



SUPPORTIVE LIVING FAMILY EXPERIENCE SURVEY

Facility-level results

Clearview Lodge

June 2017



DOCUMENT COPYRIGHT

The Health Quality Council of 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 Council of Alberta. Supportive Living Family Experience Survey report. Facility-level results. Clearview Lodge. Calgary, Alberta, Canada: Health Quality Council of Alberta; June 2017.

Please contact the Health Quality Council of Alberta for more information: info@hqca.ca, 403.297.8162.

TABLE OF CONTENTS

INTRODUCTION	1
SECTION 1.0: OVERVIEW OF RESULTS.....	4
Summary of strengths and opportunities for improvement – 2016.....	5
Overview of results.....	6
SECTION 2.0: 2016 DETAILED RESULTS	8
Summary of section.....	9
Figure descriptions.....	9
Table descriptions	10
How to interpret figures and tables	11
Global Overall Care Rating	12
Propensity to Recommend.....	13
Dimension of Care: Staffing, Care of Belongings, and Environment.....	14
Dimension of Care: Kindness and Respect	16
Food Rating Scale.....	17
Dimension of Care: Providing Information and Encouraging Family Involvement.....	19
Dimension of Care: Meeting Basic Needs	21
Additional care questions.....	23
SECTION 3.0: HISTORICAL RESULTS: 2016 VERSUS 2013-14.....	26
Summary of section.....	27
Chart descriptions	27
Summary of what family members said about the facility in 2016 and 2013-14	28
What was different regarding what family members said about the facility between 2016 and 2013-14?	28
Dimension of Care: Staffing, Care of Belongings, and Environment 2016 versus 2013-14	29
Dimension of Care: Kindness and Respect 2016 versus 2013-14.....	30
Dimension of Care: Providing Information and Encouraging Family Involvement 2016 versus 2013-14	31
Dimension of Care: Meeting Basic Needs 2016 versus 2013-14.....	32
Additional care questions.....	32
APPENDICES.....	34
Appendix I: Response rates, and participant and resident characteristics	35
Appendix II: Additional methodological details.....	42
Appendix III: Question-level results.....	52
REFERENCES.....	69

INTRODUCTION

The *2016 Supportive Living Family Experience Survey* was conducted by the Health Quality Council of Alberta (HQCA) in collaboration with Alberta Health and Alberta Health Services (AHS). This is the second iteration of the survey.¹

The results of the *2016 Supportive Living Family Experience Survey* are presented in two reports: (1) the provincial report and (2) a facility-level report. The provincial report provides a provincial and AHS zone overview of all facilities' performance in 2016. The facility-level reports are unique to each participating facility and provide a detailed look at the survey results.

Methods

Family members of residents who live in supportive living facilities in Alberta were surveyed using a modified version of the *CAHPS Nursing Home Survey*.² The survey is a 67-question self-reported assessment that includes a family member's overall rating of the facility, along with five Dimensions of Care. These dimensions are presented in the order of decreasing strength of association with the Global Overall Care Rating:³

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Food Rating Scale
4. Providing Information and Encouraging Family Involvement
5. Meeting Basic Needs

Each Dimension of Care represents a set of questions or topics that share a similar theme. Dimension of Care scores were computed by summarizing all the items within a Dimension into an average score on a 0 to 100 scale, where zero is the least positive response, and 100 is the most positive response.

"Top-box" reporting

Top-box reporting is used to simplify reporting and increase understanding of results.ⁱ Best practice supports the use of this approach in identifying client-driven improvement opportunities and in predicting future business performance.^{ii,iii} In this report, top-box reporting combines and presents the most positive responses for each question. For example, in Question 12: "*In the last 6 months, how often did you see the nurses and aides treat your family member with kindness?*" While respondents were free to select *Always*, *Usually*, *Sometimes*, or *Never*, only the percentage of *Always* is reported. Complete responses for each question can be found in Appendix III.

¹ The first iteration of the survey occurred in 2013-14 <http://hqca.ca/surveys/supportive-living-family-resident-experience-survey>

² For more details on CAHPS please refer to: <https://cahps.ahrq.gov/>

³ For a list of questions that comprise each Dimension of Care, see Section 2.0

Comparison groups

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

- **Provincial peers**⁴ — provincial peers are based on:
 - o Geography: Urban or Rural area, and,
 - o Facility size (number of supportive living beds).
- **AHS zone:** All respondents in all facilities in your own zone.
- **Alberta:** All respondents in all facilities across Alberta.

Note that zone and provincial averages in this report are different from those in the provincial report (Section 5). This is because the provincial report (Section 5) presents the average of facilities and not the average of all respondents. Furthermore, only facilities that have met reporting and reliability criteria were included in the provincial report.

For more information about methodology and report interpretation, see Appendix II.

Facility rankings

A rank is reported for the Global Overall Care Rating, Propensity to Recommend, each Dimension of Care, and Food Rating Scale, for each rank eligible facility. Facilities are sorted by AHS zone and provincial peer groupings and ordered by performance from highest scoring (e.g., rank #1 in the zone) to lowest scoring. Facilities that did not meet a margin of error of less than or equal to 10 per cent or a response rate of greater than 50 per cent were not rank eligible and therefore no facility rankings are presented in their facility report.

Facility report structure and contents

The report is organized as follows:

- Section 1.0: overview of results.
- Section 2.0: 2016 detailed results.
- Section 3.0: historical results: 2016 versus 2013-14.

In addition, the report contains the following appendices:

- Appendix I: response rates, and participant and resident characteristics.
- Appendix II: additional methodological details.
- Appendix III: question-level results.

⁴ See Appendix II for a complete list of facilities in your peer group.

Family member comments

Anonymized family members' comments about the facility have been included in this report to provide a more complete picture of their experiences. Comments relating to each Dimension of Care (where provided by family members at your facility) follow each subsection.

Who was surveyed and who was not surveyed?

ALL SUPPORTIVE LIVING 3, 4, and 4D FACILITIES WERE SURVEYED

- Family members of residents residing in SL3, SL4, and SL4D facilities (N = 168 facilities)



SURVEYS WERE SENT TO ALL FAMILY MEMBERS

Excluded:

- Family members who live outside of Canada
- No family member involved, no family member contact, or contact person is the resident
- Family contact is a public guardian or trustee
- Transitional / short stay residents



SURVEYS WERE RETURNED VIA

- Mail
- Online via web survey
- Provincial response rate: 63%

SECTION 1.0: OVERVIEW OF RESULTS

Summary of strengths and opportunities for improvement – 2016

Each facility has its own unique areas of strength and areas for improvement. The information presented is intended to guide reflection on performance by helping to determine potential quality improvement initiatives. This information is meant to support a culture of continual quality improvement that is based on evidence.

The following measures are used to determine areas of strength and opportunities for improvement:

- Global Overall Care Rating
- Propensity to Recommend
- The five Dimensions of Care

Please note that it is inappropriate to compare facility ranks from year to year as facility participation within each zone varies across survey years. In 2013-14, 107 facilities were ranked, whereas in 2016, 146 facilities were ranked.

Your facility's response rate was 93 per cent (13 respondents out of an eligible 14) in 2016 and 60 per cent (9 respondents out of an eligible 15) in 2013-14.

Out of the 26 rank eligible facilities in the South Zone, Clearview Lodge was ranked 2 in Global Overall Care Rating, scoring 9.7 out of 10.0. In addition, 100 per cent of respondents said they would recommend this facility to others.

The HIGHEST scoring Dimension of Care for this facility:

Meeting Basic Needs

The LOWEST scoring Dimension of Care for this facility:

Staffing, Care of Belongings, and Environment

Statistically significant differences

It is important to note that while significance testing can identify where there has been a mathematical difference, this does not necessarily indicate a difference in performance. This information should not be used in isolation, but with other sources of information, as stated above. In addition, results that did not show any statistically significant change or difference may still be important.

Respondents in Clearview Lodge scored HIGHER on Global Overall Care Rating (0 to 10) than respondents in their peer group (Rural, 0-50 beds, at 9.7 versus 8.5, respectively). In addition, respondents in Clearview Lodge also scored HIGHER than respondents in their own peer group on Staffing, Care of Belongings, and Environment (89 versus 80, respectively), Food Rating Scale (89 versus 72, respectively), and Providing Information and Encouraging Family Involvement (93 versus 88, respectively).

Overview of results

Based on geographic location and number of beds of all facilities across Alberta, your provincial peers are: **Rural, 0-50 beds**, representing 47 facilities provincially, 39 of which were eligible for ranking.

Table 1: Overview of results - 2016

	Clearview Lodge	Comparison group scores				
		Provincial peers		South Zone		Alberta
	(N = 13)	(N = 560)		(N = 924)		(N = 4,629)
	Score	Score	Facility rank out of 39 rank eligible facilities in your peer group	Score	Facility rank out of 26 rank eligible facilities in your zone	Score
Global Overall Care Rating (0 to 10)	9.7	8.5	3	8.2	2	8.3
Propensity to Recommend (0% to 100%)	100	94	3	93	1	93
Dimensions of Care (0 to 100 score)						
Staffing, Care of Belongings, and Environment	89	80	10	74	4	76
Kindness and Respect	95	90	11	86	3	87
Food Rating Scale	89	72	4	70	1	70
Providing Information and Encouraging Family Involvement	93	88	12	84	3	85
Meeting Basic Needs	100	97	3	92	2	94

Notes:

- N = number of respondents.
- A significance of $p \leq 0.01$ was used for all comparison tests. Shades indicate:
 - o **Green:** 2016 score is significantly higher than PROVINCIAL PEER score.
 - o **Red:** 2016 score is significantly lower than PROVINCIAL PEER score.
 - o No shade: (1) Facility and PROVINCIAL PEER scores do not significantly differ, OR (2) Results where all respondents answered identically could not be tested statistically; see Appendix II for details.
 - o There are many factors that influence statistical significance, areas of care and services that did not show a statistically significant change or difference may still be important.
- In all cases, the higher the score the more positive the experience.
- For methodological details, including how statistical significance is defined, see Appendix II.

Table 2: Overview of results - 2016 versus 2013-14

	Clearview Lodge 2016	Clearview Lodge 2013-14
	(N = 13)	(N = 9)
	Score	Score
Global Overall Care Rating (0 to 10)	9.7	9.9
Propensity to Recommend (0% to 100%)	100	100
Dimensions of Care (0 to 100 score)		
Staffing, Care of Belongings, and Environment	89	96
Kindness and Respect	95	100
Food Rating Scale	89	97
Providing Information and Encouraging Family Involvement	93	98
Meeting Basic Needs	100	98

Notes:

- N = number of respondents.
- A significance of $p \leq 0.01$ was used for all comparison tests. Shades indicate:
 - o **Green**: 2016 score is significantly higher than the 2013-14 score.
 - o **Red**: 2016 score is significantly lower than 2013-14 score.
 - o No shade: 2016 and 2013-14 scores do not significantly differ.
 - o There are many factors that influence statistical significance, areas of care and services that did not show a statistically significant change or difference may still be important
- Comparing two data points (i.e., survey cycles) may not indicate a clinically significant change
- In all cases, the higher the score the more positive the experience.
- For methodological details, including how statistical significance is defined, see Appendix II.

SECTION 2.0: 2016 DETAILED RESULTS

Summary of section

This section contains detailed survey results for the Global Overall Care Rating, Propensity to Recommend, each Dimension of Care, and the items that make up each measure. These results can be used to better understand the strengths and areas for improvement for the facility.

Each subsection contains a figure that presents how the facility performed compared to:

- provincial peers (based on urban or rural area, and facility size),
- other facilities in the zone, and
- facilities across Alberta overall.

Question-level results are also presented, which identify specific results within each Dimension of Care. Question-level results are reported using the most favourable response(s) for a question to simplify reporting and increase understanding of results.ⁱ Complete responses for each question can be found in Appendix III.

Following each Dimension of Care are family members' comments (if provided) about that Dimension of Care. These comments were in response to one open-ended survey question:

Q67: Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.

These comments provide additional insights into what family members feel are areas of success and areas for improvement, and can be used along with the rest of the survey results.

