



**DESIGNATED SUPPORTIVE
LIVING RESIDENT
EXPERIENCE SURVEY
REPORT**

Results for Smithfield Lodge

July 2020



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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Smithfield Lodge

Who was surveyed?

Residents of designated supportive living sites

When were they surveyed?

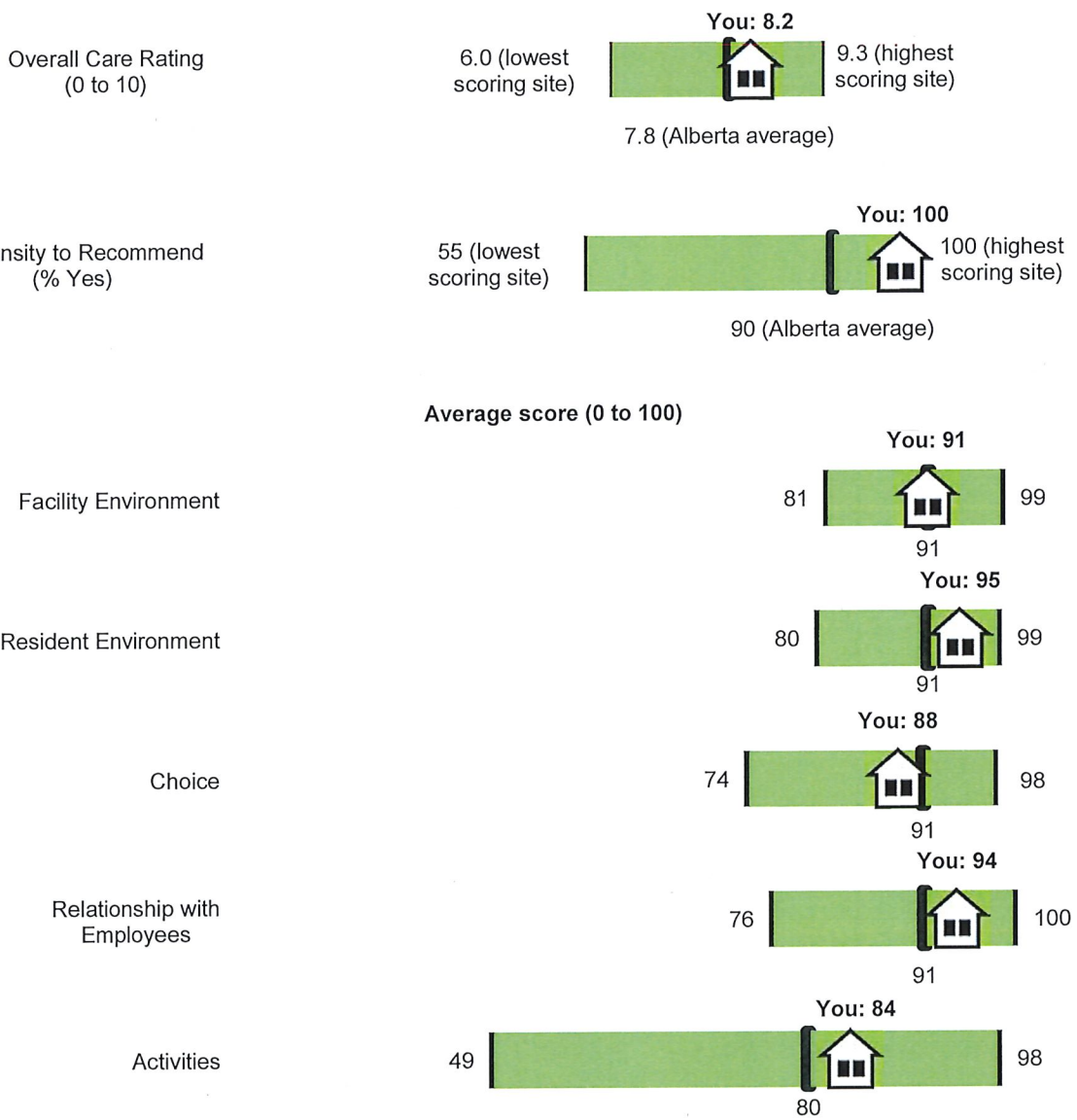
May to September 2019

How many were surveyed?

23 residents were interviewed or were given a paper survey to complete. 12 residents responded (response rate: 52%)

How did you do?

At a glance, see below how your site compares on key measures to the lowest or highest scoring sites in Alberta.





Smithfield Lodge

Who was surveyed?

Residents of designated supportive living sites

When were they surveyed?

May to September 2019

How many were surveyed?

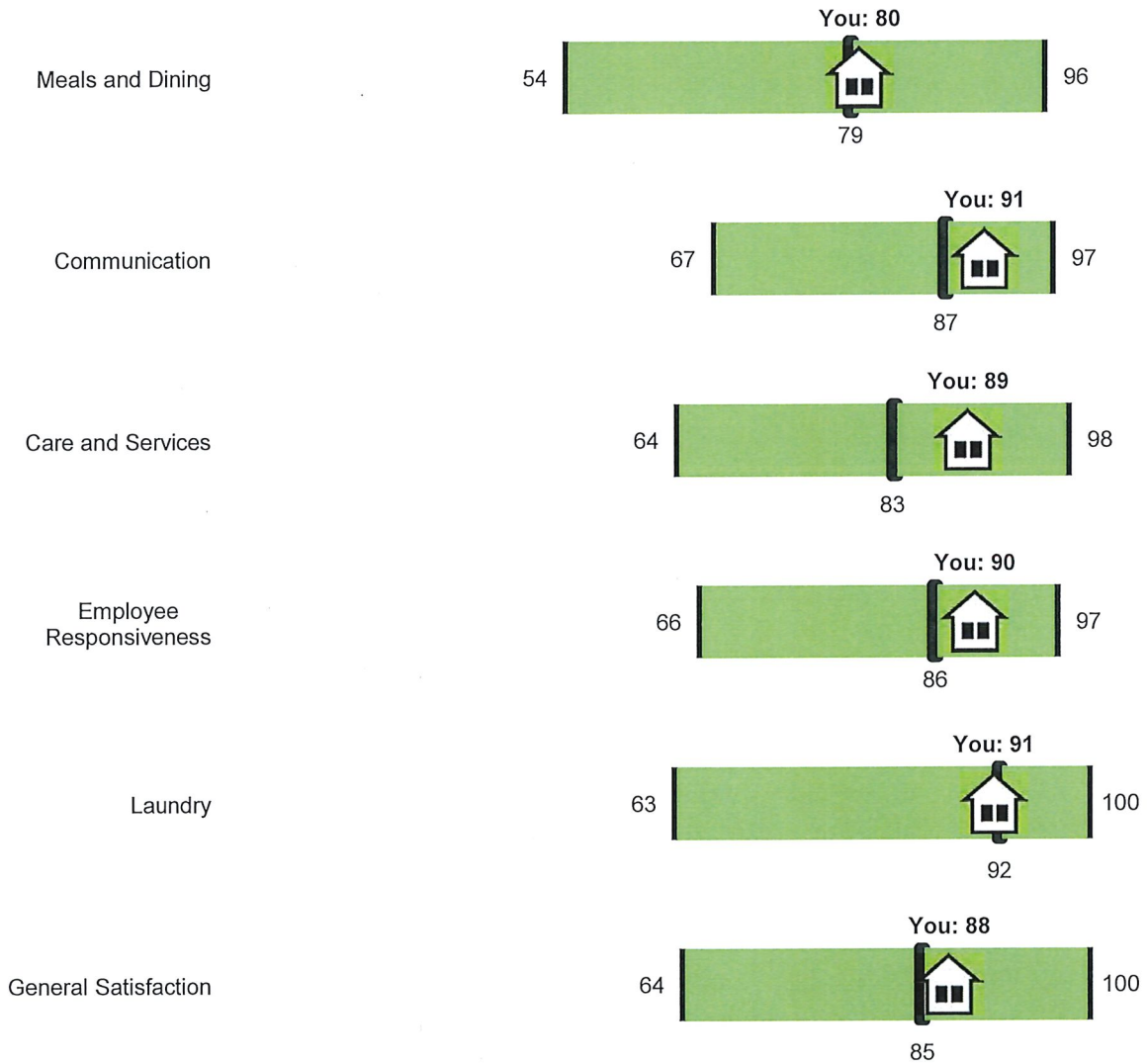
23 residents were interviewed or were given a paper survey to complete. 12 residents responded (response rate: 52%)



How did you do?

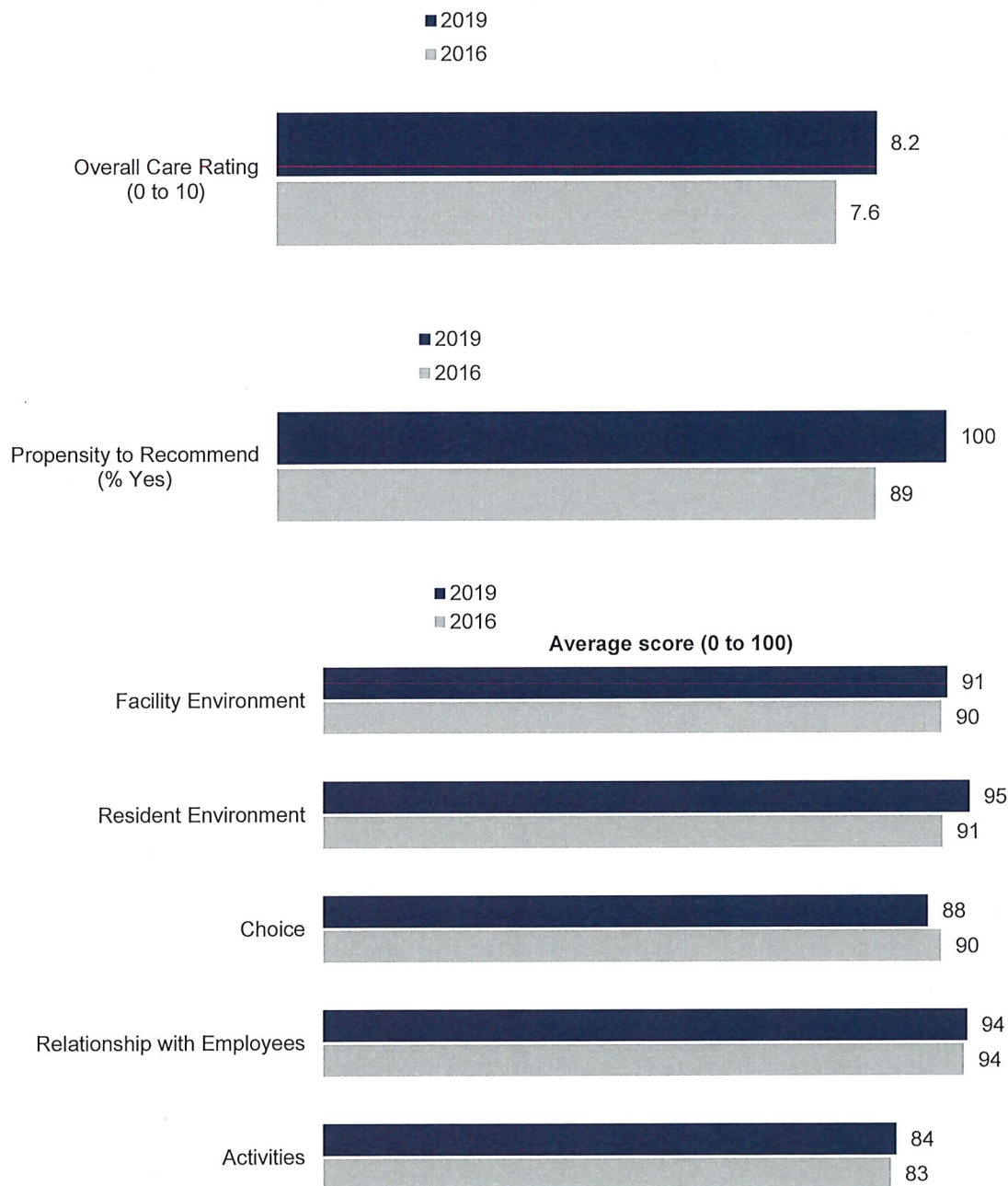
At a glance, see below how your site compares on key measures to the lowest or highest scoring sites in Alberta.

Average score (0 to 100)



How do your 2019 and 2016 results compare?

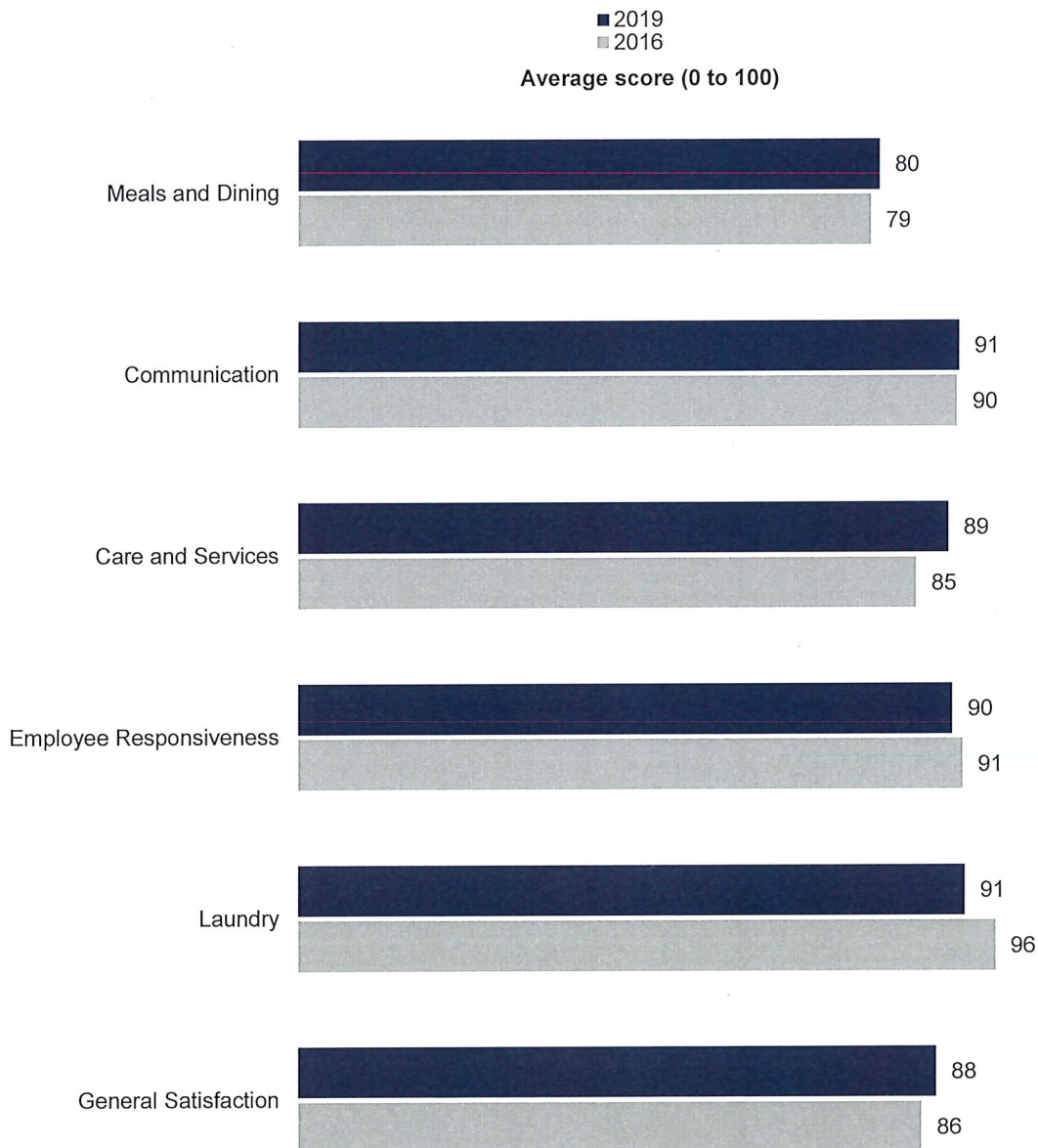
This survey was last conducted at your site in 2016. A comparison of the 2016 results and 2019 results is provided below.



Note: * indicates that the 2019 score for that measure is significantly different than the 2016 score.

How do your 2019 and 2016 results compare?

This survey was last conducted at your site in 2016. A comparison of the 2016 results and 2019 results is provided below.



Note: * indicates that the 2019 score for that measure is significantly different than the 2016 score.

SECTION 1: INTRODUCTION

The *Designated Supportive Living Resident Experience Survey* was conducted by the Health Quality Council of Alberta (HQCA), in collaboration with Alberta Health (AH), and Alberta Health Services (AHS). Previous surveys were conducted in 2016 and 2013-14.

