



SUPPORTIVE LIVING RESIDENT EXPERIENCE SURVEY

Facility-level results

Clearview Lodge

June 2017



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

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INTRODUCTION

The *2016 Supportive Living Resident 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 Resident 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

Residents of all supportive living facilities in Alberta were surveyed using a modified version of the *Ohio Residential Care Facility Survey*. Participants were surveyed in-person or were asked to complete a self-administered paper version. The survey is a 64-question self-report tool that assesses a resident's overall experience with the facility, along with 11 Dimensions of Care. These dimensions are presented in the order of decreasing strength of association with the Global Overall Care Rating:²

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

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 two most positive responses for each question. For example, in Question 1: “*Do you have enough to do here? Yes or No?*” While respondents were free to select *Yes always*, *Yes sometimes*, *No hardly ever*, and *No, never*, only the percentage of *Yes (Always or Sometimes)* is reported. Complete responses for each question can be found in Appendix III.

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

² 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**³ —provincial peers are based on:
 - Geography: Urban or Rural area, and,
 - Facility size (number of supportive living beds).
- **AHS zone:** All residents in all facilities in your own zone.
- **Alberta:** All residents 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, and each Dimension of Care, for each rank eligible facility. Facilities are sorted by AHS zone or 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.

In addition, the report contains the following appendices:

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

³ See Appendix II for a complete list of facilities in your peer group.

Who was surveyed and who was not surveyed?

SL3 AND SL4 FACILITIES WERE SURVEYED

Excluded:

- Personal care homes (SL1); group or family care homes or lodges (SL2); long term care, and dementia units (SL4D).
- Facilities with language barriers (i.e., English was not the first language of most or all residents at the facility).



SL3 AND SL4 RESIDENTS WHO WERE COGNITIVELY ABLE WERE SURVEYED

Excluded:

- Residents considered to have “severe impairment” or “very severe impairment” according to the Cognitive Performance Scale.



SL3 AND SL4 RESIDENTS WHO WERE ABLE TO BE SURVEYED WERE CONSIDERED ELIGIBLE FOR THE SURVEY

With assistance from on-site staff, the following residents were excluded:

- Residents who had moderate to severe cognitive impairment or a language barrier that would make communication difficult and obtaining verbal consent unlikely.
- Legally blind AND hard of hearing.
- Residents who may pose a risk to the survey interviewer.
- Residents who have been at the facility for one month or less

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 11 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, 80 facilities were ranked, whereas in 2016, 124 facilities were ranked.

Your facility's response rate was 64 per cent (9 respondents out of an eligible 14) in 2016 and 79 per cent (11 respondents out of an eligible 14) in 2013.

Out of the 26 rank eligible facilities in the South Zone, Clearview Lodge was ranked 20 in Global Overall Care Rating, scoring 7.7 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:

Employee Responsiveness

The LOWEST scoring Dimension of Care for this facility:

Choice

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.

In terms of significant differences, respondents in Clearview Lodge scored HIGHER on Communication than respondents in their peer group (Rural, 0-50 beds, at 97 versus 89, respectively). In addition, respondents in Clearview Lodge also scored HIGHER than respondents in their own peer group on Activities (91 versus 79, respectively), and General Satisfaction (98 versus 85, 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 46 facilities provincially, 33 of which were eligible for ranking.

Table 1: Overview of results - 2016

	Clearview Lodge	Comparison group scores				
		Provincial peers		South Zone		Alberta
	(N = 9)	(N = 398)		(N = 528)		(N = 2,870)
	Score	Score	Facility rank out of 33 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)	7.7	7.9	22	8.1	20	7.8
Propensity to Recommend (0% to 100%)	100	91	3	93	1	90
Dimensions of Care (0 to 100 score)						
Resident Environment	91	92	21	92	19	91
Facility Environment	95	92	13	92	8	91
Communication	97	89	2	88	1	86
Meals and Dining	88	80	11	80	6	78
Employee Responsiveness	100	90	2	87	1	87
Activities	91	79	4	82	4	81
Care and Services	92	84	8	82	4	81
Relationship with Employees	96	93	11	91	3	91
Choice	85	88	25	89	22	89
General Satisfaction	98	85	2	87	1	84
Laundry	97	93	9	91	4	92

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

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Score	Score
Global Overall Care Rating (0 to 10)	7.7	8.7
Propensity to Recommend (0% to 100%)	100	100
Dimensions of Care (0 to 100 score)		
Resident Environment	91	98
Facility Environment	95	99
Communication	97	94
Meals and Dining	88	93
Employee Responsiveness	100	99
Activities	91	93
Care and Services	92	89
Relationship with Employees	96	99
Choice	85	95
General Satisfaction	98	97
Laundry	97	100

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 score.
 - o **Red**: 2016 score is significantly lower than 2013 score.
 - o No shade: 2016 and 2013 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. Complete responses for each question can be found in Appendix III.

Figure descriptions

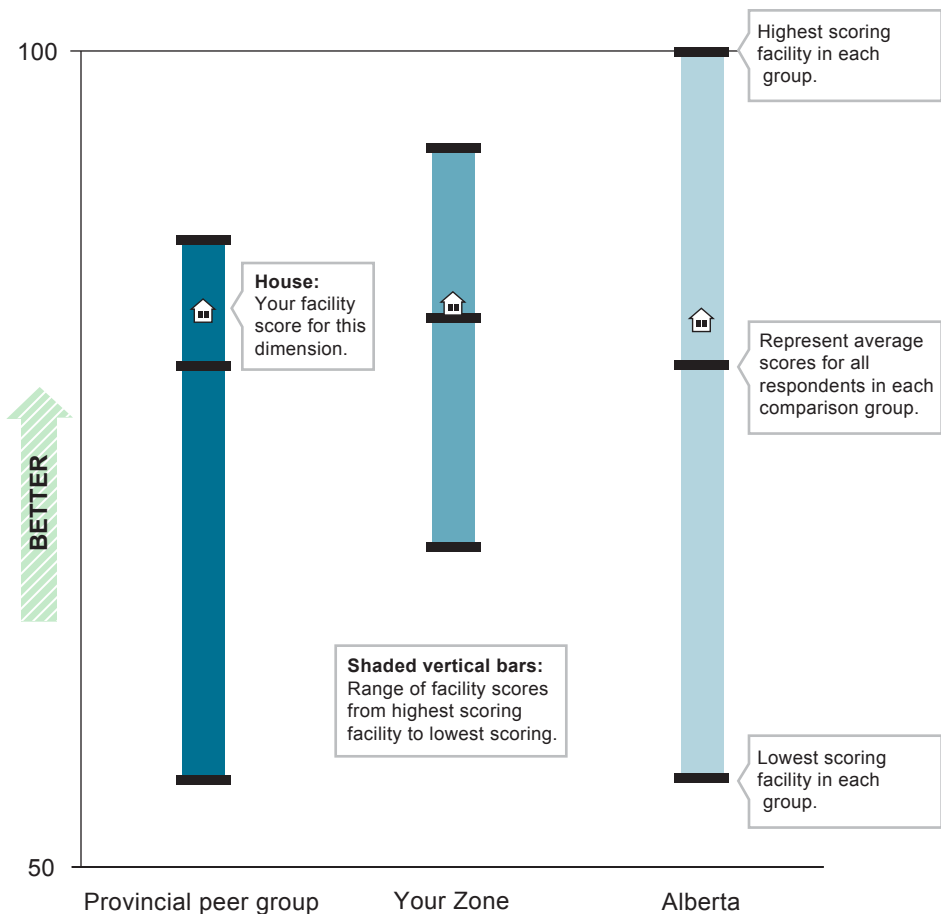
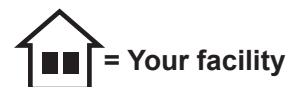
- The **Alberta** bar includes responses from all respondents across the province. The shaded bar represents the range of facility scores for Alberta, where the upper limit represents the highest scoring facility, and the lower limit represents the lowest scoring facility.
- The **Zone** column includes 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.

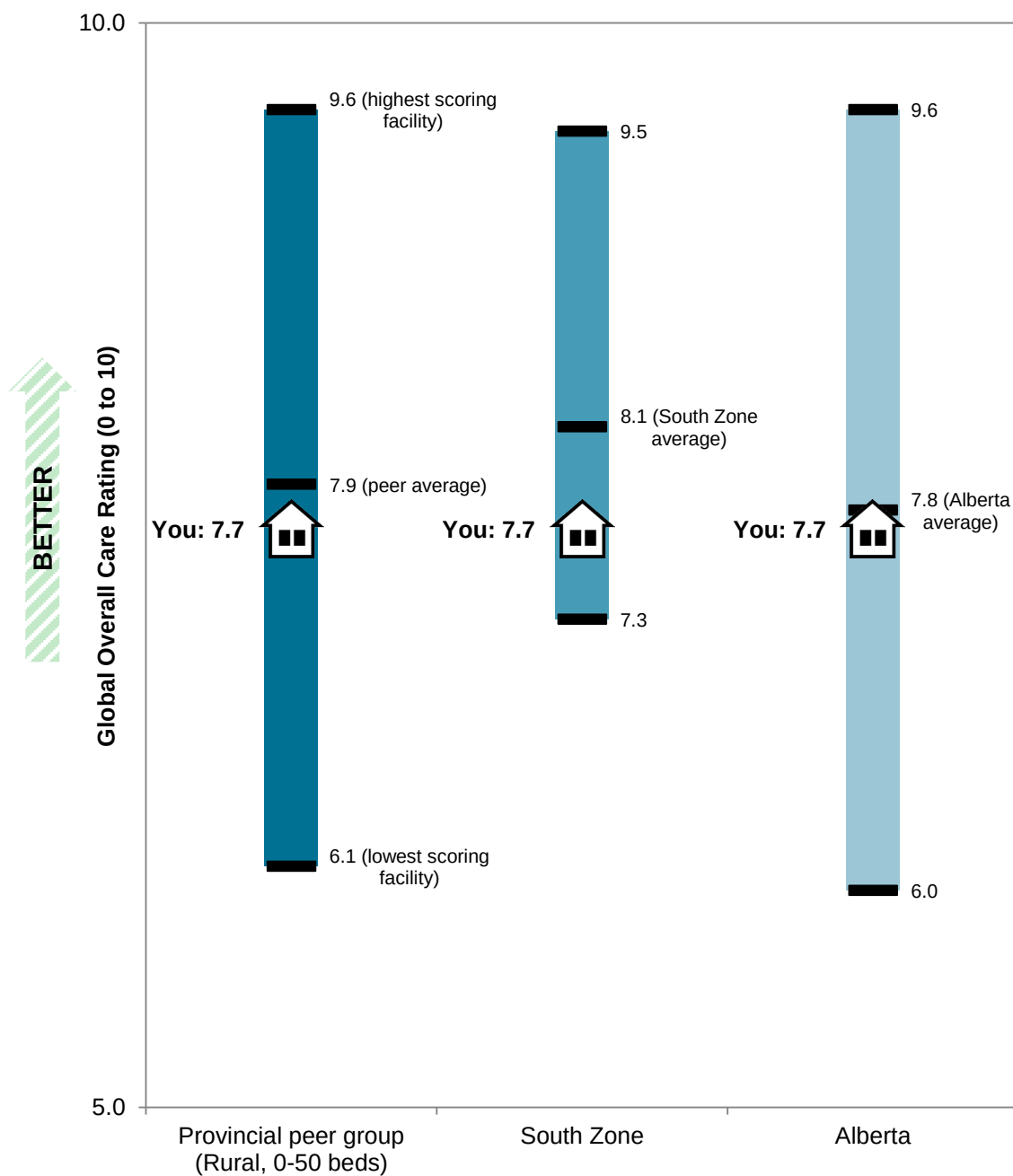
Respondents in facilities similar in size and geographic location as your facility. Geographic location was defined as Rural or Urban.

All respondents in facilities in your zone.

