

<b>Family experience overall rating of care</b>	
<b>Description</b>	How family members rated the overall care at the site.
<b>Survey question</b>	<p>Using any number from 0 to 10 where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at the nursing home?</p> <ul style="list-style-type: none"> <li>▪ 0 (worst care possible)</li> <li>▪ 1</li> <li>▪ 2</li> <li>▪ 3</li> <li>▪ 4</li> <li>▪ 5</li> <li>▪ 6</li> <li>▪ 7</li> <li>▪ 8</li> <li>▪ 9</li> <li>▪ 10 (best care possible)</li> </ul>
<b>Data Source</b>	2017 HQCA Long term care Family Experience Survey
<b>Calculation</b>	<p>Results are reported as the percentage of all valid responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “10” =</p> $\left( \frac{\text{Number of respondents stating "10"}}{\text{Total number of valid responses}} \right) \times 100$
<b>Assumptions</b>	None.
<b>Exclusions</b>	<p>Eligible respondents include all family members that have a family member or friend living in a long term care site, if contact information was available. General exclusion criteria for the HQCA Long term care Family Experience Survey include:</p> <ul style="list-style-type: none"> <li>▪ Contacts of new (&lt; 1 month) or transitional residents.</li> <li>▪ Residents who had no contact person (family member), or whose contact person resided outside of Canada.</li> <li>▪ Contacts of deceased residents or residents no longer living at the facility.</li> <li>▪ Contacts of residents who were listed as a public guardian (i.e., non-family member or friend).</li> </ul>
<b>Limitations</b>	<p>Results are generalizable to the type of respondent eligible for the survey, namely families who have a loved one living in long term care for at least one month.</p> <p>Sites differ in many ways, therefore the type of site and the types of services offered at the site should be considered in interpreting the results.</p>