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

**Resident experience survey**

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

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

**Resident Experience Survey Response Rate**

59%  
2,870 out of 4,850 of eligible residents completed and returned the survey
SURVEY FINDINGS

Global Overall Care Rating

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

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

![Global Overall Care Rating Graph](image)

Would you recommend this facility?

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

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

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

Dimensions of care

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

How the dimensions of care influence residents’ overall experience at a designated supportive living facility are listed in decreasing priority and influence.
The chart also illustrates the large variation between the lowest and highest scoring facilities, compared to the provincial average.

### 2016 resident experience survey scores across 124 designated supportive living facilities

<table>
<thead>
<tr>
<th>Category</th>
<th>Provincial Average</th>
<th>Lowest Facility Score</th>
<th>Highest Facility Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESIDENT ENVIRONMENT</td>
<td></td>
<td>79</td>
<td>92</td>
</tr>
<tr>
<td>FACILITY ENVIRONMENT</td>
<td></td>
<td>75</td>
<td>100</td>
</tr>
<tr>
<td>COMMUNICATION</td>
<td></td>
<td>60</td>
<td>99</td>
</tr>
<tr>
<td>MEALS AND DINING</td>
<td></td>
<td>59</td>
<td>93</td>
</tr>
<tr>
<td>EMPLOYEE RESPONSIVENESS</td>
<td></td>
<td>73</td>
<td>100</td>
</tr>
<tr>
<td>ACTIVITIES</td>
<td></td>
<td>65</td>
<td>95</td>
</tr>
</tbody>
</table>

**LEGEND**
- ▲ Lowest facility score
- ▲ Provincial average
- ▲ Highest facility score

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Highlights of the 2016 Designated Supportive Living Resident Experience Survey Report

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

RELATIONSHIP WITH EMPLOYEES
reflects resident experiences with the courteousness, friendliness, and dependability of employees at their facility.

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

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

LAUNDRY
reflects resident experiences with the laundry services at their facility.

LEGEND
△ Lowest facility score
▲ Provincial average
▼ Highest facility score

Provincial average

0 100

LEGEND

CARE AND SERVICES

RELATIONSHIP WITH EMPLOYEES

NUMBER

CHOICE

GENERAL SATISFACTION

LAUNDRY

0 100

100 99

100 92

100 83

100 66

99 89

99 86

99 57

93 79

93 75

93 74

99 100
Ownership type

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

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

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

Want more details about the survey?

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

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

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

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

Tell us what you think

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