

Client experience with case manager (help with community services)	
Description	How clients rated how their case manager helped get other types of services.
Survey question	<p>In the last year, did your case manager help you get these other types of services in your community?</p> <ul style="list-style-type: none"> ▪ I needed services but my case manager didn't help me ▪ My case manager tried to help me but I still didn't get other services ▪ Yes, I was helped by my case manager to get other services
Data Source	2019 HQCA Alberta Seniors Home Care Client Experience Survey
Calculation	<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 "yes" =</p> $\left(\frac{\text{Number of respondents stating "I was helped by my case manager to get other services"}}{\text{Total number of valid responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include long term supportive and maintenance home care clients that were receiving services during the period of April to June 2018. General exclusion criteria for the HQCA Alberta Seniors Home Care Client Experience Survey include:</p> <ul style="list-style-type: none"> ▪ Clients that received home care services in long term care, designated supportive living, or hospice ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 65 years of age as of September 30, 2018 ▪ Clients receiving less than one visit per week ▪ Client with an invalid mailing address. <p>This question includes responses from respondents who said Yes when asked if there was any other service they felt they needed but didn't get (Question 49).</p> <p>There were a number of clients who indicated that they did not have an unmet service need (No to Question 49), yet they still rated whether their case manager helped them get these other types of services. When these respondents are included in the calculation, the percentage helped by their case manager to get services is higher. These respondents may be referring to their case manager helping them get other types of services in general. Because of this ambiguity, the</p>

	skip question pattern was retained and Question 50 only includes responses from respondents who said Yes to Question 49.
Limitations	<p>Survey results from the ASHCCES are generalizable only for long term and maintenance home care clients 65 years of age and older with no cognitive impairment. Findings from this survey do not represent the perspectives and experiences of other home care client types or long term and maintenance home care clients that are younger than 65 years of age.</p> <p>Also, clients were not always able to complete the survey on their own due to cognitive or physical ability, with completion of the survey sometimes requiring family involvement. Thus, the results may include elements of both client and family reported experience. Also, some home care clients may have had difficulty differentiating between the services provided by home care and services provided by a site.</p>