



FOCUS on Home Care
DATA DICTIONARY

Promoting and improving patient safety and health service quality across Alberta

The Health Quality Council of Alberta is a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans. It gathers and analyzes information, monitors the healthcare system, and collaborates with Alberta Health, Alberta Health Services, health professions, academia, and other stakeholders to drive actionable improvements. Our responsibilities are set forth in the *Health Quality Council of Alberta Act*.

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Client experience with courtesy and respect	
Description	How clients rated if professional home care services staff treated them with courtesy and respect.
Survey question	<p>In the last year, my professional home care staff treated me with courtesy and respect.</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ 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>
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>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.</p>

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>
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Client experience with listening	
Description	How clients rated how home care staff listened to their wishes and needs.
Survey question	<p>In the last year, my professional home care staff listened carefully to my wishes and needs.</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ 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> $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
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Client experience with reaching their case manager	
Description	How clients rated their ability to reach their case manager when needed.
Survey question	<p>In the last year, I was able to reach my case manager when I needed her/him.</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ 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> $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
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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.
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Client experience with care plan involvement	
Description	How clients rated their involvement in making their care plan.
Survey question	<p>In the last year, I was involved in making my Care Plan.</p> <ul style="list-style-type: none"> ▪ Yes, a lot ▪ Yes, a little ▪ Not at all ▪ No, I don't think I should be involved ▪ 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> $\left(\frac{\text{Number of respondents stating "yes, a lot"}}{\text{Total number of valid responses}} \right) \times 100$
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>
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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>
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Client experience with care plan meeting needs	
Description	How clients rated whether their care plan included the things they needed.
Survey question	<p>In the last year, my care plan included....</p> <ul style="list-style-type: none"> ▪ Most of the things I needed ▪ Some of the things I needed ▪ Almost none of the things I needed ▪ I have not seen my care plan ▪ 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> $\left(\frac{\text{Number of respondents stating "most of the things I needed"}}{\text{Total number of valid responses}} \right) \times 100$
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>
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.

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Client experience with independence (home set-up)	
Description	How clients rated how professional home care services set-up their home to be independent.
Survey question	<p><u>In the last year</u>, professional home care services met my needs for setting up my home so I could do things independently.</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> $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
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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>

Client experience with independence (staff encouragement)	
Description	How clients rated how personal home care staff encouraged their independence.
Survey question	<p><u>In the last year</u>, personal care staff encouraged me to do things for myself if I could.</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ 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> $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
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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>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.</p>

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>
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Client experience with personal care staff capability	
Description	How clients rated if personal home care staff knew what care was needed and how to provide it.
Survey question	<p>In the last year, personal care staff knew what kind of care I needed and how to provide it....</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ 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> $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
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Client experience with communication about a visit cancellation	
Description	How clients rated if personal home care staff communicated when they could not make a visit.
Survey question	<p>In the last year, personal care staff let me know when they could not come....</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ 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> $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
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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> $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
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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.

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Client experience with reviewing medications	
Description	How clients rated if their medications were reviewed by professional home care staff.
Survey question	<p>In the last year, professional home care staff reviewed all of my medications....</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
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Client experience with help to stay at home	
Description	How clients rated if home care services helped them stay at home.
Survey question	<p>Thinking of the home care services you received through a government home care program, did these services help you stay at home?</p> <ul style="list-style-type: none"> ▪ Yes ▪ No ▪ Not sure ▪ I don't know
Data Source	2019 HQCA Alberta Seniors Home Care Client Experience Survey
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Assumptions	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.
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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>
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Client experience with family doctor being informed	
Description	How clients rated their family doctor's knowledge of their home care services.
Survey question	<p>In the last year, my family doctor seemed to know about important details of my home care services....</p> <ul style="list-style-type: none"> ▪ Yes, most of the time ▪ Yes, some of the time ▪ No ▪ I don't know ▪ I don't have a family doctor
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, most of the time" =</p> $\left(\frac{\text{Number of respondents stating "yes, most of the time"}}{\text{Total number of valid responses}} \right) \times 100$
Assumptions	<p>Responses from the "I don't know" category were considered non-valid responses and 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 don't have a family doctor" category were also excluded in order to eliminate bias in the interpretation of the other response options.</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.

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>
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Client experience overall care	
Description	How clients rated their overall home care experience
Survey question	<p>OVERALL, how would you rate the quality of your home care services (including both professional and personal services), where 0 is the worst and 10 is the best?</p> <ul style="list-style-type: none"> ▪ 0 (worst) ▪ 1 ▪ 2 ▪ 3 ▪ 4 ▪ 5 ▪ 6 ▪ 7 ▪ 8 ▪ 9 ▪ 10 (best)
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 “10” =</p> $\left(\frac{\text{Number of respondents stating "10"}}{\text{Total number of valid responses}} \right) \times 100$
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.

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>
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