed</td>
<td>Captured through administrative data.</td>
</tr>
<tr>
<td>Wheat is your birth year?</td>
<td>Removed</td>
<td>Captured through administrative data.</td>
</tr>
</tbody>
</table>
Survey response options

Each survey question was followed by “Yes” or “No” to help the resident decide on an answer category before making a decision on the degree of agreement or disagreement. The survey was designed this way to help accommodate residents with diminished comprehension and/or decision-making capacity (e.g., residents with some degree of cognitive impairment). Once a resident chose either Yes or No, the interviewer followed with:

“Would that be yes, always, or yes sometimes?”

“Would that be no, hardly ever, or no never?”

Similarly, the instructions for the paper version of the survey encouraged residents to think of the questions in this way:

The easiest way to answer these questions is first to decide if the answer would be “Yes” or “No”. If you answer “Yes,” then decide if it is “Yes, Always” or “Yes, Sometimes”. If you answer “No,” then decide if it is “No, Hardly Ever” or “No, Never.”

As such, all of the questions in the Ohio survey instrument and the majority of the questions in the Alberta Supportive Living Resident Experience Survey (with a few exceptions) have the following response options:

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never
- Don’t know/Not applicable

Survey scoring

The typical method for scoring the survey is to transform each response to a scaled measure between 0.0-100.0, as shown in Table 22, where higher scores represent more positive experiences and lower scores represent more negative experiences. The Ohio scoring methodology involves the calculation of a summary score for each Dimension of Care using an average of the scaled-response scores within each Dimension of Care.

<table>
<thead>
<tr>
<th>Four response options</th>
<th>Converted scaled value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>100.0</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>66.67</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>33.33</td>
</tr>
<tr>
<td>No, never</td>
<td>0.0</td>
</tr>
</tbody>
</table>

Table 22: Survey scale conversion
The Ohio group also implemented an "N-2" rule in the calculation of Dimension of Care average scores (and subsequent analyses), which restricted the calculation of Dimension of Care average scores to individuals who completed a specified number of questions conditional on the number of questions within a particular Dimension of Care. As such, the calculation of a Dimension of Care was limited to respondents who provided a response to at least “N-2” questions for each Dimension of Care, where N represents the number of questions in a Dimension of Care.

For example, for the Dimension of Care: Activities, which consists of four questions, averages were calculated for respondents who answered at least two questions. An average score was not generated for those who answered only one question and left the other three blank or answered "Don’t know/not applicable."

N-2 Criterion:

\[ [4 \text{ questions in Dimension of Care: Activities}] - [2 \text{ question criterion}] = 2 \text{ questions minimum.} \]

An alternative, second example for the Dimension of Care: Choice:

N-2 Criterion:

\[ [6 \text{ questions in Dimension of Care: Choice}] - [2 \text{ question criterion}] = 4 \text{ questions minimum.} \]

Respondents who met the minimum criterion (N-2), but who answered less than the complete number of questions within a particular Dimension of Care had missing values replaced by the facility average for that question. Next, using a structural equation model, weights were determined based on how strongly each question related to the Dimension of Care (latent variable), 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. Finally, 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 an average score).

Testing significant differences and identifying opportunities for improvement

All statistical tests were tested at a significance of \( p < 0.01 \). In all instances the higher the score, the more positive the experience. Therefore, an increase in score would represent a positive result and a decrease would represent a negative result. While statistical significance may help facilities identify 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 may still be important.

1. **Comparisons between independent means and proportions (e.g., 2016 vs. 2013 results):**

   To meet the criteria of statistically significant difference, the following criteria must be met:

   a) For a comparison of means
      i. Statistically significant using a one-sample t-test.

31 N-2 rule does not apply to the Dimension of Care: Laundry, as this dimension only consists of two questions.

32 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.
ii. Statistically significant using a non-parametric test.

iii. Statistically significant using a one-sample t-test with a condensed sample of those who have a length of stay of three years or less.

b) For a comparison of proportions

i. Statistically significant using a chi² test.

ii. Statistically significant using a chi² test with a condensed sample of those who have a length of stay of three years or less.

Survey sampling design and recruitment

The survey was conducted as a census of all eligible participants. Given the small size of supportive living facilities, 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.

Facility recruitment and facility inclusion criteria

Personal care homes (SL1); group or family care homes or lodges (SL2); and special care homes (including mental health support homes and long-term care-only facilities) were excluded from participation, as were facilities with language barriers (i.e., English was not the first language of most or all residents at the facility).

To meet time and budget constraints, criteria were applied at the facility level to limit the number of in-person interviews conducted across the province. Specifically, supportive living facilities were divided into remote and non-remote facilities for the purpose of the study, defined as greater than 225 km away from a major urban centre, including: Calgary, Edmonton, Red Deer, Grande Prairie, or Lethbridge. Facilities deemed geographically remote were limited to self-administered paper surveys sent by mail to the facility. The survey team visited all other facilities where they conducted in-person interviews or delivered surveys to residents for self-administration.

All eligible facilities were contacted via email before enrolment and were asked to identify a facility-based staff member who could act as the designated site liaison for the study. The survey team made further contact (phone and/or email) with site liaisons to clarify and enlist their support with the survey rollout at their respective facility. Site liaisons were provided with specific written instructions about the following survey processes: dissemination of HQCA survey communication materials (survey information letters to staff, residents, and families as well as posters to be placed in facility common areas such as elevators, dining rooms, and message boards); verifying resident and family information; and coding residents with respect to eligibility for participation and survey type.

Survey interviewer recruitment and training

Survey interviewers were hired to accommodate the number of facilities located around each major urban centre, including Calgary, Edmonton, Red Deer, Grande Prairie, and Lethbridge. Six interviewers were based out of Edmonton, two in Red Deer, and three in Lethbridge. Five primary survey interviewers were based out of Calgary, in addition to six others who functioned as backup interviewers.

All interviewers underwent security clearance and an extensive three-day training before the survey rollout. These training sessions included information about the project, the HQCA’s role and mandate,
characteristics of the population under study, relevant Alberta legislation (such as the Protection for Persons in Care Act), and ethical principles in research with vulnerable populations. In addition, these sessions covered the survey instrument, survey methodology including how to introduce the survey and how to approach refusals, survey process and documentation, and handling of confidential data. Day three involved on-site supervised interviewing at a supportive living facility. Survey interviewers were given a tour of a facility and met with the site liaison. With supervision, survey interviewers: (1) navigated a facility and located residents, (2) approached residents for an interview, (3) conducted an interview and/or provided a self-administered paper survey, and (4) dealt with refusals. At the end of the day, the team reconvened and shared experiences to debrief.

Throughout the survey data collection period, bi-weekly check-ins from supervisors were conducted which involved the supervisor observing an interview. Any deviations from protocol were course corrected. In addition to bi-weekly in-person meetings, weekly conference calls were held amongst all survey interviewers to share experiences for shared learning and to address any concerns.

Facility visit protocol

Facility visits took place from May to August 2016 and generally ranged from two to three days depending on the size of the facility and the number of interviewers. During each initial visit, survey interviewers located the site liaison and re-validated the resident list, noting resident absences or any other changes. Survey interviewers then located each resident to conduct either an interview (i.e., in-person survey) or deliver a paper survey following survey eligibility protocol. If a resident was unable to be located, survey interviewers asked staff to help locate that resident and make at least five attempts to locate them.

A return visit was then scheduled approximately two weeks from the initial visit. The purpose of the return visit was to: (1) interview any residents who were unable to be interviewed during the first visit, and (2) collect paper surveys.

General mailing protocol and protocol for residents with enacted personal directives

Paper surveys delivered directly to the residents’ agent designated in a personal directive used the following three-stage mailing protocol 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

In addition, on-site facility staff indicated which residents had an enacted personal directive. The HQCA survey interviewers were asked not to interview these residents or provide them with a paper survey unless facility staff or the HQCA staff obtained consent from the resident’s agent, as identified by facility staff. The HQCA sent a survey package to the residents’ agent requesting that, upon consent from the agent, the survey package be delivered to the resident to complete. Approximately 1,000 surveys were sent out using this method.
Resident inclusion/exclusion criteria

Eligible respondents were identified with assistance from supportive living facility liaisons. The HQCA implemented a comprehensive method of selecting residents for participation. Overall, there were two goals in determining resident inclusion/exclusion criteria:

1. To select residents capable of participating (e.g., not limited by cognitive ability, illness or other physical disabilities that would cause a burden to the resident).
2. To select the appropriate survey type for residents eligible to take part in a survey either through a self-administered paper survey or an in-person interview.33

The full dataset contained 9,137 residents. First, the following residents were excluded:

- Residents in SL4D facilities.
- Residents in non-English speaking facilities.
- Residents with a cognitive performance scale (CPS) score of 5 or 6 (severe to very severely impaired).

Next, site liaisons were tasked with updating their facility’s resident list to exclude residents who met the following criteria:

- Residents who subsequently moved to another level of care, were discharged, or were deceased.
- From the facility administrator’s perspective, residents who had moderate to severe cognitive impairment and would be difficult to communicate with and obtain verbal consent.
- From the facility administrator’s perspective, residents who had a language barrier and would be difficult to communicate with and obtain verbal consent.
- Legally blind AND hard of hearing.
- From the facility administrator’s perspective, residents who may pose a risk to the survey interviewer.
- Residents who had been at the facility for one month or less.

In total, 4,287 residents were excluded and 4,850 residents were considered eligible for the survey (Figure 3). Among eligible residents, residents were pre-assigned to receive either a self-administered paper survey or an interview. Table 23 outlines the criteria used to pre-assign residents to a type of survey.

33 Priority was given to the self-administered paper survey to control costs.
Table 23: Survey type criteria for residents in non-remote facilities

<table>
<thead>
<tr>
<th>Paper survey criteria</th>
<th>Interview criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>- All eligible residents in small facilities (&lt;20 beds) that are outside of the city limits of Calgary, Edmonton, Red Deer, Grande Prairie or Lethbridge.</td>
<td>- Mild to moderate cognitive impairment (CPS 2-4).</td>
</tr>
<tr>
<td>- Cognitively well residents (CPS score of 0 or 1) with good vision (vision score of 0 to 2).</td>
<td>- Cognitively well residents with poor vision (CPS score of 0 or 1).</td>
</tr>
</tbody>
</table>

The HQCA surveyors then initiated the survey process with each resident. To accommodate resident preferences, the surveyors provided the option of choosing either an in-person interview or a paper survey on-site. In addition, residents who refused to participate were offered the alternate method to which they were assigned.