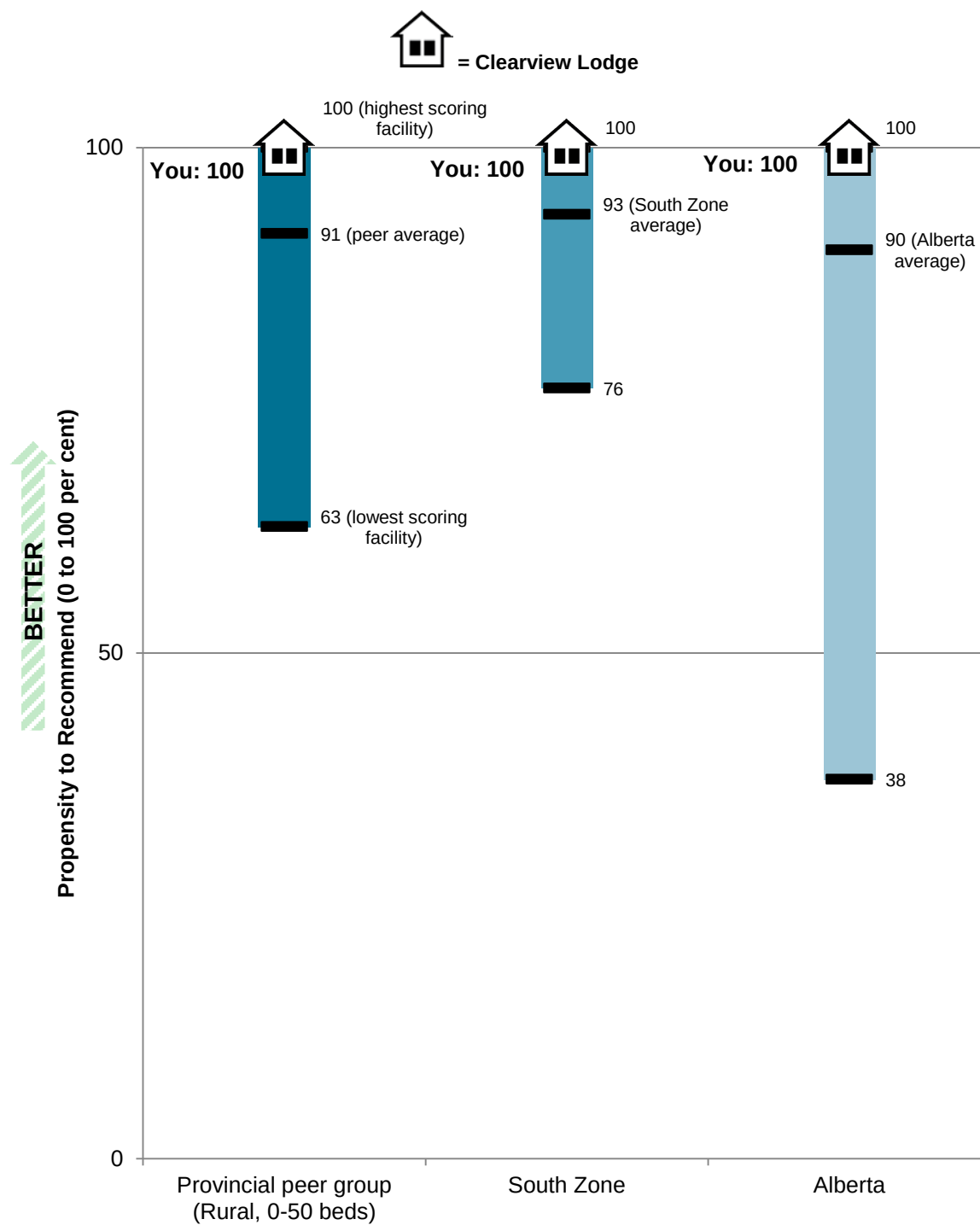
All respondents in the province.

Global Overall Care Rating

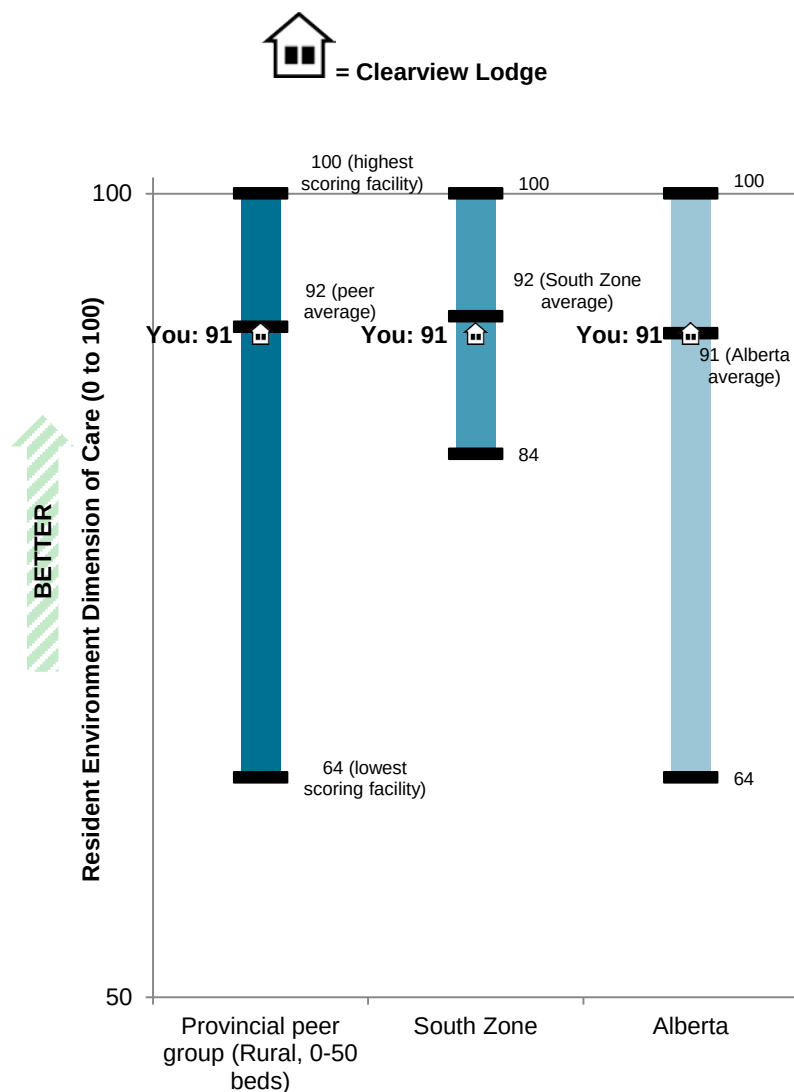
 = Clearview Lodge



Propensity to Recommend



DIMENSION OF CARE: RESIDENT ENVIRONMENT



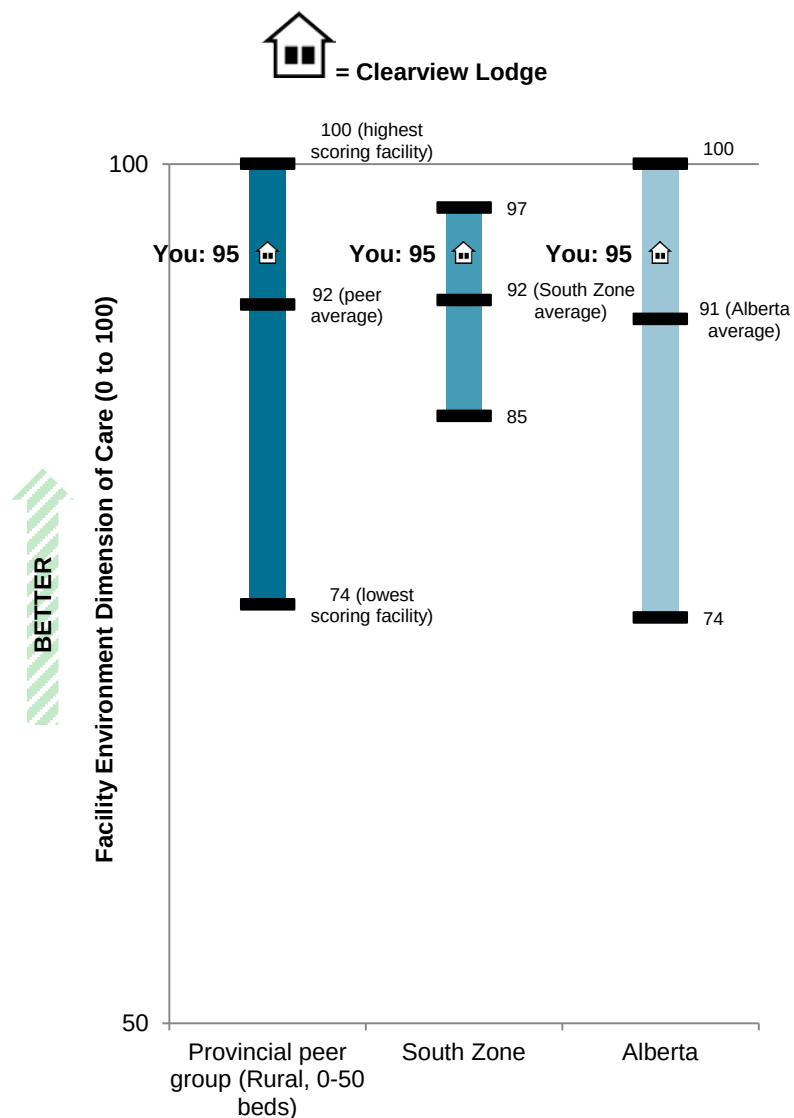
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
	Overall weighted score (0 to 100)			
Resident Environment	91	92	92	91
Individual survey questions for Resident Environment				
	% Yes (Always or Sometimes)			
Q45: Do you think this is a pleasant place for people to visit?	100	97	98	97
Q43: Do you feel safe here?	100	98	99	98
Q42: Are you satisfied with your room or apartment?	88	95	97	96
Q44: Are your belongings safe here?	100	96	95	95
Q41: Do you have enough privacy in your room or apartment?	89	98	97	97
Q46: Is the room temperature comfortable for you?	88	94	95	93

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: FACILITY ENVIRONMENT



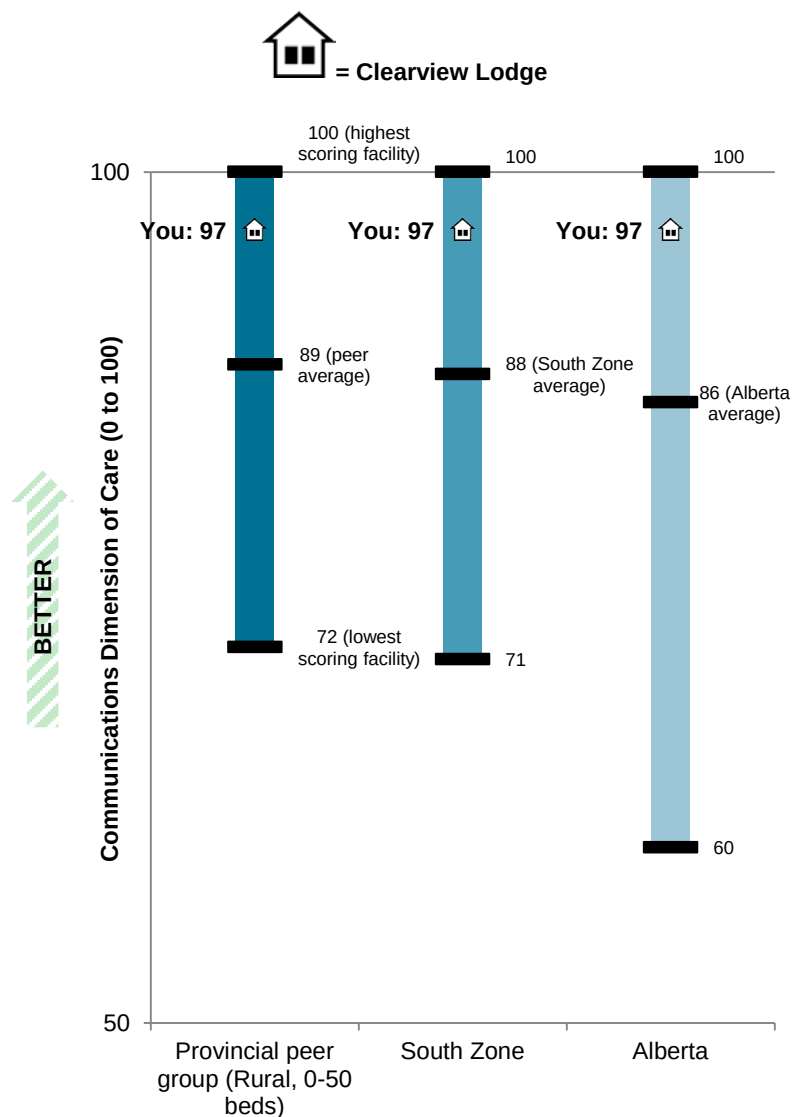
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
Overall weighted score (0 to 100)				
Facility Environment	95	92	92	91
Individual survey questions for Facility Environment				
	% Yes (Always or Sometimes)			
Q38: Does this place look attractive to you?	100	94	96	95
Q39: Is this place clean enough?	100	97	98	97
Q36: Do you like the location of this place?	100	95	95	93
Q40: Is this place quiet when it should be?	89	97	98	96
Q37: Are the outside walkways and grounds well taken care of?	100	97	98	97

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: COMMUNICATION



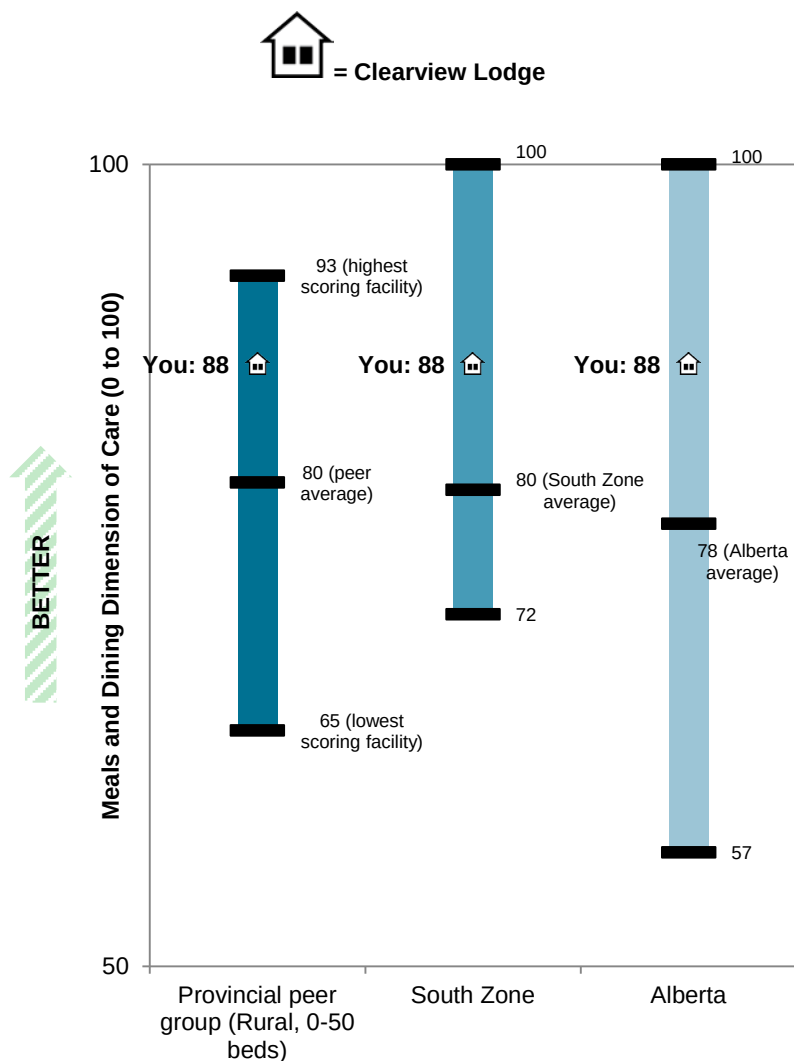
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
Overall weighted score (0 to 100)				
Communication	97	89	88	86
Individual survey questions for Communication				
	% Yes (Always or Sometimes)			
Q27: Do your problems get taken care of here?	100	93	94	92
Q24: Do the people in charge treat you with respect?	100	98	98	98
Q23: Are the people in charge available to talk with you?	100	96	93	93
Q25: Would you feel comfortable speaking to the people in charge about a problem?	100	96	92	92
Q26: Do you know who to go to here when you have a problem?	100	91	89	88