The results of the *Designated Supportive Living Resident Experience Survey* are presented in two reports: (1) a provincial report and (2) this site-level report. The provincial report provides a provincial and AHS zone overview of all sites' performance in 2019. This site-level report is unique and provides only your site's detailed survey results.¹

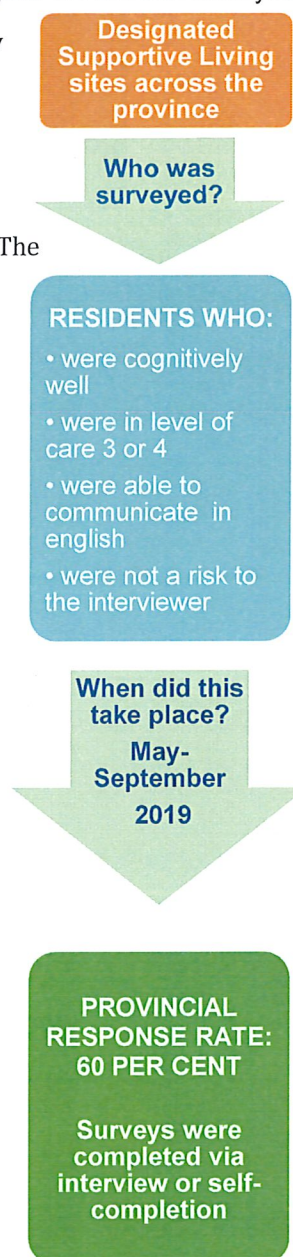
Alberta Health's Continuing Care Health Service Standards and Accommodation and Licensing Standards

The information in this report is meant to support a culture of continuous quality improvement that is evidence-based. You can use your survey results as one source of information for *Standard 19: Quality Improvement Reporting* under the *Continuing Care Health Service Standards (CCHSS²)*. Section 19.1 of this standard requires that operators maintain documentation of quality improvement policies and programs to evaluate and improve delivery of care, which includes satisfaction surveys. This survey contributes to meeting this standard by gathering resident feedback about their experiences with the care they receive at your site.

Methods

The HQCA surveyed residents who live in designated supportive living (DSL) sites across Alberta from May to September 2019 using a modified version of the *Ohio Residential Care Facility Survey*.³ The survey is a 64-question tool that includes an overall rating of the site, the likelihood of recommending the site to others, and eleven Dimensions of Care.⁴ Each Dimension of Care represents a set of questions or topics that share a similar theme. Dimension of Care scores were calculated by summarizing all questions within a dimension into an average score on a 0 to 100 scale, where 0 is the least positive response and 100 is the most positive response. These dimensions are presented in the order of decreasing strength of association with the Overall Care Rating:

Figure 1: Who was surveyed?



¹ This site-level report is released in advance of the provincial report.

² *Continuing Care Health Service Standards* located: <https://open.alberta.ca/publications/9781460138441>

³ 2007 Long-Term Care Resident Satisfaction Survey, RCF Survey Findings Report, Vital Research, prepared for the Ohio Department of Aging, February 2008.

⁴ For a list of questions that comprise each Dimension of Care, see Section 2.

1. Facility Environment
2. Resident Environment
3. Choice
4. Relationship with Employees
5. Activities
6. Meals and Dining
7. Communication
8. Care and Services
9. Employee Responsiveness
10. Laundry
11. General Satisfaction

Comparison groups

The information in this report can be used to compare results relative to peers and explore patterns that can be used to identify areas of success and opportunities for improvement. To facilitate this, the following comparisons are provided:

- **Site peers** – a group of sites similar to your own site in two aspects:
 - Geography: urban or rural area
 - Size: number of DSL spaces
- **AHS zone:** all sites in **your** zone
- **Alberta:** all sites in Alberta

Only sites that have met the HQCA's public reporting and reliability criteria are included in the calculation of comparison group averages (N = 145 sites). The list of eligible sites can be found in the provincial report.

Report structure and contents

This report is organized as follows:

- Section 2: 2019 results
- Section 3: Historical results: 2019 versus 2016

Reporting of results

While respondents had the option of choosing from several different response options (Yes Always, Yes Sometimes, No Hardly Ever, and No Never), only the responses of *Yes Always* are reported here to simplify reporting, retain consistency in reporting with the *Designated Supportive Living Family Experience Survey Report*, and were found to better describe the Overall Care Rating when used in statistical modeling. Expanded response categories can be found in the supplemental report.

Ordering of questions

In response to stakeholder requests for assistance in interpreting the survey results and identifying improvement opportunities, questions are ordered based on (1) their relationship to the Overall Care Rating as a driver of client experience, and (2) room for improvement based on the provincial top-box score (i.e., the lower the score the more room for improvement). While potential for improvement in overall client experience was based on provincial results, ordering questions in this way assists an individual site with identifying their own areas of success and opportunities for improvement.

Supplemental report

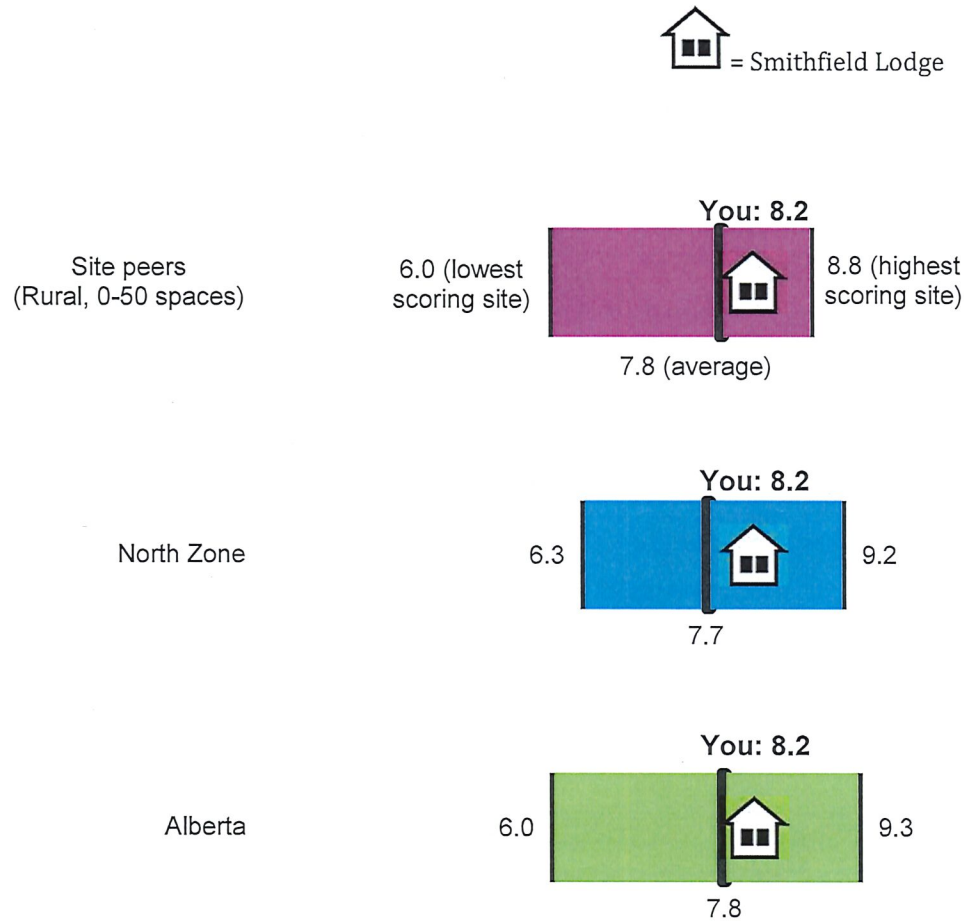
Your supplemental report contains additional information about methodology and question-level results with additional response categories, as well as your results across all of the survey cycles that your site participated in.



SECTION 2: 2019 RESULTS

How did residents rate Smithfield Lodge overall?

Residents rated their overall experience with care on a scale from 0 (worst) to 10 (best). This measure provides an overall perspective of resident experiences at your site. The averages are presented below.



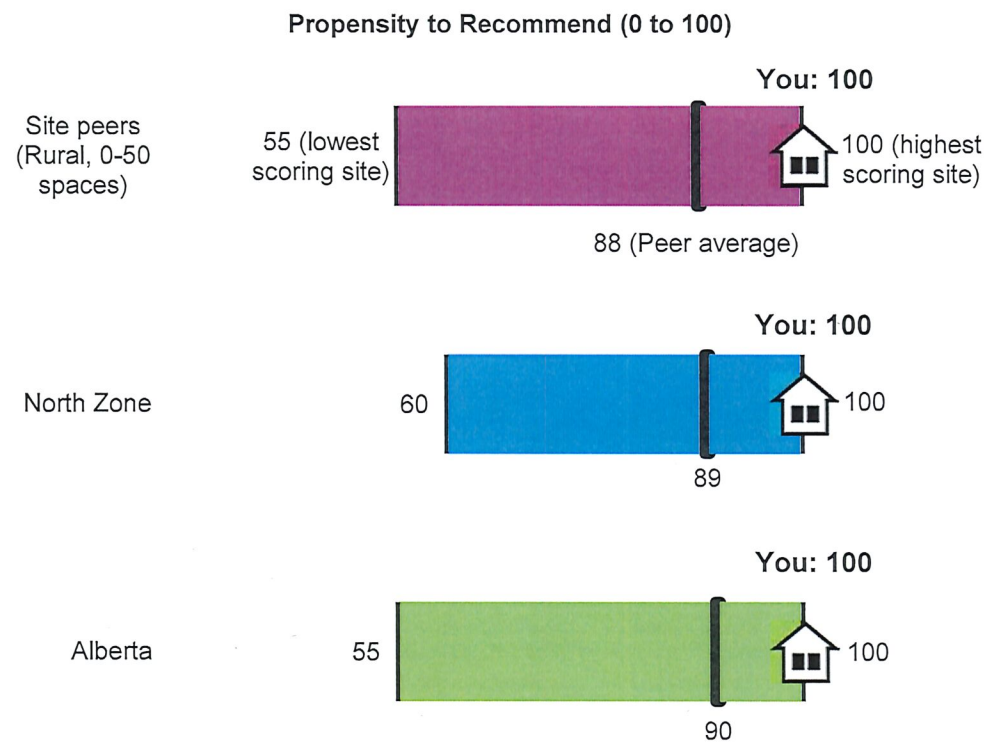
Guiding questions

- Overall resident experience, as measured by this rating, is influenced by the various dimensions discussed in Section 2. What aspects of resident experience are influencing your overall care rating the most, and why?
- How do you compare to your peers?
- In what ways might you inform and discuss your results with your staff?

*(asterisk) indicates that your site result is significantly different than the site peer average

Propensity to Recommend

Residents were asked whether or not they would recommend your site to a family member or friend who needed designated supportive living care. This measure is an important indicator of residents' perception about your site. The percentage who said "Yes" they would recommend your site is reported below.



Guiding questions

- What percentage of residents would recommend your site? Is this acceptable? How do you compare to your peers?
- What aspects of resident experience are influencing the propensity of residents to recommend your site, and why?
- In what ways might you inform and discuss your results with your staff?

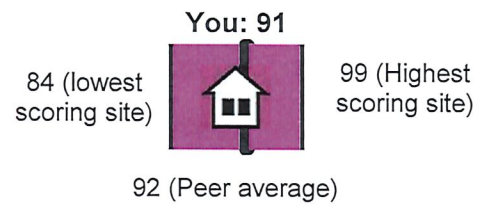
*(asterisk) indicates that your site result is significantly different than the site peer average

Facility Environment

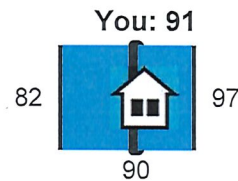
Residents were asked multiple survey questions that share the theme of Facility Environment. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



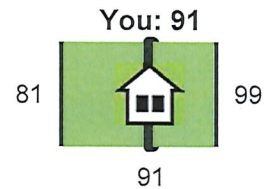
Site peers
(Rural, 0-50 spaces)



North Zone



Alberta



Guiding questions

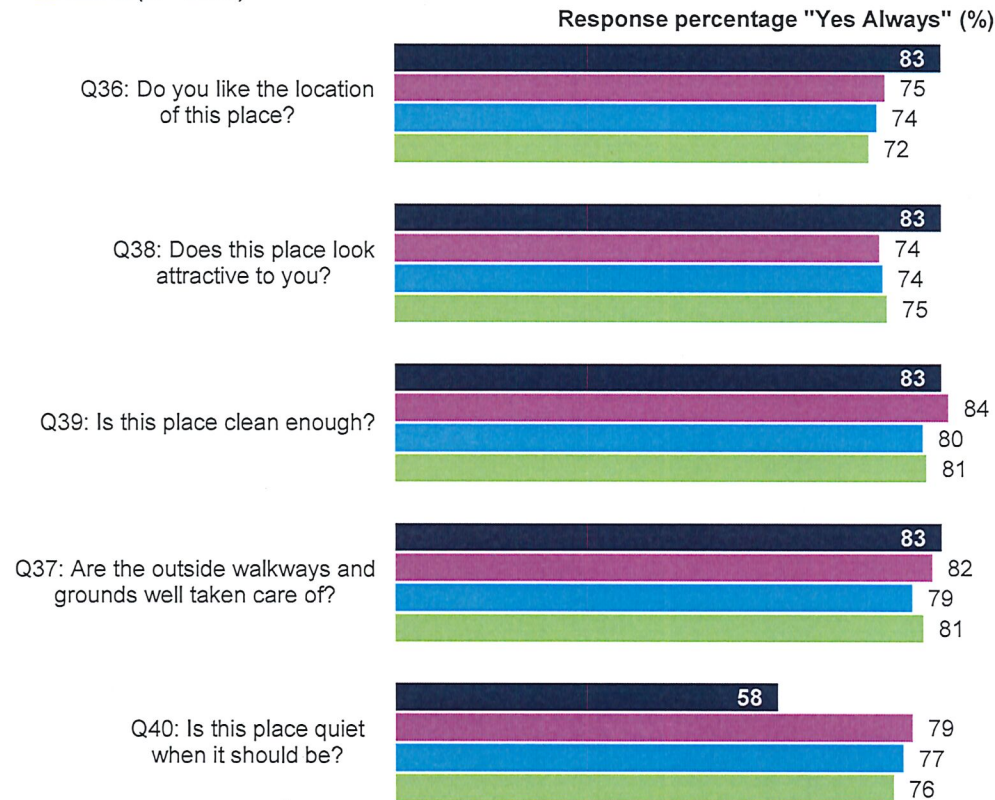
- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Facility Environment

Following are the results for the survey questions that comprise the score for Facility Environment. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

- Smithfield Lodge (N = 12)
- Site peers (N = 403)
- North Zone (N = 223)
- Alberta (N = 2857)



Guiding questions

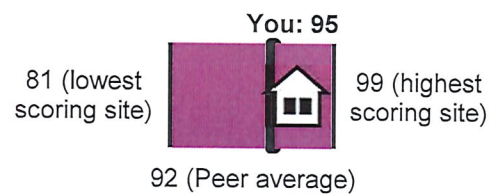
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Resident Environment

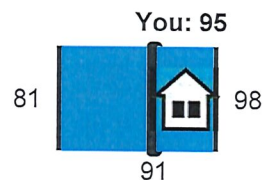
Residents were asked multiple survey questions that share the theme of Resident Environment. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).

 = Smithfield Lodge

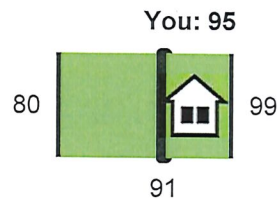
Site peers
(Rural, 0-50 spaces)



North Zone



Alberta



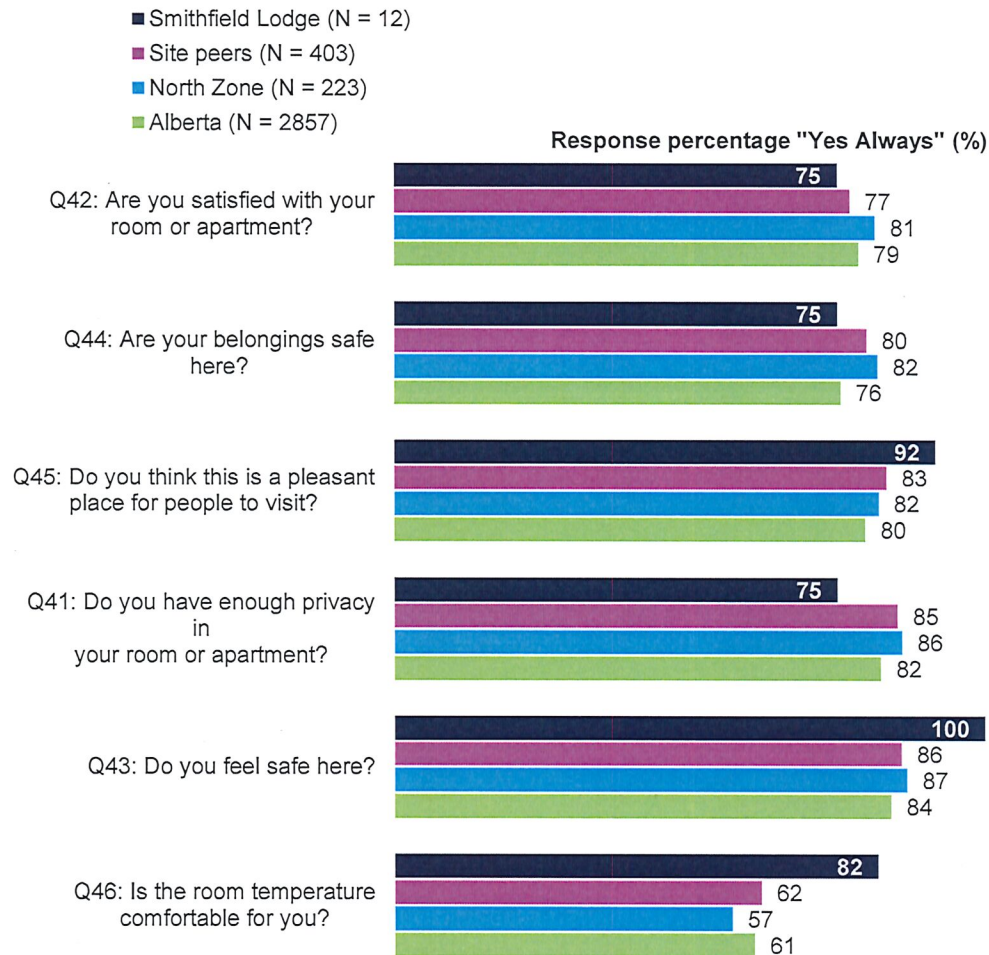
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Resident Environment

Following are the results for the survey questions that comprise the score for Resident Environment. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).