Remote facilities were defined as facilities greater than 225 km away from Grande Prairie, Edmonton, Red Deer, Calgary, or Lethbridge. These facilities were not visited and instead paper surveys were sent directly to the facility addressed to each eligible resident.

Response rates

To reduce the potential for “non-response bias,” it is desirable to achieve a high response rate.

Of the 9,137 residents in the supportive living database, 4,850 (53 per cent) were deemed eligible to participate (after all exclusion criteria were applied). A total of 2,870 residents returned a survey or completed an in-person interview and were considered respondents (59 per cent). The main mode of participation was through in-person interviews (N = 1,883), which constituted 66 per cent of all completed survey responses.
Figure 2: Sample definition – intended sampling frame

Note: The sampling frame intended to assign residents to modalities which include survey participation through either: (1) self-administered paper survey or (2) in-person interview using the RAI, CPS, and Vision Scale. After this initial preselection of survey type, site administrators and staff revised (when necessary) eligibility and survey type based on predefined criteria. Residents were then approached with this type of survey, and (for residents in non-remote facilities) were given the option to switch survey type as per their preference.

Node cities are: Calgary, Edmonton, Red Deer, Grande Prairie and Lethbridge.
**Figure 3: Study flow chart**

N = 9,137

Excluded: N = 4,287
(47% of 9,137)

**Reasons (n, % of 4,287):**
- SL4D or LTC (2,482, 58%)
- No longer at facility (449, 11%)
- Moderate/Severe cognitive impairment (285, 7%)
- Deceased (259, 6%)
- Cognitive impairment; via assessment (213, 5%)
- Language barrier (183, 4%)
- Length of stay <1 month (155, 4%)
- Legally blind AND hard of hearing (79, 2%)
- Invalid address or no contact info for mail-only protocol (74, 2%)
- Non-English facility (73, 2%)
- Risk to interviewer (23, <1%)
- *Other (12, <1%)

Eligible: N = 4,850
(53% of 9,137)

Non-respondents: N = 1,980
(41% of 4,850)

**Reasons (n, % of 1,980):**
- Non-respondent - paper survey (835, 42%)
- Refused (811, 41%)
- Unsuccessful interview (169, 9%)
- Resident too ill or in hospital (74, 4%)
- Could not locate resident (41, 2%)
- Deceased-notified after sending survey (24, 1%)
- **Other (26, 1%)

Respondents: N = 2,870
(59% of 4,850)

**Interview: n = 1,883 (66% of 2,870)**
**Paper Survey: n = 987 (34% of 2,870)**

Notes:
* Other includes: site liaison excluded resident from participation; no other reason provided (N = 12)
** Other includes:
  - Site liaison excluded due to medical condition such as aphasia, anxiety, etc.
  - Grieving
  - Technical error with survey hardware and/or software
  - Palliative
  - Administrative error (e.g., facility staff misclassified individual as having a personal directive)

Moderate to severe cognitive impairment as judged by site liaison defined as an inability to communicate with the resident and obtaining verbal consent unlikely.
Response rates by AHS zone

Figure 4: Survey response rates by AHS zone and province

Note: When results refer to AHS zone comparisons, these results refer to zones in which the resident resides. In other words, it is the zone in which the facility in reference is located.
APPENDIX III: SURVEY TYPE

The survey type (paper or in-person interview) affects survey results. This is particularly true for this survey work because the designation of survey type was conditional on characteristics that may have influenced the results, such as cognitive performance (CPS score).

The majority of respondents completed an in-person interview (66 per cent of respondents).

**Figure 5: Completed surveys and survey type by AHS zone and province**

<table>
<thead>
<tr>
<th>Zone</th>
<th>Self-administered paper survey</th>
<th>Interview</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta (N = 2,870)</td>
<td>34</td>
<td>66</td>
</tr>
<tr>
<td>Calgary Zone (N = 683)</td>
<td>36</td>
<td>64</td>
</tr>
<tr>
<td>Edmonton Zone (N = 1,011)</td>
<td>32</td>
<td>68</td>
</tr>
<tr>
<td>Central Zone (N = 442)</td>
<td>42</td>
<td>58</td>
</tr>
<tr>
<td>North Zone (N = 206)</td>
<td>30</td>
<td>70</td>
</tr>
<tr>
<td>South Zone (N = 528)</td>
<td>34</td>
<td>66</td>
</tr>
</tbody>
</table>

There was some variability across zones in the percentage of respondents who completed a self-administered paper survey relative to an in-person interview.
Global Overall Care Rating and Dimensions of Care versus survey type

The decision to implement a dual-modality survey delivery system was informed by a pilot study conducted in the summer/fall of 2012, which found that in general there were no significant differences in responses among Dimensions of Care relative to survey type. This supported treating both paper survey and in-person interviews as equally valid modes for completing the survey. In addition, the 2013- Supportive Living Resident Experience Survey found no systematic difference between survey types when compared to the Global Overall Care Rating and Dimensions of Care. To further confirm this, similar analyses were conducted that compared survey types with Global Overall Care Ratings and each Dimension of Care.

In summary, there were no significant differences in age and gender of respondents who completed a self-administered paper survey compared to an in-person interview. Similarly, survey results in 2016 differed minimally across survey type. Of the 11 Dimension of Care averages, survey type differences were statistically significant for five of them. However, the overall differences were minimal and not considered substantive, with differences ranging from one to four out of 100. Therefore, it was decided that the results of both survey types would be collapsed.

Table 24: Dimension-specific averages by survey type

<table>
<thead>
<tr>
<th>Measure</th>
<th>Overall</th>
<th>Interview</th>
<th>Self-administered paper survey</th>
<th>Average difference (0 to 100)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities</td>
<td>81</td>
<td>80</td>
<td>81</td>
<td>1</td>
</tr>
<tr>
<td>Choice</td>
<td>89</td>
<td>89</td>
<td>88</td>
<td>1</td>
</tr>
<tr>
<td>Care and Services</td>
<td>81</td>
<td>81</td>
<td>82</td>
<td>1</td>
</tr>
<tr>
<td>Relationship with Employees</td>
<td>81</td>
<td>92</td>
<td>90</td>
<td>2*</td>
</tr>
<tr>
<td>Employee Responsiveness</td>
<td>87</td>
<td>89</td>
<td>85</td>
<td>4*</td>
</tr>
<tr>
<td>Communications</td>
<td>86</td>
<td>87</td>
<td>86</td>
<td>1</td>
</tr>
<tr>
<td>Meals and Dining</td>
<td>78</td>
<td>78</td>
<td>76</td>
<td>2*</td>
</tr>
<tr>
<td>Laundry</td>
<td>92</td>
<td>93</td>
<td>90</td>
<td>3*</td>
</tr>
<tr>
<td>Facility Environment</td>
<td>91</td>
<td>91</td>
<td>91</td>
<td>0</td>
</tr>
<tr>
<td>Resident Environment</td>
<td>91</td>
<td>92</td>
<td>90</td>
<td>2*</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>84</td>
<td>85</td>
<td>83</td>
<td>2</td>
</tr>
<tr>
<td>Global Overall Care Rating 0-10</td>
<td>7.8</td>
<td>7.9</td>
<td>7.6</td>
<td>0.3 (out of 10)*</td>
</tr>
</tbody>
</table>

Note: Significance tests were performed using t-tests. Dimension averages range from 0-100 where lower ratings reflect more negative experiences, whereas higher ratings reflect more positive experiences. Significant differences were tested using t-tests and a non-parametric rank sum test, tested at alpha = 0.01.

* Indicates significant differences at < 0.01
APPENDIX IV: DIFFERENCES BETWEEN 2016 SURVEY AND 2013 SURVEY

1. **Survey type criteria.** The method in determining the survey modality to give to residents was changed to reflect the most current learnings of survey participation among seniors. Specifically, learnings from HQCA’s *Home Care Client Experience Survey* indicated individuals with a CPS score of 2 still had some difficulty completing a self-administered paper survey but fared better through a face-to-face interview. While a resident with a CPS score of 2 would have been previously assigned a paper survey, for this iteration of the survey these individuals were pre-assigned to an interview. However, given minimal differences in results and survey type (see Appendix III), this change in protocol is of minor concern.

2. **Survey protocol changes.** There were two survey protocol changes from 2013:
   a) **Electronic data capture.** Interviews were conducted using a laptop/tablet. This allowed project co-ordinators to quickly double-check responses, read interviewer notes for each resident, and save on costs of printing, postage, and data entry.
   b) **Personal Directive Enacted (PDE) survey.** An effort was made to survey as many residents as possible who were able to complete a survey. Therefore, a separate protocol was established to include residents with an enacted personal directive. The protocol was identical to the paper survey mail-out (see Section 3.3 and Appendix II), with the exception of the survey being initially mailed to the agent of the resident. If the agent consented to the resident’s participation, he or she was asked to deliver the survey to the resident either in person or using an enclosed prepaid envelope.

3. **Survey reporting changes.** To improve comprehension and the usability of survey reports, two projects were undertaken: (1) an evaluation of current reporting styles to evaluate what is working and what is not, and (2) a usability testing project that explored how stakeholders interpreted and used the content of the report, and evaluated new design strategies as a result of feedback. Some examples of the changes implemented include:
   a) Removal of quartiles as it was of minimal use.
   b) Removal of decimal places to simplify reporting (with exception to places where facilities are rank ordered using a single score).

4. **Changes to the survey tool.** The core questions that make up each Dimension of Care were not changed. However, some questions were added and other non-core questions were removed. For a list of these changes, see Appendix II, Table 21.