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: MEALS AND DINING



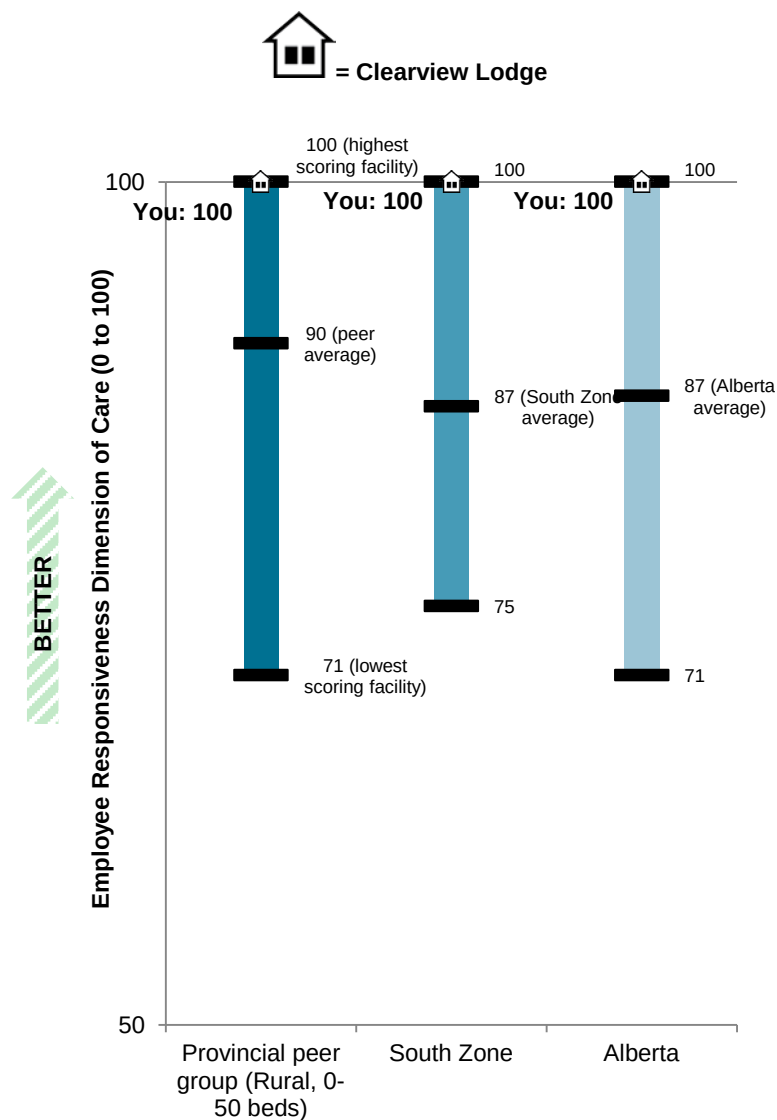
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
	Overall weighted score (0 to 100)			
Meals and Dining	88	80	80	78
Individual survey questions for Meals and Dining				
	% Yes (Always or Sometimes)			
Q29: Is the food here tasty?	100	86	88	84
Q30: Can you get the foods you like?	88	80	81	78
Q32: Do you like the way that your meals are served here?	100	93	91	91
Q31: Is your food served at the right temperature?	100	92	89	86
Q28: Do you get enough to eat?	100	97	98	96

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3; Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: EMPLOYEE RESPONSIVENESS



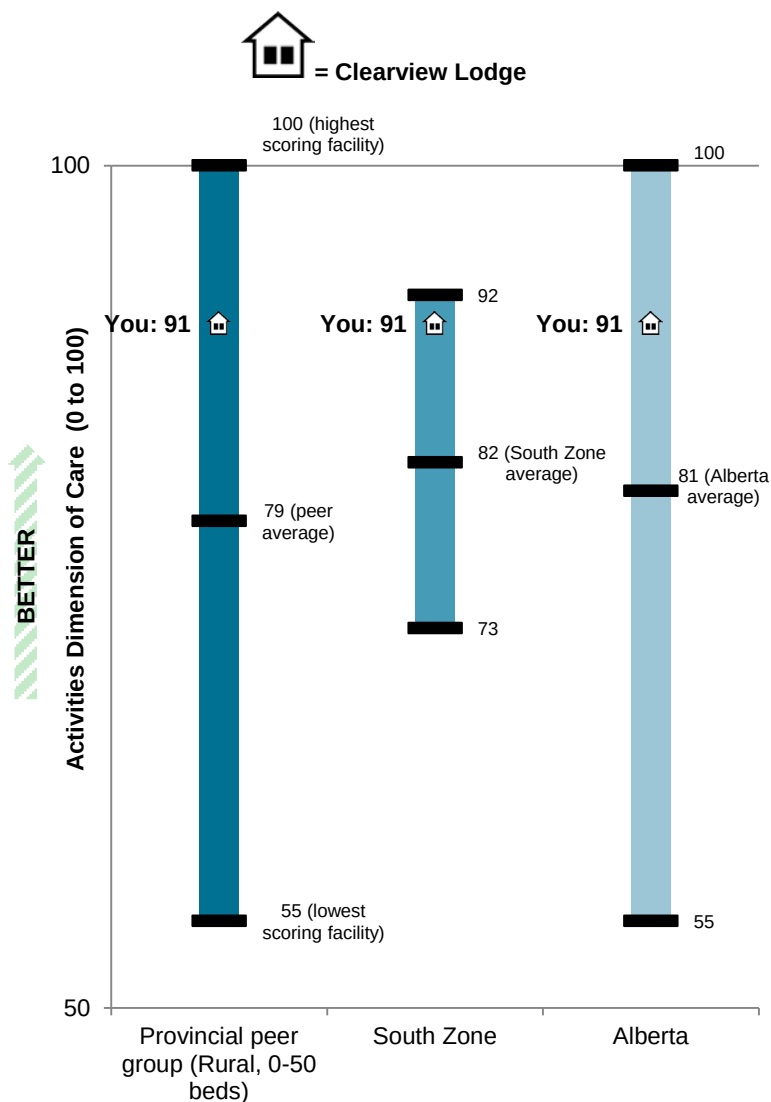
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
Overall weighted score (0 to 100)				
Employee Responsiveness	100	90	87	87
Individual survey questions for Employee Responsiveness				
	% Yes (Always or Sometimes)			
Q20: During the <u>weekend</u> , are the employees available to help you if you need it?	100	97	95	95
Q21: During the <u>evening and night</u> , are the employees available to help you if you need it?	100	98	96	96
Q19: During the <u>week</u> , are the employees available to help you if you need it?	100	99	97	97
Q22: Do you feel confident that employees know how to do their jobs	100	96	97	95

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: ACTIVITIES



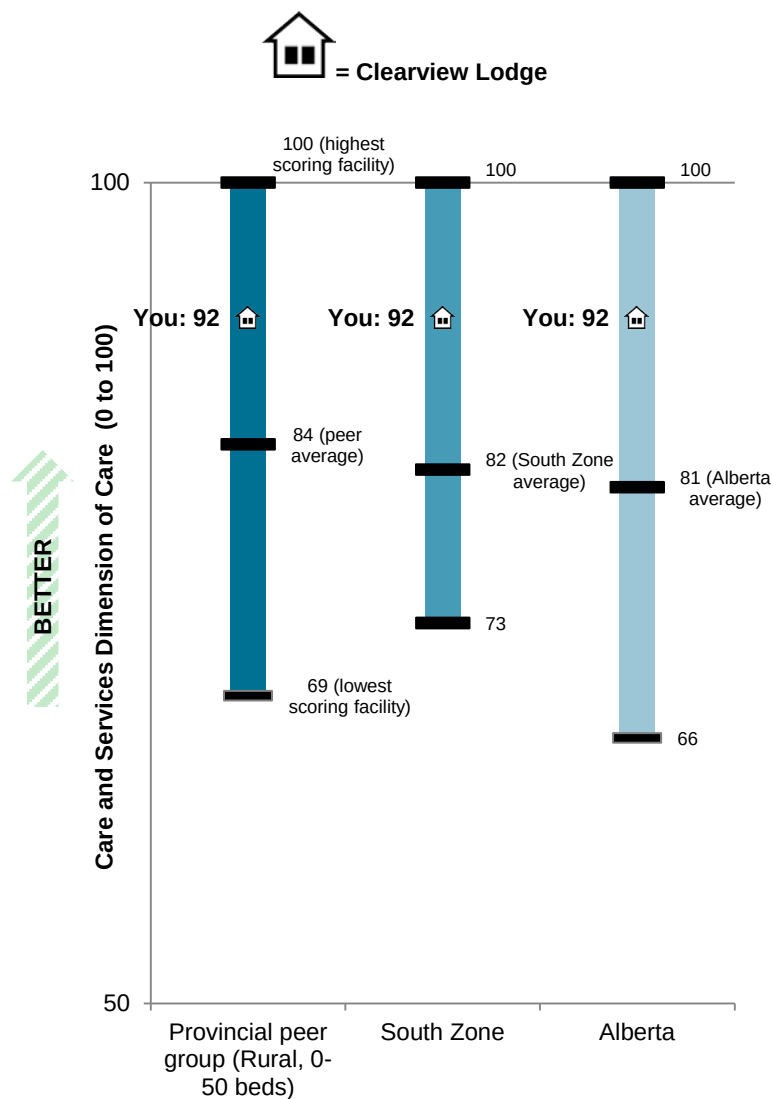
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
Overall weighted score (0 to 100)				
Activities	91	79	82	81
Individual survey questions for Activities				
	% Yes (Always or Sometimes)			
Q3: Are you satisfied with the activities offered here?	100	91	90	89
Q1: Do you have enough to do here?	100	83	87	85
Q2: Do you get enough information about the activities offered here?	100	89	93	90
Q4: Can you choose what activities you do here?	100	86	92	90

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: CARE AND SERVICES



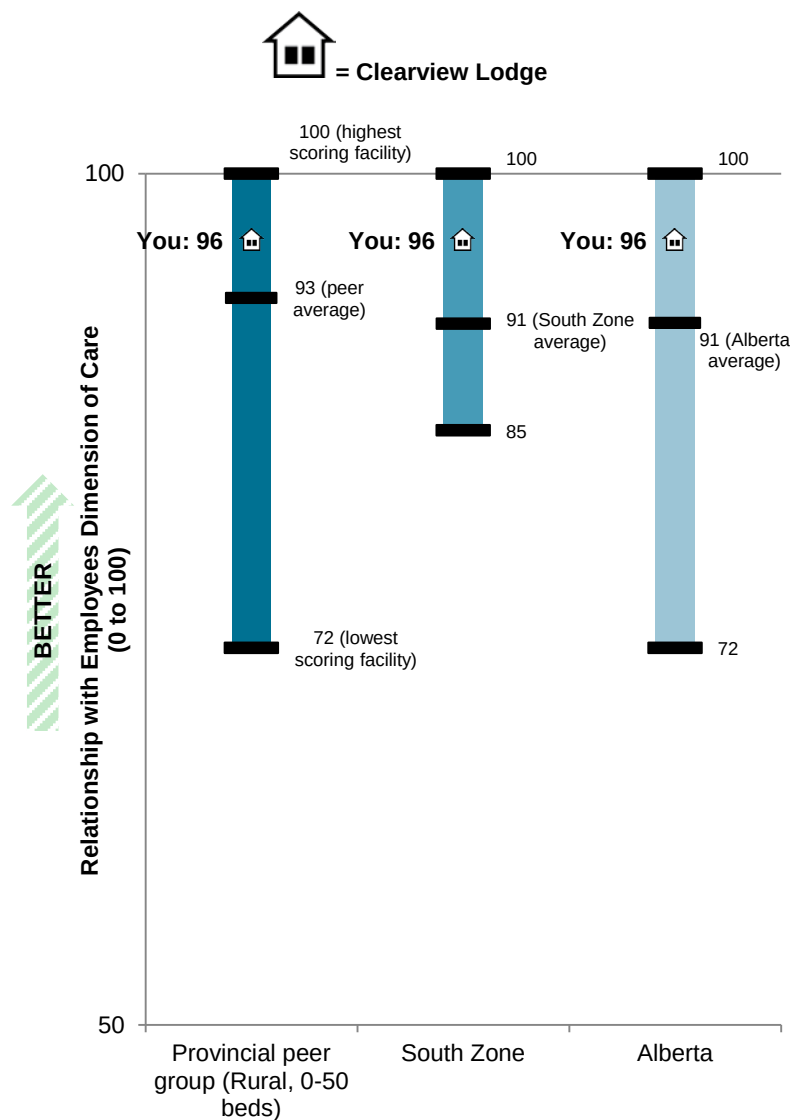
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
	Overall weighted score (0 to 100)			
Care and Services	92	84	82	81
Individual survey questions for Care and Services				
	% Yes (Always or Sometimes)			
Q14: Do the employees who take care of you know what you like and what you don't like?	100	93	94	92
Q13: Do the employees explain your care and services to you?	86	88	85	84
Q11: Can you get snacks and drinks whenever you want them?	100	93	92	85
Q12: Do you get your medications on time?	100	99	96	98