Figure descriptions

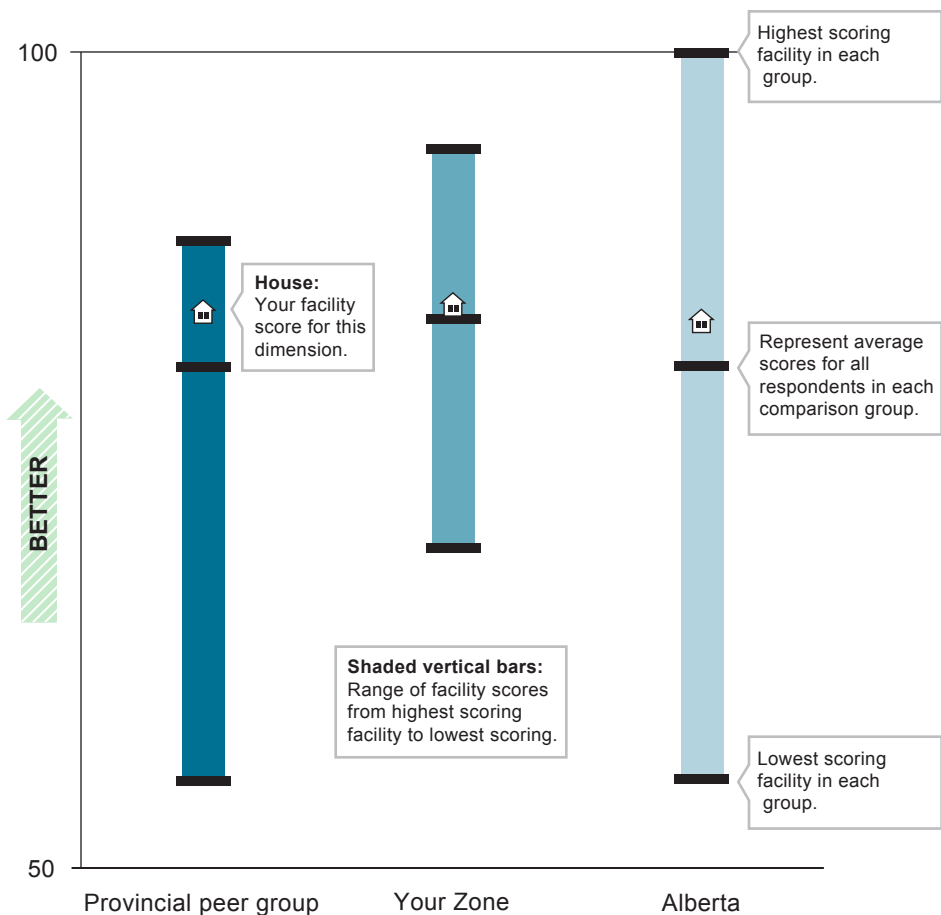
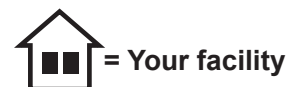
- The **Alberta** bar includes responses from all respondents across the province. The shaded bar represents the range of facility scores for Alberta, where the upper limit represents the highest scoring facility, and the lower limit represents the lowest scoring facility.
- The **Zone** column includes responses from all respondents in all facilities within the AHS zone where the facility is located. The shaded bar represents the range of facility scores for this facility's zone, where the upper limit represents the highest scoring facility, and the lower limit represents the lowest scoring facility.
- The **Provincial peers** column includes responses from all respondents across the province in facilities within a similar geographic area and that have a similar number of beds as this facility. The shaded bar represents the range of facility scores for this facility's peer group, where the upper limit represents the highest scoring facility, and the lower limit represents the lowest scoring facility.

Table descriptions

- N = number of respondents.
- A significance of $p \leq 0.01$ was used for all comparison tests. Shades indicate:
 - o **Green**: 2016 score is significantly higher than PROVINCIAL PEER score.
 - o **Red**: 2016 score is significantly lower than PROVINCIAL PEER score.
 - o No shade: (1) Facility and PROVINCIAL PEER scores do not significantly differ, OR (2) Results where all respondents answered identically could not be tested statistically; see Appendix II for details.
 - o There are many factors that influence statistical significance, areas of care and services that did not show a statistically significant change or difference may still be important.
- In all cases, the higher the score the more positive the experience.
- For methodological details, including how statistical significance is defined, see Appendix II.

HOW TO INTERPRET FIGURES AND TABLES

A **Dimension of Care** is a summative score of multiple questions that relate to a particular topic. For example, the average of the Dimension of Care: Activities is made up of four questions.



	Your facility  (N = #)	Comparison group scores		
		Your provincial peers (N = #)	Your Zone (N = #)	Alberta (N = #)
	Overall score (0 to 100)			
Dimension of Care				

These scores can also be found in the bar chart to the left.

Individual survey questions for "Activities"				
	% Always			
Q1:				
Q2:	GREEN			
Q3:	RED			
Q4:				

Questions that make up a Dimension of Care are listed here as well as how you scored for each question, and how your peers, your zone, and the province scored.

The green and red shading indicate whether your score was significantly different from your provincial peers.

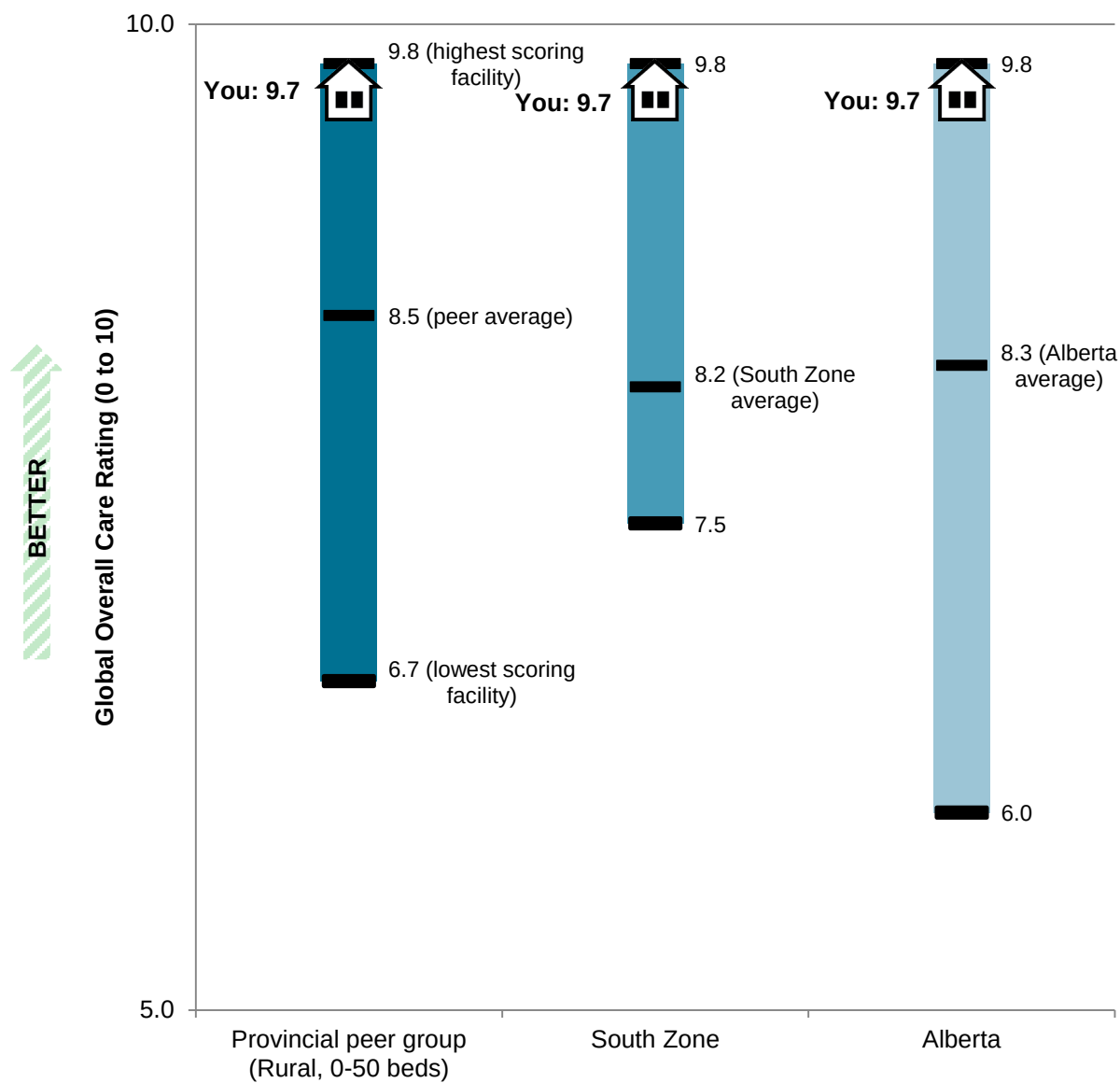
Respondents in facilities similar in size and geographic location as your facility. Geographic location was defined as Rural or Urban.

All respondents in facilities in your zone.

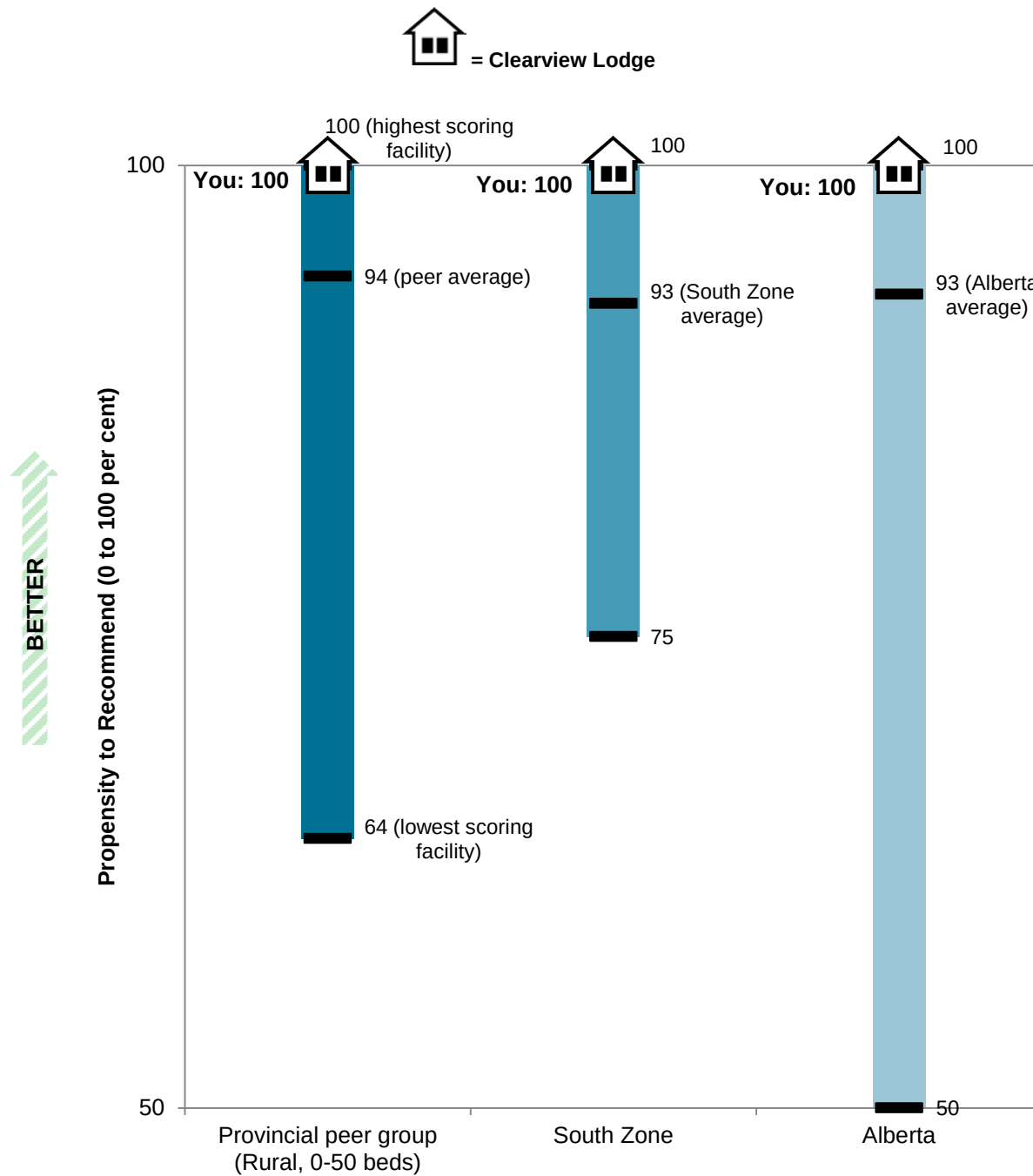
All respondents in the province.