5. **Rank order criteria.** Previously, the overall rank applied to each facility by zone reflected the frequency of below-average performance relative to zone and provincial averages. A new approach was implemented for this iteration of the survey which used a facility’s overall performance amongst all Dimensions of Care relative to each AHS zone. Specifically, an average facility rank across Dimensions of Care was computed, weighted by how strongly each of those measures relates to the Global Overall Care Rating. As a result, facilities that consistently have higher ranks across Dimensions of Care as compared to other facilities in their own zone will in turn have a higher overall rank. For more details see Section 4.7. Please note that it is inappropriate to compare facility
ranks from year to year as facility participation within each zone varies across survey years. In 2013, 80 facilities were ranked, whereas in 2016, 124 facilities were ranked.
APPENDIX V: CRITERIA FOR FACILITY INCLUSION IN 2016

Criteria:

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

Of 175 supportive living facilities, 19 facilities were not surveyed for the following reasons (Table 25):

Table 25: Facilities not surveyed and reason for exclusion

<table>
<thead>
<tr>
<th>AHS Zone</th>
<th>Facility name</th>
<th>Reason for exclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calgary</td>
<td>Providence Care Centre</td>
<td>New facility; opened 2016</td>
</tr>
<tr>
<td>Calgary</td>
<td>Wing Kei Greenview</td>
<td>Non-English speaking facility</td>
</tr>
<tr>
<td>Calgary</td>
<td>Prince of Peace Harbour</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Calgary</td>
<td>Rocky Ridge Retirement Community</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Shepherd’s Care Ashbourne</td>
<td>No DSL beds at the time of data collection</td>
</tr>
<tr>
<td>Edmonton</td>
<td>St. Albert Retirement Residence</td>
<td>New facility; opened 2016</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Memory Lane</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Excel Society - Balwin Villa</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Shepherd's Care Greenfield</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Edmonton</td>
<td>CapitalCare McConnell Place North</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Edmonton</td>
<td>CapitalCare McConnell Place West</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Good Samaritan Stony Plain Care Centre</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Wedman Village Homes</td>
<td>SL4D only</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Edmonton Chinatown Care Centre</td>
<td>Non-English speaking facility</td>
</tr>
<tr>
<td>North</td>
<td>Heimstaed Lodge</td>
<td>Combination of: Non-DL, Cognitive impairment (CPS&gt;4), and invalid addresses</td>
</tr>
<tr>
<td>South</td>
<td>St. Joseph’s Home</td>
<td>No DSL beds at the time of data collection</td>
</tr>
<tr>
<td>South</td>
<td>Prairie Rose Lodge</td>
<td>Under construction during data collection, all residents transferred to other facilities</td>
</tr>
<tr>
<td>South</td>
<td>Macleod Pioneer Lodge</td>
<td>Facility under transition, all residents transferred to other facilities</td>
</tr>
<tr>
<td>South</td>
<td>St. Michael’s Health Centre</td>
<td>SL4D only</td>
</tr>
</tbody>
</table>

\[35\] Facility reporting with very few individuals runs the risk of direct or indirect disclosure.
Of the 156 surveyed facilities, 143 had at least five surveys collected (92 per cent of 156 facilities; Table 26). Of those 143 facilities:

- 99 met both the margin of error and response rate criteria labelled in green.
- 25 met EITHER the margin of error criterion OR response rate criterion labelled in yellow.
- 19 did not meet either criterion labelled in red (may still receive a facility report).

Facilities that met the margin of error criterion, response rate criterion, or both, accounted for 124 of 156 facilities, or 80 per cent of facilities (labelled in green and yellow). These facilities also accounted for 92 per cent of all respondents (2,635 of 2,870) and 88 per cent of all eligible respondents (4,257 of 4,850). Facilities with small sample sizes (i.e., small facilities) will inherently have more difficulty meeting confidentiality, response rate, and margin of error criteria. 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 could 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 depends on sample size.

Facilities that were excluded from facility-level reporting (32 facilities) in this report but had respondents may still receive a facility report.

### Table 26: Facility inclusion criteria – Included facilities

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<td>11.2</td>
<td>44.4</td>
</tr>
<tr>
<td>North</td>
<td>Grande Prairie Care Centre</td>
<td>13.6</td>
<td>47.6</td>
</tr>
<tr>
<td>North</td>
<td>MacKenzie Place Supportive Living</td>
<td>14.5</td>
<td>47.4</td>
</tr>
<tr>
<td>North</td>
<td>Manoir du Lac</td>
<td>14.5</td>
<td>47.4</td>
</tr>
<tr>
<td>North</td>
<td>Points West Living Cold Lake</td>
<td>16.2</td>
<td>37.0</td>
</tr>
<tr>
<td>North</td>
<td>Mountain View Centre</td>
<td>18.7</td>
<td>31.0</td>
</tr>
<tr>
<td>North</td>
<td>Points West Living Slave Lake</td>
<td>25.0</td>
<td>33.3</td>
</tr>
<tr>
<td>South</td>
<td>Sunrise Gardens</td>
<td>14.0</td>
<td>35.0</td>
</tr>
</tbody>
</table>

## Facilities with less than 5 respondents (excluded from facility-level analyses, but included in all other aggregate-level reporting)

<table>
<thead>
<tr>
<th>AHS zone</th>
<th>Facility name</th>
<th>Number of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central</td>
<td>Eckville Manor House</td>
<td>3</td>
</tr>
<tr>
<td>Central</td>
<td>Points West Living Century Park</td>
<td>3</td>
</tr>
<tr>
<td>Central</td>
<td>Serenity House</td>
<td>2</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Lifestyle Options - Leduc</td>
<td>4</td>
</tr>
<tr>
<td>Edmonton</td>
<td>Churchill Retirement Community</td>
<td>4</td>
</tr>
<tr>
<td>North</td>
<td>Vilna Villa</td>
<td>4</td>
</tr>
<tr>
<td>North</td>
<td>St. Paul Abilities Network (S.P.A.N.)</td>
<td>4</td>
</tr>
<tr>
<td>North</td>
<td>Whispering Pines Seniors Lodge</td>
<td>4</td>
</tr>
<tr>
<td>North</td>
<td>Jasper Alpine Summit Seniors Lodge</td>
<td>3</td>
</tr>
<tr>
<td>North</td>
<td>Vanderwell Heritage Place</td>
<td>1</td>
</tr>
<tr>
<td>South</td>
<td>Piyami Lodge</td>
<td>3</td>
</tr>
<tr>
<td>South</td>
<td>The Valleyview</td>
<td>2</td>
</tr>
<tr>
<td>South</td>
<td>Leisure Way</td>
<td>1</td>
</tr>
</tbody>
</table>
APPENDIX VI: 2016 RESPONDENT CHARACTERISTICS

Data obtained from the RAI (gender, age, education, and Cognitive Performance Scale) was independent of survey data obtained from the Ohio tool. Nearly all residents who were deemed eligible for the survey had a completed RAI. This allowed for comparisons between resident respondents and resident non-respondents (residents who were deemed eligible for the survey but did not participate in the supportive living survey) on those variables included in the RAI. The purpose of the following analyses is to explore whether respondents are representative of the population of eligible residents.

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

1. Gender
2. Age
3. RAI Cognitive Performance Scale
4. Length of stay

In summary, there were no significant differences between respondents and non-respondents with respect to age, gender, and median length of stay. As expected, non-respondents were more cognitively impaired than respondents.

Table 27: Respondent demographics

<table>
<thead>
<tr>
<th></th>
<th>Respondent</th>
<th>Non-respondent</th>
<th>Significant difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender (% Female)</td>
<td>68</td>
<td>66</td>
<td>No</td>
</tr>
<tr>
<td>CPS Score (average score)</td>
<td>1.3</td>
<td>1.7</td>
<td>Yes</td>
</tr>
<tr>
<td>Age (average age in years)</td>
<td>80 years</td>
<td>81 years</td>
<td>No</td>
</tr>
<tr>
<td>Length of stay (median)</td>
<td>18 months</td>
<td>19 months</td>
<td>No</td>
</tr>
</tbody>
</table>

Respondent characteristics and differences in Global Overall Care Ratings

The Global Overall Care Rating (a score from 0 to 10) was compared to selected respondent characteristics. Two-level categories such as gender (Male/Female) were assessed using t-tests at an alpha of 0.01 and further supported by a non-parametric rank sum test.

Table 28: Respondent characteristics and differences in Global Overall Care Ratings

<table>
<thead>
<tr>
<th></th>
<th>Comment: significant difference in Global Overall Care Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender</td>
<td>Female respondents had higher Global Overall Care Ratings than male respondents (7.8 versus 7.5, respectively, p &lt; 0.01).</td>
</tr>
<tr>
<td>CPS Score (dichotomized at 0 and 1 vs. 2,3,4)</td>
<td>Respondents with CPS of 0 and 1 had lower Global Overall Care Ratings than respondents with CPS 2,3 or 4 (7.6 versus 7.9, respectively, p &lt; 0.01).</td>
</tr>
<tr>
<td>Age (dichotomized at the median 82 years)</td>
<td>Respondents below the median age of 82 years had lower Global Overall Care Ratings than respondents over the median age (7.5 versus 8.0, respectively, p &lt; 0.01).</td>
</tr>
<tr>
<td>Length of stay (dichotomized at the median 18 months)</td>
<td>Not significant.</td>
</tr>
</tbody>
</table>
Length of stay

Length of stay is defined as the amount of time in months a resident resided in a facility shortly before survey delivery (March 2016). Admission dates (or months since admission to a facility) were captured from administrative data. The median length of stay for residents was approximately 18 months for the residents included in the sample.

The association between length of stay and Global Overall Care Rating and Dimensions of Care were subsequently explored. Overall, respondents who had resided in the facility less than 18 months did not significantly differ on Global Overall Care Ratings with residents residing in their facility for longer than 18 months. However, these residents had more positive ratings for the Dimensions of Care: Care and Services, Relationship with Employees, Meals and Dining, Facility Environment, Resident Environment, and General Satisfaction. These differences, however, were small with correlations ranging from a low of -0.008 to a high of -0.107.