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: RELATIONSHIP WITH EMPLOYEES



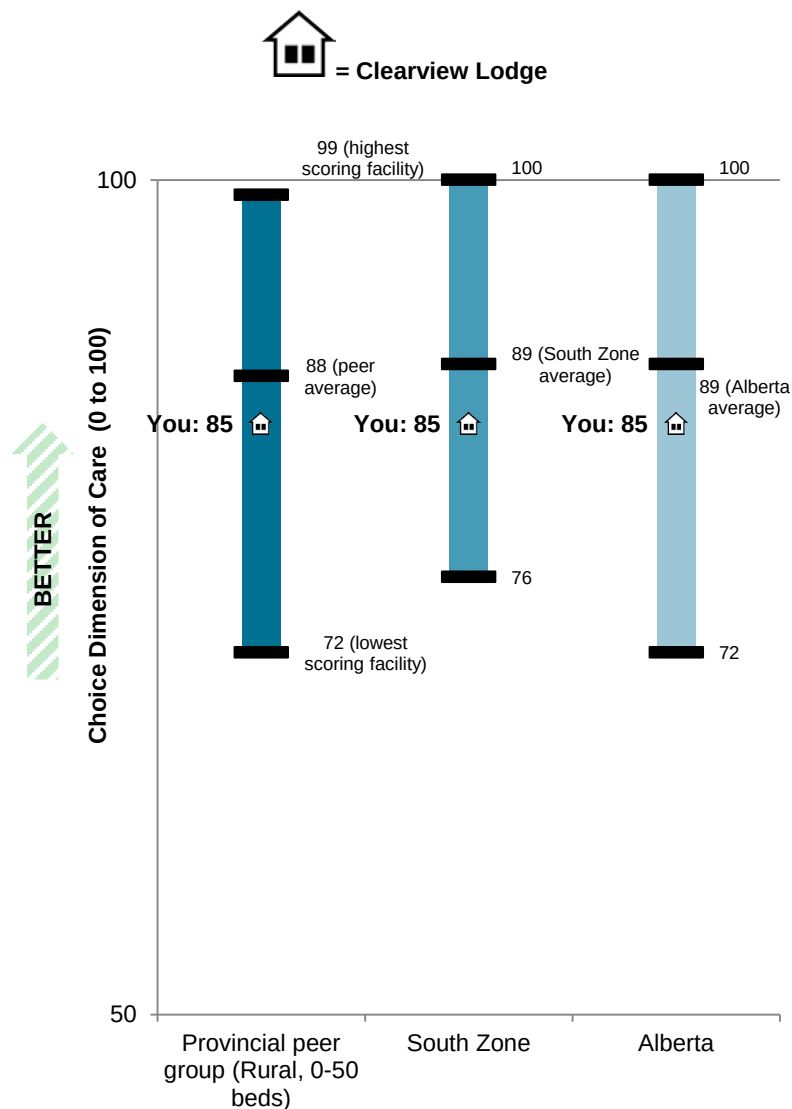
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
Overall weighted score (0 to 100)				
Relationship with Employees	96	93	91	91
Individual survey questions for Relationship with Employees				
	% Yes (Always or Sometimes)			
Q18: Do the employees treat you with respect?	100	98	99	98
Q15: Are the employees courteous to you?	100	98	99	99
Q17: Are the people who work here friendly?	100	99	99	99
Q16: Can you depend on the employees?	100	97	97	96

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: CHOICE



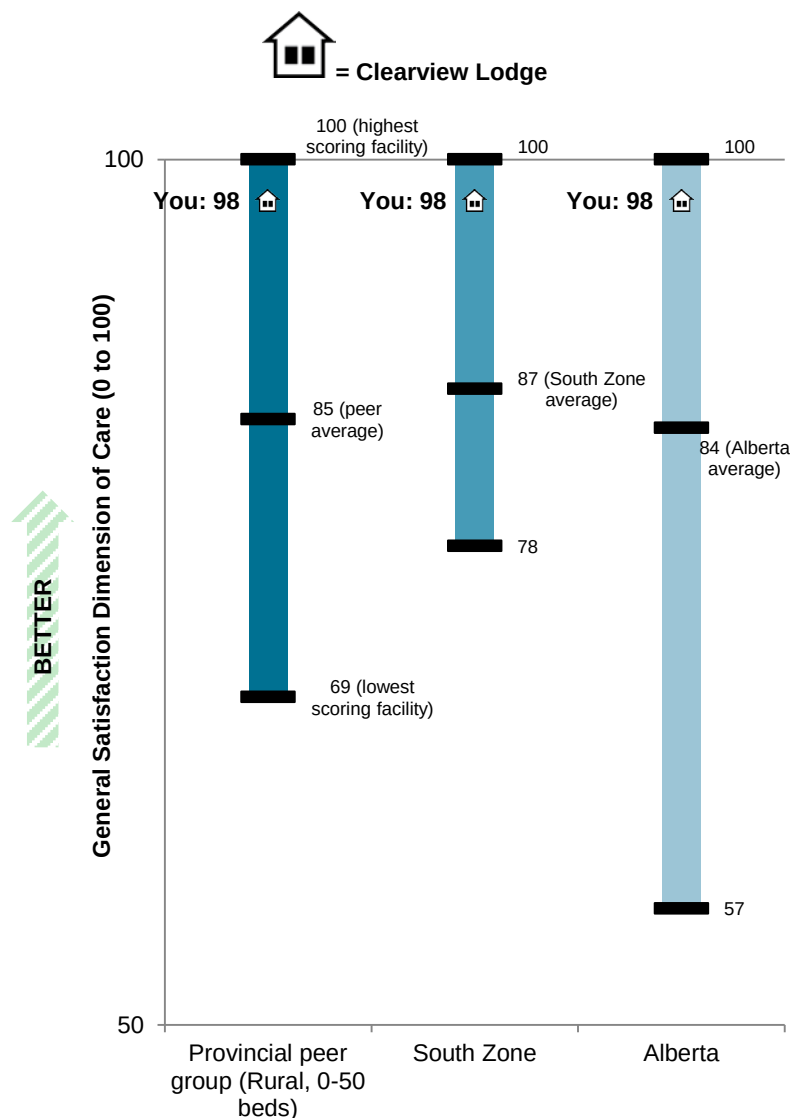
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
	Overall weighted score (0 to 100)			
Choice	85	88	89	89
Individual survey questions for Choice				
	% Yes (Always or Sometimes)			
Q9: Are the rules here reasonable?	100	96	97	97
Q6: Do the employees leave you alone if you don't want to do anything?	100	96	98	97
Q7: Do the people who work here encourage you to do things you are able to do yourself?	100	91	93	91
Q8: Are you free to come and go as you are able?	100	96	99	96
Q5: Can you go to bed when you like?	100	96	96	95
Q10: Can you choose what clothes to wear?	100	97	98	98

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: GENERAL SATISFACTION



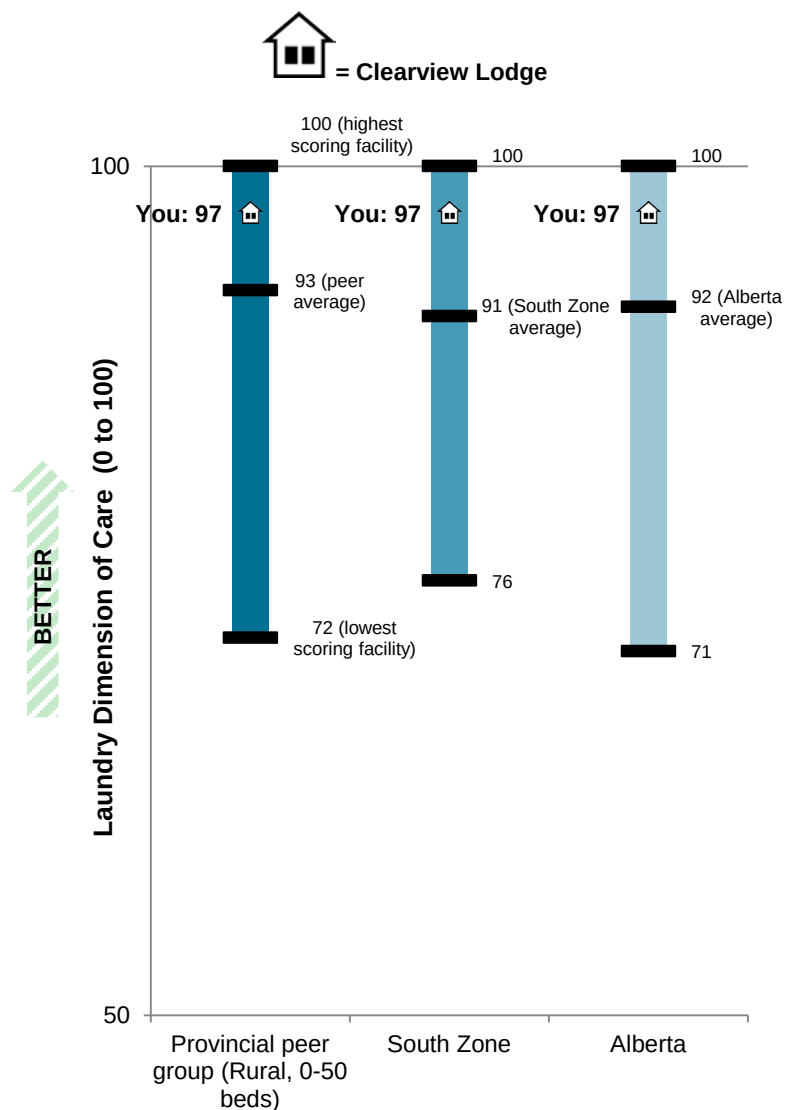
	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
Overall weighted score (0 to 100)				
General Satisfaction	98	85	87	84
Individual survey questions for General Satisfaction				
	% Yes (Always or Sometimes)			
Q50: Would you recommend this place to a family member or friend?	100	91	93	90
Q49: Overall, do you like living here?	100	91	92	91
Q47: Do you feel comfortable here?	100	97	97	97
Q48: Do you feel like you are getting your money's worth here?	100	85	88	86

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3, Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

DIMENSION OF CARE: LAUNDRY



	Clearview Lodge 	Comparison group scores		
		Provincial peers	South Zone	Alberta
	(N = 9)	(N = 398)	(N = 528)	(N = 2,870)
Overall weighted score (0 to 100)				
Laundry	97	93	91	92
Individual survey questions for Laundry				
	% Yes (Always or Sometimes)			
Q34: Do you get your clothing back from the laundry?	100	98	99	98
Q35: Does your clothing come back from the laundry in good condition?	100	99	97	97

Note: The above Dimension of Care OVERALL score is made up of multiple questions found in the table above, where an answer of Always = 100; Sometimes = 66.7; Hardly Ever = 33.3; Never = 0.

For complete response options by question, see Appendix III.

N = number of respondents.