Global Overall Care Rating

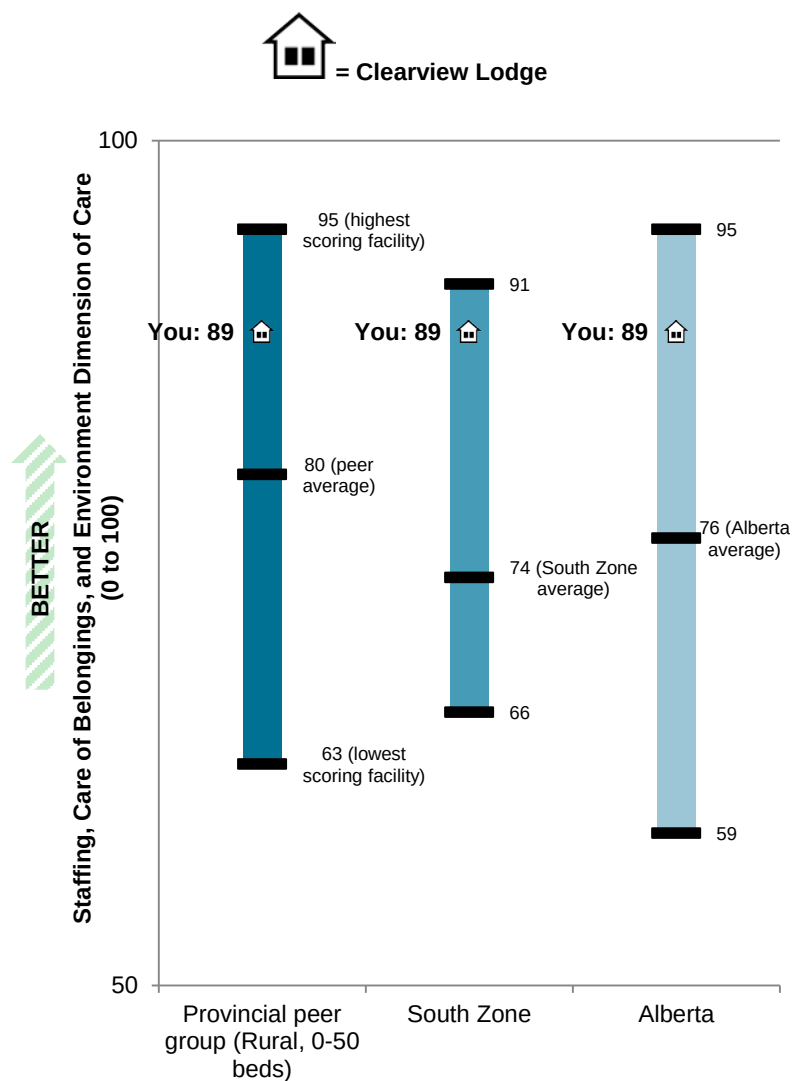
 = Clearview Lodge



Propensity to Recommend



DIMENSION OF CARE: STAFFING, CARE OF BELONGINGS, AND ENVIRONMENT



	Clearview Lodge	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 13)	(N = 560)	(N = 924)	(N = 4,629)
Overall weighted score (0 to 100)				
Staffing, Care of Belongings, and Environment	89	80	74	76

Individual survey questions for Staffing, Care of Belongings, and Environment				
In the last 6 months...	% Always			
Q49: how often did you feel that there were enough nurses and aides in the supportive living facility?	58	29	18	24
Q31: how often did your family member's room look and smell clean?	67	53	40	43
Q10: how often were you able to find a nurse or aide when you wanted one?	67	55	42	47
Q21: how often did your family member look and smell clean?	42	53	41	43
Q33: how often did the public areas of the supportive living facility look and smell clean?	100	77	71	73
In the last 6 months...	% Never			
Q37: when your family member used the laundry service, how often were clothes damaged or lost?	75	68	53	58
Q35: how often were your family member's personal medical belongings damaged or lost?	91	79	73	74

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where the TYPICAL responses are scored as follows: Always = 100; Usually = 66.7; Sometimes = 33.3, Never = 0. For complete response options by question, see Appendix III. N = number of respondent

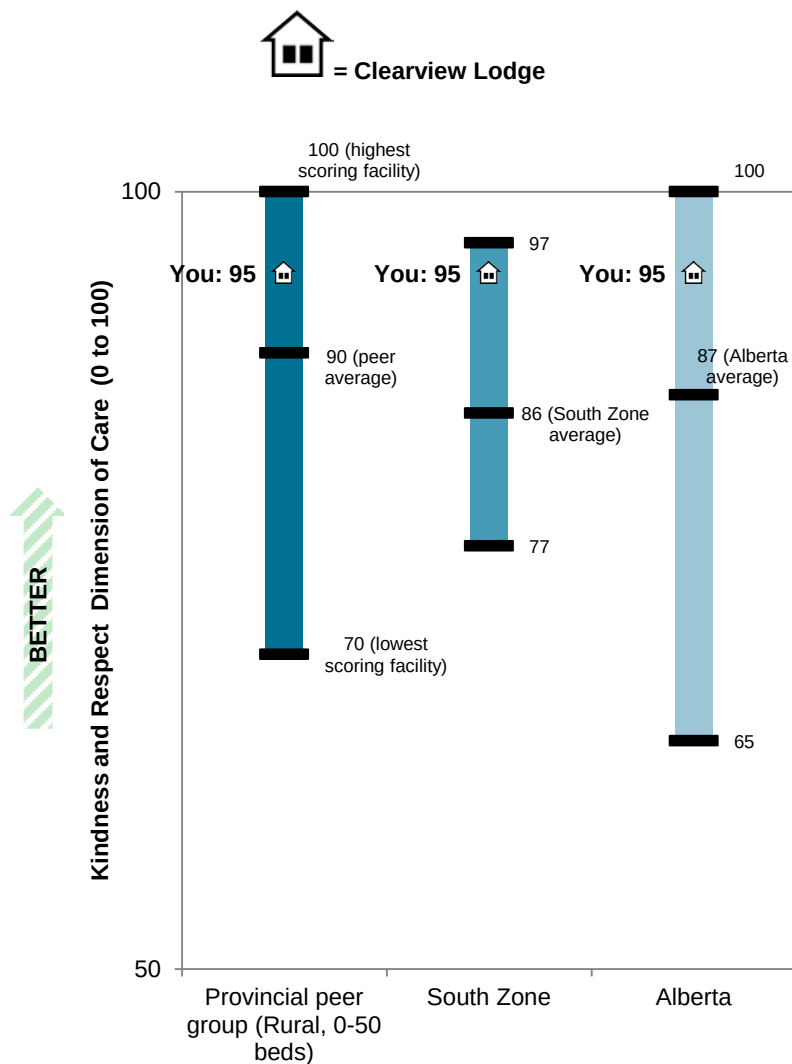
Summary of what family member’s said about Staffing, Care of Belongings, and Environment

One family member provided a compliment for the staff at Clearview Lodge, while another suggested that a chef could be hired. Others commented on the building design and condition, with one family member saying they felt resident rooms were too small, and another that they felt the carpet flooring could be replaced.

Comments about Staffing, Care of Belongings, and Environment

The rooms are small. It would be nice to have the bedroom apart from the sitting area so you're not always in your bedroom.
My [resident] is quite happy at [their] facility and likes most of the caregivers. The resident]'s room is clean.
Money should be found to provide better quality food and the people to prepare it.
Carpets should be replaced with flooring such as lino so it's easy to clean and there is no smell.

DIMENSION OF CARE: KINDNESS AND RESPECT

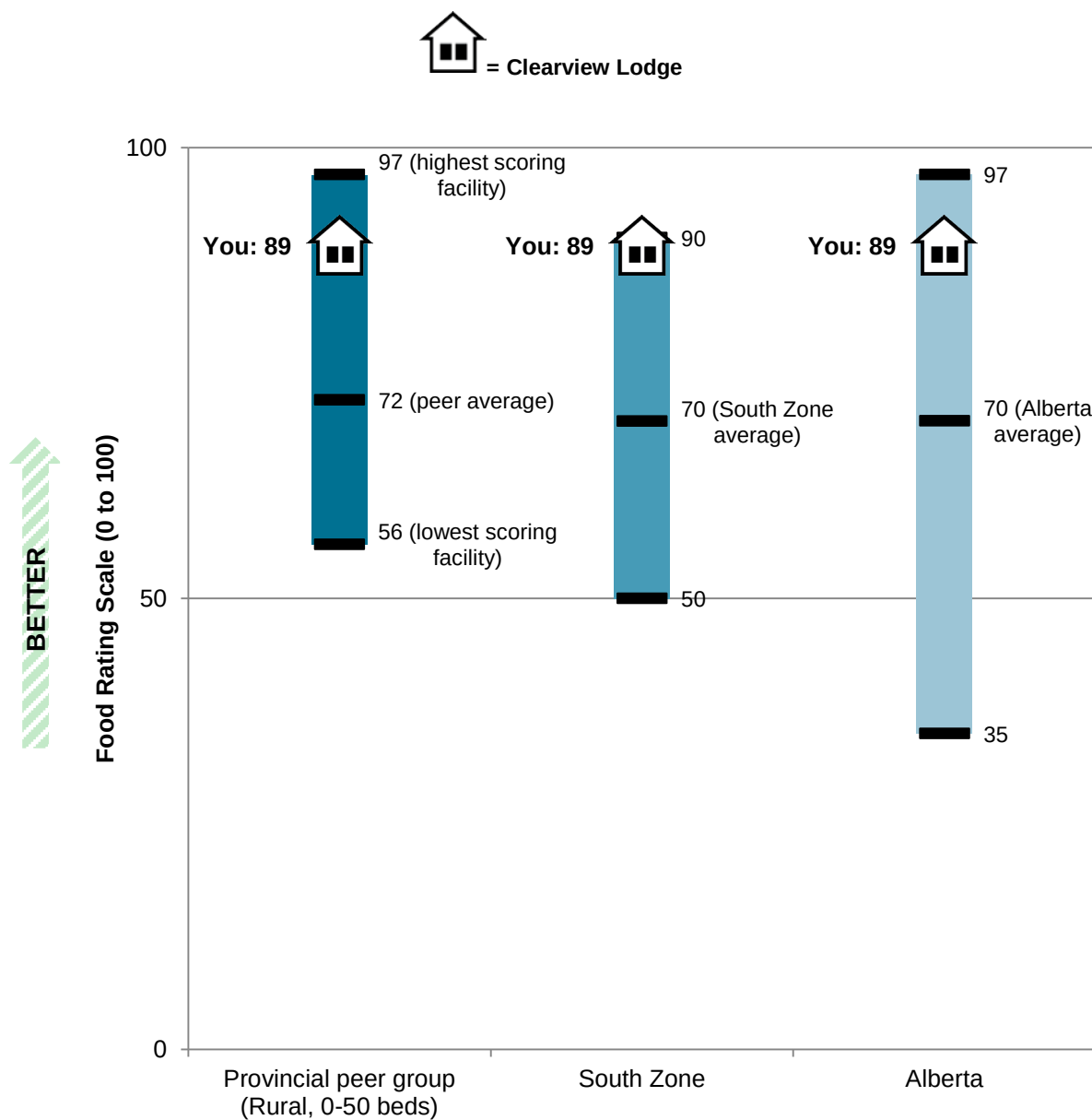


	Clearview Lodge	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 13)	(N = 560)	(N = 924)	(N = 4,629)
Overall weighted score (0 to 100)				
Kindness and Respect	95	90	86	87

Individual survey questions for Kindness and Respect				
In the last 6 months...	% Always			
Q12: how often did you see the nurses and aides treat your family member with kindness?	82	77	70	71
Q11: how often did you see the nurses and aides treat your family member with courtesy and respect?	91	77	71	74
Q13: how often did you feel that the nurses and aides really cared about your family member?	91	62	49	53
In the last 6 months...	% No			
Q14: did you ever see any nurses or aides be rude to your family member or any other resident?	100	95	90	92
In the last 6 months...	% Always			
Q23: how often did the nurses and aides handle this situation in a way that you felt was appropriate?	---	63	55	59

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where the TYPICAL responses are scored as follows: Always = 100; Usually = 66.7; Sometimes = 33.3, Never = 0. For complete response options by question, see Appendix III. N = number of respondents.

Food Rating Scale



Summary of what family member's said about Food

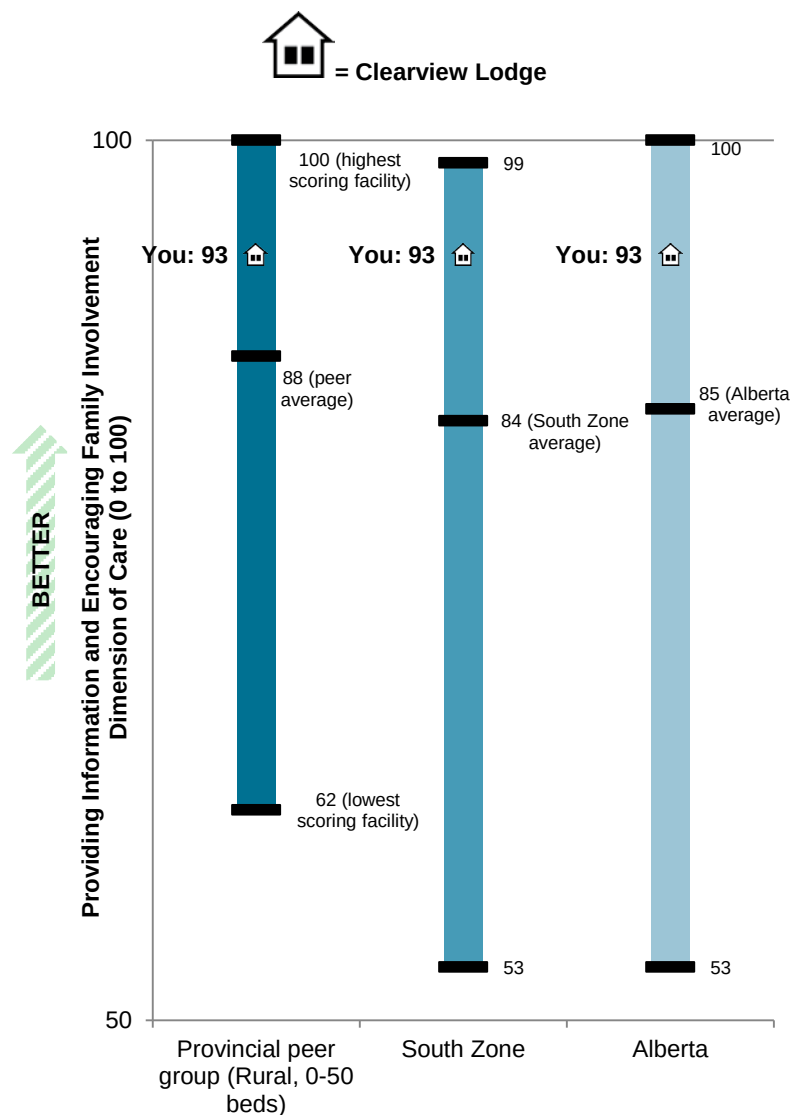
Family members discussed the quality and texture of the food provided to residents, and felt that overall, it could be improved.