Table 29: Resident length of stay

<table>
<thead>
<tr>
<th>Measure</th>
<th>Linear association</th>
<th>Below median of 18 months</th>
<th>Above median of 18 months</th>
<th>Significant difference at the median</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities</td>
<td>Not significant</td>
<td>81</td>
<td>81</td>
<td>No</td>
</tr>
<tr>
<td>Choice</td>
<td>Not significant</td>
<td>90</td>
<td>88</td>
<td>No</td>
</tr>
<tr>
<td>Care and Services</td>
<td>Not significant</td>
<td>82</td>
<td>80</td>
<td>Yes</td>
</tr>
<tr>
<td>Relationship with Employees</td>
<td>Longer the stay, lower the score</td>
<td>92</td>
<td>90</td>
<td>Yes</td>
</tr>
<tr>
<td>Employee Responsiveness</td>
<td>Not significant</td>
<td>88</td>
<td>86</td>
<td>No</td>
</tr>
<tr>
<td>Communications</td>
<td>Not significant</td>
<td>87</td>
<td>86</td>
<td>No</td>
</tr>
<tr>
<td>Meals and Dining</td>
<td>Not significant</td>
<td>78</td>
<td>76</td>
<td>Yes</td>
</tr>
<tr>
<td>Laundry</td>
<td>Not significant</td>
<td>92</td>
<td>91</td>
<td>No</td>
</tr>
<tr>
<td>Facility Environment</td>
<td>Longer the stay, lower the score</td>
<td>92</td>
<td>90</td>
<td>Yes</td>
</tr>
<tr>
<td>Resident Environment</td>
<td>Longer the stay, lower the score</td>
<td>92</td>
<td>90</td>
<td>Yes</td>
</tr>
<tr>
<td>General Satisfaction</td>
<td>Not significant</td>
<td>86</td>
<td>83</td>
<td>Yes</td>
</tr>
<tr>
<td>Global Overall Care Rating 0-10</td>
<td>Not significant</td>
<td>7.8</td>
<td>7.6</td>
<td>No</td>
</tr>
</tbody>
</table>

36 Met significance criteria when explored using linear regression and when dichotomized at the median, t-test, and a rank sum test.

37 Non-parametric Spearman’s rank coefficients were similarly low, none of which were above 0.1.
APPENDIX VII: 2016 AND 2013 PROVINCIAL AND ZONE AGGREGATED RESULTS

This appendix describes respondent-level data by AHS zone and province across survey years. 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 5.0). Therefore, Dimensions of Care average scores may differ between Appendix VII and Section 5.0.38

For this section, 2016 results are compared with 2013 to identify any change in Global Overall Care Rating, the Dimensions of Care, and Propensity to Recommend. These comparisons are conducted at the provincial and AHS zone level. Results presented in this section include all facilities and respondents within each survey year.

Facility participation within each AHS zone varies slightly across survey years. In addition, participation within each facility may also vary 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) difference 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 survey cycle. Caution must be employed in interpreting these comparisons. To mitigate this, a difference between 2016 and 2013 was deemed statistically significant if the difference was:

- Statistically significant among respondents from all participating facilities in 2016 and/or 2013; AND
- Statistically significant among respondents residing in participating facilities in both the 2016 and 2013 surveys.
- Statistically significant using parametric and non-parametric tests.
- Statistically significant if we restrict the sample to a length of stay less than three years (approximate time between survey cycles).

In general, there were no statistically significant differences in results in any of the AHS zones. There was one exception:

- In the Central Zone, the Dimension of Care score for Choice was statistically significantly lower in 2016 compared to 2013.

---

38 The denominator for Section 5.0 was facilities (N = 124 in 2016), whereas the denominator for Appendix VII was respondents (N = 2,870 in 2016).
Figure 6: Global Overall Care Rating by AHS zone

![Global Overall Care Rating](chart.png)

- **2016:**
  - Alberta: 78
  - Calgary Zone: 78
  - Edmonton Zone: 75
  - Central Zone: 78
  - North Zone: 77
  - South Zone: 81

- **2013:**
  - Alberta: 77
  - Calgary Zone: 78
  - Edmonton Zone: 76
  - Central Zone: 78
  - North Zone: 78
  - South Zone: 79

Figure 7: Propensity to Recommend by AHS zone

![Propensity to Recommend](chart.png)

- **2016:**
  - Alberta: 90
  - Calgary Zone: 92
  - Edmonton Zone: 86
  - Central Zone: 92
  - North Zone: 90
  - South Zone: 93

- **2013:**
  - Alberta: 89
  - Calgary Zone: 91
  - Edmonton Zone: 84
  - Central Zone: 92
  - North Zone: 88
  - South Zone: 94
Figure 8: Dimension of Care: Resident Environment by AHS zone

![Bar chart showing dimension of care for resident environment by AHS zone for 2016 and 2013.](chart)

<table>
<thead>
<tr>
<th>Zone</th>
<th>2016</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>91</td>
<td>91</td>
</tr>
<tr>
<td>Calgary Zone</td>
<td>92</td>
<td>92</td>
</tr>
<tr>
<td>Edmonton Zone</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Central Zone</td>
<td>92</td>
<td>93</td>
</tr>
<tr>
<td>North Zone</td>
<td>90</td>
<td>92</td>
</tr>
<tr>
<td>South Zone</td>
<td>92</td>
<td>92</td>
</tr>
</tbody>
</table>

Figure 9: Dimension of Care: Facility Environment by AHS zone

![Bar chart showing dimension of care for facility environment by AHS zone for 2016 and 2013.](chart)

<table>
<thead>
<tr>
<th>Zone</th>
<th>2016</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>91</td>
<td>91</td>
</tr>
<tr>
<td>Calgary Zone</td>
<td>93</td>
<td>92</td>
</tr>
<tr>
<td>Edmonton Zone</td>
<td>89</td>
<td>89</td>
</tr>
<tr>
<td>Central Zone</td>
<td>91</td>
<td>92</td>
</tr>
<tr>
<td>North Zone</td>
<td>91</td>
<td>89</td>
</tr>
<tr>
<td>South Zone</td>
<td>92</td>
<td>92</td>
</tr>
</tbody>
</table>
Figure 10: Dimension of Care: Communication by AHS zone

<table>
<thead>
<tr>
<th>Zone</th>
<th>2016</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>86</td>
<td>86</td>
</tr>
<tr>
<td>Calgary Zone</td>
<td>88</td>
<td>88</td>
</tr>
<tr>
<td>Edmonton Zone</td>
<td>85</td>
<td>85</td>
</tr>
<tr>
<td>Central Zone</td>
<td>86</td>
<td>84</td>
</tr>
<tr>
<td>North Zone</td>
<td>86</td>
<td>84</td>
</tr>
<tr>
<td>South Zone</td>
<td>88</td>
<td>89</td>
</tr>
</tbody>
</table>

Figure 11: Dimension of Care: Meals and Dining by AHS zone

<table>
<thead>
<tr>
<th>Zone</th>
<th>2016</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>78</td>
<td>79</td>
</tr>
<tr>
<td>Calgary Zone</td>
<td>77</td>
<td>80</td>
</tr>
<tr>
<td>Edmonton Zone</td>
<td>76</td>
<td>76</td>
</tr>
<tr>
<td>Central Zone</td>
<td>78</td>
<td>82</td>
</tr>
<tr>
<td>North Zone</td>
<td>79</td>
<td>81</td>
</tr>
<tr>
<td>South Zone</td>
<td>80</td>
<td>80</td>
</tr>
</tbody>
</table>
Figure 12: Dimension of Care: Employee Responsiveness by AHS zone

<table>
<thead>
<tr>
<th>Zone</th>
<th>2016</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>87</td>
<td>87</td>
</tr>
<tr>
<td>Calgary Zone</td>
<td>88</td>
<td>88</td>
</tr>
<tr>
<td>Edmonton Zone</td>
<td>87</td>
<td>85</td>
</tr>
<tr>
<td>Central Zone</td>
<td>88</td>
<td>88</td>
</tr>
<tr>
<td>North Zone</td>
<td>87</td>
<td>85</td>
</tr>
<tr>
<td>South Zone</td>
<td>87</td>
<td>89</td>
</tr>
</tbody>
</table>

Figure 13: Dimension of Care: Activities by AHS zone

<table>
<thead>
<tr>
<th>Zone</th>
<th>2016</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>81</td>
<td>80</td>
</tr>
<tr>
<td>Calgary Zone</td>
<td>83</td>
<td>79</td>
</tr>
<tr>
<td>Edmonton Zone</td>
<td>80</td>
<td>79</td>
</tr>
<tr>
<td>Central Zone</td>
<td>77</td>
<td>76</td>
</tr>
<tr>
<td>North Zone</td>
<td>77</td>
<td>76</td>
</tr>
<tr>
<td>South Zone</td>
<td>82</td>
<td>80</td>
</tr>
</tbody>
</table>
Figure 14: Dimension of Care: Care and Services by AHS zone

<table>
<thead>
<tr>
<th>Year</th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>81</td>
<td>84</td>
<td>79</td>
<td>82</td>
<td>81</td>
<td>82</td>
</tr>
<tr>
<td>2013</td>
<td>81</td>
<td>83</td>
<td>77</td>
<td>84</td>
<td>81</td>
<td>84</td>
</tr>
</tbody>
</table>

Figure 15: Dimension of Care: Relationship with Employees by AHS zone

<table>
<thead>
<tr>
<th>Year</th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>91</td>
<td>92</td>
<td>91</td>
<td>91</td>
<td>91</td>
<td>91</td>
</tr>
<tr>
<td>2013</td>
<td>91</td>
<td>93</td>
<td>89</td>
<td>92</td>
<td>90</td>
<td>92</td>
</tr>
</tbody>
</table>
Figure 16: Dimension of Care: Choice by AHS zone

![Graph showing Dimension of Care: Choice by AHS zone.](image)

<table>
<thead>
<tr>
<th>Zone</th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>89</td>
<td>90</td>
<td>89</td>
<td>88</td>
<td>87</td>
<td>89</td>
</tr>
<tr>
<td>2013</td>
<td>91</td>
<td>91</td>
<td>90</td>
<td>91</td>
<td>90</td>
<td>91</td>
</tr>
</tbody>
</table>

Figure 17: Dimension of Care: General Satisfaction by AHS zone

![Graph showing Dimension of Care: General Satisfaction by AHS zone.](image)

<table>
<thead>
<tr>
<th>Zone</th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>84</td>
<td>88</td>
<td>81</td>
<td>84</td>
<td>83</td>
<td>87</td>
</tr>
<tr>
<td>2013</td>
<td>84</td>
<td>86</td>
<td>81</td>
<td>86</td>
<td>83</td>
<td>88</td>
</tr>
</tbody>
</table>
Figure 18: Dimension of Care: Laundry by AHS zone

<table>
<thead>
<tr>
<th>Zone</th>
<th>2016</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta</td>
<td>92</td>
<td>92</td>
</tr>
<tr>
<td>Calgary Zone</td>
<td>91</td>
<td>92</td>
</tr>
<tr>
<td>Edmonton Zone</td>
<td>92</td>
<td>91</td>
</tr>
<tr>
<td>Central Zone</td>
<td>91</td>
<td>92</td>
</tr>
<tr>
<td>North Zone</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>South Zone</td>
<td>91</td>
<td>91</td>
</tr>
</tbody>
</table>
This section provides a detailed analysis of responses to survey questions that make up the Dimensions of Care.