Additional care questions

As a result of findings in the literature and consultation with stakeholders, eight additional questions related to care and services were added by the HQCA and used in the 2016 survey (Appendix I in the provincial report). 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 but may be important to the experiences of residents, for example transportation to and from medical appointments. 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 = 9)	(N = 398)	(N = 528)	(N = 2,870)
% Yes (Always or Sometimes)				
Q57: Do you get your mental health and emotional needs met?	71	89	87	86
Q33: Does the food here meet your dietary needs?	100	92	91	89
Q56: Do the people who work here take a personal interest in your life?	88	90	84	82
% Always/Usually				
Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?	83	63	62	61
% Yes (Always or Sometimes)				
Q58: Do you get your healthcare needs met?	89	96	97	95
Q53: Can you see a doctor if you need to?	100	93	94	93
Q59: Are you involved in making decisions about your care?	75	81	82	82
Q54: Are you able to get transportation to or from medical appointments?	89	91	96	92

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

N = number of respondents

SECTION 3.0: HISTORICAL RESULTS: 2016 VERSUS 2013

Summary of section

The following section compares 2016 results to the 2013 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, 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. 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 2013 score, representing a statistically significant improvement.
 - When the 2016 facility score is shaded **RED** this indicates the 2016 score is significantly LOWER than 2013 score, representing a statistically significant decline.
 - No shade: 2016 and 2013 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

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Score	Score
Global Overall Care Rating (0 to 10)	7.7	8.7
Propensity to Recommend (0% to 100%)	100	100
Dimensions of Care (0 to 100 score)		
Resident Environment	91	98
Facility Environment	95	99
Communication	97	94
Meals and Dining	88	93
Employee Responsiveness	100	99
Activities	91	93
Care and Services	92	89
Relationship with Employees	96	99
Choice	85	95
General Satisfaction	98	97
Laundry	97	100

Dimension of Care: Resident Environment 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Resident Environment	91	98
Individual survey questions for Resident Environment		
	% Yes (Always or Sometimes)	
Q45: Do you think this is a pleasant place for people to visit?	100	100
Q43: Do you feel safe here?	100	100
Q42: Are you satisfied with your room or apartment?	88	100
Q44: Are your belongings safe here?	100	100
Q41: Do you have enough privacy in your room or apartment?	89	100
Q46: Is the room temperature comfortable for you?	88	100

Dimension of Care: Facility Environment 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Facility Environment	95	99
Individual survey questions for Facility Environment		
	% Yes (Always or Sometimes)	
Q38: Does this place look attractive to you?	100	100
Q39: Is this place clean enough?	100	100
Q36: Do you like the location of this place?	100	100
Q40: Is this place quiet when it should be?	89	100
Q37: Are the outside walkways and grounds well taken care of?	100	100

Dimension of Care: Communication 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Communication	97	94
Individual survey questions for Communication		
	% Yes (Always or Sometimes)	
Q27: Do your problems get taken care of here?	100	100
Q24: Do the people in charge treat you with respect?	100	100
Q23: Are the people in charge available to talk with you?	100	100
Q25: Would you feel comfortable speaking to the people in charge about a problem?	100	91
Q26: Do you know who to go to here when you have a problem?	100	90

Dimension of Care: Meals and Dining 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Meals and Dining	88	93
Individual survey questions for Meals and Dining		
	% Yes (Always or Sometimes)	
Q29: Is the food here tasty?	100	100
Q30: Can you get the foods you like?	88	89
Q32: Do you like the way that your meals are served here?	100	100
Q31: Is your food served at the right temperature?	100	100
Q28: Do you get enough to eat?	100	100

Dimension of Care: Employee Responsiveness 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Employee Responsiveness	100	99
Individual survey questions for Employee Responsiveness		
	% Yes (Always or Sometimes)	
Q20: During the <u>weekend</u> , are the employees available to help you if you need it?	100	100
Q21: During the <u>evening and night</u> , are the employees available to help you if you need it?	100	100
Q19: During the <u>week</u> , are the employees available to help you if you need it?	100	100
Q22: Do you feel confident that employees know how to do their jobs	100	100

Dimension of Care: Activities 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Activities	91	93
Individual survey questions for Activities		
	% Yes (Always or Sometimes)	
Q3: Are you satisfied with the activities offered here?	100	100
Q1: Do you have enough to do here?	100	100
Q2: Do you get enough information about the activities offered here?	100	100
Q4: Can you choose what activities you do here?	100	100

Dimension of Care: Care and Services 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Care and Services	92	89
Individual survey questions for Care and Services		
	% Yes (Always or Sometimes)	
Q14: Do the employees who take care of you know what you like and what you don't like?	100	100
Q13: Do the employees explain your care and services to you?	86	80
Q11: Can you get snacks and drinks whenever you want them?	100	100
Q12: Do you get your medications on time?	100	100

Dimension of Care: Relationship with Employees 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Relationship with Employees	96	99
Individual survey questions for Relationship with Employees		
	% Yes (Always or Sometimes)	
Q18: Do the employees treat you with respect?	100	100
Q15: Are the employees courteous to you?	100	100
Q17: Are the people who work here friendly?	100	100
Q16: Can you depend on the employees?	100	100

Dimension of Care: Choice 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Choice	85	95
Individual survey questions for Choice		
	% Yes (Always or Sometimes)	
Q9: Are the rules here reasonable?	100	100
Q6: Do the employees leave you alone if you don't want to do anything?	100	91
Q7: Do the people who work here encourage you to do things you are able to do yourself?	100	100
Q8: Are you free to come and go as you are able?	100	91
Q5: Can you go to bed when you like?	100	100
Q10: Can you choose what clothes to wear?	100	100

Dimension of Care: General Satisfaction 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
General Satisfaction	98	97
Individual survey questions for General Satisfaction		
	% Yes (Always or Sometimes)	
Q50: Would you recommend this place to a family member or friend?	100	100
Q49: Overall, do you like living here?	100	100
Q47: Do you feel comfortable here?	100	100
Q48: Do you feel like you are getting your money's worth here?	100	100

Dimension of Care: Laundry 2016 versus 2013

	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	Overall weighted score (0 to 100)	
Laundry	97	100
Individual survey questions for Laundry		
	% Yes (Always or Sometimes)	
Q34: Do you get your clothing back from the laundry?	100	100
Q35: Does your clothing come back from the laundry in good condition?	100	100

Additional care questions 2016 versus 2013

As a result of findings in the literature and consultation with stakeholders, eight additional questions related to care and services were added by the HQCA and used in the 2016 survey (Appendix I in the provincial report). 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 but may be important to the experiences of residents, for example transportation to and from medical appointments. These questions were constructed with response and wording consistent with the core instrument where applicable.

Question	Clearview Lodge 2016	Clearview Lodge 2013
	(N = 9)	(N = 11)
	% Yes (Always or Sometimes)	
Q57: Do you get your mental health and emotional needs met?	71	Not asked in 2013
Q33: Does the food here meet your dietary needs?	100	Not asked in 2013
Q56: Do the people who work here take a personal interest in your life?	88	Not asked in 2013
	% Always/Usually	
Q55: In the last 6 months, how often did you feel that there were enough nurses and aides at the facility?	83	Not asked in 2013
	% Yes (Always or Sometimes)	
Q58: Do you get your healthcare needs met?	89	Not asked in 2013
Q53: Can you see a doctor if you need to?	100	100
Q59: Are you involved in making decisions about your care?	75	67
Q54: Are you able to get transportation to or from medical appointments?	89	100

APPENDICES

APPENDIX I: RESPONSE RATES, AND PARTICIPANT AND RESIDENT CHARACTERISTICS

Note: 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

Of the 9,137 residents in the supportive living database, 4,850 (53 per cent) were deemed eligible to participate (after all exclusion criteria were applied). A total of 2,870 residents returned a survey or completed an in-person interview and were considered *respondents* (59 per cent). The main mode of participation was through in-person interviews (N = 1,883), which constituted 66 per cent of all completed survey responses.

Clearview Lodge			Provincial peers			South Zone			Alberta		
# Eligible	# Respondents	Response rate	# Eligible	# Respondents	Response rate	# Eligible	# Respondents	Response rate	# Eligible	# Respondents	Response rate
14	9	64%	641	398	62%	885	528	60%	4,850	2,870	59%

Clearview Lodge 2016			Clearview Lodge 2013		
# Eligible	# Respondents	Response rate	# Eligible	# Respondents	Response rate
14	9	64%	14	11	79%

Resident characteristics

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q60: Do you have a roommate?	Yes	0	0	6	25	10	53	6	164
	No	100	9	94	365	90	462	94	2,623
	Total	100	9	100	390	100	515	100	2,787
Q61: In general, how would you rate your overall health?	Excellent	13	1	5	20	6	32	6	178
	Very good	25	2	24	90	23	117	24	660
	Good	38	3	42	160	37	189	38	1,059
	Fair	13	1	24	91	25	131	24	653
	Poor	13	1	6	21	9	46	8	213
	Total	100	8	100	382	100	515	100	2,763
Q62: In general, how would you rate your overall mental or emotional health?	Excellent	13	1	8	29	7	35	9	253
	Very good	25	2	22	81	25	125	25	685
	Good	50	4	49	183	43	214	42	1,145
	Fair	13	1	18	66	21	102	18	500
	Poor	0	0	5	17	4	19	5	128
	Total	100	8	100	376	100	495	100	2,711

Resident characteristics *continued*

Measure		Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Cognitive Performance Scale score (5 and 6 excluded from survey)	0 - Intact	13	1	23	84	19	94	25	646
	1 - borderline intact	13	1	21	74	24	116	24	626
	2 - mild impairment	75	6	46	166	50	246	46	1,190
	3 - moderate impairment	0	0	10	34	7	35	6	144
	4 - moderately severe impairment	0	0	0	0	≤1	2	≤1	7
	Total	100	8	100	358	100	493	100	2,613
Vision score (5 and 6 excluded from survey)	0 - Adequate	75	6	71	255	66	325	73	1,921
	1 - Impaired	13	1	19	68	23	111	19	484
	2 - Moderately impaired	13	1	7	24	8	40	5	131
	3 - Highly impaired	0	0	3	9	3	13	2	50
	4 - Severely impaired	0	0	≤1	2	≤1	4	1	28
	Total	100	8	100	358	100	493	100	2,614
Gender	Female	50	4	69	247	67	333	68	1,788
	Male	50	4	31	113	33	161	32	853
	Total	100	8	100	360	100	494	100	2,641
Age		Average	N	Average	N	Average	N	Average	N
		83	8	83	360	83	494	80	2,641
Length of Stay		Median	N	Median	N	Median	N	Median	N
		8	8	15	360	18	494	18	2,641

Resident characteristics, 2016 versus 2013

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q60: Do you have a roommate?	Yes	0	0	0	0
	No	100	9	100	11
	Total	100	9	100	11
Q61: In general, how would you rate your overall health?	Excellent	13	1	18	2
	Very good	25	2	36	4
	Good	38	3	36	4
	Fair	13	1	9	1
	Poor	13	1	0	0
	Total	100	8	100	11
Q62: In general, how would you rate your overall mental or emotional health?	Excellent	13	1	18	2
	Very good	25	2	36	4
	Good	50	4	36	4
	Fair	13	1	9	1
	Poor	0	0	0	0
	Total	100	8	100	11

Resident characteristics, 2016 versus 2013 *continued*

Measure		Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Cognitive Performance Scale score (5 and 6 excluded from survey)	0 - Intact	13	1	22	2
	1 - borderline intact	13	1	11	1
	2 - mild impairment	75	6	67	6
	3 - moderate impairment	0	0	0	0
	4 - moderately severe impairment	0	0	0	0
	Total	100	8	100	9
Vision score (5 and 6 excluded from survey)	0 - Adequate	75	6	67	6
	1 - Impaired	13	1	22	2
	2 – Moderately impaired	13	1	0	0
	3 – Highly impaired	0	0	11	1
	4 – Severely impaired	0	0	0	0
	Total	100	8	100	9
Gender	Female	50	4	55	6
	Male	50	4	45	5
	Total	100	8	100	11
Age		Average	N	Average	N
		83	8	91	11

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.
- 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 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

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
Eagle View Lodge	Central

Facility Name	Zone
Faith House	Central
Heritage House	Central
Hillview Lodge	Central
Islay Assisted Living	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
Parkland Lodge	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
Whispering Pines Seniors Lodge	North
Chinook Lodge	South
Clearview Lodge	South
Good Samaritan Garden Vista	South
Orchard Manor	South
Pleasant View Lodge - Bow Island	South
York Creek Lodge	South

Additional details for facility results

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

Dimensions of Care

The Ohio survey is made up of 11 subscales (i.e., Dimensions of Care): Activities, Choice, Care and Services, Relationship with Employees, Employee Responsiveness, Communication, Meals and Dining, Laundry, Facility Environment, Resident Environment, and General Satisfaction. Each Dimension of Care is made up of four to six questions; and a dimension summary score is produced from the questions within each dimension. For a list of these questions, see Appendix III.

Survey response options

Each survey question was followed by “Yes” or “No” to help the resident decide on an answer category prior to making a decision on the degree of agreement or disagreement. The survey was designed this way to help accommodate residents with diminished comprehension and/or decision making capacity (e.g., residents with some degree of cognitive impairment). Once a resident chose either Yes or No, the interviewer followed with:

“Would that be yes, always, or yes sometimes?”

“Would that be no, hardly ever, or No, never?”

Similarly, the instructions for the paper mode of the survey encouraged residents to think of the questions in this way:

The easiest way to answer these questions is first to decide if the answer would be “Yes” or “No”. If you answer “Yes”, then decide if it is “Yes, Always” or “Yes, Sometimes”. If you answer “No”, then decide if it is “No, Hardly Ever” or “No, Never”

As such, all of the questions in the Ohio survey instrument and the majority of the questions in the Alberta *Supportive Living Resident Experience Survey* (with few exceptions) have the following response options:

- Yes, always
- Yes, sometimes
- No, hardly ever
- No, never
- Don’t know/not applicable

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. The Ohio scoring methodology involves the calculation of a summary score for each Dimension of Care using a mean or average of the scaled-response scores within each Dimension of Care.

Table 3: Survey scale conversion

Four response options	
Answer choice	Converted scaled value
Yes, always	100.0
Yes, sometimes	66.67
No, hardly ever	33.33
No, never	0.0

The Ohio group also implemented an “N-2” rule in the calculation of Dimension of Care mean scores (and subsequent analyses), which restricted the calculation of Dimension of Care mean scores to individuals who completed a specified number of questions conditional on the number of questions within a particular Dimension of Care.⁴ As such, the calculation of a Dimension of Care was limited to respondents who provided a response to at least “N-2” questions for each Dimension of Care, where N represents the number of questions in a Dimension of Care.

For example, for the Activities Dimension of Care, which consists of four questions, means were calculated for respondents that answered at least two questions. A mean score was not generated for those that answered only one question and left the other three blank or answered “*Don’t know/not applicable*.”

N-2 Criterion:

[4 questions in “Activities” Dimension of Care] minus [2 question criterion] = 2 questions minimum.

An alternative, second example for the “Choice” Dimension of Care:

N-2 Criterion:

[6 questions in “Choice” Dimension of Care] minus [2 question criterion] = 4 questions minimum.