Comments about Food

[The resident] likes most of the meals. Sometimes elderly patients are not able to chew very well and vegetables that are crispy may be a problem for them. Also meat needs to be tender and easily chewed. The cooks need to remember that the majority of these people are used to eating "well" cooked food because that is how they were raised. Butter should be used not margarine. These people helped build this country and they should have quality food. Meals in all facilities should be cooked on site from scratch not prepared by these food service companies which provide crappy food which the people in charge in [city] would probably never eat!

Money should be found to provide better quality food and the people to prepare it.

DIMENSION OF CARE: PROVIDING INFORMATION AND ENCOURAGING FAMILY INVOLVEMENT



	Clearview Lodge	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 13)	(N = 560)	(N = 924)	(N = 4,629)
	Overall weighted score (0 to 100)			
Providing Information and Encouraging Family Involvement	93	88	84	85

Individual survey questions for Providing Information and Encouraging Family Involvement				
In the last 6 months...	% Always			
Q27: how often did the nurses and aides explain things in a way that was easy for you to understand?	92	74	67	65
Q26: how often did you get this information as soon as you wanted?	80	57	47	48
Q44: how often were you involved as much as you wanted to be in the decisions about your family member's care?	86	65	61	62
In the last 6 months...	% No			
Q41: did you ever stop yourself from talking to any supportive living facility staff about your concerns because you thought they would take it out on your family member?	100	90	79	84
Q28: did nurses and aides ever try to discourage you from asking questions about your family member?	100	98	98	98
In the last 6 months...	% Always			
Q59: how often did you get all the information you wanted about payments or expenses?	50	63	67	65

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where the TYPICAL responses are scored as follows: Always = 100; Usually = 66.7; Sometimes = 33.3; Never = 0. For complete response options by question, see Appendix III. N = number of respondents.

Summary of what family member's said about Providing Information and Encouraging Family Involvement

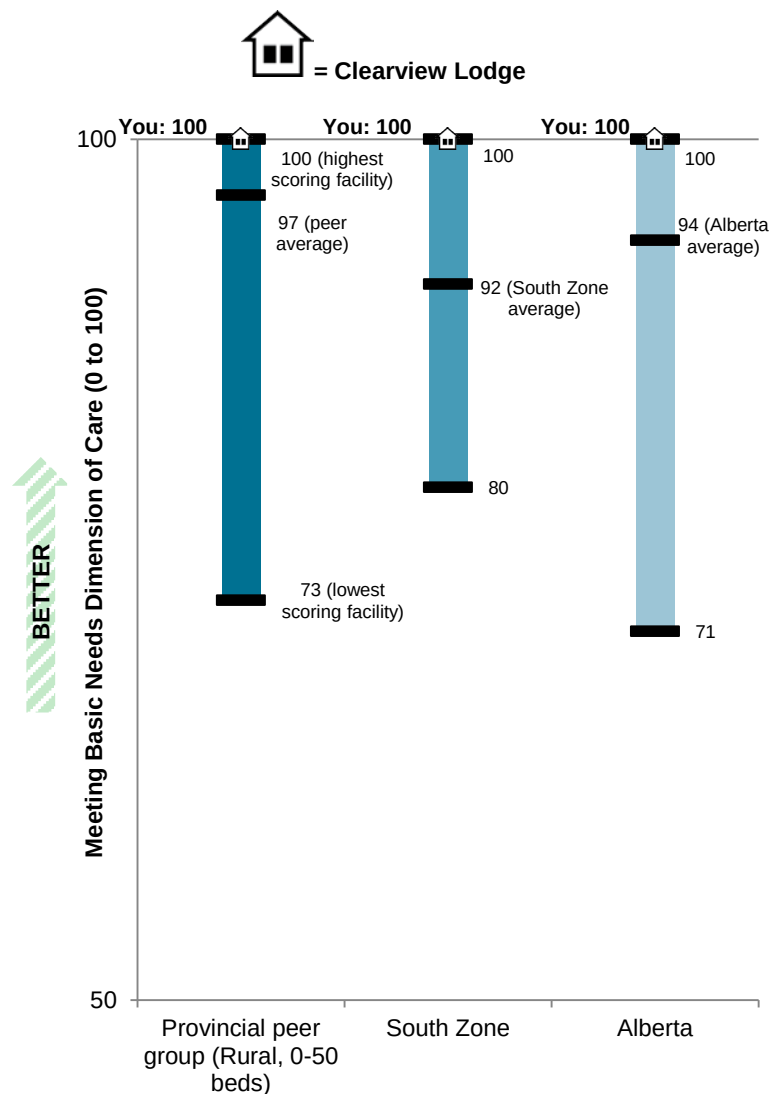
One family member commented that they provided instructions and voiced their concerns to staff regarding their resident's medication and medical equipment.

Comments about Providing Information and Encouraging Family Involvement

My big issue is medical equipment i.e., oxygen being turned off and forgotten to be turned back on after cleaning. As far as I know it has only happened once but it is a huge concern. As well the same incident - the lift chair was also unplugged and forgotten and my [resident] without oxygen was trying to reach down and around to plug it in. I spoke up right away.

My [resident] was given a new prescription and has yet been given to [resident]. Don't know if old prescription is being used up but I gave instructions for it to be given.

DIMENSION OF CARE: MEETING BASIC NEEDS



	Clearview Lodge	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 13)	(N = 560)	(N = 924)	(N = 4,629)
Overall weighted score (0 to 100)				
Meeting Basic Needs	100	97	92	94

Individual survey questions for Meeting Basic Needs				
		% No		
Q16: Did you help your family member with eating because nurses or aides either didn't help or made him or her wait too long?	100	78	73	76
Q18: Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long?	100	81	70	75
Q20: Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long?	100	81	54	62

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Yes = 0 and No = 100. For complete response options by question, see Appendix III. N = number of respondents.

Please note that gate question 15, 17, and 19 were also part of this Dimension of Care and were used to score Meeting Basic Needs. However, since they are gate questions for the items in the above table, they are not presented. You may see no responses for the above questions, which means that respondents did not help with eating, drinking, and/or toileting and were thus given a score of 100.

Summary of what family member’s said about Meeting Basic Needs

While one family member complimented the quality of care that was provided to residents, others suggested care could be improved. In particular, one felt that residents were not bathed frequently enough, and another said that staff did not always ensure residents were provided with their medications or that they had functioning medical equipment.

Comments about Meeting Basic Needs

Residents who need assistance should have a bath at least every other day as issues such as incontinence can create odors and other body odors can become a problem. Other Canadians bathe every day why shouldn't our seniors be entitled to as much cleanliness?

My big issue is medical equipment i.e., oxygen being turned off and forgotten to be turned back on after cleaning. As far as I know it has only happened once but it is a huge concern. As well the same incident - the lift chair was also unplugged and forgotten and my [resident] without oxygen was trying to reach down and around to plug it in. I spoke up right away.

The humidifier is often empty.

Staff have made every effort possible to provide good care to my [resident].

My [resident] was given a new prescription and has yet been given to [resident]. Don't know if old prescription is being used up but I gave instructions for it to be given.

Additional care questions

As a result of findings in the literature and consultation with stakeholders, additional questions related to care and services were added in the 2016 survey (Appendix I in the provincial report). The purpose of the additional care questions was to assess aspects of care not addressed in the questions that comprise the Dimensions of Care and is also important to the experiences of family members, for example medication concerns and safety. These questions were constructed with response and wording consistent with the core instrument where applicable.

Question	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 13)	(N = 560)	(N = 924)	(N = 4,629)
	% Yes / Always			
Q50: In the last 6 months, how often did you feel like your family member is safe at the facility?	75	72	63	66
Q24: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	100	83	77	81
Q42: In your opinion, is the overall cost of living at this facility reasonable?	91	65	65	67
Q30: In the last 6 months, how often did you feel confident that employees knew how to do their jobs?	83	56	41	45
Q54: In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?	67	63	56	56
Q61: In the last 6 months, how often were the people in charge available to talk with you?	55	46	46	42
	% No			
Q34: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing or in a public area?	100	98	98	97
	% Yes / Always			
Q32: In the last 6 months, how often were you able to find places to talk to your family member in private?	100	88	84	86
Q60: Does your family member's facility have a resident and family council?	100	74	89	84
	% No			
Q38: At any time in the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?	92	79	66	71

Additional care questions *continued*

Question	Clearview Lodge	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 13)	(N = 560)	(N = 924)	(N = 4,629)
	% Yes / Always			
Q40: In the last 6 months, how often were you satisfied with the way the supportive living facility staff handled these problems?	0	11	11	13
Q29: In the last 6 months, how often is your family member cared for by the same team of staff?	30	28	15	17
	% Never			
Q55: In the last 6 months, how often did you have concerns about your family member's medication?	50	54	51	52
	% Yes / Always			
Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	60	50	46	47
Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?	83	68	76	73
Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?	100	24	29	23
	% No			
Q51: In the last 6 months, did you help with the care of your family member when you visited?	67	43	36	35

Note: For complete response options by question, see Appendix III.

N = number of respondents

Additional family member comments

Family members provided these additional comments about other topics that were not covered under a Dimension of Care. These are provided below.

Other

Some family members felt the facility was a good place for residents to live. One said they thought that the cost of accommodation fees were unaffordable, while another felt that funding should be allocated to hire a chef.

Comments about other topics

The amount of money left over from the payment to the [facility] doesn't leave much to pay for medication not provided by healthcare or to make a large purchase e.g., a winter coat.
My [resident] is quite happy at [their] facility and likes most of the caregivers.
The [facility] is a wonderful facility.
Money should be found to provide better quality food and the people to prepare it.

SECTION 3.0: HISTORICAL RESULTS: 2016 VERSUS 2013-14

Summary of section

The following section compares 2016 results to the 2013-14 results (where applicable). For methodological details, see Appendix II. These results can be used to identify areas where improvements may have occurred and/or areas where there may have been some decline.

This section contains results for the Global Overall Care Rating, Propensity to Recommend, the Food Rating Scale, and each Dimension of Care, in addition to the questions that make up each dimension.

Question-level results are reported using the most favourable response(s) for a question, to simplify reporting and increase understanding of results.ⁱ Complete responses for each question can be found in Appendix III.

It is important to note that while significance testing can identify where there has been a mathematical change, this does not necessarily indicate a change in performance especially when there are only two survey cycles. This information should not be used in isolation, but with other sources of information, as stated above. In addition, results that did not show any statistically significant change or difference may still be important.

Chart descriptions

- N = number of respondents.
- A significance of $p \leq 0.01$ was used for all comparison tests. Shades indicate:
 - When the 2016 facility score is shaded **GREEN** this indicates the 2016 score is significantly higher than the 2013-14 score.
 - When the 2016 facility score is shaded **RED** this indicates the 2016 score is significantly LOWER than the 2013-14 score.
 - No shade: 2016 and 2013-14 scores do not significantly differ.
 - There are many factors that influence statistical significance, areas of care and services that did not show any statistically significant change or difference may still be important.
- Comparing two data points (i.e., survey cycles) may not indicate a clinically significant change
- For methodological details, including how statistical significance is defined, see Appendix II.

Overview of results - 2016 versus 2013-14

	Clearview Lodge 2016	Clearview Lodge 2013-14
	(N = 13)	(N = 9)
	Score	Score
Global Overall Care Rating (0 to 10)	9.7	9.9
Propensity to Recommend (0% to 100%)	100	100
Dimensions of Care (0 to 100 score)		
Staffing, Care of Belongings, and Environment	89	96
Kindness and Respect	95	100
Food Rating Scale	89	97
Providing Information and Encouraging Family Involvement	93	98
Meeting Basic Needs	100	98

Number of family members who provided a comment by survey year

Respondent details	Clearview Lodge 2016	Clearview Lodge 2013 -14
Sample size (respondents)	13	9
Number of respondents with comments	4	4
Percentage (%) of respondents with comments	31	44

Summary of what family members said about the facility in 2016 and 2013-14⁵

In both 2016 and 2013-14, family members expressed appreciation for the staff and felt that Clearview Lodge was a good place for residents to live.

What was different regarding what family members said about the facility between 2016 and 2013-14?

In 2013-14, family members provided compliments regarding the quality of the entertainment provided to residents, but this was not a topic of discussion in 2016. In 2016, family members suggested improvements be made to: the building; the quality of the food provided; the provision of resident's medications; the frequency of bathing; and attention to resident's medical equipment.

⁵ A summary of family member comments for the *Supportive Living Family Experience Survey* was provided to your facility.