Guiding questions

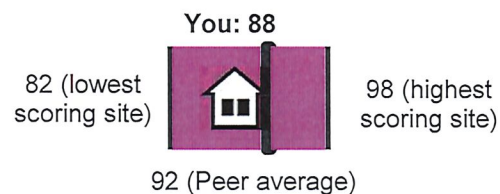
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Choice

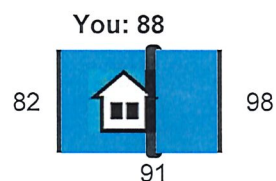
Residents were asked multiple survey questions that share the theme of Choice. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



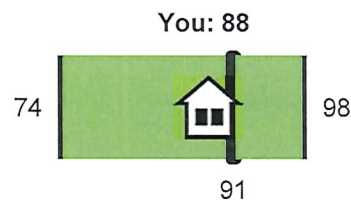
Site peers
(Rural, 0-50
spaces)



North Zone



Alberta



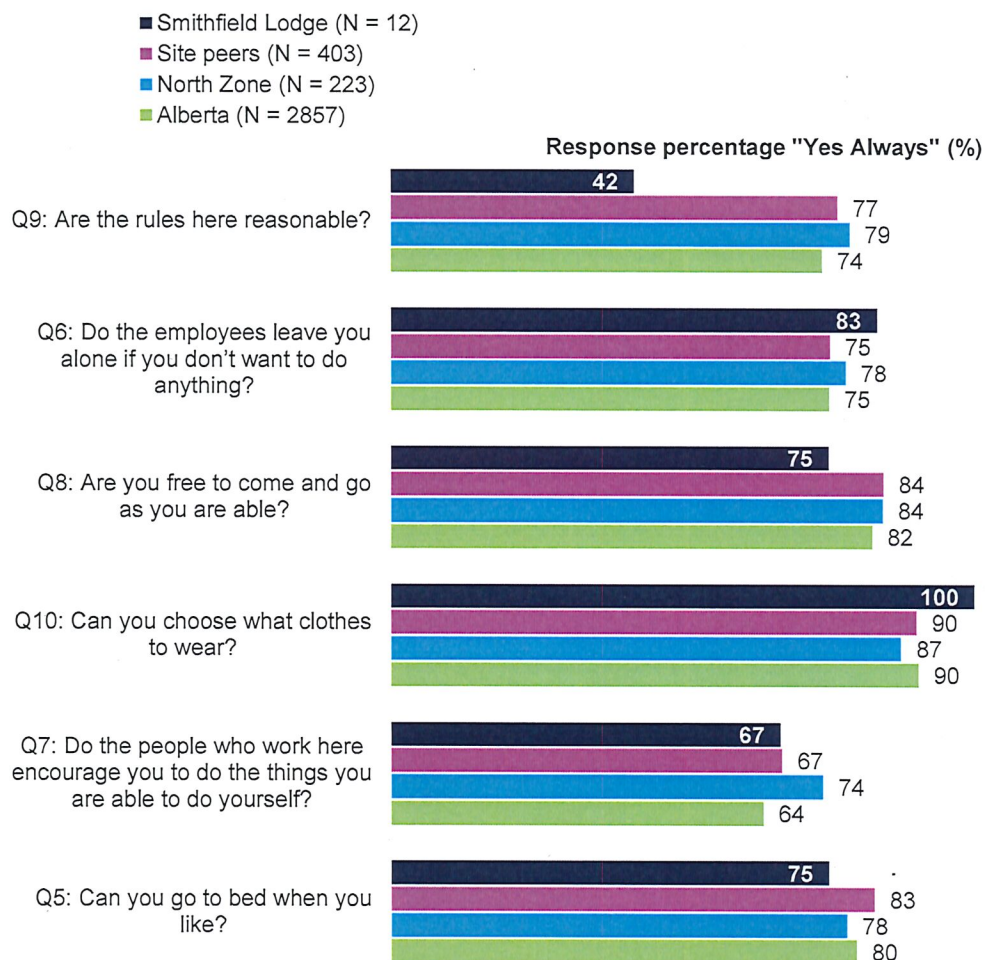
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

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Survey questions that comprise the score for Choice

Following are the results for the survey questions that comprise the score for Choice. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

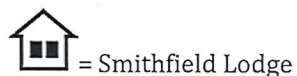


Guiding questions

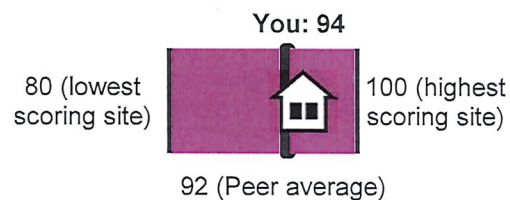
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Relationship with Employees

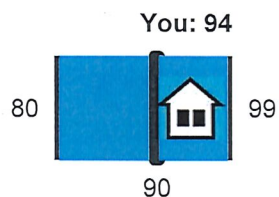
Residents were asked multiple survey questions that share the theme of Relationship with Employees. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



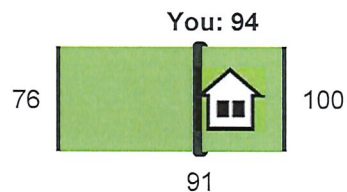
Site peers
(Rural, 0-50 spaces)



North Zone



Alberta



Guiding questions

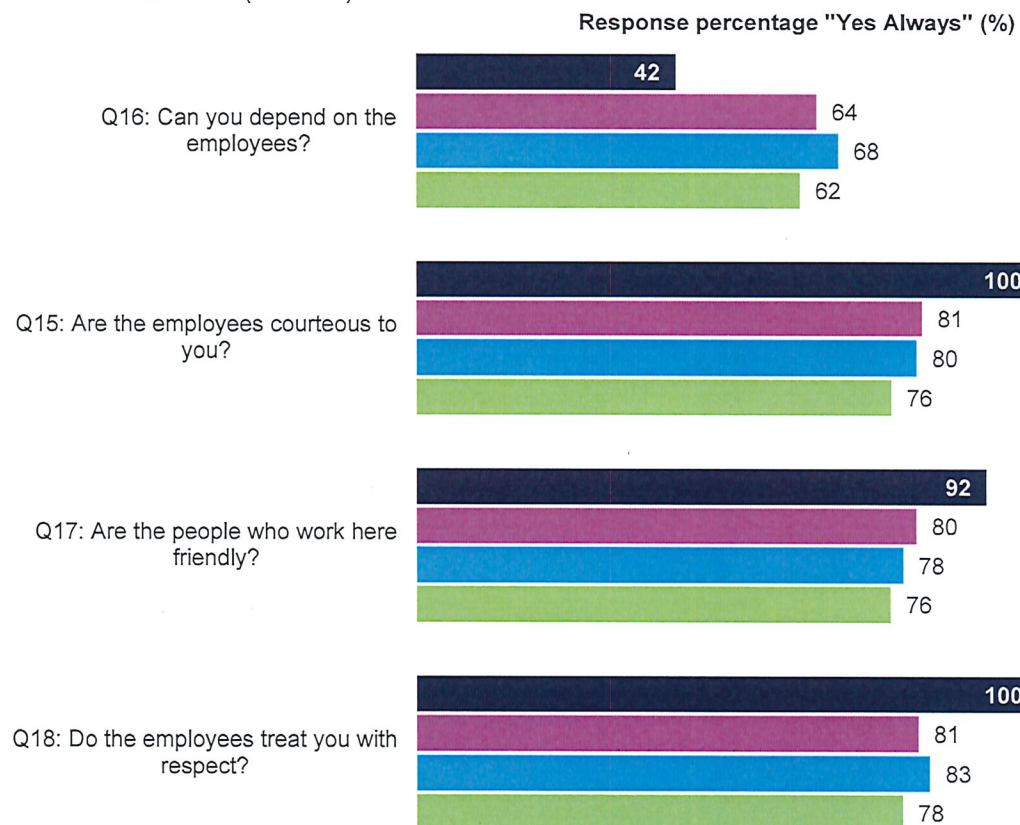
- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Relationship with Employees

Following are the results for the survey questions that comprise the score for Relationship with Employees. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

- Smithfield Lodge (N = 12)
- Site peers (N = 403)
- North Zone (N = 223)
- Alberta (N = 2857)

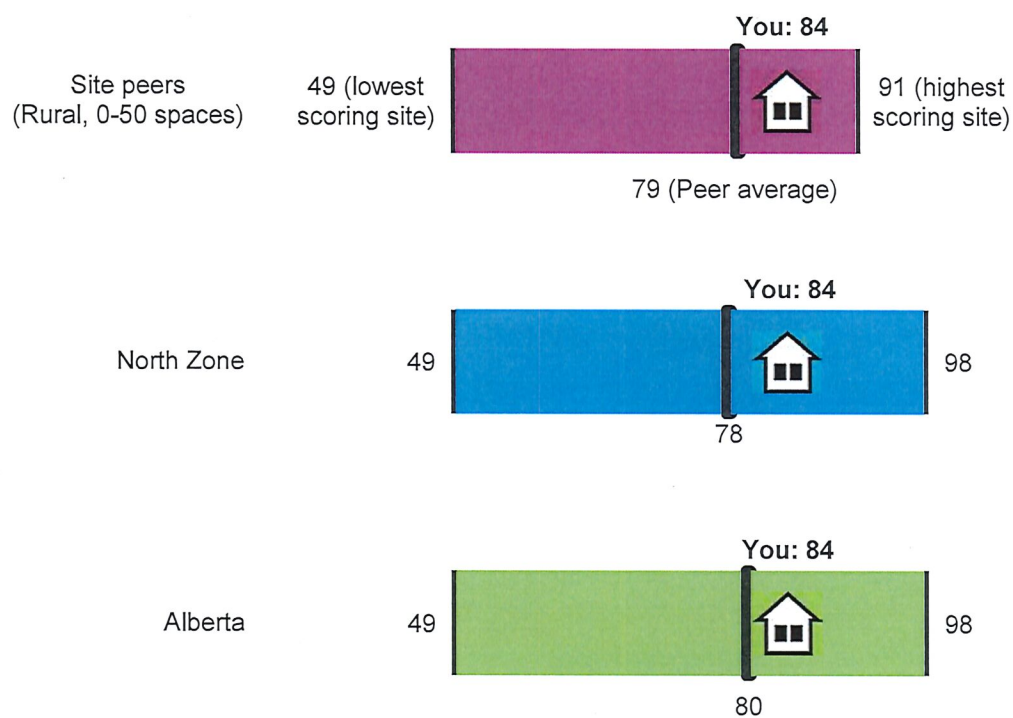
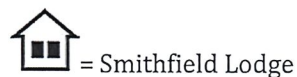


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Activities

Residents were asked multiple survey questions that share the theme of Activities. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



Guiding questions

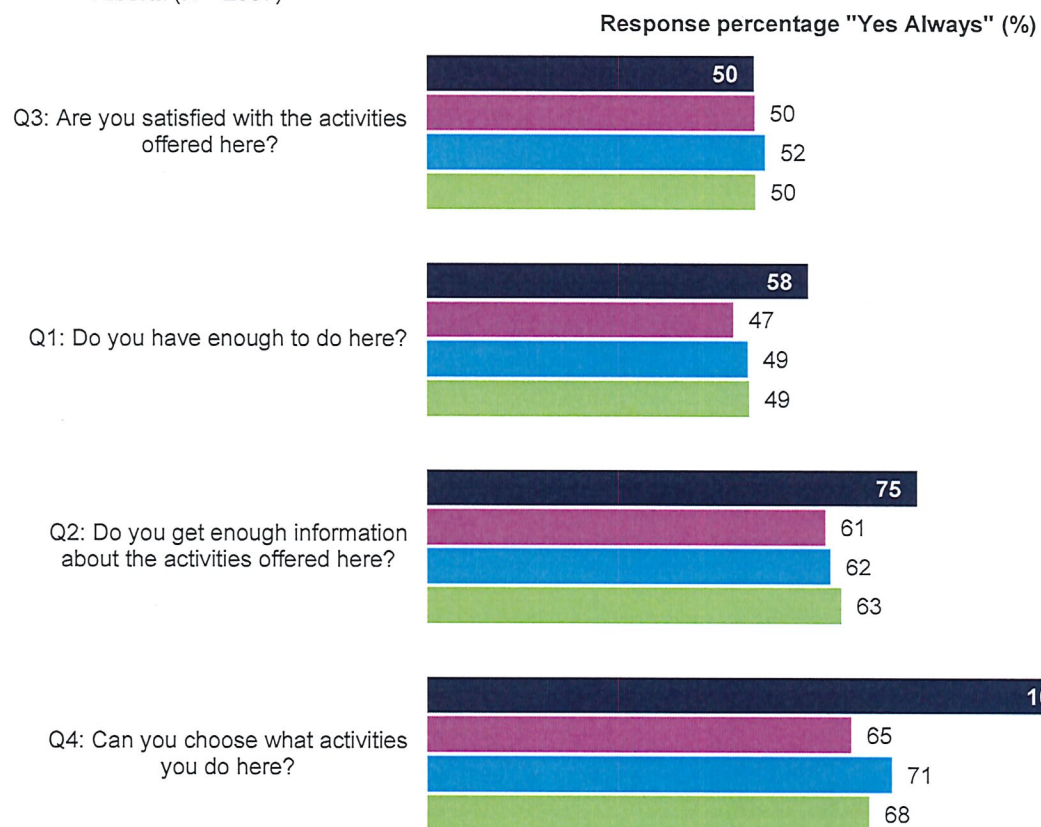
- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Activities

Following are the results for the survey questions that comprise the score for Activities. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

- Smithfield Lodge (N = 12)
- Site peers (N = 403)
- North Zone (N = 223)
- Alberta (N = 2857)



Guiding questions

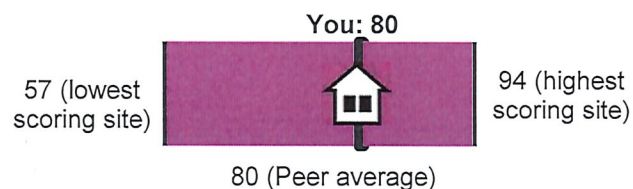
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Meals and Dining

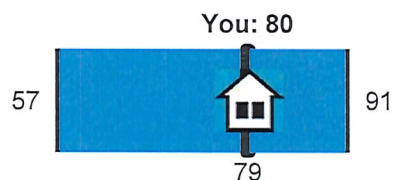
Residents were asked multiple survey questions that share the theme of Meals and Dining. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



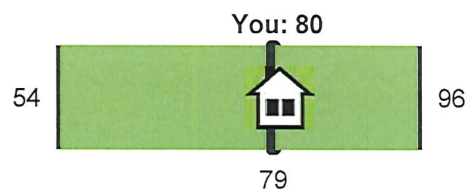
Site peers
(Rural, 0-50 spaces)



North Zone



Alberta



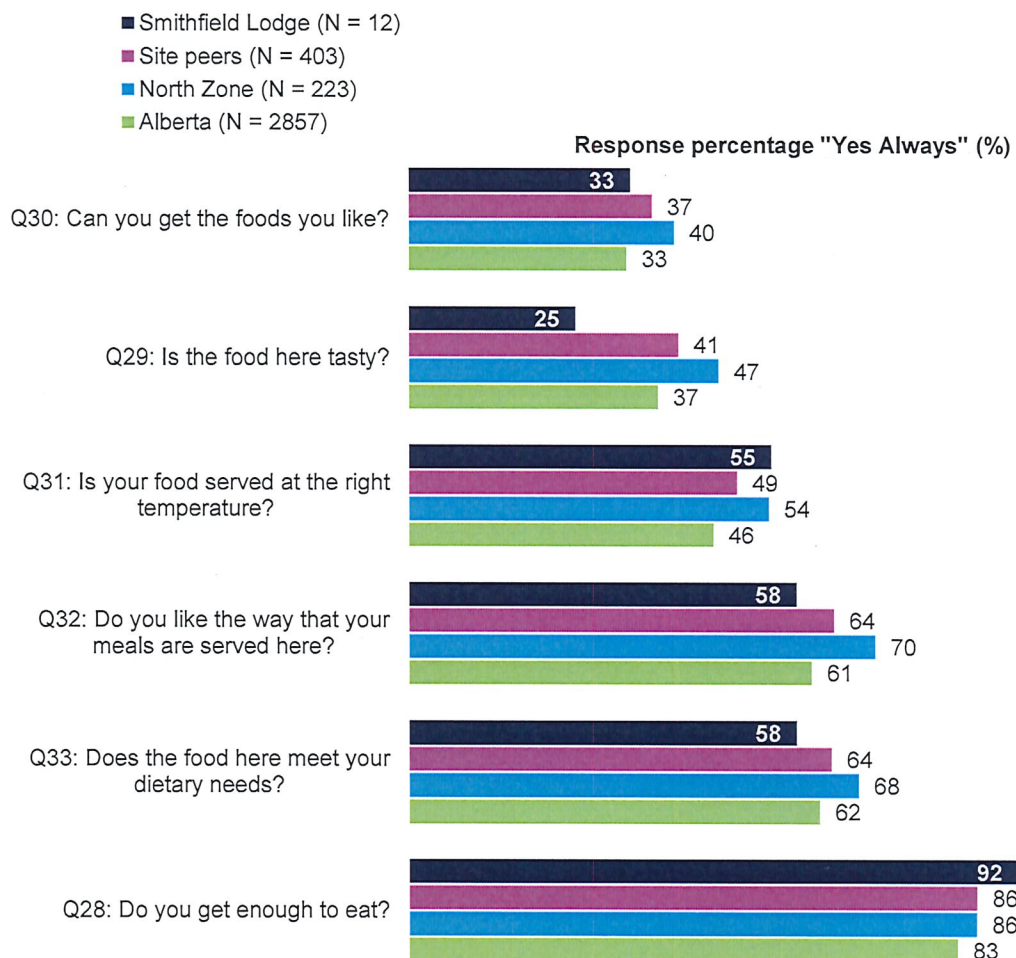
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Meals and Dining

Following are the results for the survey questions that comprise the score for Meals and Dining. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).