Notes: Percentages may not always add to 100 per cent due to rounding. Responses “Don’t Know” and “Not applicable” were coded as missing.

Table 30: Dimension of Care: Activities: Question-level results by AHS zone

<table>
<thead>
<tr>
<th>Q1: Do you have enough to do here? Yes or No?</th>
<th>Alberta (N = 2,618)</th>
<th>Calgary Zone (N = 643)</th>
<th>Edmonton Zone (N = 907)</th>
<th>Central Zone (N = 392)</th>
<th>North Zone (N = 186)</th>
<th>South Zone (N = 490)</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Yes, always</td>
<td>49</td>
<td>54</td>
<td>50</td>
<td>43</td>
<td>42</td>
<td>48</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>36</td>
<td>33</td>
<td>36</td>
<td>39</td>
<td>35</td>
<td>39</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>11</td>
<td>9</td>
<td>9</td>
<td>14</td>
<td>17</td>
<td>9</td>
</tr>
<tr>
<td>No never</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2: Do you get enough information about the activities offered here? Yes or No?</th>
<th>Alberta (N = 2,688)</th>
<th>Calgary Zone (N = 653)</th>
<th>Edmonton Zone (N = 948)</th>
<th>Central Zone (N = 405)</th>
<th>North Zone (N = 188)</th>
<th>South Zone (N = 494)</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Yes, always</td>
<td>64</td>
<td>66</td>
<td>63</td>
<td>56</td>
<td>62</td>
<td>68</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>27</td>
<td>25</td>
<td>27</td>
<td>32</td>
<td>27</td>
<td>25</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>7</td>
<td>7</td>
<td>8</td>
<td>7</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>No never</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q3: Are you satisfied with the activities offered here? Yes or No?</th>
<th>Alberta (N = 2,558)</th>
<th>Calgary Zone (N = 624)</th>
<th>Edmonton Zone (N = 891)</th>
<th>Central Zone (N = 391)</th>
<th>North Zone (N = 184)</th>
<th>South Zone (N = 468)</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td>Yes, always</td>
<td>52</td>
<td>56</td>
<td>53</td>
<td>43</td>
<td>48</td>
<td>53</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>37</td>
<td>34</td>
<td>35</td>
<td>47</td>
<td>39</td>
<td>37</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>9</td>
<td>8</td>
<td>10</td>
<td>8</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>No never</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>
### Q4: Can you choose what activities you do here? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,575)</th>
<th>Calgary Zone (N = 617)</th>
<th>Edmonton Zone (N = 910)</th>
<th>Central Zone (N = 390)</th>
<th>North Zone (N = 178)</th>
<th>South Zone (N = 480)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>69</td>
<td>79</td>
<td>66</td>
<td>59</td>
<td>60</td>
<td>74</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>21</td>
<td>15</td>
<td>23</td>
<td>27</td>
<td>23</td>
<td>18</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>7</td>
<td>4</td>
<td>7</td>
<td>9</td>
<td>11</td>
<td>6</td>
</tr>
<tr>
<td>No never</td>
<td>4</td>
<td>2</td>
<td>5</td>
<td>5</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

**Table 31:** Dimension of Care: Choice: Question-level results by AHS zone

### Q5: Can you go to bed when you like? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,820)</th>
<th>Calgary Zone (N = 671)</th>
<th>Edmonton Zone (N = 996)</th>
<th>Central Zone (N = 437)</th>
<th>North Zone (N = 199)</th>
<th>South Zone (N = 517)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>82</td>
<td>83</td>
<td>82</td>
<td>78</td>
<td>78</td>
<td>82</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>13</td>
<td>13</td>
<td>12</td>
<td>16</td>
<td>16</td>
<td>13</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>No never</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>≤1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

### Q6: Do the employees leave you alone if you don’t want to do anything? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,742)</th>
<th>Calgary Zone (N = 663)</th>
<th>Edmonton Zone (N = 957)</th>
<th>Central Zone (N = 416)</th>
<th>North Zone (N = 198)</th>
<th>South Zone (N = 508)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>77</td>
<td>80</td>
<td>78</td>
<td>75</td>
<td>75</td>
<td>76</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>20</td>
<td>17</td>
<td>19</td>
<td>22</td>
<td>19</td>
<td>22</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>2</td>
<td>2</td>
<td>≤1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>
### Q7: Do the people who work here encourage you to do the things you are able to do yourself? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(N = 2,609)</td>
<td>(N = 625)</td>
<td>(N = 911)</td>
<td>(N = 414)</td>
<td>(N = 190)</td>
<td>(N = 469)</td>
</tr>
<tr>
<td>Yes, always</td>
<td>64%</td>
<td>67%</td>
<td>64%</td>
<td>60%</td>
<td>63%</td>
<td>65%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>27%</td>
<td>25%</td>
<td>27%</td>
<td>30%</td>
<td>28%</td>
<td>28%</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>6%</td>
<td>5%</td>
</tr>
<tr>
<td>No never</td>
<td>3%</td>
<td>3%</td>
<td>4%</td>
<td>5%</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Q8: Are you free to come and go as you are able? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(N = 2,751)</td>
<td>(N = 653)</td>
<td>(N = 986)</td>
<td>(N = 414)</td>
<td>(N = 200)</td>
<td>(N = 498)</td>
</tr>
<tr>
<td>Yes, always</td>
<td>85%</td>
<td>86%</td>
<td>85%</td>
<td>80%</td>
<td>80%</td>
<td>89%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>11%</td>
<td>10%</td>
<td>10%</td>
<td>16%</td>
<td>14%</td>
<td>10%</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
<td>≤1%</td>
</tr>
<tr>
<td>No never</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
<td>4%</td>
<td>≤1%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Q9: Are the rules here reasonable? Yes or no?

<table>
<thead>
<tr>
<th></th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(N = 2,663)</td>
<td>(N = 628)</td>
<td>(N = 943)</td>
<td>(N = 411)</td>
<td>(N = 190)</td>
<td>(N = 491)</td>
</tr>
<tr>
<td>Yes, always</td>
<td>74%</td>
<td>79%</td>
<td>72%</td>
<td>70%</td>
<td>72%</td>
<td>73%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>23%</td>
<td>18%</td>
<td>24%</td>
<td>27%</td>
<td>19%</td>
<td>24%</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>2%</td>
<td>2%</td>
<td>3%</td>
<td>≤1%</td>
<td>6%</td>
<td>2%</td>
</tr>
<tr>
<td>No never</td>
<td>1%</td>
<td>≤1%</td>
<td>1%</td>
<td>2%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Q10: Can you choose what clothes to wear? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(N = 2,801)</td>
<td>(N = 674)</td>
<td>(N = 995)</td>
<td>(N = 421)</td>
<td>(N = 201)</td>
<td>(N = 510)</td>
</tr>
<tr>
<td>Yes, always</td>
<td>90%</td>
<td>92%</td>
<td>90%</td>
<td>86%</td>
<td>89%</td>
<td>89%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>8%</td>
<td>7%</td>
<td>8%</td>
<td>10%</td>
<td>9%</td>
<td>8%</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>≤1%</td>
<td>≤1%</td>
<td>≤1%</td>
<td>2</td>
<td>≤1%</td>
<td>≤1%</td>
</tr>
<tr>
<td>No never</td>
<td>≤1%</td>
<td>1%</td>
<td>≤1%</td>
<td>2</td>
<td>≤1%</td>
<td>1%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Table 32: Dimension of Care: Care and Services: Question-level results by AHS zone

Q11: Can you get snacks and drinks whenever you want them? Yes or No?

<table>
<thead>
<tr>
<th>Question</th>
<th>Alberta (N = 2,412)</th>
<th>Calgary Zone (N = 584)</th>
<th>Edmonton Zone (N = 849)</th>
<th>Central Zone (N = 382)</th>
<th>North Zone (N = 181)</th>
<th>South Zone (N = 416)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes, always</strong></td>
<td>% 59</td>
<td>% 66</td>
<td>% 49</td>
<td>% 62</td>
<td>% 64</td>
<td>% 64</td>
</tr>
<tr>
<td><strong>Yes, sometimes</strong></td>
<td>26</td>
<td>24</td>
<td>28</td>
<td>26</td>
<td>23</td>
<td>28</td>
</tr>
<tr>
<td><strong>No, hardly ever</strong></td>
<td>10</td>
<td>7</td>
<td>15</td>
<td>8</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td><strong>No never</strong></td>
<td>6</td>
<td>3</td>
<td>9</td>
<td>4</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Q12: Do you get your medications on time? Yes or No?