Dimension of Care: Staffing, Care of Belongings, and Environment 2016 versus 2013-14

	Clearview Lodge 2016	Clearview Lodge 2013-14
	(N = 13)	(N = 9)
	Overall weighted score (0 to 100)	
Staffing, Care of Belongings, and Environment	89	96

Individual survey questions for Staffing, Care of Belongings, and Environment		
In the last 6 months...	% Always	
Q49: how often did you feel that there were enough nurses and aides in the supportive living facility?	58	56
Q31: how often did your family member's room look and smell clean?	67	100
Q10: how often were you able to find a nurse or aide when you wanted one?	67	100
Q21: how often did your family member look and smell clean?	42	67
Q33: how often did the public areas of the supportive living facility look and smell clean?	100	100
In the last 6 months...	% Never	
Q37: when your family member used the laundry service, how often were clothes damaged or lost?	75	100
Q35: how often were your family member's personal medical belongings damaged or lost?	91	100

Dimension of Care: Kindness and Respect 2016 versus 2013-14

	Clearview Lodge 2016	Clearview Lodge 2013-14
	(N = 13)	(N = 9)
	Overall weighted score (0 to 100)	
Kindness and Respect	95	100

Individual survey questions for Kindness and Respect		
In the last 6 months...	% Always	
Q12: how often did you see the nurses and aides treat your family member with kindness?	82	100
Q11: how often did you see the nurses and aides treat your family member with courtesy and respect?	91	100
Q13: how often did you feel that the nurses and aides really cared about your family member?	91	100
In the last 6 months...	% No	
Q14: did you ever see any nurses or aides be rude to your family member or any other resident?	100	100
In the last 6 months...	% Always	
Q23: how often did the nurses and aides handle this situation in a way that you felt was appropriate?	---	100

Dimension of Care: Providing Information and Encouraging Family Involvement 2016 versus 2013-14

	Clearview Lodge 2016	Clearview Lodge 2013-14
	(N = 13)	(N = 9)
	Overall weighted score (0 to 100)	
Providing Information and Encouraging Family Involvement	93	98

Individual survey questions for Providing Information and Encouraging Family Involvement		
In the last 6 months...	% Always	
Q27: how often did the nurses and aides explain things in a way that was easy for you to understand?	92	100
Q26: how often did you get this information as soon as you wanted?	80	100
Q44: how often were you involved as much as you wanted to be in the decisions about your family member's care?	86	71
In the last 6 months...	% No	
Q41: did you ever stop yourself from talking to any supportive living facility staff about your concerns because you thought they would take it out on your family member?	100	100
Q28: did nurses and aides ever try to discourage you from asking questions about your family member?	100	100
In the last 6 months...	% Always	
Q59: how often did you get all the information you wanted about payments or expenses?	50	100

Dimension of Care: Meeting Basic Needs 2016 versus 2013-14

	Clearview Lodge 2016	Clearview Lodge 2013-14
	(N = 13)	(N = 9)
	Overall weighted score (0 to 100)	
Meeting Basic Needs	100	98

Individual survey questions for Meeting Basic Needs		
	% No	
Q16: Did you help your family member with eating because nurses or aides either didn't help or made him or her wait too long?	100	---
Q18: Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long?	100	---
Q20: Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long?	100	0

Additional care questions

As a result of findings in the literature and consultation with stakeholders, additional questions related to care and services were included in the survey. The purpose of the additional care questions was to assess aspects of care not discussed in the questions that make up the Dimensions of Care and is also important to the experiences of residents, for example medication concerns and safety. These questions were constructed with response and wording consistent with the core instrument where applicable.

Question	Clearview Lodge 2016	Clearview Lodge 2013-14
	(N = 13)	(N = 9)
	% Yes / Always	
Q50: In the last 6 months, how often did you feel like your family member is safe at the facility?	75	Not asked in 2013-14
Q24: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	100	100
Q42: In your opinion, is the overall cost of living at this facility reasonable?	91	100
Q30: In the last 6 months, how often did you feel confident that employees knew how to do their jobs?	83	Not asked in 2013-14
Q54: In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?	67	78

Question	Clearview Lodge 2016	Clearview Lodge 2013-14
	(N = 13)	(N = 9)
	% Yes / Always	
Q61: In the last 6 months, how often were the people in charge available to talk with you?	55	Not asked in 2013-14
	% No	
Q34: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing or in a public area?	100	100
	% Yes / Always	
Q32: In the last 6 months, how often were you able to find places to talk to your family member in private?	100	100
Q60: Does your family member's facility have a resident and family council?	100	Not asked in 2013-14
	% No	
Q38: At any time in the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?	92	100
	% Yes / Always	
Q40: In the last 6 months, how often were you satisfied with the way the supportive living facility staff handled these problems?	0	---
Q29: In the last 6 months, how often is your family member cared for by the same team of staff?	30	33
	% Never	
Q55: In the last 6 months, how often did you have concerns about your family member's medication?	50	89
	% Yes / Always	
Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	60	100
Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?	83	78
Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?	100	50
	% No	
Q51: In the last 6 months, did you help with the care of your family member when you visited?	67	78

APPENDICES

APPENDIX I: RESPONSE RATES, AND PARTICIPANT AND RESIDENT CHARACTERISTICS

Notes: Percentages may not always add to 100 per cent due to rounding. Responses “Don’t Know” and “Not applicable” were coded as missing.

Response rates

To reduce the potential for “non-response bias,” it is desirable to achieve a high response rate. Of the 9,137 residents in the supportive living database, 7,315 (80 per cent) were deemed eligible to participate (after all exclusion criteria were applied; see Appendix II). A total of 4,629 family members returned a paper survey or completed a web survey and were considered *respondents* (63 per cent). The main mode of participation was paper survey (N = 4,082), which constituted 88 per cent of all completed surveys.

Clearview Lodge			Provincial peers			South Zone			Alberta		
# Eligible	# Respondents	Response rate	# Eligible	# Respondents	Response rate	# Eligible	# Respondents	Response rate	# Eligible	# Respondents	Response rate
14	13	93%	837	560	67%	1,468	924	63%	7,315	4,629	63%

Clearview Lodge 2016			Clearview Lodge 2013-14		
# Eligible	# Respondents	Response rate	# Eligible	# Respondents	Response rate
14	13	93%	15	9	60%

Participant characteristics

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q1: Who is the person named on the cover letter?	My Spouse/Partner	0	0	6	31	13	117	10	456
	My Parent	92	11	67	372	67	614	65	3,007
	My Mother-in-law/Father-in-law	0	0	3	15	2	18	2	99
	My Grandparent	0	0	1	7	≤1	8	≤1	44
	My Aunt/Uncle	0	0	5	26	3	31	4	170
	My Sister/Brother	8	1	7	39	6	57	7	336
	My Child	0	0	6	32	3	32	5	227
	My Friend	0	0	3	14	3	23	3	126
	Other	0	0	3	18	2	18	3	129
	Total	100	12	100	554	100	918	100	4,594
Q8: In the last 6 months, about how many times did you visit your family member in the supportive living facility?	More than 20 times	73	8	66	357	76	672	70	3,134
	11-20 times	9	1	13	69	11	95	13	593
	6-10 times	0	0	11	58	5	44	8	345
	2-5 times	18	2	8	44	6	53	7	303
	0-1 time	0	0	3	14	3	24	3	115
	Total	100	11	100	542	100	888	100	4,490
Q66: Considering all of the people who visit your family member in the supportive living facility, are you the person who has the most experience with his/her care?	Yes	89	8	91	479	91	788	92	4,038
	No	11	1	9	48	9	75	8	363
	Total	100	9	100	527	100	863	100	4,401
Q62: What is your age?	18 to 24	0	0	0	0	0	0	≤1	3
	25 to 34	0	0	1	6	≤1	4	≤1	33
	35 to 44	8	1	4	22	3	24	3	159
	45 to 54	33	4	16	88	16	143	17	772
	55 to 64	17	2	41	227	41	367	42	1,919
	65 to 74	42	5	28	155	29	258	26	1,191
	75 or older	0	0	10	54	12	105	10	475
	Total	100	12	100	552	100	901	100	4,552

Participant characteristics *continued*

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q63: Are you male or female?	Male	33	4	31	170	35	312	34	1,537
	Female	67	8	69	383	65	588	66	3,014
	Total	100	12	100	553	100	900	100	4,551
Q64: What is the highest grade or level of school that you have completed?	Grade school or some high school	0	0	13	70	8	67	8	356
	Completed high school	30	3	27	142	23	200	22	962
	Post-secondary technical school	20	2	16	86	13	114	15	643
	Some university or college	10	1	10	53	14	124	13	561
	Completed college diploma	10	1	20	103	21	185	18	801
	Completed university degree	20	2	11	56	14	121	17	752
	Postgrad degree (Master's or Ph.D.)	10	1	3	16	6	55	7	285
	Total	100	10	100	526	100	866	100	4,360
Q65: What language do you mainly speak at home?	English	92	11	99	546	99	893	97	4,434
	French	0	0	≤1	3	0	0	≤1	9
	Other	8	1	≤1	3	≤1	7	2	110
	Total	100	12	100	552	100	900	100	4,553

Resident characteristics

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q4: In total, about how long has your family member lived in this supportive living facility?	12 months or longer	83	10	76	425	74	679	75	3,428
	6 months to almost 12 months	8	1	16	90	16	146	17	764
	3 months to almost 6 months	8	1	6	36	9	78	7	322
	1 month to almost 3 months	0	0	1	6	1	10	2	74
	Less than 1 month	0	0	0	0	0	0	0	0
	Total	100	12	100	557	100	913	100	4,588
Q5: Do you expect your family member to live in this supportive living facility permanently?	Yes	83	5	91	416	96	776	94	3,734
	No	17	1	9	40	4	35	6	218
	Total	100	6	100	456	100	811	100	3,952
Q6: In the last 6 months, has your family member ever shared a room with another person at this supportive living facility?	Yes	0	0	5	26	7	64	5	236
	No	100	12	95	533	93	851	95	4,351
	Total	100	12	100	559	100	915	100	4,587
Q7: In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?	Always	83	10	35	189	26	239	29	1,305
	Usually	17	2	29	158	27	243	28	1,255
	Sometimes	0	0	22	119	26	234	25	1,141
	Never	0	0	15	79	21	190	18	824
	Total	100	12	100	545	100	906	100	4,525

Measure		Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Resident gender	Female	62	8	72	384	71	641	72	3,173
	Male	38	5	28	149	29	257	29	1,265
	Total	100	13	100	533	100	898	100	4,438
Resident age		Average	N	Average	N	Average	N	Average	N
		84	13	86	533	86	898	84	4,438

Participant characteristics, 2016 versus 2013-14

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q1: Who is the person named on the cover letter?	My Spouse/Partner	0	0	0	0
	My Parent	92	11	78	7
	My Mother-in-law/Father-in-law	0	0	0	0
	My Grandparent	0	0	0	0
	My Aunt/Uncle	0	0	0	0
	My Sister/Brother	8	1	0	0
	My Child	0	0	11	1
	My Friend	0	0	0	0
	Other	0	0	11	1
	Total	100	12	100	9
Q8: In the last 6 months, about how many times did you visit your family member in the supportive living facility?	More than 20 times	73	8	89	8
	11-20 times	9	1	0	0
	6-10 times	0	0	11	1
	2-5 times	18	2	0	0
	0-1 time	0	0	0	0
	Total	100	11	100	9
Q66: Considering all of the people who visit your family member in the supportive living facility, are you the person who has the most experience with his/her care?	Yes	89	8	78	7
	No	11	1	22	2
	Total	100	9	100	9
Q62: What is your age?	18 to 24	0	0	0	0
	25 to 34	0	0	0	0
	35 to 44	8	1	0	0
	45 to 54	33	4	25	2
	55 to 64	17	2	38	3
	65 to 74	42	5	25	2
	75 or older	0	0	13	1
	Total	100	12	100	8

Participant characteristics, 2016 versus 2013-14 *continued*

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q63: Are you male or female?	Male	33	4	33	3
	Female	67	8	67	6
	Total	100	12	100	9
Q64: What is the highest grade or level of school that you have completed?	Grade school or some high school	0	0	11	1
	Completed high school	30	3	0	0
	Post-secondary technical school	20	2	22	2
	Some university or college	10	1	33	3
	Completed college diploma	10	1	0	0
	Completed university degree	20	2	33	3
	Postgrad degree (Master's or Ph.D.)	10	1	0	0
	Total	100	10	100	9
Q65: What language do you mainly speak at home?	English	92	11	100	9
	French	0	0	0	0
	Other	8	1	0	0
	Total	100	12	100	9

Resident characteristics, 2016 versus 2013-14

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q4: In total, about how long has your family member lived in this supportive living facility?	12 months or longer	83	10	89	8
	6 months to almost 12 months	8	1	0	0
	3 months to almost 6 months	8	1	0	0
	1 month to almost 3 months	0	0	11	1
	Less than 1 month	0	0	0	0
	Total	100	12	100	9
Q5: Do you expect your family member to live in this supportive living facility permanently?	Yes	83	5	89	8
	No	17	1	11	1
	Total	100	6	100	9
Q6: In the last 6 months, has your family member ever shared a room with another person at this supportive living facility?	Yes	0	0	0	0
	No	100	12	100	9
	Total	100	12	100	9
Q7: In the last 6 months, how often was your family member capable of making decisions about his or her own daily life, such as when to get up, what clothes to wear, and which activities to do?	Always	83	10	56	5
	Usually	17	2	33	3
	Sometimes	0	0	11	1
	Never	0	0	0	0
	Total	100	12	100	9

Measure		Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Resident gender	Female	62	8	78	7
	Male	38	5	22	2
	Total	100	13	100	9
Resident age		Average	N	Average	N
		84	13	90	9

APPENDIX II: ADDITIONAL METHODOLOGICAL DETAILS

Facility comparisons

- The **Alberta** column includes responses from all respondents across the province.
- The **Zone** column includes responses from all respondents in all facilities within the AHS zone where the facility is located.
- The **Provincial peers** column includes responses from all respondents in all facilities across Alberta in the same peer group as the named facility based on geographic location and number of beds (i.e., facility size).
- The **Facility** column includes results for the named facility.
- The **Global Overall Care Rating** is a measure of respondents' overall rating of the facility. Respondents rated the facility from 0 to 10, where 0 is the worst care possible and 10 is the best care possible.
- The **Food Rating Scale** is a measure of respondents' overall rating of the food in the facility. Respondents rated the facility from 0 to 10, where 0 is the worst food possible and 10 is the best food possible.⁶
- Each **Dimension of Care** represents a set of questions or topics that share a similar conceptual theme. Dimension of Care scores were computed by summarizing all the items 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.
- The **Propensity to Recommend** is the percentage of respondents who respond "Yes, definitely recommend" and "Yes, probably recommend."

