

Client experience with listening	
Description	How clients rated how home and community care staff listened to their wishes and needs.
Survey question	In the last year, my professional home and community care staff listened carefully to my wishes and needs. ▪ Yes ▪ Partly ▪ No ▪ I don't know
Data Source	2019 HQCA Alberta Seniors Home Care Client 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 “yes” = $\left(\frac{\text{Number of respondents stating "yes"}}{\text{Total number of valid responses}} \right) \times 100$
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. This is based on a recommendation from a pilot study that found respondents used this category when they were confused about the question.
Exclusions	Eligible respondents include long term supportive and maintenance home and community 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: ▪ Clients that received home and community care services in continuing care homes – type A (formerly long term care), type B (formerly designated supportive living), or type C, (formerly 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	Survey results from the ASHCCES are generalizable only for long term and maintenance home and community 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 and community care client types or long term and maintenance home and community care clients that are younger than 65 years of age. 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 and community care clients may have had difficulty differentiating between the services provided by home and community care and services provided by a site.
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