Guiding questions

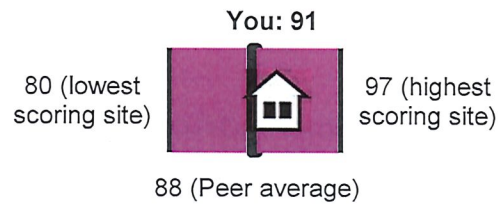
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Communication

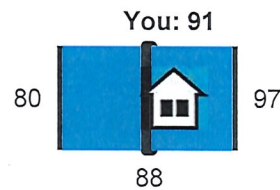
Residents were asked multiple survey questions that share the theme of Communication. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



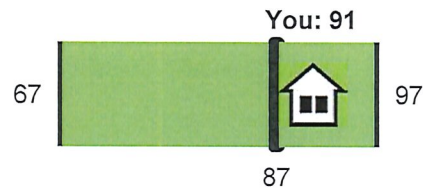
Site peers
(Rural, 0-50
spaces)



North Zone



Alberta



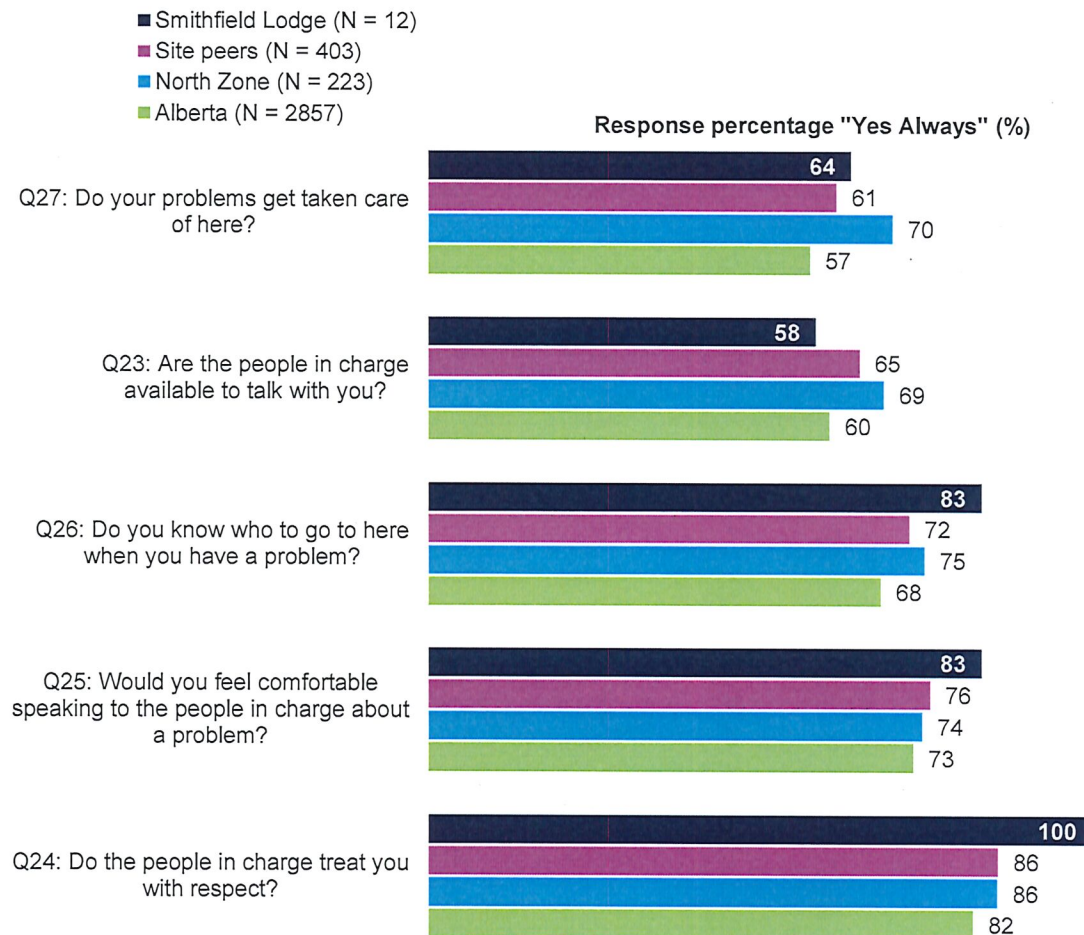
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Communication

Following are the results for the survey questions that comprise the score for Communication. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

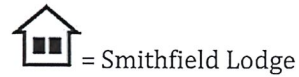


Guiding questions

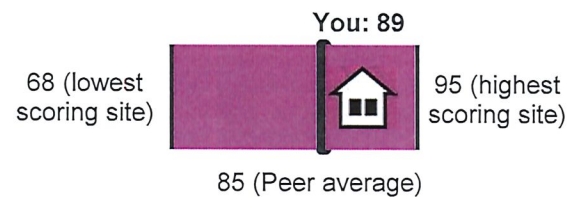
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Care and Services

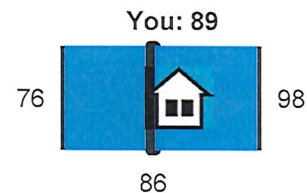
Residents were asked multiple survey questions that share the theme of Care and Services. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



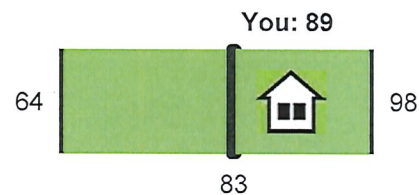
Site peers
(Rural, 0-50 spaces)



North Zone



Alberta



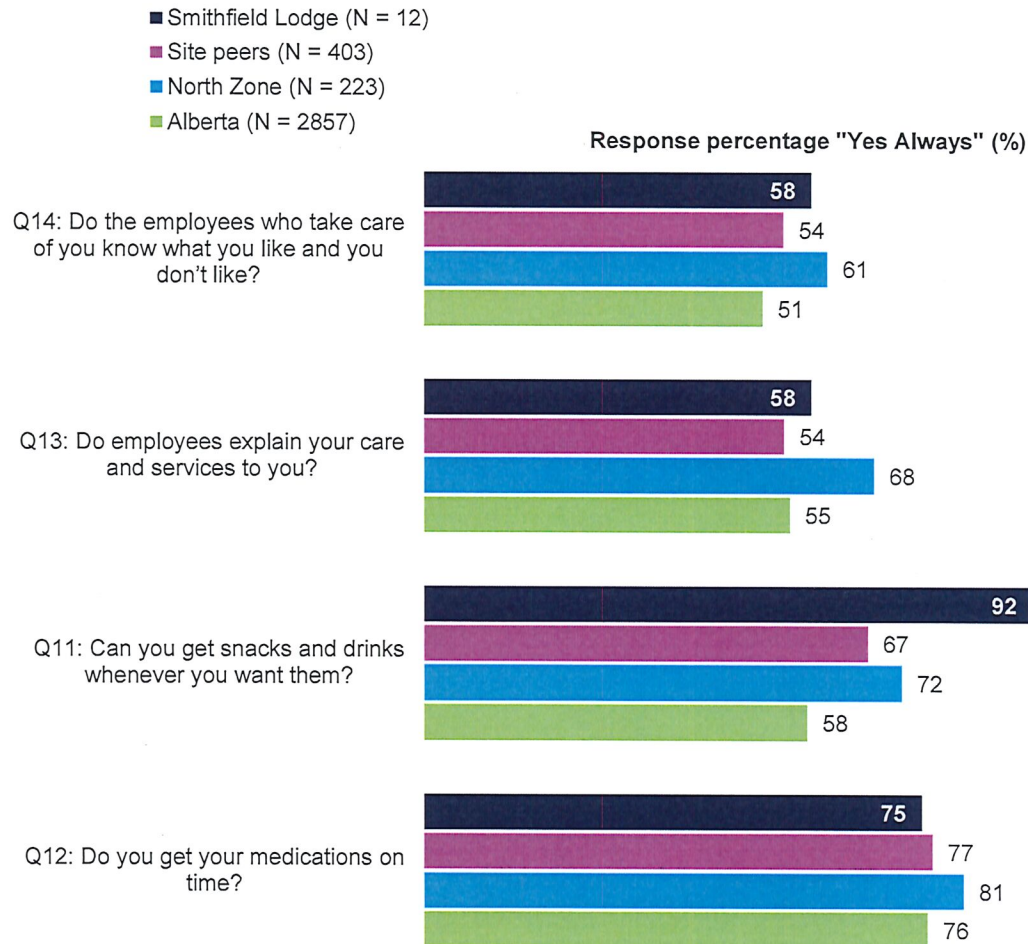
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Care and Services

Following are the results for the survey questions that comprise the score for Care and Services. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).



Guiding questions

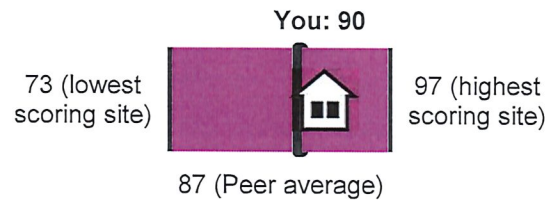
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Employee Responsiveness

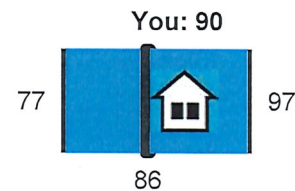
Residents were asked multiple survey questions that share the theme of Employee Responsiveness. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



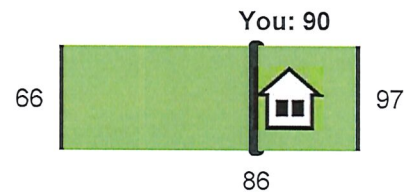
Site peers
(Rural, 0-50 spaces)



North Zone



Alberta



Guiding questions

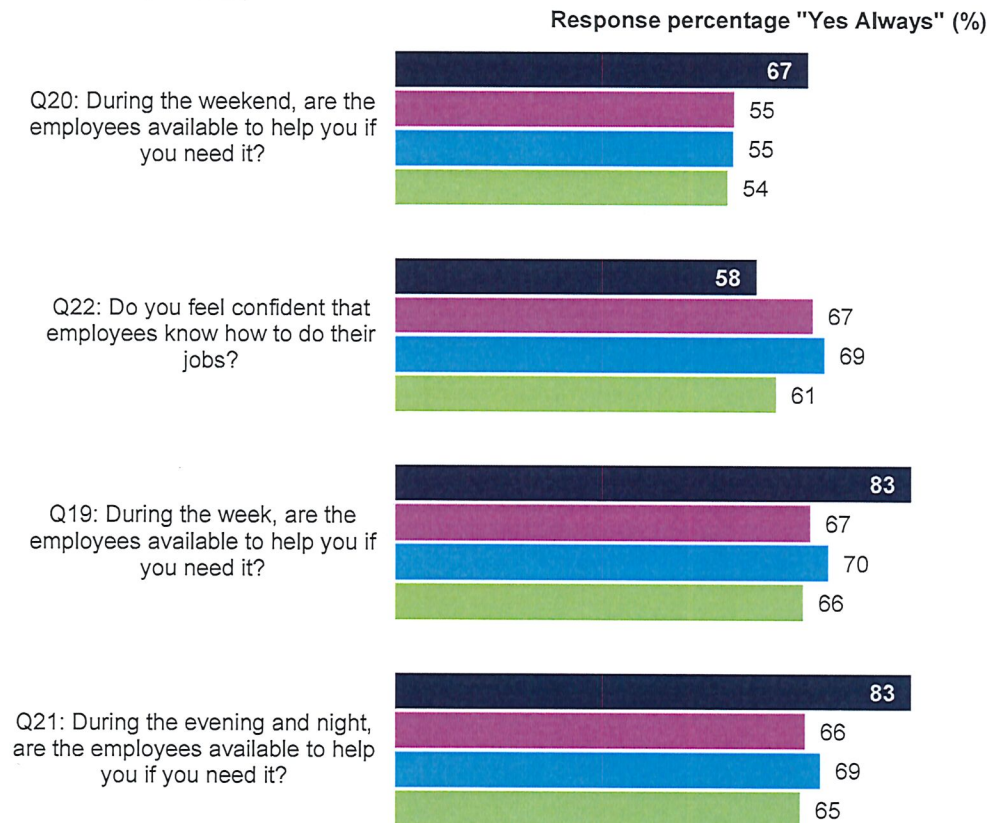
- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Employee Responsiveness

Following are the results for the survey questions that comprise the score for Employee Responsiveness. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

- Smithfield Lodge (N = 12)
- Site peers (N = 403)
- North Zone (N = 223)
- Alberta (N = 2857)

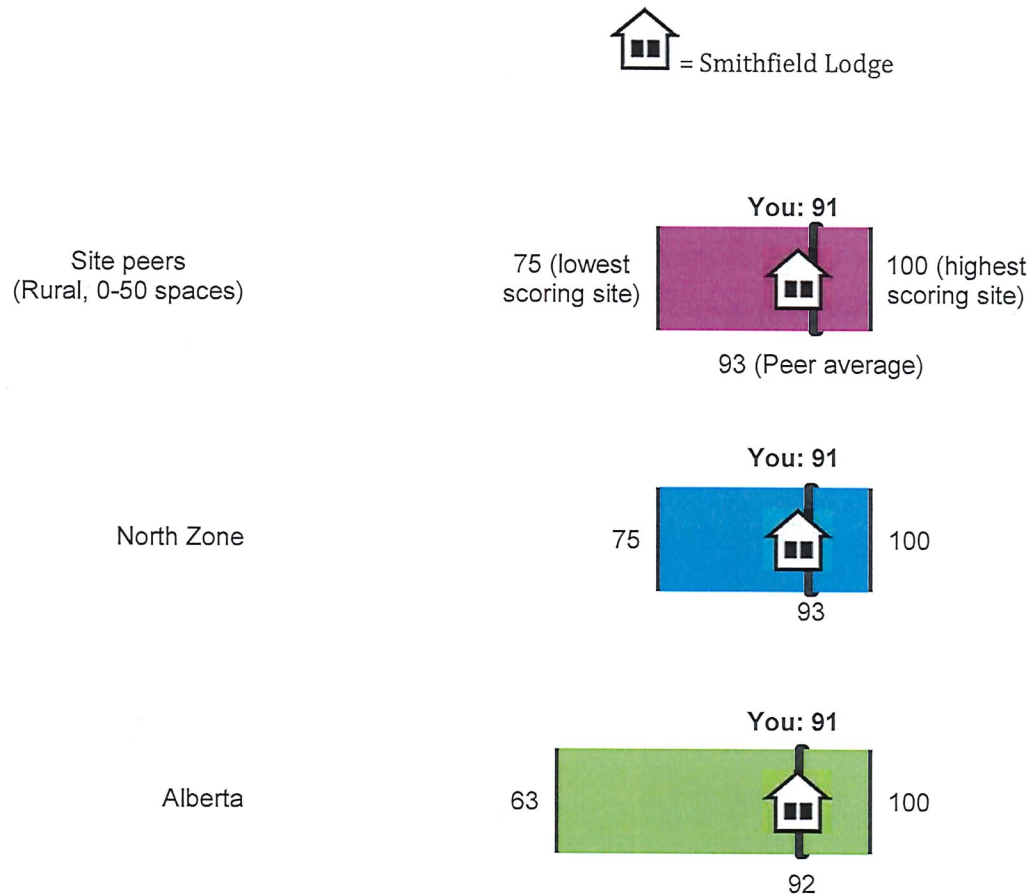


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Laundry

Residents were asked multiple survey questions that share the theme of Laundry. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for Laundry

Following are the results for the survey questions that comprise the score for Laundry.

