

Client experience with pain management	
Description	How clients rated how professional home care services met their pain management needs.
Survey question	<p>In the last year, professional home care services met my needs for managing my pain....</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ I did not need this ▪ I don't know
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> $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
Assumptions	<p>Responses from the “I don't know” category were considered non-valid responses. They may bias the interpretation of the other response categories, and were therefore excluded from the calculation of response proportions. This is based on a recommendation from a pilot study that found respondents used this category when they were confused about the question.</p> <p>Responses from the “I did not need this” category were also excluded in order to eliminate bias in the interpretation of the other response options. Therefore, only clients who needed this service provided an answer to whether their needs for this service was met or went unmet.</p>
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.

	Results for this question were also excluded if the client reported they did not get at least three visits for professional services and administrative data confirmed this reporting.
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>