Provincial peer group details

There are five provincial peer groups:

- Rural, 0 - 50 beds
- Rural, 51+ beds
- Urban, 0 - 50 beds
- Urban, 51 – 100 beds
- Urban, 101+ beds

⁶ In keeping with the Dimensions of Care, the Food Rating Scale was rescaled to a 0 to 100 scale by multiplying the results by 10.

The list of facilities in this provincial peer group are:

Facility Name	Zone
Aspen Ridge Lodge	Calgary
Silver Willow Lodge	Calgary
Bashaw Meadows	Central
Bethany Meadows	Central
Chateau Three Hills	Central
Clearwater Centre	Central
Coronation Hospital and Care Centre	Central
Faith House	Central
Heritage House	Central
Hillview Lodge	Central
Islay Assisted Living	Central
Memory Lane	Central
Points West Living Century Park	Central
Providence Place	Central
Serenity House	Central
Sunrise Village Drayton Valley	Central
Sunrise Village Olds	Central
Sunrise Village Ponoka	Central
Sunrise Village Wetaskiwin	Central
Vegreville Manor	Central
Vermilion Valley Lodge	Central
Viewpoint	Central
Wetaskiwin Meadows	Central
Chateau Lac St. Anne	North
Elk Point Heritage Lodge	North
Jasper Alpine Summit Seniors Lodge	North
Manoir du Lac	North
Pleasant View Lodge - Mayerthorpe	North
Points West Living Cold Lake	North
Points West Living Peace River	North
Points West Living Slave Lake	North
Ridgevalley Seniors Home	North
Shepherd's Care Barrhead	North
Smithfield Lodge	North
Spruce View Lodge	North
St. Paul Abilities Network (S.P.A.N.)	North
Vanderwell Heritage Place	North
Vilna Villa	North
Whispering Pines Seniors Lodge	North
Chinook Lodge	South
Clearview Lodge	South
Good Samaritan Garden Vista	South

Facility Name	Zone
Orchard Manor	South
Pleasant View Lodge - Bow Island	South
York Creek Lodge	South

Additional details for facility results

- The zone and provincial means (averages) for the Dimensions of Care, Global Overall Care Rating, and Food Rating Scale in this report represent unweighted means; for zone and provincial means, the denominator is the total number of respondents. This is in contrast to facility-weighted means in the provincial report.
- The number of respondents answering any single question varied throughout the survey. For detailed information refer to the provincial report.

Dimensions of Care

The CAHPS® survey comprises four subscales (i.e., Dimensions of Care):

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Providing Information and Encouraging Family Involvement
4. Meeting Basic Needs

Each Dimension of Care comprises multiple questions that share a similar theme, and a dimension summary score is produced for each dimension. For a list of these questions, see Appendix III.

Survey response options

Each survey question was typically followed by a two-option *Yes* or *No* response or a four-option response:

- Never
- Sometimes
- Usually
- Always

Survey scoring

The typical method for scoring the survey is to transform each response to a scaled measure between 0.0-100.0, as shown in Table 3, where higher scores represent more positive experiences and lower scores represent more negative experiences. Negatively framed questions such as Question 14: *“In the last 6 months, did you ever see any nurses or aides be rude to your family member or any other resident?”* were reverse coded, where *No* responses were coded as 100.0 and *Yes* responses were coded as 0.0.

Table 3: Survey scale conversion

Four response options		Two response options	
Answer choice	Converted scaled value	Answer choice	Converted scaled value
Always	100.0	Yes	100.0
Usually	66.67		
Sometimes	33.33	No	0.0
Never	0.0		

The scoring methodology involves the calculation of a summary score for each Dimension of Care using an average of the scaled and weighted response scores within each Dimension of Care:

1. A Dimension of Care score was generated for respondents who answered at least one question within the associated Dimension of Care.⁷ Respondents who met this minimum criterion had missing values (if any) replaced by the facility average for that question.
2. Average scores for each Dimension of Care were calculated by scaling the relevant survey items (i.e., questions) to a 0.0-to-100.0 scale, where zero was the least positive outcome/response and 100 was the most positive outcome/response.
3. The scaled scores were then weighted based on how strongly each question related to the Dimension of Care, relative to all other questions within the Dimension. For example, questions that relate more strongly to a Dimension of Care would be weighted slightly more heavily than other questions within the same Dimension.⁸
4. Dimension scores were then calculated by adding individual scaled and weighted survey items and then dividing the total score by the number of items within each Dimension of Care (creating an average score).

⁷ Among respondents (N =4,629), the percentage who gave no responses to any questions within each Dimension of Care was low: 3 per cent for Staffing, Care of Belongings, and Environment, 5 per cent for Kindness and Respect; 3 per cent for Providing Information and Encouraging Family Involvement, and 4 per cent for Meeting Basic Needs.

⁸ The same weight was not used across survey cycles. It was thought that the most appropriate weight, i.e., relative importance of each question, should be determined by the population of each survey year.

NOTE: For the Meeting Basic Needs Dimension of Care, the average required a combination of two questions for each sub-dimension (i.e., eating, drinking, and toileting). A score of 100.0 was assigned to each set of questions if the respondent indicated that they: (1) Had not helped their family member with that basic need OR (2) Had helped their family member because they chose to help and not because nurses or aides either didn't help or made the family member wait too long. A score of zero was assigned to each set of questions (eating, drinking, or toileting) if the respondent indicated that they: Had helped their family member AND that they did this because nurses or aides either didn't help or made the family member wait too long.

Testing significant differences and identifying opportunities for improvement

All statistical tests were tested at a significance of $p \leq 0.01$. In all instances the higher the score, the more positive the experience. Therefore, an increase in score would represent a positive result and a decrease would represent a negative result. While statistical significance may help facilities identify potential improvement opportunities, there are many factors that influence statistical significance. Areas of care and services that did not show any statistically significant change or difference may still be important.

1. Comparisons between independent means and proportions (e.g., 2016 versus 2013-14 results):

To meet the criteria of statistically significant difference, the following criteria must be met:

- a) For a comparison of means
 - i. Statistically significant using a one-sample t-test.
 - ii. Statistically significant using a non-parametric test.
 - iii. Statistically significant using a one-sample t-test with a condensed sample of those who have a length of stay of three years or less.
- b) For a comparison of proportions
 - i. Statistically significant using a χ^2 test.
 - ii. Statistically significant using a χ^2 test with a condensed sample of those who have a length of stay of three years or less.

In addition, comparing two data points (i.e., survey cycles) may not indicate a clinically significant change.

2. Comparisons between non-independent means (e.g., facility versus provincial peer group):

Comparisons between the facility and its peers were performed. To meet the criteria of statistically significant difference, the following criteria must be met:

- a) For a comparison of means
 - i. Non-overlapping confidence intervals at the 99 per cent level.
 - ii. Confidence intervals were not able to be produced in instances where *all* respondents answered identically. Therefore these results could not be compared statistically with group means.

- b) For a comparison of proportions
 - i. Non-overlapping confidence intervals at the 99 per cent level.
 - ii. Confidence intervals were not able to be produced in instances where *all* respondents answered identically. Therefore these results could not be compared statistically with group means.

Comments analysis

Family members were asked one open-ended question: *“Do you have any suggestions how care and services at this supportive living facility could be improved? If so, please explain.”* In 2016, 2,813 family members provided a comment in response to this question, in comparison to 1,736 in 2013-14.

The initial analysis of the comments determined that themes or patterns in the comments provided by family members were consistent with those identified in the previous iteration of the survey. Based on themes and subthemes previously identified, a codebook was designed to guide analysis and to maintain coding consistency. Any additional themes identified were also included in the codebook (see Table 4 for coding by Dimensions of Care and additional themes).

Themes were categorized within one of the four Dimensions of Care: (1) Staffing, Care of Belongings, and Environment, (2) Kindness and Respect, (3) Providing Information and Encouraging Family Involvement, and (4) Meeting Basic Needs. In addition, two categories Food, and Safety and Security were highlighted for their importance to the respondents. When a theme could not be categorized into one of the Dimensions of Care, Food, or Safety and Security, this “emergent” theme was retained and categorized as ‘Other.’ Three ‘Other’ themes were identified and included (1) activities, (2) financial concerns and affordability, and (3) care transitions.

Before the start of analysis, coding consistency was tested using the codebook as a guide. Each analyst checked a sample of 100 comments. Coding agreement was reached and analysis began. Responses were analyzed using NVivo version 10. NVivo 10 is a qualitative data analysis software package. To further ensure coding consistency, each analyst reviewed the other’s coding. These checks ensured high coding agreement. Analysis was deemed ‘complete’ when comment coding was complete.

Table 4: Guidelines used to code comments by Dimensions of Care and additional themes

Dimension of Care: Staffing, Care of Belongings, and Environment	
▪ Staffing levels	▪ Quality of staff
▪ Additional training and continuous education for staff	▪ Leadership, administration, and supervision of staff
▪ Staff accountability to resident care	▪ Cleanliness and condition of resident's room and common areas
▪ Resident's ability to be cared for by same staff	▪ Work roles and responsibilities
▪ Resident's belongings	▪ Transportation of residents
▪ Laundry services	▪ Noise levels
▪ Volunteering	▪ Temperature and air quality
▪ Smoking	▪ Teamwork between staff
Dimension of Care: Kindness and Respect	
▪ Interpersonal relations including kindness, respect, courtesy and concern for resident's well-being	▪ Privacy
▪ Respect between residents	▪ Dignity
Food	
▪ Quality, variety, taste, nutrition value, and temperature	▪ Dietary restrictions and meal plans
Dimension of Care: Providing Information and Encouraging Family Involvement	
▪ Involving family in resident care and providing information	▪ How concerns are handled
▪ Language barriers between staff and the family	▪ Communication between staff
▪ Information about payments or expenses	▪ Staff's availability to answer questions
▪ General quality of communication	▪ Staff identification
▪ Care plans and care conferences	
Dimension of Care: Meeting Basic Needs	
▪ Help and supervision with basic needs including help with eating, drinking and toileting	▪ Consistent delivery of resident care plans
▪ General quality of care	▪ Hygiene and grooming
▪ Work family members do to help the resident	▪ Healthcare needs
▪ Medications	
Safety and Security	
▪ Safety and security measures in the facility	▪ Perception of security within facility
Other	
▪ Activities	▪ Access to the facility
▪ Provision of resources	▪ Scheduling of resident's day
▪ Financial concerns	▪ Resident's experience transitioning into the facility
▪ Maintaining documents and records	▪ Facility policies and procedures
▪ General quality of facility	▪ Resident's ability to have choice
▪ Resident's placement in a room or facility of choice	▪ Parking availability, cost, and maintenance
▪ Non-classifiable, miscellaneous	▪ Infection control measure
▪ Choice of pharmacy	

Survey sampling design and recruitment

The survey was conducted as a census of all eligible participants for whom contact data was available. Given the small size of supportive living facilities, random sampling techniques were not required and would have added little value at the expense of increased complexity for a few larger facilities where random selection might have been justified.

Facility recruitment and facility inclusion criteria

Personal care homes (SL1); group or family care homes or lodges (SL2); and special care homes (including mental health support homes and long-term care-only facilities) were excluded from participation, as were facilities with language barriers (i.e., English was not the first language of most or all residents at the facility).

Eligible respondents (family members) were identified with assistance from supportive living facility liaisons, who were asked to provide contact information of the most involved family member or person of a resident. Exclusion criteria included:

- Contacts of new residents (residents residing in facility for less than one month).
- Residents who had no contact person (family member), or whose contact person resided outside of Canada.
- Contacts of (known) deceased residents.
- Contacts of residents who were listed as a public guardian.
- Contacts of residents who were no longer living at the facility.

Family members of residents who were deceased subsequent to survey rollout were given the option to complete the survey and to provide responses that reflected the last six months the resident resided in the facility.

The 2016 study employed a continuous recruitment strategy and mailings were sent from May 2016 to September 2016. Ultimately, 91 per cent of all supportive living facilities, or 152 out of 168 facilities, were captured in the survey.

The data collection for the first survey cycle spanned from October 2013 to January 2013-14 and is referenced as 2013-14.

The following three-stage mailing protocol was used to ensure maximum participation rates:

- Initial mailing of questionnaire packages.
- Postcard reminders to all non-respondents.
- Mailing of questionnaire package with modified cover letter to all non-respondents.