- Smithfield Lodge (N = 12)
- Site peers (N = 403)
- North Zone (N = 223)
- Alberta (N = 2857)



Guiding questions

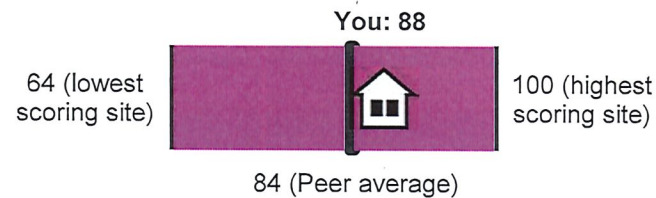
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

General Satisfaction

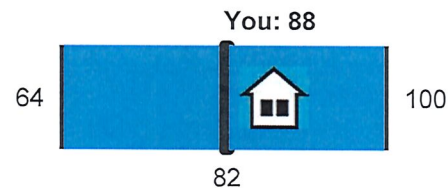
Residents were asked multiple survey questions that share the theme of General Satisfaction. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



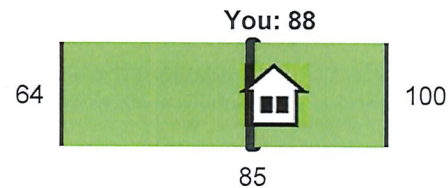
Site peers
(Rural, 0-50 spaces)



North Zone



Alberta



Guiding questions

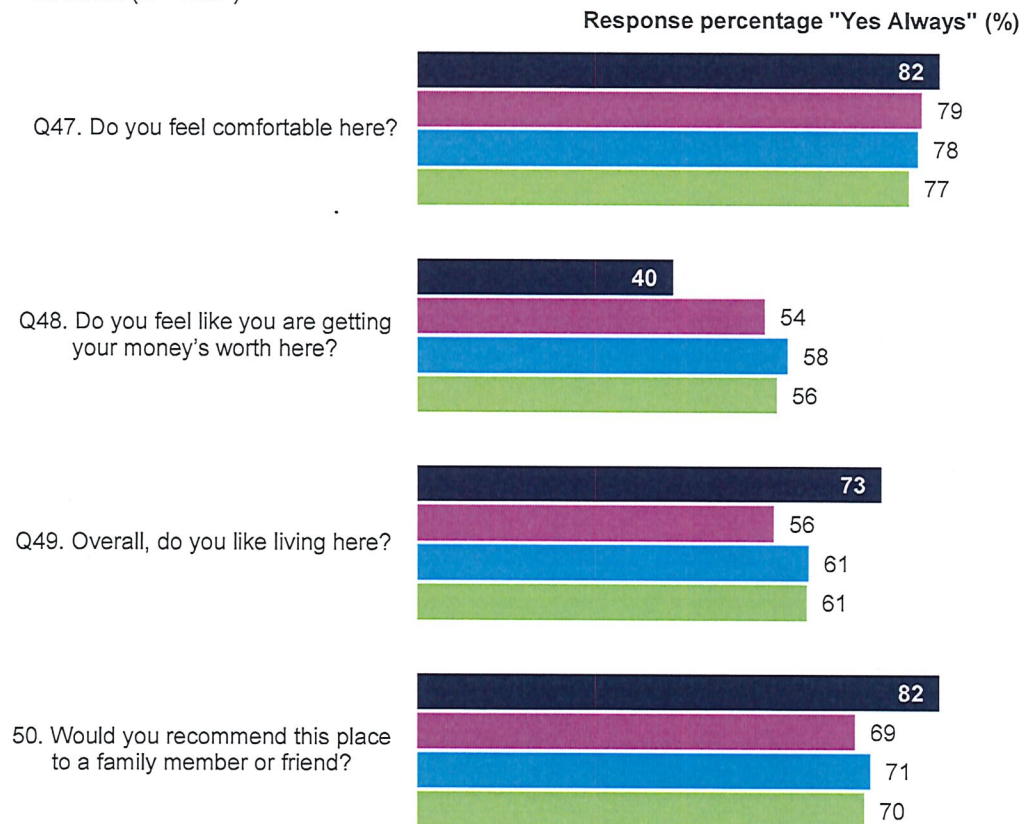
- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How do you compare to your peers?

*(asterisk) indicates that your site result is significantly different than the site peer average

Survey questions that comprise the score for General Satisfaction

Following are the results for the survey questions that comprise the score for General Satisfaction.

- Smithfield Lodge (N = 12)
- Site peers (N = 403)
- North Zone (N = 223)
- Alberta (N = 2857)



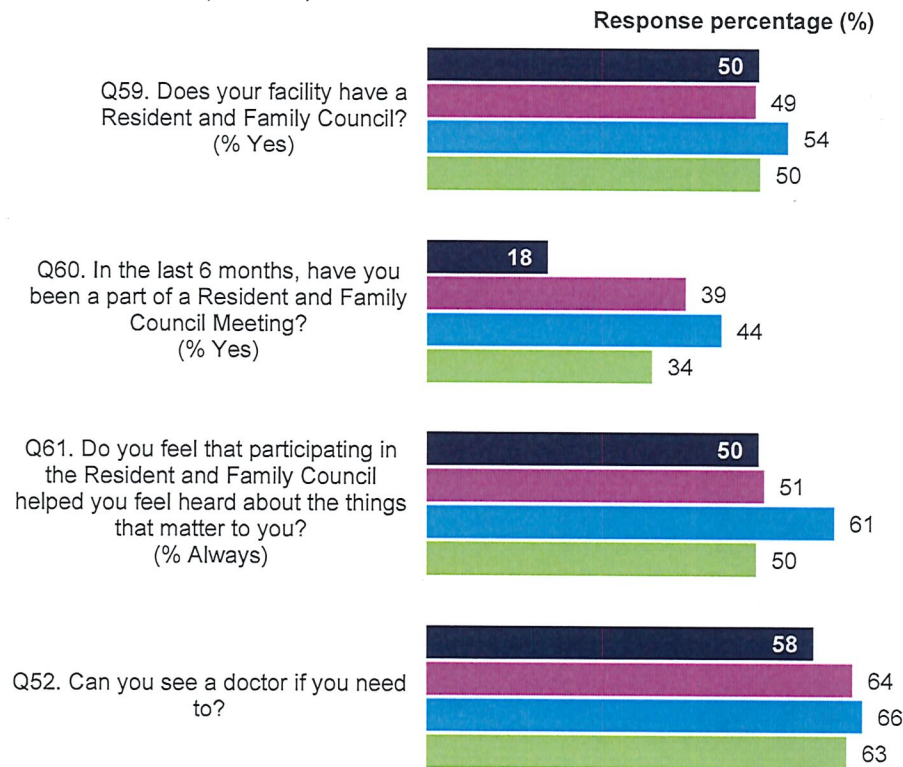
Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Additional Care Questions

The purpose of the Additional Care Questions was to obtain feedback about aspects of care not addressed in the questions that comprise the Dimensions of Care.

- Smithfield Lodge (N = 12)
- Site peers (N = 403)
- North Zone (N = 223)
- Alberta (N = 2857)

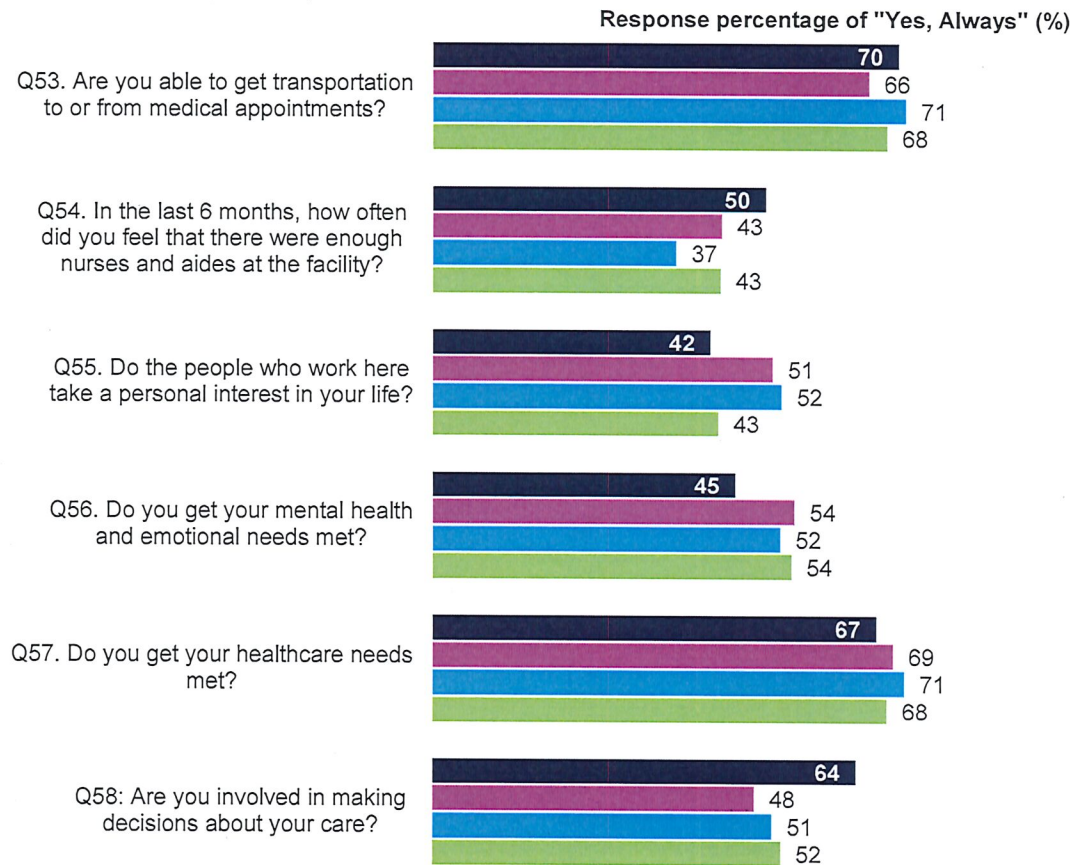


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How?

Additional Care Questions *continued*

- Smithfield Lodge (N = 12)
- Site peers (N = 403)
- North Zone (N = 223)
- Alberta (N = 2857)



Guiding questions

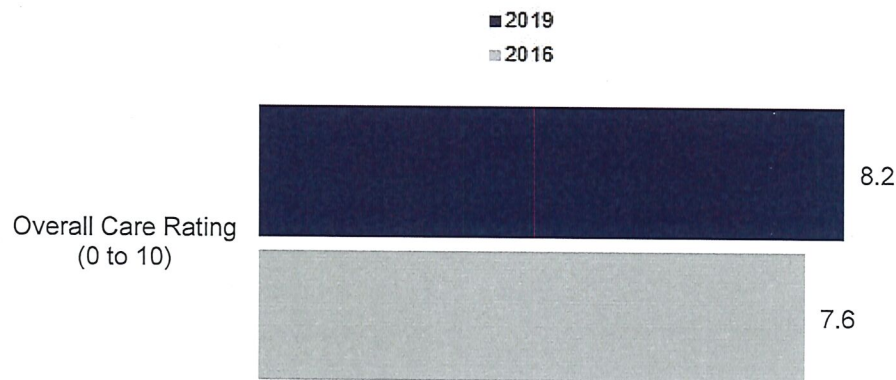
- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do you compare to your peers? Can you leverage learnings from others who are doing well in this area? How



SECTION 3: HISTORICAL RESULTS: 2019 VERSUS 2016

How did residents rate Smithfield Lodge overall?

Residents rated their overall experience with care on a scale from 0 (worst) to 10 (best). This measure provides an overall perspective of resident experiences at your site. The averages are presented below.



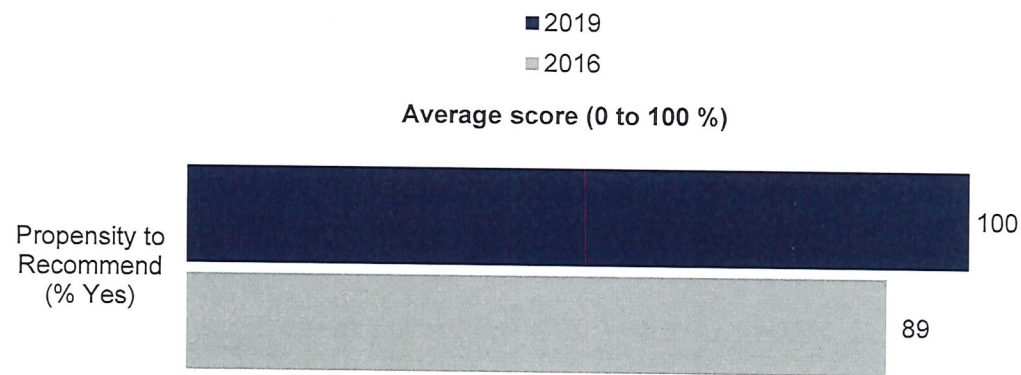
*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Guiding questions

- Overall resident experience, as measured by this rating, is influenced by the various dimensions discussed in Section 2. What aspects of resident experience are influencing your overall care rating the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

Propensity to Recommend

Residents were asked whether or not they would recommend your site to a family member or friend who needed designated supportive living care. This measure is an important indicator of residents' perception about the site. The percentage who said "Yes" they would recommend your site is reported below.



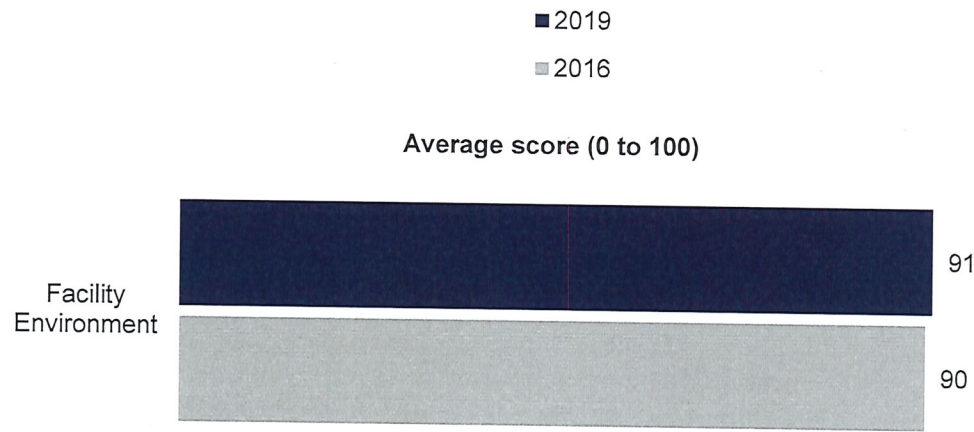
*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Guiding questions

- What percentage of residents would recommend your site? Is this acceptable? How do you compare to your peers?
- What aspects of resident experience are influencing the propensity of residents to recommend your site, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

Facility Environment

Residents were asked multiple survey questions that share the theme of Facility Environment. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



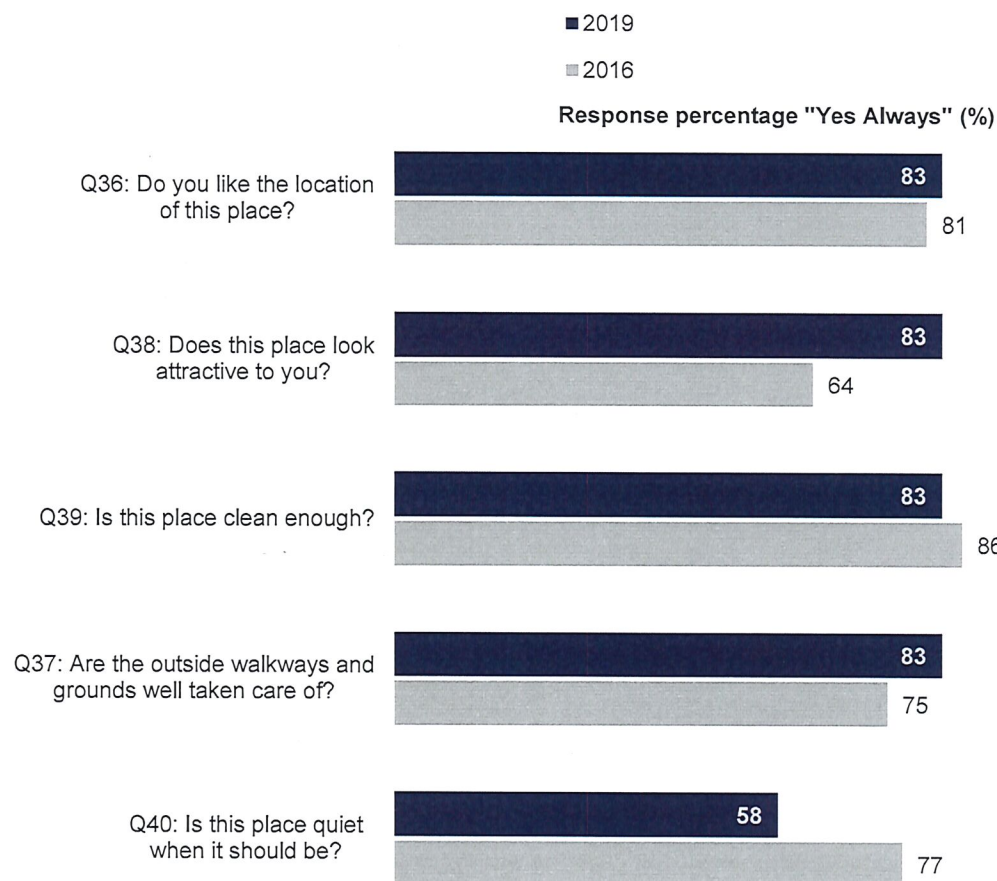
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Facility Environment