Respondents who met the minimum criterion (N-2), but who answered less than the complete number of questions within a particular Dimension of Care had missing values replaced by the facility mean for that question. Next, using a structural equation model, weights were determined based on how strongly

⁴ N-2 rule does not apply to the Dimension of Care Laundry, as this dimension only consists of two questions.

each question related to the Dimension of Care (latent variable), relative to all other questions within the Dimension. For example, questions that relate more strongly with a Dimension of Care would be weighted slightly more heavily than the other questions within the same Dimension.⁵ Finally, scores were then calculated by summing individual scaled and weighted survey items and dividing the total score by the number of items within each Dimension of Care (creating a mean or average score).

Survey sampling design and recruitment

The survey was conducted as a census of all eligible participants. 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).

In order to meet time and budget constraints, criteria were applied at the facility level to limit the number of in-person interviews conducted across the province. Specifically, supportive living facilities were divided into remote and non-remote facilities for the purpose of the study, defined as greater than 225 km away from a major urban center, including: Calgary, Edmonton, Red Deer, Grande Prairie, or Lethbridge. Facilities deemed geographically remote were limited to self-administered paper surveys sent by mail to the facility. All other facilities were visited by the survey team who conducted in-person interviews or delivered surveys to residents for self-administration.

All eligible facilities were contacted via email prior to enrollment and were asked to identify a facility-based staff member who could act as the designated site liaison for the study. The survey team made contact (phone and/or email) with site liaisons to clarify and enlist their support with the survey rollout at their respective facility. The HQCA provided site liaisons with specific written instructions about the following survey processes: dissemination of HQCA survey communication materials (survey information letters to staff, residents, and families as well as posters to be placed in facility common areas such as elevators, dining rooms, and message boards); verifying resident and family information; and coding residents with respect to eligibility for participation and type of survey to use (paper or in-person interview).

⁵ 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.

Facility visit protocol

Facility visits occurred from May to August 2016 and generally ranged from two to three days depending on the size of the facility and the number of interviewers. During each initial visit, survey interviewers located the site liaison and re-validated the resident list, noting resident absences or any other changes. Survey interviewers then located each resident to conduct either an interview (i.e., survey in-person) or deliver a paper survey following survey eligibility protocol. If a resident was unable to be located, survey interviewers asked staff to assist with locating that resident and with making at least five attempts to locate that resident.

A return visit was then scheduled approximately two weeks from the initial visit. The purpose of the return visit was to: 1) interview any residents who were unable to be interviewed during the first visit, and 2) collect paper surveys.

General mailing protocol and protocol for residents with enacted personal directives

Paper surveys delivered directly to the resident's agent designated in a personal directive used the following three-stage mailing protocol 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.

In addition, on-site facility staff indicated which residents had an enacted personal directive. The HQCA survey interviewers were asked not to interview these residents or provide them with a paper survey unless facility staff or the HQCA staff obtained consent from the resident's agent, as identified by facility staff. A survey package was sent to the residents' agent requesting that, upon consent from the agent, a survey package be delivered to the resident to complete. Approximately 1,000 surveys were sent out using this method.

Resident inclusion/exclusion criteria

Eligible respondents were identified with assistance from supportive living facility liaisons. The HQCA implemented a comprehensive method of selecting residents for participation. Overall, there were two goals in determining resident inclusion/exclusion criteria:

1. To select residents capable of participating (e.g., not limited by cognitive ability, illness or other physical disabilities that would cause burden to the resident.)
2. To select the appropriate survey type for residents eligible to take part in a survey either through a self-administered paper survey or an in-person interview.⁶

⁶ Priority was given to self-administered paper survey to control costs.

The full dataset contained 9,137 residents. First, the following residents were excluded:

- Residents in SL4D facilities.
- Residents in non-English speaking facilities.
- Residents with a cognitive performance scale (CPS) score of 5 or 6 (severe to very severely impaired).

Next, site liaisons were tasked with updating their facility's resident list to exclude residents who met the following criteria:

- Residents who subsequently moved to another level of care, were discharged, or deceased.
- From the administrator's perspective, residents who had moderate to severe cognitive impairment and would be difficult to communicate with and obtain verbal consent.
- From the administrator's perspective, residents who had a language barrier and would be difficult to communicate with and obtain verbal consent.
- Legally blind AND hard of hearing.
- From the administrator's perspective, residents who may pose a risk to the survey interviewer.
- Residents who had been at the facility for one month or less.

In total, 4,287 residents were excluded and 4,850 residents were considered eligible for the survey (Figure 3). Among eligible residents, residents were pre-assigned to receive either a self-administered paper survey or an interview. Table 4 outlines the criteria used to pre-assign residents to a type of survey.

Table 4: Modality criteria for residents in non-remote facilities

Paper survey criteria	Interview criteria
- All eligible residents in small facilities (<20 beds) that are outside of the city limits of Calgary, Edmonton, Red Deer, Grande Prairie or Lethbridge. - Cognitively well residents (CPS score of 0 or 1) with good vision (vision score of 0 to 2).	- Mild to moderate cognitive impairment (CPS 2-4). - Cognitively well residents with poor vision (CPS score of 0 or 1).

The HQCA surveyors then initiated the survey process with each resident. To accommodate resident preferences, the surveyors provided the option of choosing either an in-person interview or a paper survey on-site. In addition, residents who refused to participate were offered the alternate method to which they were assigned.

Remote facilities were defined as facilities greater than 225 km away from Grande Prairie, Edmonton, Red Deer, Calgary, or Lethbridge. These facilities were not visited and instead paper surveys were sent directly to the facility addressed to each eligible resident.

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, for example, 2016 versus 2013 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, for example, your facility versus the peer comparison group: Facility comparisons between your 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.

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 3.5 and Appendix V 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 V).
2. **The effect of the resident profile.** Differences in resident profiles must be considered when interpreting the survey results relative to the zone and the province. For example, age and the degree of physical and cognitive impairment of residents may provide context in the interpretation of the survey results, such as explaining why differences exist or do not exist relative to AHS zone and provincial results, and whether these differences are meaningful.
3. **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.
4. **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 and the 2016 cycles. Statistical tests require an assumption that each respondent's result is present only in 2016 or 2013 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 resident 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 21 in Appendix II in the provincial report. This was done in order to improve the relevance and utility of the survey tool. While these changes do not impact current findings, caution must be employed in interpreting significant differences between survey cycles.
 - c) **Protocol changes.** A number of changes were made for the current version of the survey to improve the survey process and data reliability. A summary of these changes can be found in Appendix III. While these changes do not impact current findings, caution must be employed in

interpreting significant differences between survey cycles. These protocol-specific changes include:

- i. **Survey type criteria.** The method in determining the type of survey to give to residents was changed to reflect the most current learnings of survey participation among seniors.
- ii. **Electronic data capture.** Interviews were conducted using a laptop/tablet. This allowed project coordinators to quickly double-check responses, read interviewer notes for each resident, and save on costs of printing, postage, and data entry.
- iii. **Personal Directive Enacted (PDE) survey.** An effort was made to survey as many residents as possible who were able to complete a survey. Therefore, a separate protocol was established to include residents with an enacted personal directive.

DIFFERENCES BETWEEN 2013 SURVEY AND 2016 SURVEY

1. **Survey type criteria.** The method in determining the type of survey to give to residents was changed to reflect the most current learnings of survey participation among seniors. Specifically, learnings from the HQCA's *Home Care Client Experience Survey* indicated individuals with a CPS score of 2 still had some difficulty completing a self-administered paper survey but fared better through a face-to-face interview. While a resident with a CPS score of 2 would have been previously assigned a paper survey, for this iteration of the survey these individuals were preassigned to an interview. However, given minimal differences in results and survey type (See Appendix III in provincial report), this change in protocol is of minor concern.
2. **Survey protocol changes.** There were several survey protocol changes from 2013.
 - a) **Electronic data capture.** Interviews were conducted using a laptop/tablet. This allowed project coordinators to quickly double check responses, read interviewer notes for each resident, and save on costs of printing, postage, and data entry.
 - b) **Personal Directive Enacted (PDE) survey.** An effort was made to survey as many residents as possible who were able to complete a survey. Therefore, a separate protocol was established to include residents with an enacted personal directive. The protocol was identical to the paper survey mail-out (See Section 3.3 and Appendix II in provincial report), with the exception of the survey being initially mailed to the agent of the resident. If the agent consented to the resident's participation, he or she was asked to deliver the survey to the resident either in-person or using an enclosed prepaid envelope.
3. **Survey reporting changes.** In an effort to improve comprehension and the usability of HQCA 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)

4. **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.
5. **Rank order criteria.** Previously, the overall rank applied to each facility by 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 amongst other facilities in their own zone will in turn have a higher overall rank. For more details see Section 4 in the provincial report. 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, 80 facilities were ranked, whereas in 2016, 124 facilities were ranked.

APPENDIX III: QUESTION-LEVEL RESULTS

Note: 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 peers, zone, and province

Q51: Using any number from 0-10, where 0 is the worst and 10 is the best... Overall what number would you use to rate <u>your home</u> ?	Clearview Lodge		Provincial peers		South Zone		Alberta	
	%	N	%	N	%	N	%	N
Best 10	11	1	19	69	26	123	19	512
9	11	1	21	79	18	88	16	430
8	33	3	29	109	30	146	30	801
7	33	3	13	49	12	59	15	402
6	0	0	7	25	4	17	7	192
5	11	1	9	32	8	36	9	228
4	0	0	≤1	2	1	6	2	45
3	0	0	≤1	2	≤1	3	≤1	20
2	0	0	0	0	0	0	0	0
1	0	0	0	0	0	0	0	0
Worst 0	0	0	1	4	≤1	2	≤1	23
Total	100	9	100	371	100	480	100	2,653

Table 6: Dimension of Care: Resident Environment - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q41: Do you have enough privacy in your room or apartment?	Yes, always	78	7	84	328	85	440	84	2,333
	Yes, sometimes	11	1	14	53	11	57	13	361
	No, hardly ever	11	1	2	7	2	12	2	54
	No, never	0	0	≤1	2	1	6	1	37
	Total	100	9	100	390	100	515	100	2,785
Q42: Are you satisfied with your room or apartment?	Yes, always	63	5	77	300	80	409	79	2,209
	Yes, sometimes	25	2	18	70	16	83	17	459
	No, hardly ever	0	0	3	12	2	12	3	76
	No, never	13	1	2	6	≤1	5	1	36
	Total	100	8	100	388	100	509	100	2,780
Q43: Do you feel safe here?	Yes, always	100	9	87	342	87	447	86	2,371
	Yes, sometimes	0	0	11	42	12	61	12	337
	No, hardly ever	0	0	2	6	≤1	2	2	50
	No, never	0	0	≤1	1	≤1	2	≤1	15
	Total	100	9	100	391	100	512	100	2,773
Q44: Are your belongings safe here?	Yes, always	89	8	82	308	77	387	78	2,114
	Yes, sometimes	11	1	14	54	18	88	17	462
	No, hardly ever	0	0	3	11	3	16	3	86
	No, never	0	0	1	4	2	9	2	58
	Total	100	9	100	377	100	500	100	2,720
Q45: Do you think this is a pleasant place for people to visit?	Yes, always	89	8	79	299	84	414	80	2,165
	Yes, sometimes	11	1	18	66	14	71	16	440
	No, hardly ever	0	0	2	7	1	6	2	55
	No, never	0	0	1	5	≤1	2	1	37
	Total	100	9	100	377	100	493	100	2,697
Q46: Is the room temperature comfortable for you?	Yes, always	75	6	63	243	66	342	64	1,779
	Yes, sometimes	13	1	31	121	29	149	29	808
	No, hardly ever	0	0	4	14	3	14	4	116
	No, never	13	1	3	10	2	11	3	72
	Total	100	8	100	388	100	516	100	2,775

Table 7: Dimension of Care: Facility Environment - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q36: Do you like the location of this place?	Yes, always	89	8	79	289	79	366	75	1,940
	Yes, sometimes	11	1	16	58	16	76	18	478
	No, hardly ever	0	0	3	10	4	19	4	96
	No, never	0	0	2	9	≤1	4	3	83
	Total	100	9	100	366	100	465	100	2,597
Q37: Are the outside walkways and grounds well taken care of?	Yes, always	89	8	82	300	82	386	81	2,042
	Yes, sometimes	11	1	15	54	16	73	16	403
	No, hardly ever	0	0	3	10	2	11	2	56
	No, never	0	0	≤1	2	0	0	≤1	16
	Total	100	9	100	366	100	470	100	2,517
Q38: Does this place look attractive to you?	Yes, always	86	6	78	286	76	367	77	2,033
	Yes, sometimes	14	1	16	59	20	98	19	489
	No, hardly ever	0	0	4	15	2	12	3	76
	No, never	0	0	2	8	1	5	2	43
	Total	100	7	100	368	100	482	100	2,641
Q39: Is this place clean enough?	Yes, always	100	9	84	329	82	418	81	2,262
	Yes, sometimes	0	0	13	51	16	82	16	434
	No, hardly ever	0	0	3	10	1	6	2	66
	No, never	0	0	≤1	2	≤1	2	≤1	20
	Total	100	9	100	392	100	508	100	2,782
Q40: Is this place quiet when it should be?	Yes, always	67	6	83	324	80	405	79	2,180
	Yes, sometimes	22	2	14	53	18	91	18	489
	No, hardly ever	11	1	3	11	2	9	3	79
	No, never	0	0	≤1	2	≤1	3	≤1	22
	Total	100	9	100	390	100	508	100	2,770