<table>
<thead>
<tr>
<th>Question</th>
<th>Alberta (N = 2,658)</th>
<th>Calgary Zone (N = 633)</th>
<th>Edmonton Zone (N = 958)</th>
<th>Central Zone (N = 398)</th>
<th>North Zone (N = 194)</th>
<th>South Zone (N = 475)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes, always</strong></td>
<td>% 78</td>
<td>% 79</td>
<td>% 83</td>
<td>% 75</td>
<td>% 76</td>
<td>% 72</td>
</tr>
<tr>
<td><strong>Yes, sometimes</strong></td>
<td>20</td>
<td>20</td>
<td>15</td>
<td>22</td>
<td>22</td>
<td>25</td>
</tr>
<tr>
<td><strong>No, hardly ever</strong></td>
<td>2</td>
<td>≤1</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td><strong>No never</strong></td>
<td>≤1</td>
<td>0</td>
<td>≤1</td>
<td>≤1</td>
<td>0</td>
<td>≤1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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</tbody>
</table>

Q13: Do employees explain your care and services to you? Yes or No?

<table>
<thead>
<tr>
<th>Question</th>
<th>Alberta (N = 2,524)</th>
<th>Calgary Zone (N = 603)</th>
<th>Edmonton Zone (N = 896)</th>
<th>Central Zone (N = 386)</th>
<th>North Zone (N = 182)</th>
<th>South Zone (N = 457)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes, always</strong></td>
<td>% 52</td>
<td>% 55</td>
<td>% 49</td>
<td>% 55</td>
<td>% 49</td>
<td>% 51</td>
</tr>
<tr>
<td><strong>Yes, sometimes</strong></td>
<td>32</td>
<td>31</td>
<td>33</td>
<td>30</td>
<td>32</td>
<td>33</td>
</tr>
<tr>
<td><strong>No, hardly ever</strong></td>
<td>9</td>
<td>8</td>
<td>11</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
<tr>
<td><strong>No never</strong></td>
<td>7</td>
<td>5</td>
<td>7</td>
<td>6</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Q14: Do the employees who take care of you know what you like and you don’t like? Yes or No?

<table>
<thead>
<tr>
<th>Question</th>
<th>Alberta (N = 2,571)</th>
<th>Calgary Zone (N = 600)</th>
<th>Edmonton Zone (N = 900)</th>
<th>Central Zone (N = 405)</th>
<th>North Zone (N = 187)</th>
<th>South Zone (N = 479)</th>
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</thead>
<tbody>
<tr>
<td><strong>Yes, always</strong></td>
<td>% 53</td>
<td>% 55</td>
<td>% 49</td>
<td>% 53</td>
<td>% 53</td>
<td>% 55</td>
</tr>
<tr>
<td><strong>Yes, sometimes</strong></td>
<td>40</td>
<td>39</td>
<td>41</td>
<td>39</td>
<td>37</td>
<td>40</td>
</tr>
<tr>
<td><strong>No, hardly ever</strong></td>
<td>5</td>
<td>4</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td><strong>No never</strong></td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>
Table 33: Dimension of Care: Relationship with Employees: Question-level results by AHS zone

Q15: Are the employees courteous to you? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,799)</th>
<th>Calgary Zone (N = 667)</th>
<th>Edmonton Zone (N = 983)</th>
<th>Central Zone (N = 428)</th>
<th>North Zone (N = 205)</th>
<th>South Zone (N = 516)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>79</td>
<td>81</td>
<td>77</td>
<td>79</td>
<td>83</td>
<td>77</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>20</td>
<td>18</td>
<td>22</td>
<td>19</td>
<td>16</td>
<td>22</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Q16: Can you depend on the employees? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,709)</th>
<th>Calgary Zone (N = 649)</th>
<th>Edmonton Zone (N = 941)</th>
<th>Central Zone (N = 419)</th>
<th>North Zone (N = 197)</th>
<th>South Zone (N = 503)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>66</td>
<td>65</td>
<td>68</td>
<td>67</td>
<td>64</td>
<td>63</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>30</td>
<td>30</td>
<td>27</td>
<td>29</td>
<td>31</td>
<td>33</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>No never</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>≤1</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Q17: Are the people who work here friendly? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,809)</th>
<th>Calgary Zone (N = 669)</th>
<th>Edmonton Zone (N = 988)</th>
<th>Central Zone (N = 431)</th>
<th>North Zone (N = 205)</th>
<th>South Zone (N = 516)</th>
</tr>
</thead>
<tbody>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>78</td>
<td>81</td>
<td>77</td>
<td>79</td>
<td>78</td>
<td>77</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>21</td>
<td>18</td>
<td>22</td>
<td>20</td>
<td>22</td>
<td>22</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>0</td>
<td>≤1</td>
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<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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</tr>
</tbody>
</table>

Q18: Do the employees treat you with respect? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,790)</th>
<th>Calgary Zone (N = 666)</th>
<th>Edmonton Zone (N = 976)</th>
<th>Central Zone (N = 431)</th>
<th>North Zone (N = 204)</th>
<th>South Zone (N = 513)</th>
</tr>
</thead>
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<tr>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>81</td>
<td>86</td>
<td>77</td>
<td>81</td>
<td>79</td>
<td>82</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>17</td>
<td>13</td>
<td>21</td>
<td>16</td>
<td>18</td>
<td>17</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>≤1</td>
<td>≤1</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>1</td>
<td>≤1</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>
### Table 34: Dimension of Care: Employee Responsiveness: Question-level results by AHS zone

#### Q19: During the week, are the employees available to help you if you need it? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(N = 2,672)</td>
<td>(N = 628)</td>
<td>(N = 948)</td>
<td>(N = 414)</td>
<td>(N = 192)</td>
<td>(N = 490)</td>
</tr>
<tr>
<td>Yes, always</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>72</td>
<td>75</td>
<td>74</td>
<td>72</td>
<td>70</td>
<td>67</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>≤1</td>
<td>1</td>
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<td>1</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

#### Q20: During the weekend, are the employees available to help you if you need it? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(N = 2,566)</td>
<td>(N = 606)</td>
<td>(N = 903)</td>
<td>(N = 398)</td>
<td>(N = 186)</td>
<td>(N = 473)</td>
</tr>
<tr>
<td>Yes, always</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>61</td>
<td>61</td>
<td>62</td>
<td>61</td>
<td>60</td>
<td>57</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>No never</td>
<td>1</td>
<td>≤1</td>
<td>2</td>
<td>≤1</td>
<td>2</td>
<td>≤1</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

#### Q21: During the evening and night, are the employees available to help you if you need it? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(N = 2,504)</td>
<td>(N = 594)</td>
<td>(N = 882)</td>
<td>(N = 387)</td>
<td>(N = 184)</td>
<td>(N = 457)</td>
</tr>
<tr>
<td>Yes, always</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>73</td>
<td>73</td>
<td>73</td>
<td>74</td>
<td>74</td>
<td>71</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>≤1</td>
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<td>0</td>
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<td>Total</td>
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<td>100</td>
<td>100</td>
<td>100</td>
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</tbody>
</table>

#### Q22: Do you feel confident that employees know how to do their jobs? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta</th>
<th>Calgary Zone</th>
<th>Edmonton Zone</th>
<th>Central Zone</th>
<th>North Zone</th>
<th>South Zone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(N = 2,712)</td>
<td>(N = 656)</td>
<td>(N = 934)</td>
<td>(N = 423)</td>
<td>(N = 197)</td>
<td>(N = 502)</td>
</tr>
<tr>
<td>Yes, always</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>62</td>
<td>63</td>
<td>58</td>
<td>61</td>
<td>69</td>
<td>63</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>34</td>
<td>33</td>
<td>36</td>
<td>34</td>
<td>25</td>
<td>33</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>≤1</td>
<td>1</td>
<td>≤1</td>
<td>3</td>
<td>≤1</td>
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<td>100</td>
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</table>
Table 35: Dimension of Care: Communication: Question-level results by AHS zone

Q23: Are the people in charge available to talk with you? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,495)</th>
<th>Calgary Zone (N = 577)</th>
<th>Edmonton Zone (N = 894)</th>
<th>Central Zone (N = 387)</th>
<th>North Zone (N = 189)</th>
<th>South Zone (N = 448)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>62</td>
<td>67</td>
<td>56</td>
<td>63</td>
<td>60</td>
<td>68</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>30</td>
<td>25</td>
<td>35</td>
<td>30</td>
<td>34</td>
<td>25</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>No never</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
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<tr>
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<td>100</td>
<td>100</td>
<td>100</td>
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</tbody>
</table>

Q24: Do the people in charge treat you with respect? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,648)</th>
<th>Calgary Zone (N = 615)</th>
<th>Edmonton Zone (N = 939)</th>
<th>Central Zone (N = 409)</th>
<th>North Zone (N = 196)</th>
<th>South Zone (N = 489)</th>
</tr>
</thead>
<tbody>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>84</td>
<td>88</td>
<td>80</td>
<td>83</td>
<td>82</td>
<td>86</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>15</td>
<td>11</td>
<td>18</td>
<td>15</td>
<td>14</td>
<td>12</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
<td>2</td>
<td>≤1</td>
</tr>
<tr>
<td>Total</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Q25: Would you feel comfortable speaking to the people in charge about a problem? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,604)</th>
<th>Calgary Zone (N = 618)</th>
<th>Edmonton Zone (N = 912)</th>
<th>Central Zone (N = 392)</th>
<th>North Zone (N = 197)</th>
<th>South Zone (N = 485)</th>
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</thead>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>70</td>
<td>77</td>
<td>65</td>
<td>69</td>
<td>70</td>
<td>73</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>22</td>
<td>18</td>
<td>26</td>
<td>23</td>
<td>22</td>
<td>19</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>No never</td>
<td>3</td>
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<td>4</td>
<td>3</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

