



**FOCUS ON HEALTHCARE:
HOME AND COMMUNITY CARE
Data Dictionary**

October 2019



Improving Healthcare Together

Health Quality Alberta is a provincial agency that has a legislated mandate to promote and improve patient safety, person-centred care, and health service quality for Albertans. We engage with Albertans to gather information about their experiences and collaborate with health system partners to identify and 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 | |
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| Description | How clients rated if professional home and community care services staff treated them with courtesy and respect. |
| Survey question | <p>In the last year, my professional home and community 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 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:</p> <ul style="list-style-type: none"> ▪ 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. <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> |

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| Client experience with listening | |
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| Description | How clients rated how home and community care staff listened to their wishes and needs. |
| Survey question | <p>In the last year, my professional home and community 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 | |
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| 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) | |
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| 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 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:</p> <ul style="list-style-type: none"> ▪ 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. <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> |

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| | 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> |
| Exclusions | <p>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:</p> <ul style="list-style-type: none"> ▪ 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. |

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| Client experience with care plan meeting needs | |
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| 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> $\left(\frac{\text{Number of respondents stating "most of the things I needed"}}{\text{Total number of valid responses}} \right) \times 100$ |
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| Client experience with independence (home set-up) | |
|---|--|
| Description | How clients rated how professional home and community care services set-up their home to be independent. |
| Survey question | <p><u>In the last year</u>, professional home and community 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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| Client experience with independence (staff encouragement) | |
|---|--|
| Description | How clients rated how personal home and community 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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| Client experience with personal care staff capability | |
|---|--|
| Description | How clients rated if personal home and community 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 and community 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 | |
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| Description | How clients rated how professional home and community care services met their pain management needs. |
| Survey question | <p>In the last year, professional home and community 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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| Client experience with reviewing medications | |
|--|--|
| Description | How clients rated if their medications were reviewed by professional home and community care staff. |
| Survey question | <p>In the last year, professional home and community 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 |
| 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 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:</p> <ul style="list-style-type: none"> ▪ 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. |

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| | 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 ASHCES 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.</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 and community care clients may have had difficulty differentiating between the services provided by home and community care and services provided by a site.</p> |

| Client experience with help to stay at home | |
|---|--|
| Description | How clients rated if home and community care services helped them stay at home. |
| Survey question | <p>Thinking of the home and community care services you received through a government home and community 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 |
| 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 | 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. |
| Exclusions | <p>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:</p> <ul style="list-style-type: none"> ▪ 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. |

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| Limitations | <p>Survey results from the ASHCES 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.</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 and community care clients may have had difficulty differentiating between the services provided by home and community care and services provided by a site.</p> |
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| Client experience with family doctor being informed | |
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| Description | How clients rated their family doctor's knowledge of their home and community care services. |
| Survey question | <p>In the last year, my family doctor seemed to know about important details of my home and community 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 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:</p> <ul style="list-style-type: none"> ▪ 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. |

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| Limitations | <p>Survey results from the ASHCES 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.</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 and community care clients may have had difficulty differentiating between the services provided by home and community care and services provided by a site.</p> |
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| Client experience overall care | |
|--------------------------------|---|
| Description | How clients rated their overall home and community care experience |
| Survey question | <p>OVERALL, how would you rate the quality of your home and community 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 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:</p> <ul style="list-style-type: none"> ▪ Clients that received home and community care services 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. |

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| Limitations | <p>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.</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 and community care clients may have had difficulty differentiating between the services provided by home and community care and services provided by a site.</p> |
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Improving Healthcare Together