Table 8: Dimension of Care: Communication question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q23: Are the people in charge available to talk with you?	Yes, always	78	7	68	248	68	304	62	1,553
	Yes, sometimes	22	2	28	101	25	112	30	757
	No, hardly ever	0	0	3	12	5	22	6	142
	No, never	0	0	≤1	2	2	10	2	43
	Total	100	9	100	363	100	448	100	2,495
Q24: Do the people in charge treat you with respect?	Yes, always	88	7	86	323	86	419	84	2,213
	Yes, sometimes	13	1	12	46	12	61	15	388
	No, hardly ever	0	0	2	7	1	7	1	29
	No, never	0	0	≤1	1	≤1	2	≤1	18
	Total	100	8	100	377	100	489	100	2,648
Q25: Would you feel comfortable speaking with the people in charge about a problem?	Yes, always	86	6	73	263	73	355	70	1,832
	Yes, sometimes	14	1	23	81	19	91	22	574
	No, hardly ever	0	0	3	11	5	26	4	114
	No, never	0	0	1	4	3	13	3	84
	Total	100	7	100	359	100	485	100	2,604
Q26: Do you know who to go to here when you have a problem?	Yes, always	100	9	66	236	68	332	66	1,703
	Yes, sometimes	0	0	25	89	21	102	22	568
	No, hardly ever	0	0	6	23	7	33	7	185
	No, never	0	0	3	11	4	20	5	134
	Total	100	9	100	359	100	487	100	2,590
Q27: Do your problems get taken care of here?	Yes, always	100	8	66	222	66	286	59	1,421
	Yes, sometimes	0	0	27	89	28	122	33	788
	No, hardly ever	0	0	4	14	5	20	6	144
	No, never	0	0	3	9	2	7	2	58
	Total	100	8	100	334	100	435	100	2,411

Table 9: Dimension of Care: Meals and Dining - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q28: Do you get enough to eat?	Yes, always	100	9	80	311	85	438	81	2,251
	Yes, sometimes	0	0	17	67	13	67	16	433
	No, hardly ever	0	0	3	10	1	7	3	87
	No, never	0	0	≤1	3	≤1	2	≤1	23
	Total	100	9	100	391	100	514	100	2,794
Q29: Is the food here tasty?	Yes, always	75	6	43	166	42	212	38	1,040
	Yes, sometimes	25	2	42	162	46	228	46	1,269
	No, hardly ever	0	0	12	44	8	40	12	335
	No, never	0	0	3	10	4	20	4	117
	Total	100	8	100	382	100	500	100	2,761
Q30: Can you get the foods you like?	Yes, always	25	2	36	125	34	165	32	818
	Yes, sometimes	63	5	44	155	47	223	47	1,201
	No, hardly ever	0	0	13	44	13	61	15	382
	No, never	13	1	8	27	6	30	7	180
	Total	100	8	100	351	100	479	100	2,581
Q31: Is your food served at the right temperature?	Yes, always	56	5	53	202	48	239	48	1,303
	Yes, sometimes	44	4	39	149	40	201	38	1,048
	No, hardly ever	0	0	6	24	8	38	11	291
	No, never	0	0	2	7	4	19	3	93
	Total	100	9	100	382	100	497	100	2,735
Q32: Do you like the way that your meals are served here?	Yes, always	89	8	67	251	63	314	60	1,620
	Yes, sometimes	11	1	26	99	28	137	31	827
	No, hardly ever	0	0	5	18	7	33	6	172
	No, never	0	0	2	7	2	11	3	83
	Total	100	9	100	375	100	495	100	2,702

Table 10: Dimension of Care: Employee Responsiveness - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q19: During the <u>week</u> , are the employees available to help you if you need it?	Yes, always	100	8	77	291	67	327	72	1,933
	Yes, sometimes	0	0	22	84	30	147	25	668
	No, hardly ever	0	0	1	4	3	16	2	56
	No, never	0	0	≤1	1	0	0	≤1	15
	Total	100	8	100	380	100	490	100	2,672
Q20: During the <u>weekend</u> , are the employees available to help you if you need it?	Yes, always	100	8	69	249	57	268	61	1,557
	Yes, sometimes	0	0	28	103	38	182	34	869
	No, hardly ever	0	0	2	9	4	21	4	110
	No, never	0	0	≤1	2	≤1	2	1	30
	Total	100	8	100	363	100	473	100	2,566
Q21: During the <u>evening and night</u> , are the employees available to help you if you need it?	Yes, always	100	8	82	298	71	324	73	1,824
	Yes, sometimes	0	0	15	55	25	114	23	586
	No, hardly ever	0	0	2	8	4	16	3	77
	No, never	0	0	≤1	1	≤1	3	≤1	17
	Total	100	8	100	362	100	457	100	2,504
Q22: Do you feel confident that employees know how to do their jobs?	Yes, always	88	7	70	271	63	318	62	1,668
	Yes, sometimes	13	1	26	100	33	168	34	909
	No, hardly ever	0	0	3	11	3	14	4	109
	No, never	0	0	1	4	≤1	2	≤1	26
	Total	100	8	100	386	100	502	100	2,712

Table 11: Dimension of Care: Activities - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q1: Do you have enough to do here?	Yes, always	50	4	46	169	48	235	49	1,285
	Yes, sometimes	50	4	36	132	39	192	36	945
	No, hardly ever	0	0	13	48	9	43	11	275
	No, never	0	0	4	15	4	20	4	113
	Total	100	8	100	364	100	490	100	2,618
Q2: Do you get enough information about the activities offered here?	Yes, always	89	8	60	223	68	336	64	1,707
	Yes, sometimes	11	1	29	109	25	124	27	722
	No, hardly ever	0	0	7	26	6	28	7	188
	No, never	0	0	4	13	1	6	3	71
	Total	100	9	100	371	100	494	100	2,688
Q3: Are you satisfied with the activities offered here?	Yes, always	63	5	51	185	53	248	52	1,323
	Yes, sometimes	38	3	40	143	37	171	37	944
	No, hardly ever	0	0	6	20	8	36	9	221
	No, never	0	0	4	13	3	13	3	70
	Total	100	8	100	361	100	468	100	2,558
Q4: Can you choose what activities you do here?	Yes, always	100	7	59	209	74	355	69	1,777
	Yes, sometimes	0	0	26	93	18	86	21	536
	No, hardly ever	0	0	9	30	6	30	7	172
	No, never	0	0	6	21	2	9	4	90
	Total	100	7	100	353	100	480	100	2,575

Table 12: Dimension of Care: Care and Services - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q11: Can you get snacks and drinks whenever you want them?	Yes, always	100	8	66	236	64	265	59	1,414
	Yes, sometimes	0	0	27	95	28	116	26	633
	No, hardly ever	0	0	4	15	5	21	10	232
	No, never	0	0	3	11	3	14	6	133
	Total	100	8	100	357	100	416	100	2,412
Q12: Do you get your medications on time?	Yes, always	88	7	80	290	72	341	78	2,081
	Yes, sometimes	13	1	19	69	25	117	20	522
	No, hardly ever	0	0	1	4	3	13	2	47
	No, never	0	0	0	0	≤1	4	≤1	8
	Total	100	8	100	363	100	475	100	2,658
Q13: Do employees explain your care and services to you?	Yes, always	71	5	57	197	51	234	52	1,307
	Yes, sometimes	14	1	31	107	33	153	32	814
	No, hardly ever	14	1	6	22	9	42	9	239
	No, never	0	0	5	18	6	28	7	164
	Total	100	7	100	344	100	457	100	2,524
Q14: Do the employees who take care of you know what you like and what you don't like?	Yes, always	67	6	53	193	55	262	53	1,354
	Yes, sometimes	33	3	40	144	40	190	40	1,017
	No, hardly ever	0	0	5	19	5	22	5	141
	No, never	0	0	2	7	1	5	2	59
	Total	100	9	100	363	100	479	100	2,571

Table 13: Dimension of Care: Relationship with Employees - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q15: Are the employees courteous to you?	Yes, always	88	7	83	326	77	399	79	2,207
	Yes, sometimes	13	1	15	60	22	113	20	559
	No, hardly ever	0	0	≤1	2	≤1	3	≤1	18
	No, never	0	0	1	4	≤1	1	≤1	15
	Total	100	8	100	392	100	516	100	2,799
Q16: Can you depend on the employees?	Yes, always	75	6	73	279	63	318	66	1,786
	Yes, sometimes	25	2	25	95	33	168	30	807
	No, hardly ever	0	0	2	7	3	15	3	88
	No, never	0	0	≤1	3	≤1	2	1	28
	Total	100	8	100	384	100	503	100	2,709
Q17: Are the people who work here friendly?	Yes, always	89	8	81	320	77	398	78	2,196
	Yes, sometimes	11	1	18	69	22	115	21	583
	No, hardly ever	0	0	≤1	2	≤1	2	≤1	18
	No, never	0	0	≤1	3	≤1	1	≤1	12
	Total	100	9	100	394	100	516	100	2,809
Q18: Do the employees treat you with respect?	Yes, always	100	9	84	332	82	420	81	2,258
	Yes, sometimes	0	0	14	54	17	88	17	484
	No, hardly ever	0	0	1	5	≤1	4	1	33
	No, never	0	0	≤1	2	≤1	1	≤1	15
	Total	100	9	100	393	100	513	100	2,790

Table 14: Dimension of Care: Choice - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q5: Can you go to bed when you like?	Yes, always	89	8	82	323	82	426	82	2,301
	Yes, sometimes	11	1	14	55	13	68	13	378
	No, hardly ever	0	0	2	9	4	20	3	97
	No, never	0	0	1	5	≤1	3	2	44
	Total	100	9	100	392	100	517	100	2,820
Q6: Do the employees leave you alone if you don't want to do anything?	Yes, always	75	6	77	292	76	387	78	2,125
	Yes, sometimes	25	2	19	72	22	110	20	535
	No, hardly ever	0	0	3	11	2	9	2	56
	No, never	0	0	2	6	≤1	2	≤1	26
	Total	100	8	100	381	100	508	100	2,742
Q7: Do the people who work here encourage you to do things you are able to do yourself?	Yes, always	86	6	63	233	65	304	64	1,670
	Yes, sometimes	14	1	28	102	28	133	27	716
	No, hardly ever	0	0	5	19	5	23	5	139
	No, never	0	0	4	14	2	9	3	84
	Total	100	7	100	368	100	469	100	2,609
Q8: Are you free to come and go as you are able?	Yes, always	100	7	83	316	89	441	85	2,338
	Yes, sometimes	0	0	13	50	10	51	11	312
	No, hardly ever	0	0	2	9	≤1	2	2	52
	No, never	0	0	2	8	≤1	4	2	49
	Total	100	7	100	383	100	498	100	2,751
Q9: Are the rules here reasonable?	Yes, always	89	8	70	263	73	358	74	1,962
	Yes, sometimes	11	1	26	98	24	119	23	609
	No, hardly ever	0	0	3	10	2	8	2	61
	No, never	0	0	1	5	1	6	1	31
	Total	100	9	100	376	100	491	100	2,663
Q10: Can you choose what clothes to wear?	Yes, always	100	9	88	337	89	456	90	2,514
	Yes, sometimes	0	0	9	35	8	43	8	234
	No, hardly ever	0	0	2	6	≤1	5	≤1	27
	No, never	0	0	2	6	1	6	≤1	26
	Total	100	9	100	384	100	510	100	2,801

Table 15: Dimension of Care: General Satisfaction - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q47: Do you feel comfortable here?	Yes, always	100	9	78	301	80	408	78	2,133
	Yes, sometimes	0	0	20	76	17	87	19	528
	No, hardly ever	0	0	2	6	2	9	2	54
	No, never	0	0	1	4	≤1	4	1	34
	Total	100	9	100	387	100	508	100	2,749
Q48: Do you feel like you are getting your money's worth here?	Yes, always	83	5	56	195	58	261	56	1,353
	Yes, sometimes	17	1	28	98	30	134	29	709
	No, hardly ever	0	0	9	32	9	39	9	205
	No, never	0	0	6	21	4	16	6	144
	Total	100	6	100	346	100	450	100	2,411
Q49: Overall, do you like living here?	Yes, always	88	7	64	241	67	328	63	1,694
	Yes, sometimes	13	1	26	99	26	127	28	756
	No, hardly ever	0	0	5	20	4	20	5	126
	No, never	0	0	4	15	4	18	4	111
	Total	100	8	100	375	100	493	100	2,687
Q50: Would you recommend this place to a family member or friend?	Yes, always	100	9	72	263	76	377	70	1,825
	Yes, sometimes	0	0	19	70	18	88	20	519
	No, hardly ever	0	0	4	14	3	15	4	109
	No, never	0	0	5	17	4	18	6	155
	Total	100	9	100	364	100	498	100	2,608

Table 16: Dimension of Care: Laundry - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q34: Do you get your clothing back from the laundry?	Yes, always	83	5	80	203	76	251	78	1,297
	Yes, sometimes	17	1	18	46	23	76	20	335
	No, hardly ever	0	0	2	4	1	4	1	23
	No, never	0	0	≤1	1	0	0	≤1	9
	Total	100	6	100	254	100	331	100	1,664
Q35: Does your clothing come back from the laundry in good condition?	Yes, always	100	6	80	201	77	256	78	1,287
	Yes, sometimes	0	0	19	49	20	65	19	312
	No, hardly ever	0	0	≤1	1	1	4	2	31
	No, never	0	0	≤1	1	2	6	≤1	13
	Total	100	6	100	252	100	331	100	1,643

