



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

February 2026



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*.

DOCUMENT COPYRIGHT

Health Quality Alberta holds copyright and intellectual property rights of this document. This document is licensed under a Creative Commons “Attribution-Non-Commercial-No Derivatives 4.0 International” license: <http://creativecommons.org/licenses/by-nc-nd/4.0/>



You may copy, distribute, or transmit only **unaltered** copies of the document, and only for non-commercial purposes.

Attribution is required if content from this document is used as a resource or reference in another work that is created. To reference this document, please use the following citation:

Health Quality Alberta. FOCUS on Home and Community Care Data Dictionary; February 2026.

Please contact Health Quality Alberta for more information: info@hqa.ca, 403.297.8162.

TABLE OF CONTENTS

Number of different personal care staff	1
Personal care staff informed of arrival time	2
Personal care staff listened carefully	3
Personal care staff explanation easy to understand	4
Personal care concerns handled satisfactorily	5
Personal care staff were supportive.....	6
Personal care staff had a warm presence	8
Number of different professional care staff.....	9
Professional care staff gave choice in how care is provided	10
Professional care staff explanation easy to understand	11
Professional care staff listened carefully	12
Professional care concerns handled satisfactorily.....	13
Overall rating of professional care	14
Overall rating of personal care.....	15
Client overall care experience.....	16
Home care helps clients stay at home	18

Number of different personal care staff	
Description	Client experience with number of different personal care staff they have had
Survey question	<p>In the last 6 months, how do you feel about the number of different personal care staff you have had?</p> <ul style="list-style-type: none"> ▪ I'm very happy with the number I've had ▪ I'm OK with the number I've had ▪ I'm not happy at all with the number I've had ▪ I don't know
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting "I'm very happy with the number I've had" =</p> $\left(\frac{\text{Number of respondents stating "I'm very happy with the number I've had"}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the "I don't know" category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Personal care staff informed of arrival time	
Description	Whether clients were informed of personal care staff arrival time
Survey question	<p>In the last 6 months, I was kept informed about when personal care staff would arrive.</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ I don't know
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting "Yes" =</p> $\left(\frac{\text{Number of respondents stating "Yes"}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the "I don't know" category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024. General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Personal care staff listened carefully	
Description	Whether personal care staff listened carefully to the client
Survey question	<p>In the last 6 months, how often did personal care staff listen carefully to you?</p> <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Always” =</p> $\left(\frac{\text{Number of respondents stating “Always”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024. General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Personal care staff explanation easy to understand	
Description	Whether personal care staff explained things in a way that was easy to understand
Survey question	<p>In the last 6 months, how often did personal care staff explain things in a way that was easy to understand?</p> <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Always” =</p> $\left(\frac{\text{Number of respondents stating “Always”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Personal care concerns handled satisfactorily	
Description	Whether personal care concerns were handled to clients' satisfaction
Survey question	<p>In the last 6 months, how often were you satisfied with the way your personal care service concerns were handled?</p> <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always ▪ I did not have concerns
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Always” =</p> $\left(\frac{\text{Number of respondents stating "Always"}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the “I did not have concerns” category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Personal care staff were supportive	
Description	Whether personal care staff were supportive
Survey question	<p>My personal care staff were very supportive when they talked with me.</p> <ul style="list-style-type: none"> ▪ Strongly disagree ▪ Disagree ▪ Neutral ▪ Agree ▪ Strongly agree ▪ Not applicable
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Strongly agree” =</p> $\left(\frac{\text{Number of respondents stating “Strongly agree”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the “Not applicable” category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.