Following are the results for the survey questions that comprise the score for Facility Environment. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

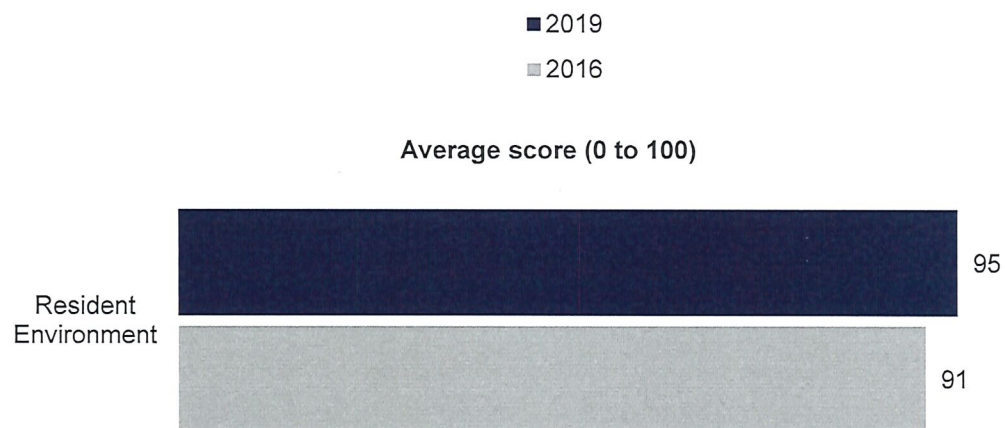


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Resident Environment

Residents were asked multiple survey questions that share the theme of Resident Environment. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



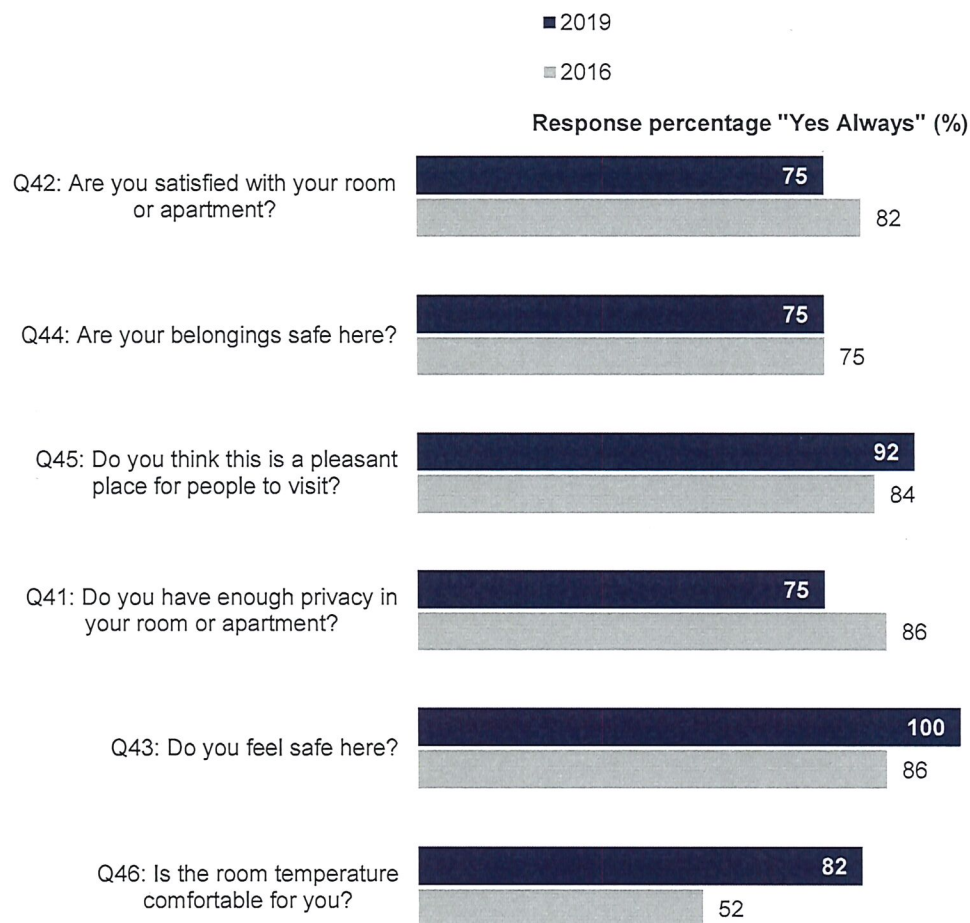
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Resident Environment

Following are the results for the survey questions that comprise the score for Resident Environment. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

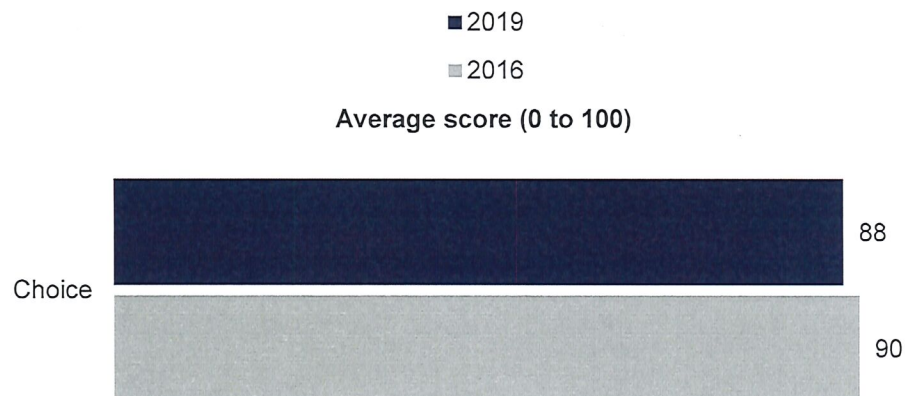


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Choice

Residents were asked multiple survey questions that share the theme of Choice. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



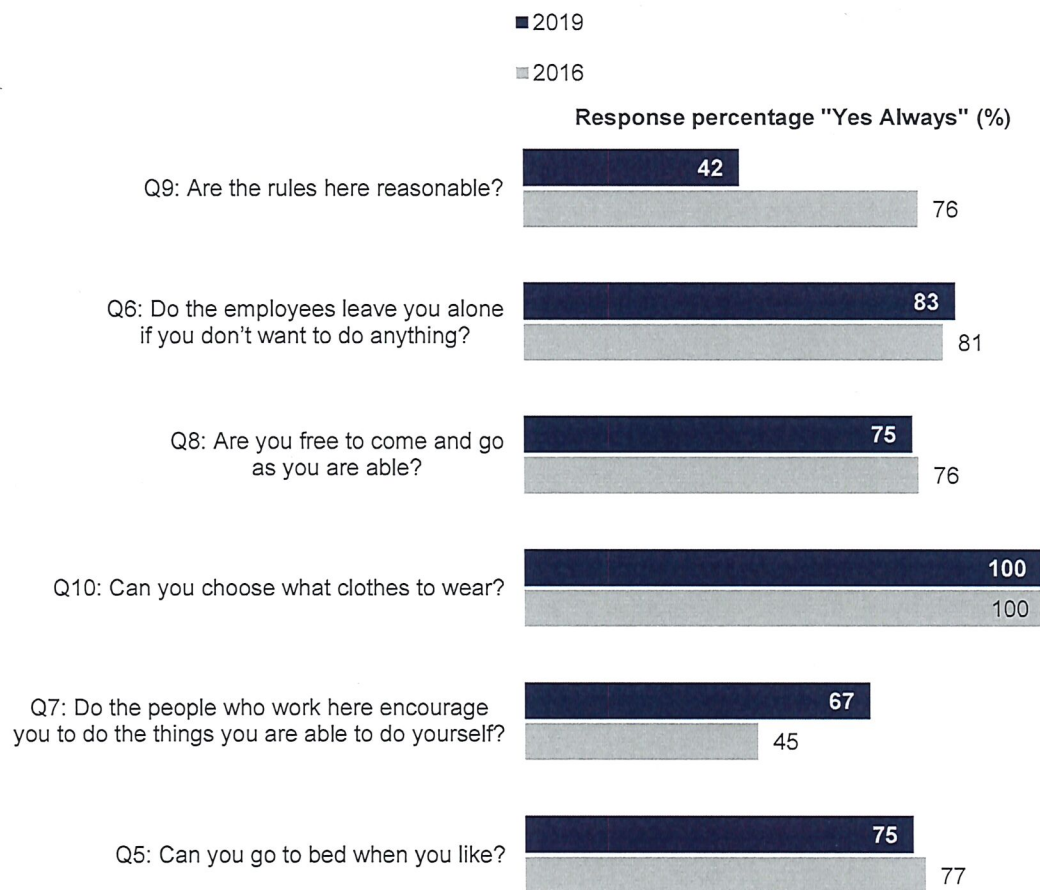
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Choice

Following are the results for the survey questions that comprise the score for Choice. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

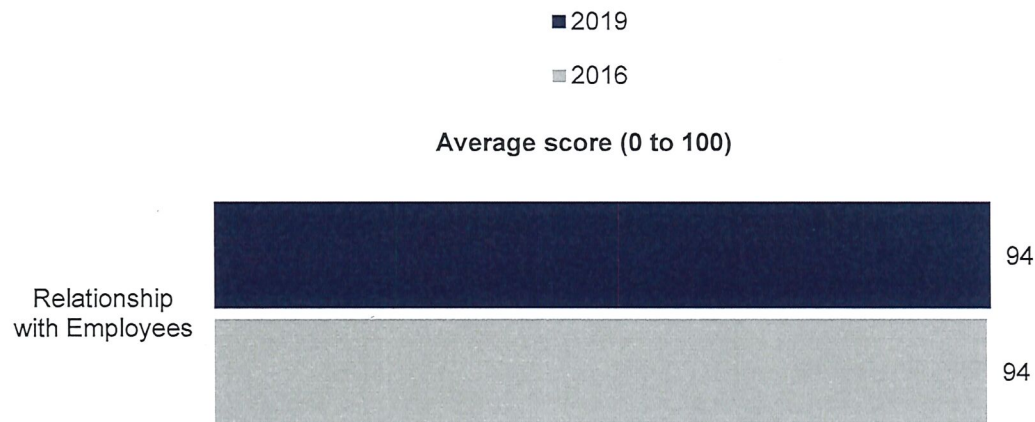


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Relationship with Employees

Residents were asked multiple survey questions that share the theme of Relationship with Employees. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



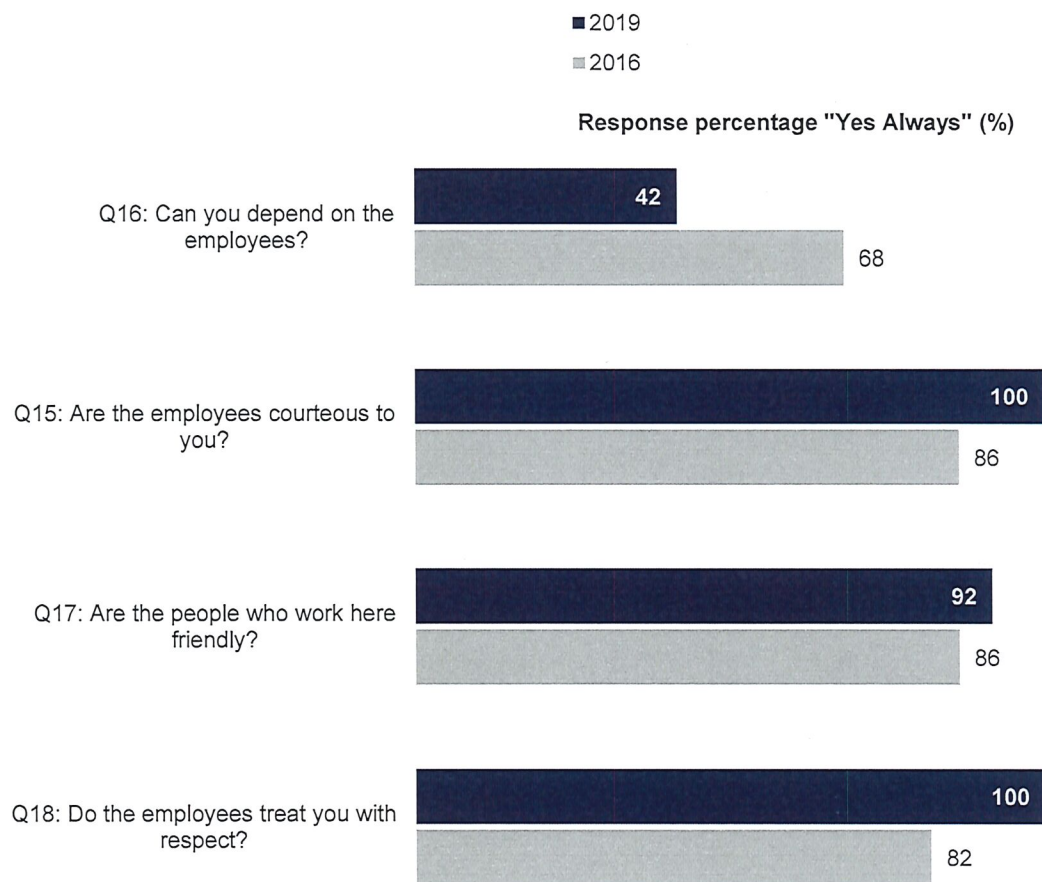
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Relationship with Employees

Following are the results for the survey questions that comprise the score for Relationship with Employees. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

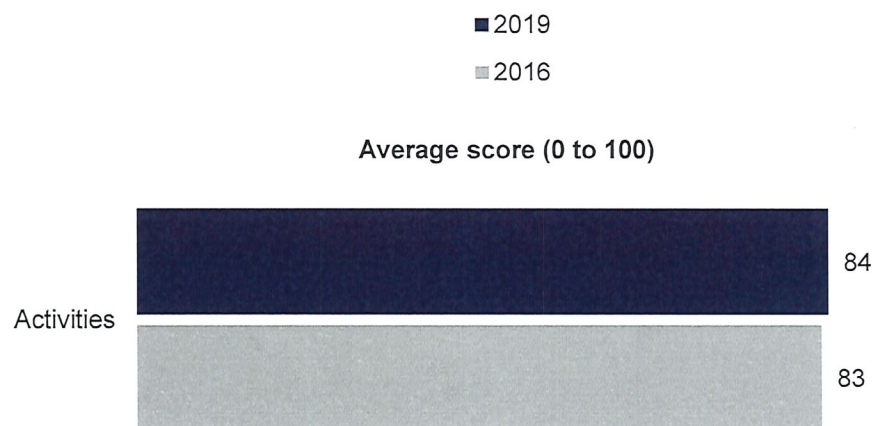


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Activities

Residents were asked multiple survey questions that share the theme of Activities. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



