

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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Health Quality Council of Alberta. FOCUS on Home Care Data Dictionary; October 2019.

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	<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>
<p>Limitations</p>	<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 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
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 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 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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