Limitations	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 a professional care staff and services provided by a personal care staff.
--------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Personal care staff had a warm presence	
Description	Whether personal care staff had a warm presence
Survey question	<p>My personal care staff had a warm presence.</p> <ul style="list-style-type: none"> ▪ Strongly disagree ▪ Disagree ▪ Neutral ▪ Agree ▪ Strongly agree ▪ Not applicable
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Strongly agree” =</p> $\left(\frac{\text{Number of respondents stating “Strongly agree”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the “Not applicable” category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Number of different professional care staff	
Description	Client experience with number of different professional care staff
Survey question	<p>In the last 6 months, how do you feel about the number of different professional care staff you have had?</p> <ul style="list-style-type: none"> ▪ I'm very happy with the number I've had ▪ I'm OK with the number I've had ▪ I'm not happy at all with the number I've had ▪ I don't know
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting "I'm very happy with the number I've had" =</p> $\left(\frac{\text{Number of respondents stating "I'm very happy with the number I've had"}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the "I don't know" category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Professional care staff gave choice in how care is provided	
Description	Whether professional care staff gave choices about how care was provided
Survey question	<p>In the last 6 months, my professional home care staff gave me choices about how care was provided.</p> <ul style="list-style-type: none"> ▪ Yes ▪ Partly ▪ No ▪ I don't know
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Yes” =</p> $\left(\frac{\text{Number of respondents stating "Yes"}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the “I don't know” category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Professional care staff explanation easy to understand	
Description	Whether professional care staff explained things in a way that was easy to understand
Survey question	<p>In the last 6 months, how often did professional home care staff explain things in a way that was easy to understand?</p> <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Always” =</p> $\left(\frac{\text{Number of respondents stating “Always”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Professional care staff listened carefully	
Description	Whether professional care staff listened carefully to the client
Survey question	<p>In the last 6 months, how often did professional home care staff listen carefully to you?</p> <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Always” =</p> $\left(\frac{\text{Number of respondents stating “Always”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Professional care concerns handled satisfactorily	
Description	Whether professional care concerns were handled to clients' satisfaction
Survey question	<p>In the last 6 months, how often were you satisfied with the way your professional care services concerns were handled?</p> <ul style="list-style-type: none"> ▪ Never ▪ Sometimes ▪ Usually ▪ Always ▪ I did not have concerns
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Always” =</p> $\left(\frac{\text{Number of respondents stating “Always”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the “I did not have concerns” category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Overall rating of professional care	
Description	Overall rating of professional care services
Survey question	<p>In the last 6 months, OVERALL, how would you rate your professional home care services?</p> <ul style="list-style-type: none"> ▪ Poor ▪ Fair ▪ Good ▪ Very good ▪ Excellent
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Excellent” =</p> $\left(\frac{\text{Number of respondents stating “Excellent”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024. General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Overall rating of personal care	
Description	Overall rating of personal care services
Survey question	<p>In the last 6 months, OVERALL, how would you rate your personal care services?</p> <ul style="list-style-type: none"> ▪ Poor ▪ Fair ▪ Good ▪ Very good ▪ Excellent
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Excellent” =</p> $\left(\frac{\text{Number of respondents stating "Excellent"}}{\text{Total number of responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024. General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	<p>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 a professional care staff and services provided by a personal care staff.</p>

Client overall care experience	
Description	Client overall care experience (including both professional and personal care services)
Survey question	<p>In the last 6 months, OVERALL, how would you rate the quality of your home care services?</p> <ul style="list-style-type: none"> ▪ 0 (Worst) ▪ 1 ▪ 2 ▪ 3 ▪ 4 ▪ 5 ▪ 6 ▪ 7 ▪ 8 ▪ 9 ▪ 10 (Best)
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “10” =</p> $\left(\frac{\text{Number of respondents stating “10”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	None.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.

Limitations	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 a professional care staff and services provided by a personal care staff.
--------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Home care helps clients stay at home	
Description	Whether home care help clients 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 ▪ I don't know
Data Source	2024 Home Care Client Experience Survey
Calculation	<p>Results are reported as the percentage of all responses, for each of the response options, as described above.</p> <p>For example, percentage reporting “Yes” =</p> $\left(\frac{\text{Number of respondents stating “Yes”}}{\text{Total number of responses}} \right) \times 100$
Assumptions	Responses from the “I don't know” category were included in analysis to retain the full distribution of responses and provide a comprehensive view of how respondents answered each question.
Exclusions	<p>Eligible respondents include acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients that were receiving at least one professional or personal care service during the period of July 2023 to January 2024.</p> <p>General exclusion criteria for the 2024 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, type B (formerly designated supportive living), type C (formerly hospice), or a mental health home or shelter ▪ Clients with a cognitive performance scale score greater than 2 (moderate to severe impairment) ▪ Clients younger than 18 years of age as of January 31, 2024 ▪ Client with an invalid contact information.
Limitations	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 a professional care staff and services provided by a personal care staff.



210, 811 – 14 Street NW
Calgary, Alberta Canada T2N2A4
T: 403.297.8162 F: 403.297.8258
E: info@hqa.ca
hqa.ca

Improving Healthcare Together