Differences between 2016 survey and 2013-14 survey

1. **Survey reporting changes.** To improve comprehension and the usability of the reports, two projects were undertaken: (1) an evaluation of current reporting styles to evaluate what is working and what is not, and (2) a usability testing project that explored how stakeholders interpreted and used the content of the report, and evaluated new design strategies as a result of feedback. Some examples of the changes implemented include:
 - a) Removal of quartiles, as it was of minimal use.
 - b) Removal of decimal places to simplify reporting (with exception to places where facilities are rank ordered using a single score).
2. **Changes to the survey tool.** The core questions that make up each Dimension of Care were not changed. However, some questions were added and other non-core questions were removed. For a list of these changes, see Appendix II in the provincial report.
3. **Rank order criteria.** Previously, the overall rank applied to each facility by AHS zone reflected the frequency of below-average performance relative to zone and provincial averages. A new approach was implemented for this iteration of the survey which used a facility's overall performance amongst all Dimensions of Care relative to each zone. Specifically, an average facility rank across Dimensions of Care was computed, weighted by how strongly each of those measures relates to the Global Overall Care rating. As a result, facilities that consistently have higher ranks across Dimensions of Care as compared to other facilities in their own zone will in turn have a higher overall rank. For more details see Section 4.7. Please note that it is inappropriate to compare facility ranks from year to year as facility participation within each zone varies across survey years. In 2013-14, 107 facilities were ranked, whereas in 2016, 146 facilities were ranked.

Limitations

In interpreting results, there are several important limitations to consider:

1. **The effect of sample size.** Results become increasingly unreliable as the sample size (i.e., the number of respondents) decreases in relation to the overall population. When giving weight to findings, in particular facility-to-facility comparisons, readers must consider sample size. To mitigate this, the analyses were limited to facilities with reliable sample sizes (124 of 156 facilities; see Section 3.4 and Appendix IV in the provincial report), which are defined as those facilities for which respondents reliably represent the facility within a predefined margin of error. The criteria for reliability was two-fold: (1) a facility with a margin of error of equal to or less than 10 per cent, and (2) a response rate of greater than 50 per cent (for more details, see Appendix IV in the provincial report).
2. **The effect of services provided.** Given that facilities differ in many ways, the survey and its components must also be evaluated relative to the activities and services provided by each facility. For example, laundry services may not be a service offered by all facilities, or used by all residents within each facility. This limits the applicability of questions related to laundry for these facilities and/or residents.

3. **Survey protocol and questionnaire changes.** A number of changes were made for the current iteration of the survey in terms of survey protocol and survey questionnaire to improve the survey process and reliability of the data. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles. The following changes were made:
- a) **Repeat participants.** In some cases, a respondent may have participated in both the 2013-14 and the 2016 cycles. Statistical tests require an assumption that each respondent's result is present only in 2016 or 2013-14, but not both (independence assumption). To mitigate this, we chose a more conservative criterion for significant differences at $p < 0.01$ rather than the more conventional $p < 0.05$. In addition, the statistical difference must also persist after conducting the same statistical test limiting the sample to those with a length of stay three years or less (the approximate length between surveys), which eliminates the chance that a family member participated in both survey cycles.
 - b) **Questionnaire changes.** The core questions remained identical from the previous iteration of the survey. However, a few questions were added or removed, and are listed in Table 18 in Appendix II in the provincial report. This was done in order to improve the relevance and utility of the survey tool for supportive living stakeholders. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles.

APPENDIX III: QUESTION-LEVEL RESULTS

Notes: Percentages may not always add to 100 per cent due to rounding. Responses “Don’t Know” and “Not applicable” were coded as missing.

2016 results versus comparison groups

Table 5: Global Overall Care Rating for the facility, provincial peer, zone, and province

Q47: Using any number from 0 to 10, where 0 is the worst and 10 is the best care possible, what number would you use to rate the care at the supportive living facility?	Clearview Lodge		Provincial peers		South Zone		Alberta	
	%	N	%	N	%	N	%	N
10 Best Care Possible	75	9	33	174	21	185	23	1,021
9	17	2	24	128	23	198	25	1,090
8	8	1	25	132	29	251	29	1,271
7	0	0	9	48	17	149	13	590
6	0	0	5	24	5	41	4	192
5	0	0	2	13	4	34	3	144
4	0	0	1	6	1	10	1	54
3	0	0	≤1	4	≤1	7	≤1	37
2	0	0	≤1	2	≤1	2	≤1	11
1	0	0	≤1	1	≤1	1	≤1	4
0 Worst Care Possible	0	0	0	0	0	0	≤1	5
Total	100	12	100	532	100	878	100	4,419

Table 6: Propensity to Recommend

Q48: If someone needed supportive living facility care, would you recommend this supportive living facility to them?	Clearview Lodge		Provincial peers		South Zone		Alberta	
	%	N	%	N	%	N	%	N
Definitely yes	92	11	59	313	50	434	55	2,397
Probably yes	8	1	35	183	43	376	39	1,693
Definitely no	0	0	≤1	4	1	9	1	56
Probably no	0	0	5	27	6	55	6	244
Total	100	12	100	527	100	874	100	4,390

Table 7: Dimension of Care: Staffing, Care of Belongings, and Environment - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q10: how often were you able to find a nurse or aide when you wanted one?	Always	67	6	55	233	42	311	47	1,770
	Usually	33	3	35	149	45	331	41	1,521
	Sometimes	0	0	10	41	12	89	12	430
	Never	0	0	0	0	≤1	4	≤1	12
	Total	100	9	100	423	100	735	100	3,733
Q21: how often did your family member look and smell clean?	Always	42	5	53	286	41	358	43	1,920
	Usually	58	7	41	218	48	425	47	2,056
	Sometimes	0	0	5	27	10	88	9	395
	Never	0	0	≤1	5	≤1	6	1	47
	Total	100	12	100	536	100	877	100	4,418
Q31: how often did your family member's room look and smell clean?	Always	67	8	53	283	40	347	43	1,886
	Usually	33	4	36	195	47	417	45	1,974
	Sometimes	0	0	10	55	12	102	11	488
	Never	0	0	1	6	1	12	2	69
	Total	100	12	100	539	100	878	100	4,417
Q33: how often did the public areas of the supportive living facility look and smell clean?	Always	100	12	77	418	71	623	73	3,211
	Usually	0	0	20	109	26	227	24	1,070
	Sometimes	0	0	2	11	3	30	3	122
	Never	0	0	≤1	3	≤1	2	≤1	20
	Total	100	12	100	541	100	882	100	4,423
Q35: how often were your family member's personal medical belongings damaged or lost?	Never	91	10	79	424	73	628	74	3,210
	Once	9	1	12	64	15	129	15	665
	Two or more times	0	0	9	46	12	104	11	478
	Total	100	11	100	534	100	861	100	4,353
Q37: when your family member used the laundry service, how often were clothes damaged or lost?	Never	75	6	68	238	53	308	58	1,622
	Once or Twice	25	2	25	89	32	187	30	840
	Three times or more	0	0	7	25	14	82	12	333
	Total	100	8	100	352	100	577	100	2,795
Q49: how often did you feel that there were enough nurses and aides in the supportive living facility?	Always	58	7	29	152	18	157	24	1,042
	Usually	33	4	48	254	47	414	50	2,177
	Sometimes	8	1	16	85	22	189	17	757
	Never	0	0	7	38	13	114	9	409
	Total	100	12	100	529	100	874	100	4,385

Table 8: Dimension of Care: Kindness and Respect - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q11: how often did you see the nurses and aides treat your family member with courtesy and respect?	Always	91	10	77	412	71	613	74	3,263
	Usually	9	1	19	103	26	221	22	953
	Sometimes	0	0	3	16	3	25	3	139
	Never	0	0	≤1	1	≤1	7	≤1	26
	Total	100	11	100	532	100	866	100	4,381
Q12: how often did you see the nurses and aides treat your family member with kindness?	Always	82	9	77	409	70	600	71	3,105
	Usually	9	1	20	106	26	224	25	1,094
	Sometimes	0	0	3	16	3	25	3	144
	Never	9	1	≤1	3	2	14	≤1	35
	Total	100	11	100	534	100	863	100	4,378
Q13: how often did you feel that the nurses and aides really cared about your family member?	Always	91	10	62	327	49	425	53	2,295
	Usually	9	1	30	161	39	339	37	1,633
	Sometimes	0	0	8	42	10	88	9	397
	Never	0	0	0	0	≤1	8	≤1	34
	Total	100	11	100	530	100	860	100	4,359
Q14: did you ever see any nurses or aides be rude to your family member or any other resident?	Yes	0	0	5	26	10	87	8	344
	No	100	11	95	503	90	776	92	4,024
	Total	100	11	100	529	100	863	100	4,368
Q23: how often did the nurses and aides handle this situation in a way that you felt was appropriate?	Always	---	0	63	56	55	130	59	709
	Usually	---	0	31	28	36	85	33	397
	Sometimes	---	0	6	5	8	18	7	85
	Never	---	0	0	0	≤1	2	≤1	11
	Total	---	0	100	89	100	235	100	1,202

Table 9: Food Rating Scale for the facility, provincial peers, zone, and province

Q53: Using any number from 0 to 10 where 0 is the worst food possible and 10 is the best food possible, what number would you use to rate the food at this supportive living facility?	Clearview Lodge		Provincial peers		South Zone		Alberta	
	%	N	%	N	%	N	%	N
10 Best Food Possible	50	6	16	80	9	75	9	390
9	17	2	13	66	14	118	13	559
8	17	2	24	121	23	194	24	1,019
7	8	1	17	86	20	171	19	819
6	8	1	10	51	11	94	12	489
5	0	0	10	51	12	102	11	474
4	0	0	4	19	3	26	4	171
3	0	0	4	19	3	24	3	142
2	0	0	2	9	3	22	2	95
1	0	0	≤1	4	1	9	1	44
0 Worst Food Possible	0	0	≤1	5	≤1	7	≤1	25
Total	100	12	100	511	100	842	100	4,227

Table 10: Dimension of Care: Providing Information and Encouraging Family Involvement - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q26: how often did you get this information as soon as you wanted?	Always	80	8	57	241	47	346	48	1,792
	Usually	20	2	35	150	40	290	40	1,486
	Sometimes	0	0	7	31	12	89	12	440
	Never	0	0	≤1	2	1	8	≤1	34
	Total	100	10	100	424	100	733	100	3,752
Q27: how often did the nurses and aides explain things in a way that was easy for you to understand?	Always	92	11	74	397	67	580	65	2,846
	Usually	8	1	22	116	26	222	28	1,208
	Sometimes	0	0	3	16	6	48	5	235
	Never	0	0	≤1	4	2	19	2	70
	Total	100	12	100	533	100	869	100	4,359
Q28: did nurses and aides ever try to discourage you from asking questions about your family member?	Yes	0	0	2	12	2	21	2	88
	No	100	12	98	522	98	858	98	4,323
	Total	100	12	100	534	100	879	100	4,411
Q41: did you ever stop yourself from talking to any supportive living facility staff about your concerns because you thought they would take it out on your family member?	Yes	0	0	10	22	21	95	16	336
	No	100	2	90	192	79	358	84	1,720
	Total	100	2	100	214	100	453	100	2,056
Q44: how often were you involved as much as you wanted to be in the decisions about your family member's care?	Always	86	6	65	289	61	454	62	2,326
	Usually	14	1	29	131	31	232	31	1,152
	Sometimes	0	0	6	25	7	53	7	259
	Never	0	0	≤1	2	≤1	4	≤1	24
	Total	100	7	100	447	100	743	100	3,761
Q59: how often did you get all the information you wanted about payments or expenses?	Always	50	1	63	97	67	174	65	942
	Usually	0	0	21	32	19	49	23	327
	Sometimes	50	1	13	20	12	31	10	141
	Never	0	0	3	4	2	6	2	36
	Total	100	2	100	153	100	260	100	1,446

Table 11: Dimension of Care: Meeting Basic Needs - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q16: Did you help your family member with eating because nurses or aides either didn't help or made him or her wait too long?	Yes	0	0	22	19	27	67	24	234
	No	100	1	78	68	73	183	76	748
	Total	100	1	100	87	100	250	100	982
Q18: Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long?	Yes	0	0	19	15	30	67	25	215
	No	100	1	81	65	70	160	75	646
	Total	100	1	100	80	100	227	100	861
Q20: Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long?	Yes	0	0	19	18	46	93	38	380
	No	100	1	81	77	54	108	62	622
	Total	100	1	100	95	100	201	100	1,002

Table 12: Additional care questions - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q24: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	Always	100	12	83	450	77	675	81	3,592
	Usually	0	0	15	83	22	190	17	764
	Sometimes	0	0	1	7	1	13	1	65
	Never	0	0	0	0	≤1	2	≤1	10
	Total	100	12	100	540	100	880	100	4,431
Q29: In the last 6 months, how often is your family member cared for by the same team of staff?	Always	30	3	28	141	15	130	17	734
	Usually	60	6	63	321	65	547	67	2,811
	Sometimes	10	1	9	48	19	160	15	638
	Never	0	0	≤1	1	1	9	≤1	36
	Total	100	10	100	511	100	846	100	4,219
Q30: In the last 6 months, how often did you feel confident that employees knew how to do their jobs?	Always	83	10	56	295	41	358	45	1,962
	Usually	17	2	38	201	48	419	45	1,983
	Sometimes	0	0	6	33	11	100	10	423
	Never	0	0	≤1	1	≤1	3	≤1	23
	Total	100	12	100	530	100	880	100	4,391
Q32: In the last 6 months, how often were you able to find places to talk to your family member in private?	Always	100	12	88	473	84	737	86	3,775
	Usually	0	0	11	60	13	116	12	542
	Sometimes	0	0	≤1	3	2	18	1	65
	Never	0	0	≤1	1	≤1	3	≤1	21
	Total	100	12	100	537	100	874	100	4,403
Q34: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing or in a public area?	Yes	0	0	2	9	2	21	3	112
	No	100	12	98	523	98	835	97	4,229
	Total	100	12	100	532	100	856	100	4,341
Q38: At any time in the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?	Yes	8	1	21	112	34	296	29	1,265
	No	92	11	79	423	66	574	71	3,124
	Total	100	12	100	535	100	870	100	4,389