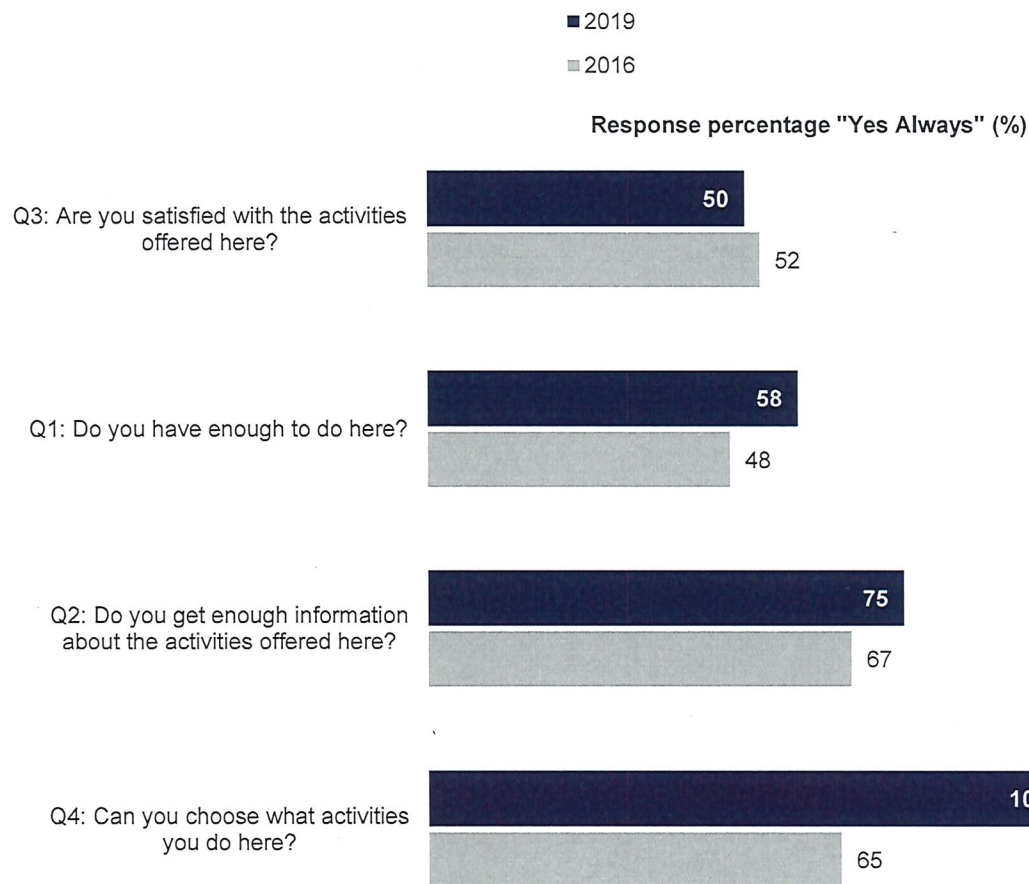
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Activities

Following are the results for the survey questions that comprise the score for Activities. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

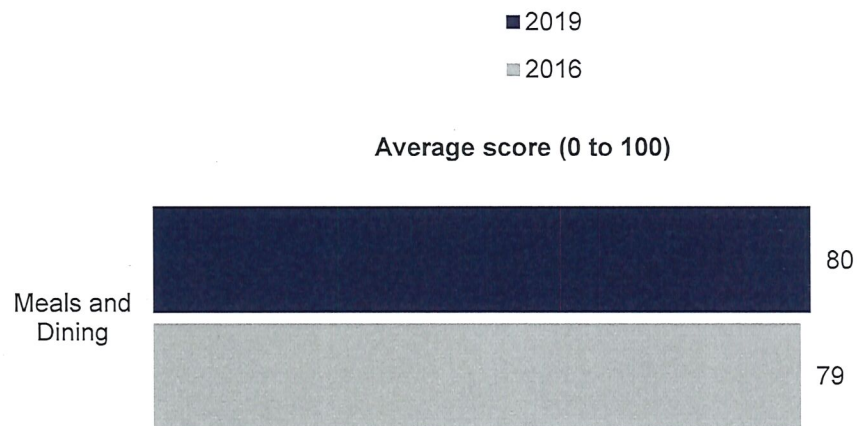


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Meals and Dining

Residents were asked multiple survey questions that share the theme of Meals and Dining. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



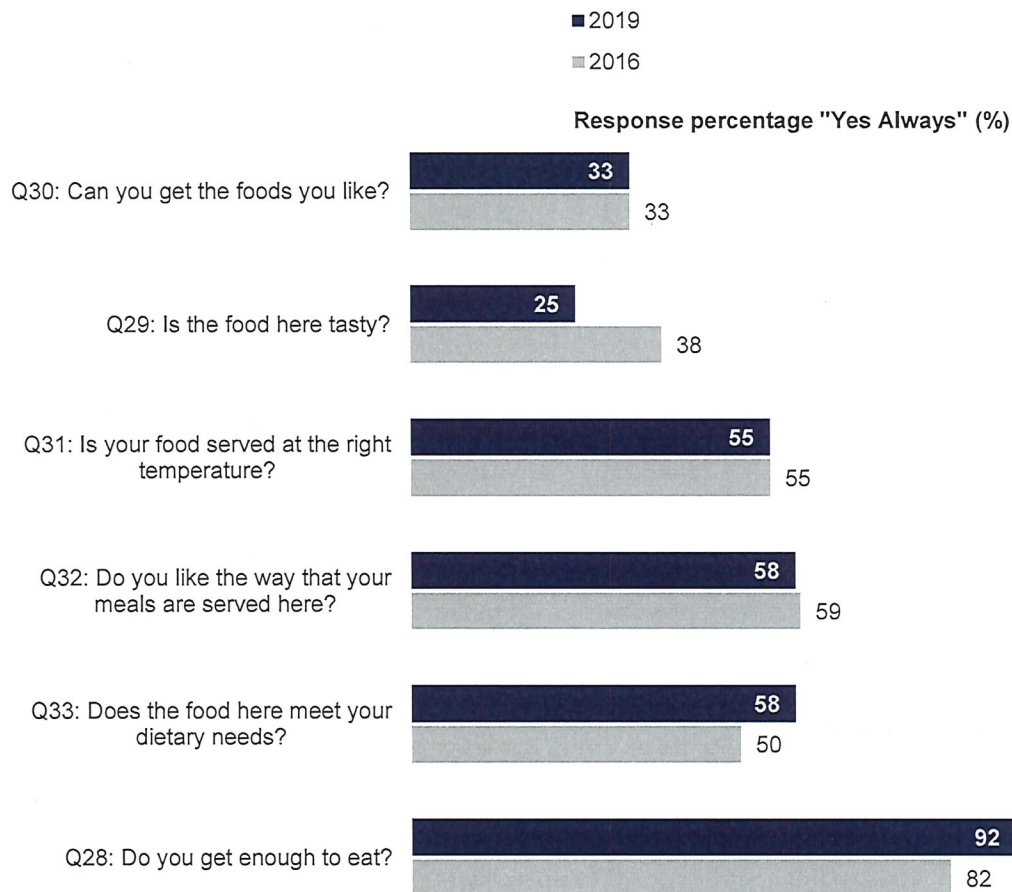
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Meals and Dining

Following are the results for the survey questions that comprise the score for Meals and Dining. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

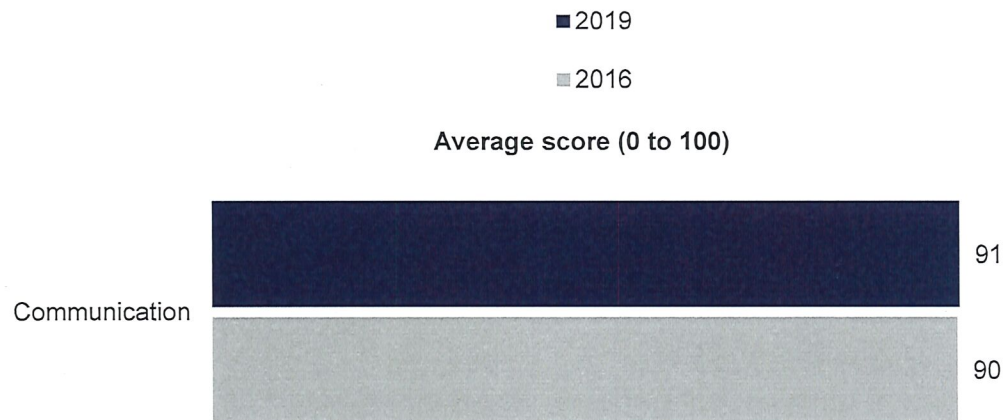


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Communication

Residents were asked multiple survey questions that share the theme of Communication. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



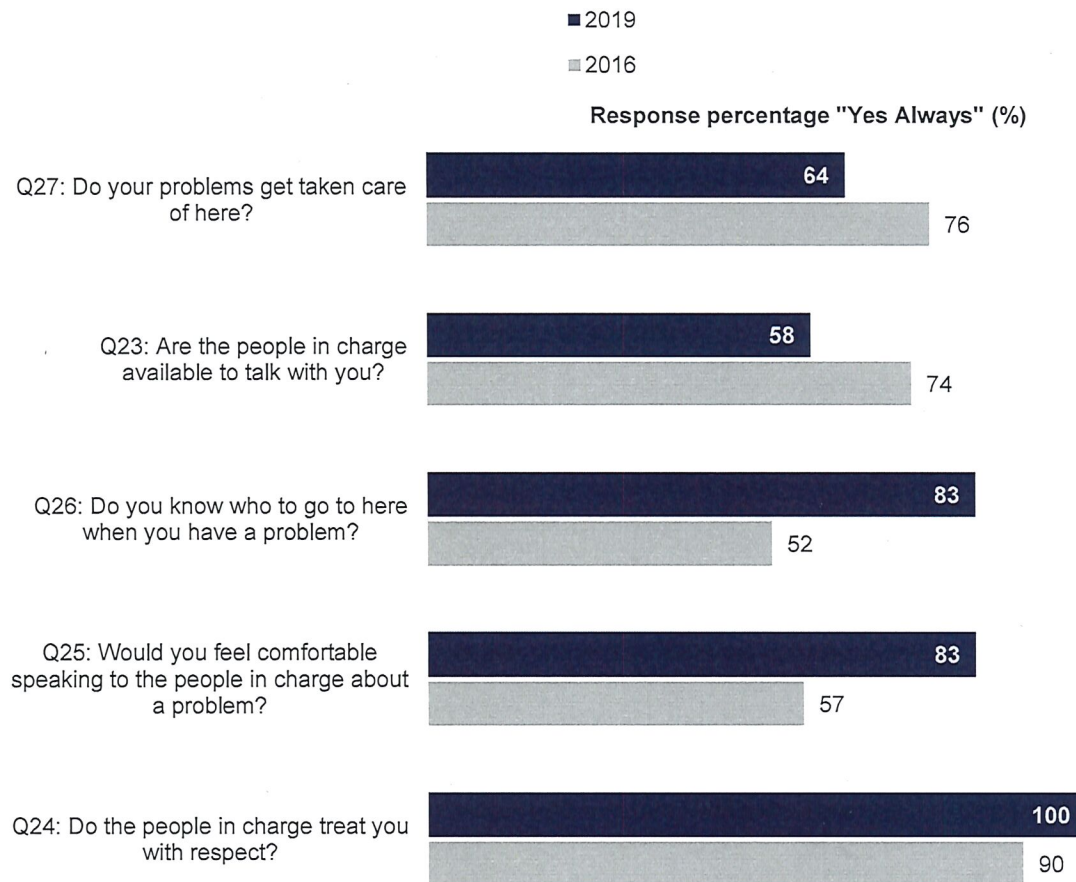
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Communication

Following are the results for the survey questions that comprise the score for Communication. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

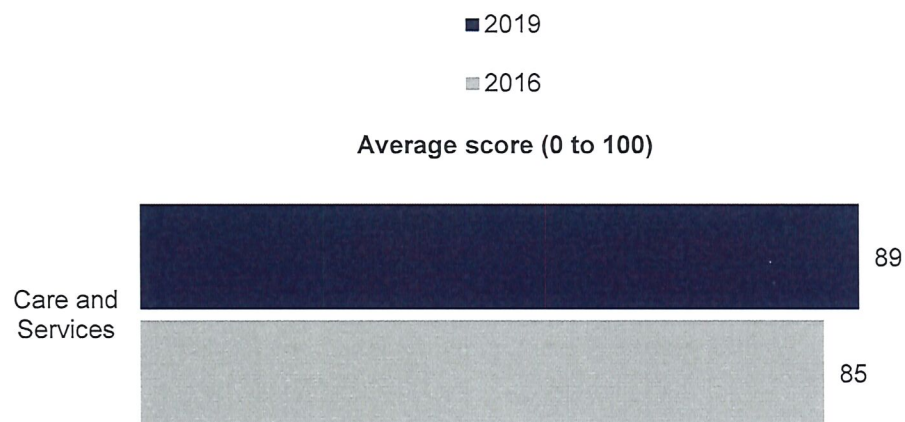


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Care and Services

Residents were asked multiple survey questions that share the theme of Care and Services. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



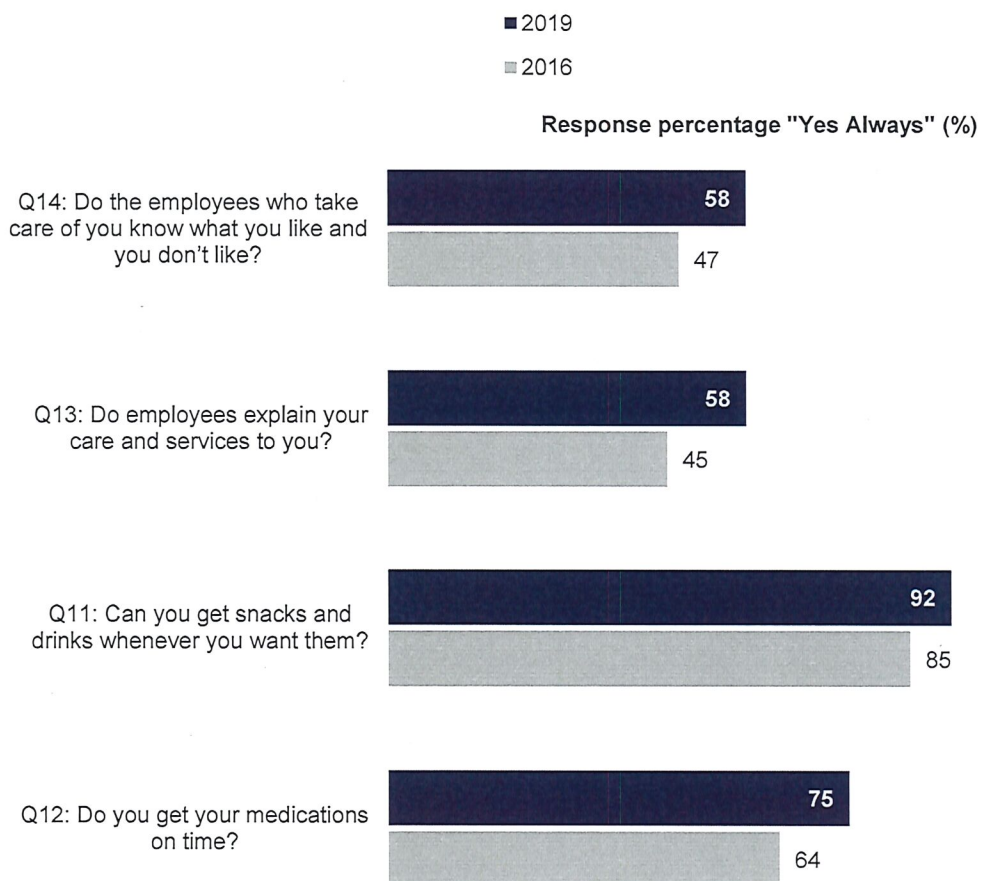
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Care and Services

Following are the results for the survey questions that comprise the score for Care and Services. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

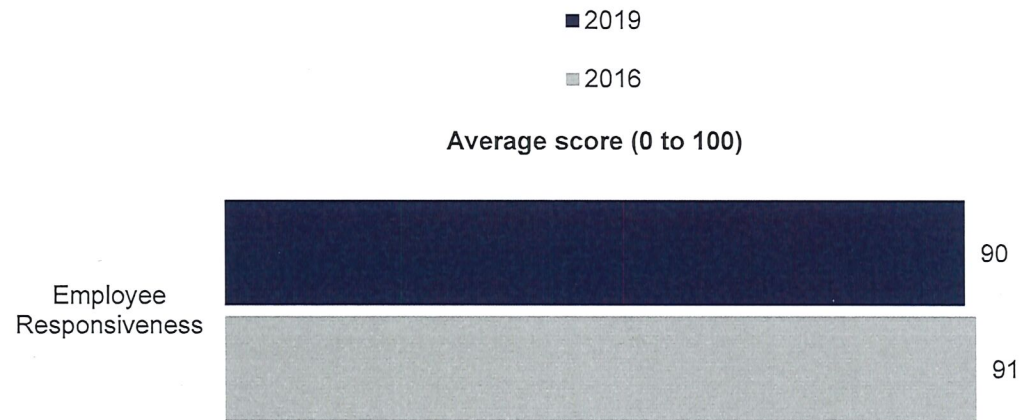


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Employee Responsiveness

Residents were asked multiple survey questions that share the theme of Employee Responsiveness. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



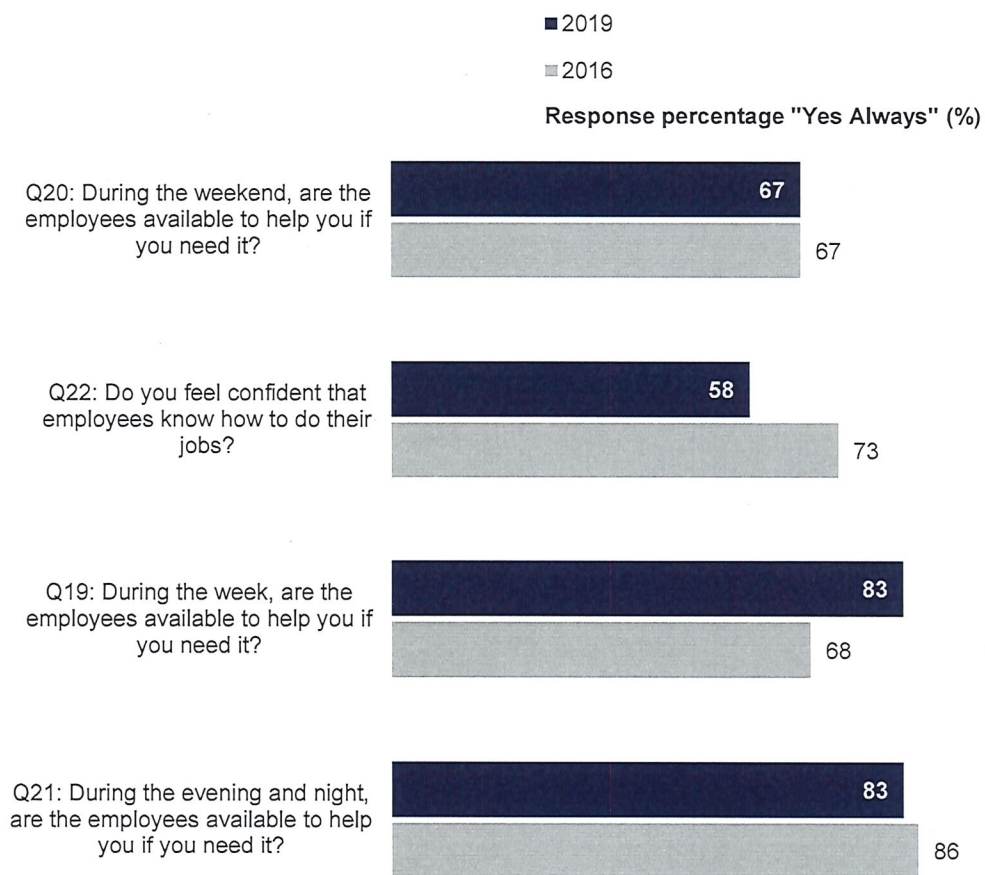
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Employee Responsiveness

Following are the results for the survey questions that comprise the score for Employee Responsiveness. To help prioritize improvement opportunities, the [questions are ordered by the potential for improving overall client experience](#).

