

Name:	Family experience with interacting with the same staff
Description:	How family members rated how often their loved one was cared for by the same staff.
Survey question:	In the last 3 months, how often was your family member cared for by the same team of staff? ▪ Always ▪ Usually ▪ Sometimes ▪ Never
Data Source:	2022-23 HQCA Long Term Care Family Experience Survey
Calculation:	Results are reported as the percentage of all valid responses, for each of the response options, as described above. For example, percentage reporting “always” = $\left(\frac{\text{Number of respondents stating "always"}}{\text{Total number of valid responses}} \right) \times 100$
Assumptions:	None.
Exclusions:	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: ▪ 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 facility. ▪ Contacts of residents who were listed as a public guardian (i.e., non-family member or friend).
Limitations:	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. 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.