

Name:	Family experience with healthcare services and treatments
Description:	How family members rated how often their loved one received all of the care and services they need.
Survey question:	<p>In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?</p> <ul style="list-style-type: none"> ▪ Always ▪ Usually ▪ Sometimes ▪ Never
Data Source:	2019 HQCA Designated Supportive Living Family 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 “always” =</p> $\left(\frac{\text{Number of respondents stating "always"}}{\text{Total number of valid responses}} \right) \times 100$
Assumptions:	None.
Exclusions:	<p>Eligible respondents include all family members that have a family member or friend living in a designated supportive living site, if contact information was available. General exclusion criteria for the HQCA Designated Supportive Living Family Experience Survey include:</p> <ul style="list-style-type: none"> ▪ Contacts of new (< 1 month) or transitional residents. ▪ Residents who had no contact person (family member), or whose contact person resided outside of Canada. ▪ Contacts of deceased residents or residents no longer living at the site. ▪ Contacts of residents who were listed as a public guardian (i.e., non-family member or friend).
Limitations:	<p>Results are generalizable to the type of respondent eligible to complete the survey, namely family members who have a loved one living in designated supportive living 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>