Table 17: Additional care questions - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q33: Does the food here meet your dietary needs?	Yes, always	88	7	65	223	65	308	61	1,556
	Yes, sometimes	13	1	27	93	25	120	27	696
	No, hardly ever	0	0	6	21	6	29	7	190
	No, never	0	0	2	8	3	14	4	101
	Total	100	8	100	345	100	471	100	2,543
Q52: Do the people that work here respond negatively when you are frustrated?	Yes, always	40	2	10	29	10	42	8	164
	Yes, sometimes	0	0	18	53	19	78	22	478
	No, hardly ever	0	0	26	79	29	122	29	625
	No, never	60	3	47	141	42	176	42	910
	Total	100	5	100	302	100	418	100	2,177
Q53: Can you see a doctor if you need to?	Yes, always	88	7	73	253	74	339	70	1,762
	Yes, sometimes	13	1	20	70	21	95	23	570
	No, hardly ever	0	0	4	15	4	17	5	129
	No, never	0	0	2	8	2	10	2	52
	Total	100	8	100	346	100	461	100	2,513
Q54: Are you able to get transportation to or from medical appointments?	Yes, always	78	7	73	241	77	346	76	1,727
	Yes, sometimes	11	1	18	61	19	88	17	385
	No, hardly ever	0	0	5	15	2	8	3	78
	No, never	11	1	4	14	2	10	4	97
	Total	100	9	100	331	100	452	100	2,287
Q55: In the last 6 months, how often did you feel there were enough nurses and aides at the facility?	Always	67	4	45	149	41	191	40	986
	Usually	17	1	19	62	20	94	21	528
	Sometimes	17	1	32	106	35	163	34	860
	Never	0	0	5	17	3	15	5	121
	Total	100	6	100	334	100	463	100	2,495
Q56: Do the people who work here take a personal interest in your life?	Yes, always	63	5	48	167	43	203	39	979
	Yes, sometimes	25	2	42	145	41	196	43	1,077
	No, hardly ever	13	1	7	23	11	54	12	296
	No, never	0	0	3	12	5	22	6	154
	Total	100	8	100	347	100	475	100	2,506

Table 18: Additional care questions - question-level results

Question	Response	Clearview Lodge		Provincial peers		South Zone		Alberta	
		%	N	%	N	%	N	%	N
Q57: Do you get your mental health and emotional needs met?	Yes, always	71	5	60	194	57	244	54	1,268
	Yes, sometimes	0	0	29	92	30	129	32	748
	No, hardly ever	29	2	7	22	8	34	9	205
	No, never	0	0	4	14	5	20	5	117
	Total	100	7	100	322	100	427	100	2,338
Q58: Do you get your healthcare needs met?	Yes, always	78	7	76	274	74	357	72	1,878
	Yes, sometimes	11	1	21	74	23	109	22	582
	No, hardly ever	11	1	3	11	3	15	4	108
	No, never	0	0	≤1	2	0	0	≤1	25
	Total	100	9	100	361	100	481	100	2,593
Q59: Are you involved in making decisions about your care?	Yes, always	50	4	51	181	53	241	54	1,348
	Yes, sometimes	25	2	30	105	29	131	28	698
	No, hardly ever	13	1	12	42	11	50	10	260
	No, never	13	1	7	25	7	33	8	201
	Total	100	8	100	353	100	455	100	2,507

Question-level results: 2016 versus 2013 results

Table 19: Global Overall Care Rating 2016 versus 2013

Q51: Using any number from 0-10, where <u>0</u> is the <u>worst</u> and <u>10</u> is the <u>best</u> ... Overall what number would you use to rate <u>your home</u> ?	Clearview Lodge 2016		Clearview Lodge 2013	
	%	N	%	N
Best 10	11	1	30	3
9	11	1	30	3
8	33	3	20	2
7	33	3	20	2
6	0	0	0	0
5	11	1	0	0
4	0	0	0	0
3	0	0	0	0
2	0	0	0	0
1	0	0	0	0
Worst 0	0	0	0	0
Total	100	9	100	10

Table 20: Dimension of Care: Resident Environment - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q41: Do you have enough privacy in your room or apartment?	Yes, always	78	7	91	10
	Yes, sometimes	11	1	9	1
	No, hardly ever	11	1	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q42: Are you satisfied with your room or apartment?	Yes, always	63	5	82	9
	Yes, sometimes	25	2	18	2
	No, hardly ever	0	0	0	0
	No, never	13	1	0	0
	Total	100	8	100	11
Q43: Do you feel safe here?	Yes, always	100	9	100	11
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q44: Are your belongings safe here?	Yes, always	89	8	91	10
	Yes, sometimes	11	1	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q45: Do you think this is a pleasant place for people to visit?	Yes, always	89	8	100	10
	Yes, sometimes	11	1	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	10
Q46: Is the room temperature comfortable for you?	Yes, always	75	6	91	10
	Yes, sometimes	13	1	9	1
	No, hardly ever	0	0	0	0
	No, never	13	1	0	0
	Total	100	8	100	11

Table 21: Dimension of Care: Facility Environment – 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q36: Do you like the location of this place?	Yes, always	89	8	91	10
	Yes, sometimes	11	1	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q37: Are the outside walkways and grounds well taken care of?	Yes, always	89	8	100	10
	Yes, sometimes	11	1	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	10
Q38: Does this place look attractive to you?	Yes, always	86	6	100	9
	Yes, sometimes	14	1	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	7	100	9
Q39: Is this place clean enough?	Yes, always	100	9	100	11
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q40: Is this place quiet when it should be?	Yes, always	67	6	100	11
	Yes, sometimes	22	2	0	0
	No, hardly ever	11	1	0	0
	No, never	0	0	0	0
	Total	100	9	100	11

Table 22: Dimension of Care: Communication - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q23: Are the people in charge available to talk with you?	Yes, always	78	7	80	8
	Yes, sometimes	22	2	20	2
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	10
Q24: Do the people in charge treat you with respect?	Yes, always	88	7	100	11
	Yes, sometimes	13	1	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	11
Q25: Would you feel comfortable speaking with the people in charge about a problem?	Yes, always	86	6	82	9
	Yes, sometimes	14	1	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	9	1
	Total	100	7	100	11
Q26: Do you know who to go to here when you have a problem?	Yes, always	100	9	70	7
	Yes, sometimes	0	0	20	2
	No, hardly ever	0	0	10	1
	No, never	0	0	0	0
	Total	100	9	100	10
Q27: Do your problems get taken care of here?	Yes, always	100	8	100	10
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	10

Table 23: Dimension of Care: Meals and Dining – 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q28: Do you get enough to eat?	Yes, always	100	9	91	10
	Yes, sometimes	0	0	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q29: Is the food here tasty?	Yes, always	75	6	82	9
	Yes, sometimes	25	2	18	2
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	11
Q30: Can you get the foods you like?	Yes, always	25	2	67	6
	Yes, sometimes	63	5	22	2
	No, hardly ever	0	0	0	0
	No, never	13	1	11	1
	Total	100	8	100	9
Q31: Is your food served at the right temperature?	Yes, always	56	5	90	9
	Yes, sometimes	44	4	10	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	10
Q32: Do you like the way that your meals are served here?	Yes, always	89	8	91	10
	Yes, sometimes	11	1	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11

Table 24: Dimension of Care: Employee Responsiveness - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q19: During the <u>week</u> , are the employees available to help you if you need it?	Yes, always	100	8	100	9
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	9
Q20: During the <u>weekend</u> , are the employees available to help you if you need it?	Yes, always	100	8	89	8
	Yes, sometimes	0	0	11	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	9
Q21: During the <u>evening and night</u> , are the employees available to help you if you need it?	Yes, always	100	8	100	9
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	9
Q22: Do you feel confident that employees know how to do their jobs?	Yes, always	88	7	82	9
	Yes, sometimes	13	1	18	2
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	11

Table 25: Dimension of Care: Activities - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q1: Do you have enough to do here?	Yes, always	50	4	91	10
	Yes, sometimes	50	4	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	11
Q2: Do you get enough information about the activities offered here?	Yes, always	89	8	73	8
	Yes, sometimes	11	1	27	3
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q3: Are you satisfied with the activities offered here?	Yes, always	63	5	82	9
	Yes, sometimes	38	3	18	2
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	11
Q4: Can you choose what activities you do here?	Yes, always	100	7	70	7
	Yes, sometimes	0	0	30	3
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	7	100	10

Table 26: Dimension of Care: Care and Services - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q11: Can you get snacks and drinks whenever you want them?	Yes, always	100	8	100	9
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	9
Q12: Do you get your medications on time?	Yes, always	88	7	80	8
	Yes, sometimes	13	1	20	2
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	10
Q13: Do employees explain your care and services to you?	Yes, always	71	5	50	5
	Yes, sometimes	14	1	30	3
	No, hardly ever	14	1	10	1
	No, never	0	0	10	1
	Total	100	7	100	10
Q14: Do the employees who take care of you know what you like and what you don't like?	Yes, always	67	6	73	8
	Yes, sometimes	33	3	27	3
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11

Table 27: Dimension of Care: Relationship with Employees - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q15: Are the employees courteous to you?	Yes, always	88	7	100	11
	Yes, sometimes	13	1	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	11
Q16: Can you depend on the employees?	Yes, always	75	6	82	9
	Yes, sometimes	25	2	18	2
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	11
Q17: Are the people who work here friendly?	Yes, always	89	8	100	11
	Yes, sometimes	11	1	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q18: Do the employees treat you with respect?	Yes, always	100	9	100	11
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11

Table 28: Dimension of Care: Choice - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q5: Can you go to bed when you like?	Yes, always	89	8	91	10
	Yes, sometimes	11	1	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q6: Do the employees leave you alone if you don't want to do anything?	Yes, always	75	6	73	8
	Yes, sometimes	25	2	18	2
	No, hardly ever	0	0	0	0
	No, never	0	0	9	1
	Total	100	8	100	11
Q7: Do the people who work here encourage you to do things you are able to do yourself?	Yes, always	86	6	90	9
	Yes, sometimes	14	1	10	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	7	100	10
Q8: Are you free to come and go as you are able?	Yes, always	100	7	91	10
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	9	1
	No, never	0	0	0	0
	Total	100	7	100	11
Q9: Are the rules here reasonable?	Yes, always	89	8	91	10
	Yes, sometimes	11	1	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q10: Can you choose what clothes to wear?	Yes, always	100	9	100	11
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11

Table 29: Dimension of Care: General Satisfaction - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q47: Do you feel comfortable here?	Yes, always	100	9	91	10
	Yes, sometimes	0	0	9	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11
Q48: Do you feel like you are getting your money's worth here?	Yes, always	83	5	88	7
	Yes, sometimes	17	1	13	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	6	100	8
Q49: Overall, do you like living here?	Yes, always	88	7	82	9
	Yes, sometimes	13	1	18	2
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	11
Q50: Would you recommend this place to a family member or friend?	Yes, always	100	9	100	11
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	9	100	11

Table 30: Dimension of Care: Laundry - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q34: Do you get your clothing back from the laundry?	Yes, always	83	5	100	7
	Yes, sometimes	17	1	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	6	100	7
Q35: Does your clothing come back from the laundry in good condition?	Yes, always	100	6	100	7
	Yes, sometimes	0	0	0	0
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	6	100	7

Table 31: Additional care questions - 2016 versus 2013 question-level results

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q33: Does the food here meet your dietary needs?	Yes, always	88	7	Not asked in 2013	
	Yes, sometimes	13	1		
	No, hardly ever	0	0		
	No, never	0	0		
	Total	100	8		
Q52: Do the people that work here respond negatively when you are frustrated?	Yes, always	40	2	Not asked in 2013	
	Yes, sometimes	0	0		
	No, hardly ever	0	0		
	No, never	60	3		
	Total	100	5		
Q53: Can you see a doctor if you need to?	Yes, always	88	7	90	9
	Yes, sometimes	13	1	10	1
	No, hardly ever	0	0	0	0
	No, never	0	0	0	0
	Total	100	8	100	10
Q54: Are you able to get transportation to or from medical appointments?	Yes, always	78	7	83	5
	Yes, sometimes	11	1	17	1
	No, hardly ever	0	0	0	0
	No, never	11	1	0	0
	Total	100	9	100	6
Q55: In the last 6 months, how often did you feel there were enough nurses and aides at the facility?	Always	67	4	Not asked in 2013	
	Usually	17	1		
	Sometimes	17	1		
	Never	0	0		
	Total	100	6		
Q56: Do the people who work here take a personal interest in your life?	Yes, always	63	5	Not asked in 2013	
	Yes, sometimes	25	2		
	No, hardly ever	13	1		
	No, never	0	0		
	Total	100	8		

Table 32: Additional care questions - 2016 versus 2013 question-level results, *continued*

Question	Response	Clearview Lodge 2016		Clearview Lodge 2013	
		%	N	%	N
Q57: Do you get your mental health and emotional needs met?	Yes, always	71	5	Not asked in 2013	
	Yes, sometimes	0	0		
	No, hardly ever	29	2		
	No, never	0	0		
	Total	100	7		
Q58: Do you get your healthcare needs met?	Yes, always	78	7	Not asked in 2013	
	Yes, sometimes	11	1		
	No, hardly ever	11	1		
	No, never	0	0		
	Total	100	9		
Q59: Are you involved in making decisions about your care?	Yes, always	50	4	56	5
	Yes, sometimes	25	2	11	1
	No, hardly ever	13	1	0	0
	No, never	13	1	33	3
	Total	100	8	100	9

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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