Q26: Do you know who to go to here when you have a problem? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,590)</th>
<th>Calgary Zone (N = 604)</th>
<th>Edmonton Zone (N = 918)</th>
<th>Central Zone (N = 387)</th>
<th>North Zone (N = 194)</th>
<th>South Zone (N = 487)</th>
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</thead>
<tbody>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>66</td>
<td>64</td>
<td>67</td>
<td>63</td>
<td>62</td>
<td>68</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>22</td>
<td>20</td>
<td>22</td>
<td>25</td>
<td>24</td>
<td>21</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>7</td>
<td>8</td>
<td>7</td>
<td>7</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>No never</td>
<td>5</td>
<td>7</td>
<td>4</td>
<td>6</td>
<td>6</td>
<td>4</td>
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<td>Total</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>
### Q27: Do your problems get taken care of here? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,411)</th>
<th>Calgary Zone (N = 551)</th>
<th>Edmonton Zone (N = 872)</th>
<th>Central Zone (N = 377)</th>
<th>North Zone (N = 176)</th>
<th>South Zone (N = 435)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, always</td>
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<td>64</td>
<td>51</td>
<td>60</td>
<td>62</td>
<td>66</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>33</td>
<td>31</td>
<td>38</td>
<td>32</td>
<td>27</td>
<td>28</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>6</td>
<td>4</td>
<td>9</td>
<td>5</td>
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<td>5</td>
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<tr>
<td>No never</td>
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<td>1</td>
<td>3</td>
<td>3</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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</tr>
</tbody>
</table>

**Table 36: Dimension of Care: Meals and Dining: Question-level results by AHS zone**

### Q28: Do you get enough to eat? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,794)</th>
<th>Calgary Zone (N = 667)</th>
<th>Edmonton Zone (N = 980)</th>
<th>Central Zone (N = 428)</th>
<th>North Zone (N = 205)</th>
<th>South Zone (N = 514)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>81</td>
<td>80</td>
<td>79</td>
<td>80</td>
<td>81</td>
<td>85</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>16</td>
<td>15</td>
<td>17</td>
<td>16</td>
<td>16</td>
<td>13</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>≤1</td>
<td>1</td>
<td>≤1</td>
<td>≤1</td>
<td>≤1</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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<td>100</td>
</tr>
</tbody>
</table>

### Q29: Is the food here tasty? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,761)</th>
<th>Calgary Zone (N = 661)</th>
<th>Edmonton Zone (N = 977)</th>
<th>Central Zone (N = 424)</th>
<th>North Zone (N = 199)</th>
<th>South Zone (N = 500)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>38</td>
<td>34</td>
<td>36</td>
<td>37</td>
<td>47</td>
<td>42</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>46</td>
<td>48</td>
<td>46</td>
<td>47</td>
<td>40</td>
<td>46</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>12</td>
<td>14</td>
<td>14</td>
<td>12</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>No never</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>
Q30: Can you get the foods you like? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,581)</th>
<th>Calgary Zone (N = 621)</th>
<th>Edmonton Zone (N = 918)</th>
<th>Central Zone (N = 376)</th>
<th>North Zone (N = 187)</th>
<th>South Zone (N = 479)</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Yes, always</td>
<td>32</td>
<td>32</td>
<td>28</td>
<td>34</td>
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<tr>
<td>Yes, sometimes</td>
<td>47</td>
<td>47</td>
<td>48</td>
<td>45</td>
<td>41</td>
<td>47</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>15</td>
<td>17</td>
<td>15</td>
<td>13</td>
<td>17</td>
<td>13</td>
</tr>
<tr>
<td>No never</td>
<td>7</td>
<td>4</td>
<td>9</td>
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</tr>
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</tbody>
</table>

Q31: Is your food served at the right temperature? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,735)</th>
<th>Calgary Zone (N = 650)</th>
<th>Edmonton Zone (N = 971)</th>
<th>Central Zone (N = 420)</th>
<th>North Zone (N = 197)</th>
<th>South Zone (N = 497)</th>
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</tr>
<tr>
<td>Yes, always</td>
<td>48</td>
<td>43</td>
<td>49</td>
<td>48</td>
<td>53</td>
<td>48</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>38</td>
<td>38</td>
<td>37</td>
<td>39</td>
<td>37</td>
<td>40</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>11</td>
<td>15</td>
<td>10</td>
<td>10</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>No never</td>
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</table>

Q32: Do you like the way that your meals are served here? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,702)</th>
<th>Calgary Zone (N = 647)</th>
<th>Edmonton Zone (N = 954)</th>
<th>Central Zone (N = 412)</th>
<th>North Zone (N = 194)</th>
<th>South Zone (N = 495)</th>
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<td>%</td>
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<tr>
<td>Yes, always</td>
<td>60</td>
<td>61</td>
<td>56</td>
<td>60</td>
<td>66</td>
<td>63</td>
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<tr>
<td>Yes, sometimes</td>
<td>31</td>
<td>30</td>
<td>34</td>
<td>31</td>
<td>25</td>
<td>28</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>6</td>
<td>6</td>
<td>6</td>
<td>7</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>No never</td>
<td>3</td>
<td>3</td>
<td>4</td>
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</table>
Table 37: Dimension of Care: Laundry: Question-level results by AHS zone

Q34: Do you get your clothing back from the laundry? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 1,664)</th>
<th>Calgary Zone (N = 331)</th>
<th>Edmonton Zone (N = 598)</th>
<th>Central Zone (N = 253)</th>
<th>North Zone (N = 151)</th>
<th>South Zone (N = 331)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>78%</td>
<td>79%</td>
<td>79%</td>
<td>77%</td>
<td>77%</td>
<td>76%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>20%</td>
<td>18%</td>
<td>19%</td>
<td>20%</td>
<td>21%</td>
<td>23%</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>1%</td>
<td>1%</td>
<td>≤1%</td>
<td>3%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>No never</td>
<td>≤1%</td>
<td>2%</td>
<td>≤1%</td>
<td>≤1%</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
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<td>100%</td>
<td>100%</td>
<td>100%</td>
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Q35: Does your clothing come back from the laundry in good condition? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 1,643)</th>
<th>Calgary Zone (N = 329)</th>
<th>Edmonton Zone (N = 586)</th>
<th>Central Zone (N = 248)</th>
<th>North Zone (N = 149)</th>
<th>South Zone (N = 331)</th>
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</thead>
<tbody>
<tr>
<td>Yes, always</td>
<td>78%</td>
<td>78%</td>
<td>80%</td>
<td>75%</td>
<td>80%</td>
<td>77%</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>19%</td>
<td>19%</td>
<td>17%</td>
<td>23%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
<td>2%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>No never</td>
<td>≤1%</td>
<td>≤1%</td>
<td>≤1%</td>
<td>≤1%</td>
<td>0%</td>
<td>2%</td>
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<td>Total</td>
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</table>
Table 38: Dimension of Care: Facility Environment: Question-level results by AHS zone

Q36: Do you like the location of this place? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,597)</th>
<th>Calgary Zone (N = 622)</th>
<th>Edmonton Zone (N = 925)</th>
<th>Central Zone (N = 391)</th>
<th>North Zone (N = 194)</th>
<th>South Zone (N = 465)</th>
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<td>%</td>
<td>%</td>
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</tr>
<tr>
<td>Yes, always</td>
<td>75</td>
<td>75</td>
<td>71</td>
<td>76</td>
<td>78</td>
<td>79</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>18</td>
<td>18</td>
<td>21</td>
<td>18</td>
<td>15</td>
<td>16</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>No never</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>≤ 1</td>
<td>≤ 1</td>
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<td>100</td>
<td>100</td>
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</table>

Q37: Are the outside walkways and grounds well taken care of? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,517)</th>
<th>Calgary Zone (N = 594)</th>
<th>Edmonton Zone (N = 882)</th>
<th>Central Zone (N = 385)</th>
<th>North Zone (N = 186)</th>
<th>South Zone (N = 470)</th>
</tr>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>81</td>
<td>89</td>
<td>76</td>
<td>81</td>
<td>78</td>
<td>82</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>16</td>
<td>9</td>
<td>20</td>
<td>16</td>
<td>19</td>
<td>16</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>No never</td>
<td>≤ 1</td>
<td>≤ 1</td>
<td>≤ 1</td>
<td>2</td>
<td>≤ 1</td>
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<td>100</td>
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</table>

Q38: Does this place look attractive to you? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,641)</th>
<th>Calgary Zone (N = 634)</th>
<th>Edmonton Zone (N = 931)</th>
<th>Central Zone (N = 399)</th>
<th>North Zone (N = 195)</th>
<th>South Zone (N = 482)</th>
</tr>
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<tbody>
<tr>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>77</td>
<td>88</td>
<td>70</td>
<td>78</td>
<td>78</td>
<td>76</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>19</td>
<td>11</td>
<td>24</td>
<td>16</td>
<td>16</td>
<td>20</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>No never</td>
<td>2</td>
<td>≤ 1</td>
<td>2</td>
<td>2</td>
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<td>1</td>
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<tr>
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<td>100</td>
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</table>

Q39: Is this place clean enough? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,782)</th>
<th>Calgary Zone (N = 669)</th>
<th>Edmonton Zone (N = 970)</th>
<th>Central Zone (N = 430)</th>
<th>North Zone (N = 205)</th>
<th>South Zone (N = 508)</th>
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</thead>
<tbody>
<tr>
<td></td>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>81</td>
<td>86</td>
<td>78</td>
<td>79</td>
<td>83</td>
<td>82</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>16</td>
<td>12</td>
<td>18</td>
<td>17</td>
<td>13</td>
<td>16</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>No never</td>
<td>≤ 1</td>
<td>≤ 1</td>
<td>1</td>
<td>≤ 1</td>
<td>≤ 1</td>
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<td>Total</td>
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Q40: Is this place quiet when it should be? Yes or No?

<table>
<thead>
<tr>
<th>Zone</th>
<th>Alberta (N = 2,770)</th>
<th>Calgary Zone (N = 661)</th>
<th>Edmonton Zone (N = 970)</th>
<th>Central Zone (N = 427)</th>
<th>North Zone (N = 204)</th>
<th>South Zone (N = 508)</th>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>79</td>
<td>83</td>
<td>76</td>
<td>78</td>
<td>78</td>
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<tr>
<td>Yes, hardly ever</td>
<td>18</td>
<td>14</td>
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<td>18</td>
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<tr>
<td>No never</td>
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Table 39: Dimension of Care: Resident Environment: Question-level results by AHS zone

Q41: Do you have enough privacy in your room or apartment? Yes or No?

