

Family experience overall rating of care	
Description	How family members rated the overall care at the site.
Survey question	<p>Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate the care at the supportive living facility?</p> <ul style="list-style-type: none"> ▪ 0 (worst care possible) ▪ 1 ▪ 2 ▪ 3 ▪ 4 ▪ 5 ▪ 6 ▪ 7 ▪ 8 ▪ 9 ▪ 10 (best care possible)
Data Source	2016 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 “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 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>
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