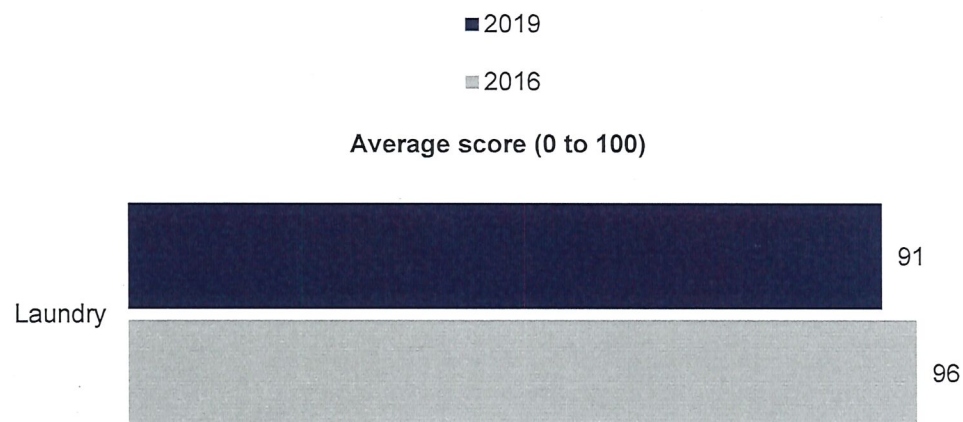


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Laundry

Residents were asked multiple survey questions that share the theme of Laundry. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



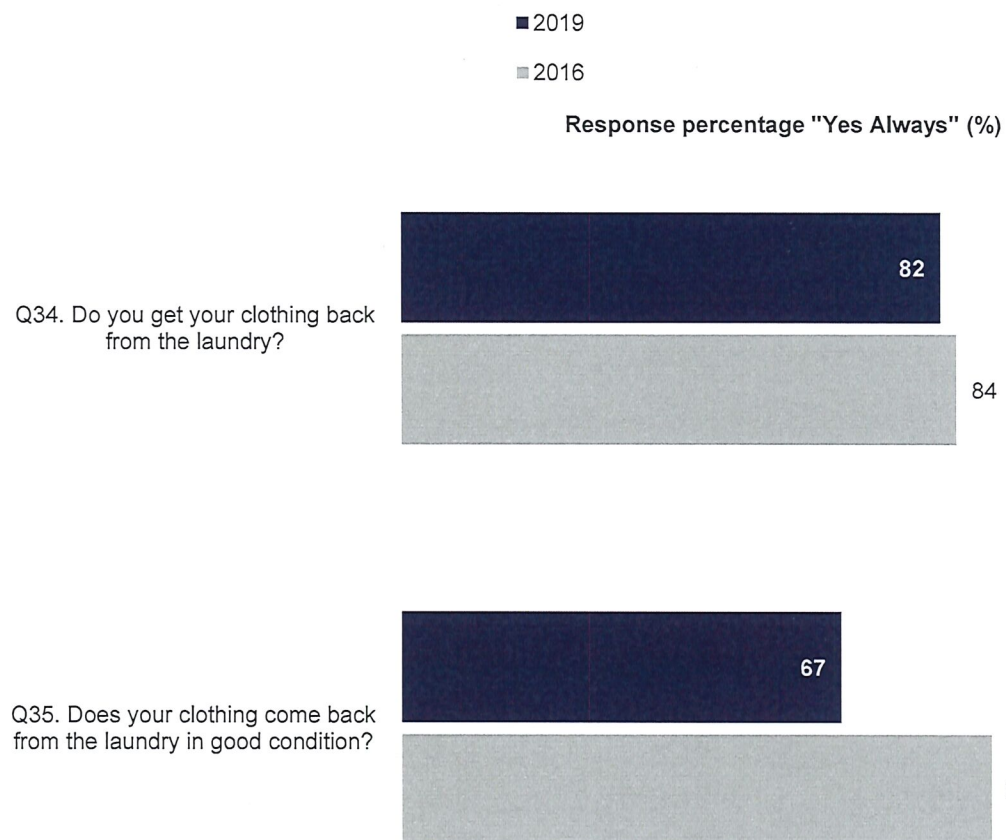
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for Laundry

Following are the results for the survey questions that comprise the score for Laundry.



Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

General Satisfaction

Residents were asked multiple survey questions that share the theme of General Satisfaction. These survey questions were combined and summarized into a single score from 0 (worst) to 100 (best).



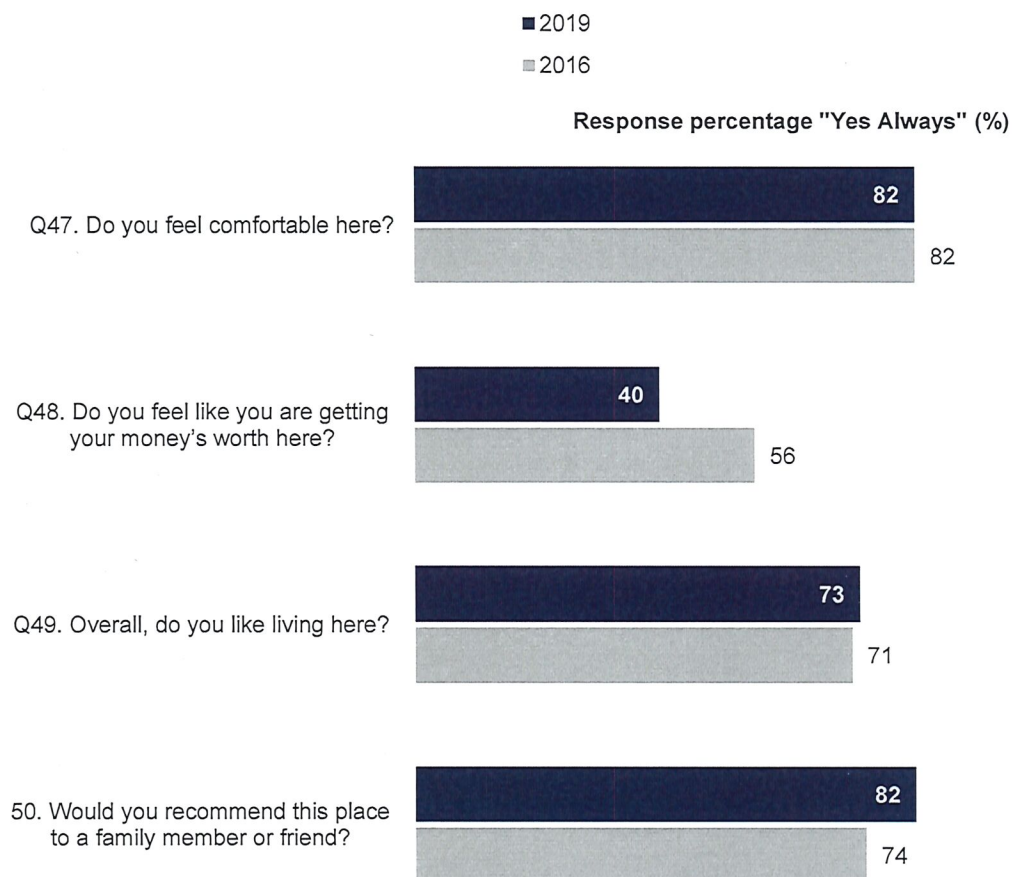
Guiding questions

- Which survey questions on the next page are influencing this measure the most, and why?
- In what ways might you inform and discuss your results with your staff?
- How does your 2019 result compare to the previous survey result?

*(asterisk) indicates that your 2019 site result is significantly different than in 2016

Survey questions that comprise the score for General Satisfaction

Following are the results for the survey questions that comprise the score for General Satisfaction.

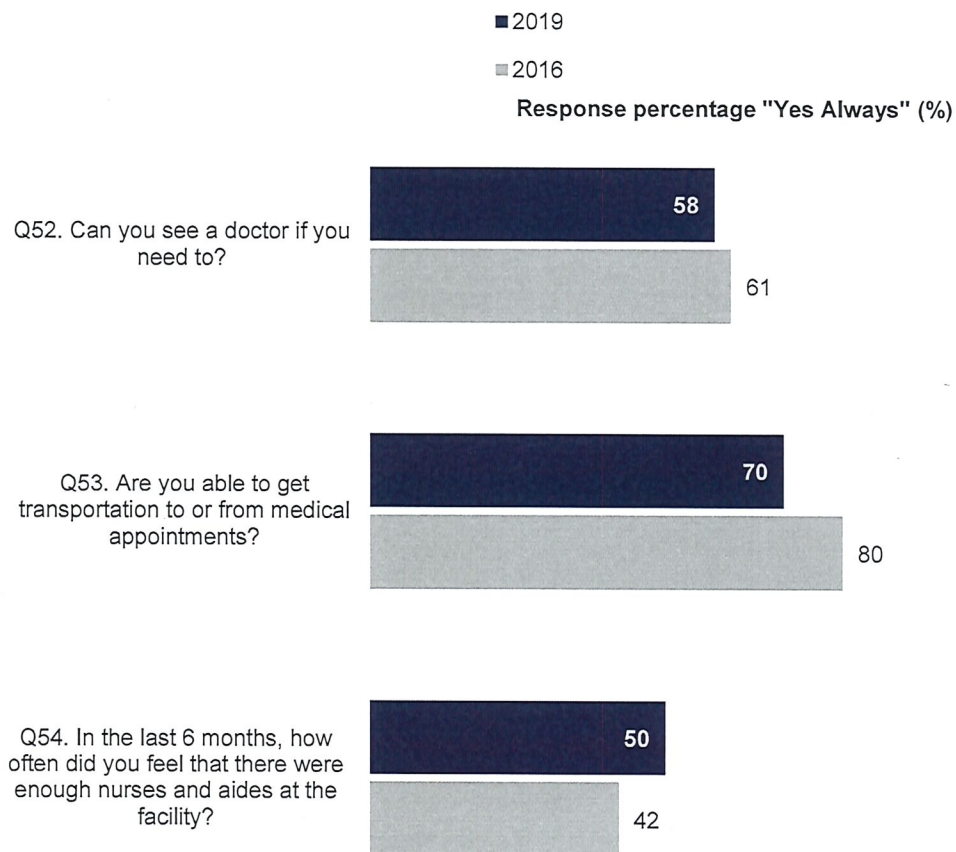


Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Additional Care Questions

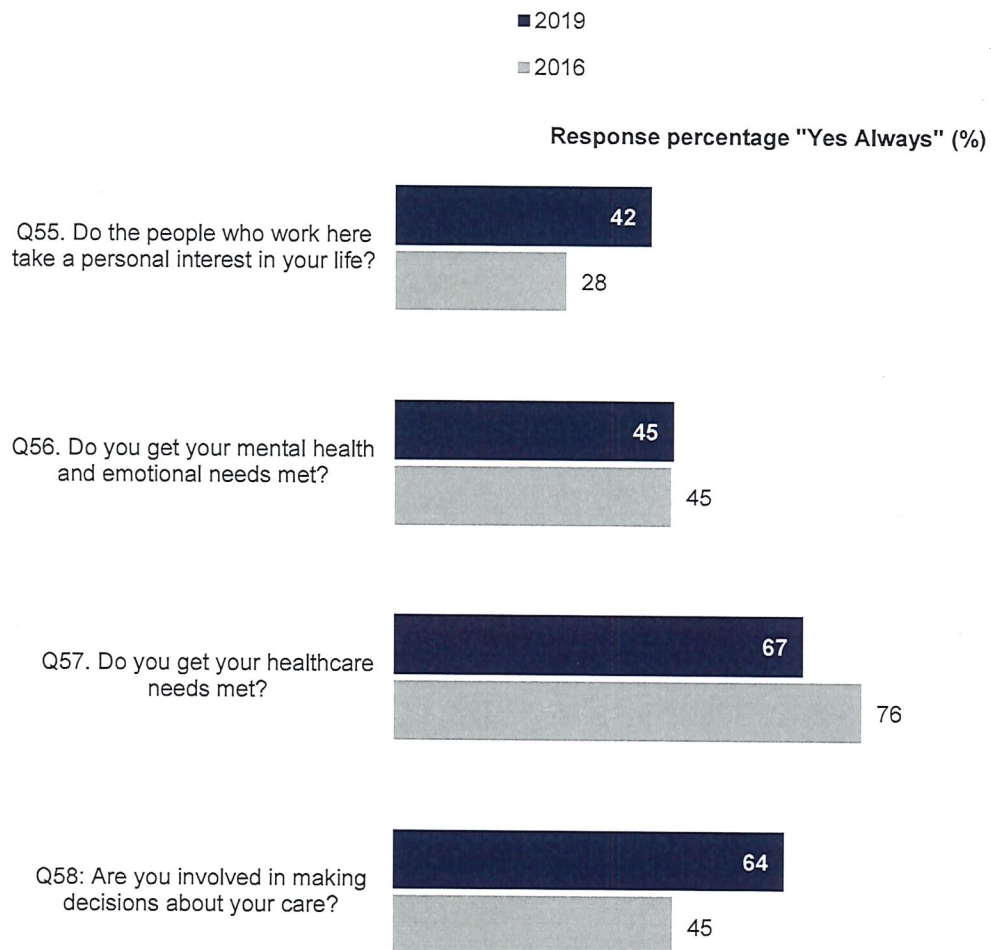
The purpose of the Additional Care Questions was to obtain feedback about aspects of care not addressed in the questions that comprise the Dimensions of Care.



Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

Additional Care Questions *continued*



Guiding questions

- What stands out most to you as an area for improvement or an area of success?
- How might you and your staff approach identifying improvement opportunities? Which would you prioritize?
- What processes or practices do you have in place that may improve these results?
- How do your 2019 results compare to the previous survey results?

SUPPLEMENTAL REPORT

In previous reports, additional supplemental information was included as appendices. This information is now available upon request. If you would like to receive this information, please email info@hqca.ca and provide the following:

- Name and job title
- Site name
- Email address

Upon receipt of your request, you will receive the following information in a supplementary report:

Response rates and participant characteristics

- Describes response rates across different comparison groups and over time (if applicable).
- Provides additional information on resident characteristics (e.g., age).

Additional methodological details

- Provides more descriptions and technical information for:
 - site comparisons
 - how the measures were generated
 - statistical significance criteria
 - quantitative analytics
 - survey sampling design and recruitment
 - changes to the survey tool from the 2016 survey
- Provides a list of all sites in your peer group
- Provides a list of all publicly reported sites
- Limitations

Question-level results

- Results for all questions in the survey, reporting additional response categories for:
 - your site
 - comparison groups: site peers, AHS zones, Alberta
 - your site across all other survey cycles

Cross-walk between survey questions and Continuing Care Health Service Standards (CCHSS) and Accommodation Standards

- Mapping each survey question to related CCHSS and Accommodation standards. Reviewed by Alberta Health.



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