<table>
<thead>
<tr>
<th>Zone</th>
<th>Alberta (N = 2,785)</th>
<th>Calgary Zone (N = 665)</th>
<th>Edmonton Zone (N = 973)</th>
<th>Central Zone (N = 426)</th>
<th>North Zone (N = 206)</th>
<th>South Zone (N = 515)</th>
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<tr>
<td>Yes, always</td>
<td>84</td>
<td>83</td>
<td>83</td>
<td>85</td>
<td>82</td>
<td>85</td>
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<tr>
<td>Yes, sometimes</td>
<td>13</td>
<td>13</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>11</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>≤1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>No never</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>≤1</td>
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<td>1</td>
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Q42: Are you satisfied with your room or apartment? Yes or No?

<table>
<thead>
<tr>
<th>Zone</th>
<th>Alberta (N = 2,780)</th>
<th>Calgary Zone (N = 668)</th>
<th>Edmonton Zone (N = 974)</th>
<th>Central Zone (N = 425)</th>
<th>North Zone (N = 204)</th>
<th>South Zone (N = 509)</th>
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<td>%</td>
<td>%</td>
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<tr>
<td>Yes, always</td>
<td>79</td>
<td>83</td>
<td>77</td>
<td>80</td>
<td>76</td>
<td>80</td>
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<tr>
<td>Yes, sometimes</td>
<td>17</td>
<td>15</td>
<td>18</td>
<td>17</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>No never</td>
<td>1</td>
<td>≤1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>≤1</td>
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<td>100</td>
</tr>
<tr>
<td>Q43: Do you feel safe here? Yes or No?</td>
<td>Alberta (N = 2,773)</td>
<td>Calgary Zone (N = 663)</td>
<td>Edmonton Zone (N = 970)</td>
<td>Central Zone (N = 427)</td>
<td>North Zone (N = 201)</td>
<td>South Zone (N = 512)</td>
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<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>86</td>
<td>86</td>
<td>84</td>
<td>85</td>
<td>87</td>
<td>87</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>12</td>
<td>13</td>
<td>12</td>
<td>14</td>
<td>9</td>
<td>12</td>
</tr>
<tr>
<td>No, hardly ever</td>
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<td>≤1</td>
<td>3</td>
<td>1</td>
<td>3</td>
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<td>No never</td>
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</table>

<table>
<thead>
<tr>
<th>Q44: Are your belongings safe here? Yes or No?</th>
<th>Alberta (N = 2,720)</th>
<th>Calgary Zone (N = 655)</th>
<th>Edmonton Zone (N = 952)</th>
<th>Central Zone (N = 418)</th>
<th>North Zone (N = 195)</th>
<th>South Zone (N = 500)</th>
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<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>78</td>
<td>77</td>
<td>78</td>
<td>80</td>
<td>78</td>
<td>77</td>
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<tr>
<td>Yes, sometimes</td>
<td>17</td>
<td>18</td>
<td>17</td>
<td>15</td>
<td>15</td>
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<tr>
<td>No, hardly ever</td>
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<td>3</td>
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<td>3</td>
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<td>3</td>
</tr>
<tr>
<td>No never</td>
<td>2</td>
<td>2</td>
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<th>Q45: Do you think this is a pleasant place for people to visit? Yes or No?</th>
<th>Alberta (N = 2,697)</th>
<th>Calgary Zone (N = 646)</th>
<th>Edmonton Zone (N = 944)</th>
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Table 40: Dimension of Care: General Satisfaction: Question-level results by AHS zone

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<th>Q47: Do you feel comfortable here? Yes or No?</th>
<th>Alberta (N = 2,749)</th>
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<th>Edmonton Zone (N = 959)</th>
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<th>Q48: Do you feel like you are getting your money’s worth here? Yes or No?</th>
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<th>Calgary Zone (N = 574)</th>
<th>Edmonton Zone (N = 845)</th>
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<tr>
<th>Q49: Overall, do you like living here? Yes or No?</th>
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<th>Edmonton Zone (N = 943)</th>
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<tr>
<th>Q50: Would you recommend this place to a family member or friend? Yes or No?</th>
<th>Alberta (N = 2,608)</th>
<th>Calgary Zone (N = 632)</th>
<th>Edmonton Zone (N = 897)</th>
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<td>76</td>
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Table 41: Additional Questions: Question-level results by AHS zone

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<th>Question</th>
<th>Alberta (N = 2,543)</th>
<th>Calgary Zone (N = 598)</th>
<th>Edmonton Zone (N = 910)</th>
<th>Central Zone (N = 385)</th>
<th>North Zone (N = 179)</th>
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<td>Q33: Does the food here meet your dietary needs? Yes or No?</td>
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<td>27</td>
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<td>Q52 Do the people that work here respond negatively when you are frustrated?</td>
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<th>Edmonton Zone (N = 910)</th>
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<td>Q53: Can you see a doctor if you need to? Yes or No?</td>
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<tr>
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<td>Q54: Are you able to get transportation to or from medical appointments? Yes or No?</td>
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Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?

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Q56: Do the people who work here take a personal interest in your life?

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Q57: Do you get your mental health and emotional needs met? Yes or No?

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<tr>
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<td>9</td>
<td>8</td>
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Q58: Do you get your healthcare needs met? Yes or No?

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<th>Calgary Zone (N = 614)</th>
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<td>73</td>
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<td>70</td>
<td>73</td>
<td>74</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>22</td>
<td>20</td>
<td>23</td>
<td>26</td>
<td>20</td>
<td>23</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>4</td>
<td>5</td>
<td>4</td>
<td>3</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>No never</td>
<td>≤1</td>
<td>2</td>
<td>≤1</td>
<td>≤1</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>
Q59: Are you involved in making decisions about your care? Yes or No?

<table>
<thead>
<tr>
<th></th>
<th>Alberta (N = 2,507)</th>
<th>Calgary Zone (N = 589)</th>
<th>Edmonton Zone (N = 898)</th>
<th>Central Zone (N = 375)</th>
<th>North Zone (N = 190)</th>
<th>South Zone (N = 455)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
<td>%</td>
</tr>
<tr>
<td>Yes, always</td>
<td>54</td>
<td>52</td>
<td>57</td>
<td>54</td>
<td>47</td>
<td>53</td>
</tr>
<tr>
<td>Yes, sometimes</td>
<td>28</td>
<td>31</td>
<td>26</td>
<td>29</td>
<td>26</td>
<td>29</td>
</tr>
<tr>
<td>No, hardly ever</td>
<td>10</td>
<td>8</td>
<td>10</td>
<td>10</td>
<td>17</td>
<td>11</td>
</tr>
<tr>
<td>No never</td>
<td>8</td>
<td>10</td>
<td>7</td>
<td>7</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
<td><strong>100</strong></td>
<td><strong>100</strong></td>
<td><strong>100</strong></td>
<td><strong>100</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>
Model description – Dimension of Care variables

To simplify interpretation of the data, questions that measure a common attribute of care were combined into single variables called Dimensions of Care. These summary variables are the weighted average scores of all questions within each dimension.

In this section, a regression model was developed to identify Dimensions of Care with the strongest relationship to the Global Overall Care Rating. This provides a better understanding of which factors impact the Global Overall Care Rating and may provide useful information for quality improvement.

See Appendix II for more information on survey response scoring.

Regression models

A regression model was used to identify relationships with the Global Overall Care Rating. This model was calculated from 1,792 respondents and explains 39.5 per cent of the variance in the Global Overall Care Rating score.

The model included the following confounding variables: survey type (paper vs. interview), gender of respondent, facility size (number of supportive living beds), ownership type (AHS, private, voluntary), self-reported mental health (poor to excellent), geography (urban vs. rural), CPS score, and resident length of stay (months). The selection of confounding variables was initially based on variables described in resident and respondent characteristics (Appendix VI). These variables were then analyzed according to the strength of their relationship to the Global Overall Care Rating based on p-values and standardized beta coefficients. Select variables were excluded from the model because these:

- were not significantly related to Global Overall Care Rating ($p > 0.01$) and had the smallest beta coefficients relative to other confounders
- did not substantially impact the variance explained upon their removal from the model

Confounders that were excluded were: zone, self-reported overall health, whether a resident had a roommate, whether a resident had help completing the survey, vision score, and level of care.

Three Dimensions of Care were left out of the model for the following reasons:

- Dimension of Care Choice: Significant multicollinearity amongst other Dimensions of Care.
- Dimension of Care General Satisfaction: A non-specific Dimension of Care correlated with the outcome variable Global Overall Care Rating. Left out of model due to its non-specificity (i.e., does not target or discuss specific care actions).
- Dimension of Care Laundry: Applies only to those who get their laundry done at the facility and/or know that the facility does their laundry for them. Removed due to respondents’ difficulty in remembering, in addition to sample size decreases when included in the model (causing bias).
Table 42: Regression model – Dimensions of Care versus Global Overall Care Rating adjusted for confounders

<table>
<thead>
<tr>
<th>Dimensions of Care</th>
<th>Standardized beta coefficients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident Environment</td>
<td>0.214</td>
</tr>
<tr>
<td>Facility Environment</td>
<td>0.192</td>
</tr>
<tr>
<td>Communication</td>
<td>0.108</td>
</tr>
<tr>
<td>Meals and Dining</td>
<td>0.105</td>
</tr>
<tr>
<td>Employee Responsiveness</td>
<td>0.079</td>
</tr>
<tr>
<td>Activities</td>
<td>0.059</td>
</tr>
<tr>
<td>Care and Services</td>
<td>(not significant)</td>
</tr>
<tr>
<td>Relationship with Employees</td>
<td>(not significant)</td>
</tr>
</tbody>
</table>

**Other model characteristics**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Constant</td>
<td>-8.69</td>
</tr>
<tr>
<td>N</td>
<td>2,027</td>
</tr>
<tr>
<td>R-Squared</td>
<td>0.402</td>
</tr>
<tr>
<td>Adjusted R-Squared</td>
<td>0.396</td>
</tr>
<tr>
<td>p-value</td>
<td>&lt; 0.001</td>
</tr>
</tbody>
</table>

Note: Confounding variables include: level of care, gender of respondent, facility size (number of SL beds), ownership type (AHS, private, voluntary), self-report mental health (poor to excellent), geography (urban vs. rural), CPS score, vision score, age of the resident, and resident length of stay (months).