Table 13: Additional care questions - question-level results, continued

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q40: In the last 6 months, how often were you satisfied with the way the supportive living facility staff handled these problems?	Always	0	0	11	11	11	30	13	152
	Usually	100	1	44	44	48	127	43	492
	Sometimes	0	0	39	39	34	90	37	424
	Never	0	0	5	5	6	15	6	69
	Total	100	1	100	99	100	262	100	1,137
Q42: In your opinion, is the overall cost of living at this facility reasonable?	Yes	91	10	65	342	65	559	67	2,886
	No	9	1	35	181	35	304	33	1,436
	Total	100	11	100	523	100	863	100	4,322
Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?	Yes	83	10	68	365	76	664	73	3,230
	No	17	2	32	168	24	215	27	1,182
	Total	100	12	100	533	100	879	100	4,412
Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?	Yes	100	2	24	35	29	55	23	243
	No	0	0	76	113	71	136	77	815
	Total	100	2	100	148	100	191	100	1,058
Q50: In the last 6 months, how often did you feel like your family member is safe at the facility?	Always	75	9	72	383	63	552	66	2,901
	Usually	25	3	24	125	33	291	30	1,335
	Sometimes	0	0	4	19	4	32	3	144
	Never	0	0	≤1	2	≤1	3	≤1	29
	Total	100	12	100	529	100	878	100	4,409
Q51: In the last 6 months, did you help with the care of your family member when you visited?	Yes	33	4	57	301	64	563	65	2,840
	No	67	8	43	225	36	312	35	1,541
	Total	100	12	100	526	100	875	100	4,381
Q52: Do you feel that supportive living facility staff expect you to help with the care of your family member when you visit?	Yes	8	1	10	51	14	117	13	547
	No	92	11	90	467	86	744	87	3,778
	Total	100	12	100	518	100	861	100	4,325
Q54: In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?	Always	67	8	63	330	56	481	56	2,463
	Usually	33	4	32	166	37	323	37	1,614
	Sometimes	0	0	5	27	6	56	6	270
	Never	0	0	≤1	2	≤1	3	≤1	16
	Total	100	12	100	525	100	863	100	4,363

Table 14: Additional care questions - question-level results, continued

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q55: In the last 6 months, how often did you have concerns about your family member's medication?	Always	0	0	2	11	3	27	3	116
	Usually	0	0	4	22	4	36	4	181
	Sometimes	50	6	40	209	42	364	41	1,786
	Never	50	6	54	280	51	445	52	2,283
	Total	100	12	100	522	100	872	100	4,366
Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	Always	60	3	50	107	46	177	47	890
	Usually	20	1	36	77	39	151	38	717
	Sometimes	20	1	12	25	13	51	13	237
	Never	0	0	1	3	2	8	2	41
	Total	100	5	100	212	100	387	100	1,885
Q60: Does your family member's facility have a resident and family council?	Yes	100	7	74	146	89	354	84	1,287
	No	0	0	26	51	11	43	16	243
	Total	100	7	100	197	100	397	100	1,530
Q61: In the last 6 months, how often were the people in charge available to talk with you?	Always	55	6	46	216	46	342	42	1,602
	Usually	36	4	41	193	39	291	41	1,570
	Sometimes	9	1	12	57	13	93	14	542
	Never	0	0	2	8	2	14	2	93
	Total	100	11	100	474	100	740	100	3,807

Question-level results: 2016 versus 2013-14 results

Table 15: Global Overall Care Rating 2016 versus 2013-14

Q47: Using any number from 0 to 10, where 0 is the worst and 10 is the best care possible, what number would you use to rate the care at the supportive living facility?	Clearview Lodge 2016		Clearview Lodge 2013-14	
	%	N	%	N
10 Best Care Possible	75	9	89	8
9	17	2	11	1
8	8	1	0	0
7	0	0	0	0
6	0	0	0	0
5	0	0	0	0
4	0	0	0	0
3	0	0	0	0
2	0	0	0	0
1	0	0	0	0
0 Worst Care Possible	0	0	0	0
Total	100	12	100	9

Table 16: Propensity to Recommend 2016 versus 2013-14

Q48: If someone needed supportive living facility care, would you recommend this supportive living facility to them?	Clearview Lodge 2016		Clearview Lodge 2013-14	
	%	N	%	N
Definitely yes	92	11	100	9
Probably yes	8	1	0	0
Definitely no	0	0	0	0
Probably no	0	0	0	0
Total	100	12	100	9

Table 17: Dimension of Care: Staffing, Care of Belongings and Environment - 2016 versus 2013-14 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q10: how often were you able to find a nurse or aide when you wanted one?	Always	67	6	100	3
	Usually	33	3	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	9	100	3
Q21: how often did your family member look and smell clean?	Always	42	5	67	6
	Usually	58	7	33	3
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	12	100	9
Q31: how often did your family member's room look and smell clean?	Always	67	8	100	9
	Usually	33	4	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	12	100	9
Q33: how often did the public areas of the supportive living facility look and smell clean?	Always	100	12	100	9
	Usually	0	0	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	12	100	9
Q35: how often were your family member's personal medical belongings damaged or lost?	Never	91	10	100	9
	Once	9	1	0	0
	Two or more times	0	0	0	0
	Total	100	11	100	9
Q37: when your family member used the laundry service, how often were clothes damaged or lost?	Never	75	6	100	4
	Once or Twice	25	2	0	0
	Three times or more	0	0	0	0
	Total	100	8	100	4
Q49: how often did you feel that there were enough nurses and aides in the supportive living facility?	Always	58	7	56	5
	Usually	33	4	44	4
	Sometimes	8	1	0	0
	Never	0	0	0	0
	Total	100	12	100	9

Table 18: Dimension of Care: Kindness and Respect – 2016 versus 2013-14 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q11: how often did you see the nurses and aides treat your family member with courtesy and respect?	Always	91	10	100	9
	Usually	9	1	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	11	100	9
Q12: how often did you see the nurses and aides treat your family member with kindness?	Always	82	9	100	9
	Usually	9	1	0	0
	Sometimes	0	0	0	0
	Never	9	1	0	0
	Total	100	11	100	9
Q13: how often did you feel that the nurses and aides really cared about your family member?	Always	91	10	100	9
	Usually	9	1	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	11	100	9
Q14: did you ever see any nurses or aides be rude to your family member or any other resident?	Yes	0	0	0	0
	No	100	11	100	9
	Total	100	11	100	9
Q23: how often did the nurses and aides handle this situation in a way that you felt was appropriate?	Always	---	0	100	1
	Usually	---	0	0	0
	Sometimes	---	0	0	0
	Never	---	0	0	0
	Total	---	0	100	1

Table 19: Food Rating Scale 2016 versus 2013-14

Q53: Using any number from 0 to 10 where 0 is the worst food possible and 10 is the best food possible, what number would you use to rate the food at this supportive living facility?	Clearview Lodge 2016		Clearview Lodge 2013-14	
	%	N	%	N
10 Best Food Possible	50	6	78	7
9	17	2	11	1
8	17	2	11	1
7	8	1	0	0
6	8	1	0	0
5	0	0	0	0
4	0	0	0	0
3	0	0	0	0
2	0	0	0	0
1	0	0	0	0
0 Worst Food Possible	0	0	0	0
Total	100	12	100	9

Table 20: Dimension of Care: Providing Information and Encouraging Family Involvement – 2016 versus 2013-14 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q26: how often did you get this information as soon as you wanted?	Always	80	8	100	7
	Usually	20	2	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	10	100	7
Q27: how often did the nurses and aides explain things in a way that was easy for you to understand?	Always	92	11	100	9
	Usually	8	1	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	12	100	9
Q28: did nurses and aides ever try to discourage you from asking questions about your family member?	Yes	0	0	0	0
	No	100	12	100	9
	Total	100	12	100	9
Q41: did you ever stop yourself from talking to any supportive living facility staff about your concerns because you thought they would take it out on your family member?	Yes	0	0	0	0
	No	100	2	100	1
	Total	100	2	100	1
Q44: how often were you involved as much as you wanted to be in the decisions about your family member's care?	Always	86	6	71	5
	Usually	14	1	29	2
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	7	100	7
Q59: how often did you get all the information you wanted about payments or expenses?	Always	50	1	100	2
	Usually	0	0	0	0
	Sometimes	50	1	0	0
	Never	0	0	0	0
	Total	100	2	100	2

Table 21: Dimension of Care: Meeting Basic Needs - 2016 versus 2013-14 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q16: Did you help your family member with eating because nurses or aides either didn't help or made him or her wait too long?	Yes	0	0	---	0
	No	100	1	---	0
	Total	100	1	---	0
Q18: Did you help your family member with drinking because the nurses or aides either didn't help or made him or her wait too long?	Yes	0	0	---	0
	No	100	1	---	0
	Total	100	1	---	0
Q20: Did you help your family member with toileting because the nurses or aides either didn't help or made him or her wait too long?	Yes	0	0	100	1
	No	100	1	0	0
	Total	100	1	100	1

Table 22: Additional care questions - 2016 versus 2013-14 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q24: In the last 6 months, how often did the nurses and aides treat you [the respondent] with courtesy and respect?	Always	100	12	100	9
	Usually	0	0	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	12	100	9
Q29: In the last 6 months, how often is your family member cared for by the same team of staff?	Always	30	3	33	3
	Usually	60	6	56	5
	Sometimes	10	1	11	1
	Never	0	0	0	0
	Total	100	10	100	9
Q30: In the last 6 months, how often did you feel confident that employees knew how to do their jobs?	Always	83	10	Not asked in 2013-14	
	Usually	17	2		
	Sometimes	0	0		
	Never	0	0		
	Total	100	12		
Q32: In the last 6 months, how often were you able to find places to talk to your family member in private?	Always	100	12	100	9
	Usually	0	0	0	0
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	12	100	9
Q34: In the last 6 months, did you ever see the nurses and aides fail to protect any resident's privacy while the resident was dressing, showering, bathing or in a public area?	Yes	0	0	0	0
	No	100	12	100	9
	Total	100	12	100	9
Q38: At any time in the last 6 months, were you ever unhappy with the care your family member received at the supportive living facility?	Yes	8	1	0	0
	No	92	11	100	9
	Total	100	12	100	9
Q40: In the last 6 months, how often were you satisfied with the way the supportive living facility staff handled these problems?	Always	0	0	---	0
	Usually	100	1	---	0
	Sometimes	0	0	---	0
	Never	0	0	---	0
	Total	100	1	---	0

Table 23: Additional care questions - 2016 versus 2013-14 question-level results, continued

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013-14	
		%	N	%	N
Q42: In your opinion, is the overall cost of living at this facility reasonable?	Yes	91	10	100	9
	No	9	1	0	0
	Total	100	11	100	9
Q45: In the last 12 months, have you been part of a care conference, either in person or by phone?	Yes	83	10	78	7
	No	17	2	22	2
	Total	100	12	100	9
Q46: Were you given the opportunity to be part of a care conference in the last 12 months either in person or by phone?	Yes	100	2	50	1
	No	0	0	50	1
	Total	100	2	100	2
Q50: In the last 6 months, how often did you feel like your family member is safe at the facility?	Always	75	9	Not asked in 2013-14	
	Usually	25	3		
	Sometimes	0	0		
	Never	0	0		
	Total	100	12		
Q51: In the last 6 months, did you help with the care of your family member when you visited?	Yes	33	4	22	2
	No	67	8	78	7
	Total	100	12	100	9
Q52: Do you feel that supportive living facility staff expect you to help with the care of your family member when you visit?	Yes	8	1	0	0
	No	92	11	100	9
	Total	100	12	100	9
Q54: In the last 6 months, how often did your family member receive all of the healthcare services and treatments they needed?	Always	67	8	78	7
	Usually	33	4	22	2
	Sometimes	0	0	0	0
	Never	0	0	0	0
	Total	100	12	100	9
Q55: In the last 6 months, how often did you have concerns about your family member's medication?	Always	0	0	0	0
	Usually	0	0	0	0
	Sometimes	50	6	11	1
	Never	50	6	89	8
	Total	100	12	100	9
Q57: In the last 6 months, how often were your concerns about your family member's medication resolved?	Always	60	3	100	1
	Usually	20	1	0	0
	Sometimes	20	1	0	0
	Never	0	0	0	0
	Total	100	5	100	1

REFERENCES

- ⁱ American Institutes for Research: How to Report Results of the CAHPS Clinician & Group Survey [Internet]. Aligning Forces for Quality; 2010 Sep 1 [cited 2016 Apr]. Available from: <http://www.rwjf.org/content/dam/farm/reports/reports/2010/rwjf69357>
- ⁱⁱ Morgan NA, Rego LL. The value of different customer satisfaction and loyalty metrics in predicting business performance. *Marketing Science*. 2006 Sep-Oct;25(5):426-439.
- ⁱⁱⁱ Garver M. Customer-driven improvement model: best practices in identifying improvement opportunities. *Industrial Marketing Management*. 2003 Jul;32(6):455-466.



210, 811 – 14 Street NW
Calgary, Alberta, Canada T2N 2A4
T: 403.297.8162 F: 403.297.8258
E: info@hqca.ca www.hqca.ca