



COVID-19 Continuing Care Family and Resident Experience Study



The Health Quality Council of Alberta (HQCA), in partnership with Alberta Health and Alberta Health Services (AHS), is conducting a new study called the *COVID-19 Continuing Care Family and Resident Experience Study*. This study will use in-depth interviews and surveys to gather information from residents and their family members about their experiences living in continuing care sites (including designated supportive living (DSL) and long-term care (LTC)) during the COVID-19 pandemic.



SURVEY SNAPSHOT: A **15-20 MINUTE ONLINE** SURVEY FOR BOTH RESIDENTS AND FAMILY MEMBERS.



INTERVIEW SNAPSHOT: A **60 MINUTE TELEPHONE OR VIRTUAL** (E.G., SKYPE, ZOOM) INTERVIEW WITH RESIDENTS, STARTING WITH SELECT SITES THAT HAVE HAD A COVID-19 OUTBREAK, FOLLOWED BY NON-OUTBREAK SITES.

All information collected is completely voluntary, confidential and anonymous.

WHY are we conducting this study?

The information gathered during this study will be used to better understand the care and services provided in continuing care during Alberta's pandemic response.

Residents and families in DSL and LTC, this is a chance to be heard and share experiences about care and services in DSL and LTC during the pandemic. Residents and families have the opportunity to provide valuable insights into what is working well and what could be improved in the place they live.

Healthcare system stakeholders, the HQCA will produce a publicly available provincial report that provides the survey results and key findings. This report can be used to identify opportunities to improve the delivery of care and services in the months ahead.

TIMELINE

- Mid-August 2020**
 - Survey:** all eligible residents and family members receive the online survey via email.
 - Interview:** eligible residents from sites that have undergone a COVID-19 outbreak receive an information package for participation in an interview.
- Mid-September 2020** Survey and interview data collection ends
- End of September 2020** Interim summary of findings will be delivered to Alberta Health, AHS and other healthcare system stakeholders.
- October 2020** Eligible residents from non-COVID-19 outbreak sites receive an information package for participation in an interview.
- Winter 2020** Publicly available report with survey and interview results.

WHO will be surveyed and interviewed?

Survey

Eligible residents

- have an email address
- are cognitively well/non-dementia resident
- do not have an enacted Personal Directive

Eligible family members

- have an email address
- the person most involved in the resident's care or designated support person

Interview

Eligible residents

- are able to participate in a virtual interview considering hearing ability
 - are cognitively well/non-dementia resident
 - do not have an enacted Personal Directive
- * Participating sites, from which residents will be recruited, were selected to ensure sample diversity with respect to site size, number of residents infected with COVID-19, geography (e.g., urban/rural), and ownership type.

HOW can site management and staff contribute to the success of this initiative?

- Know** about the survey and interview
- If asked, please **encourage participation**
- Communicate details** about the survey and interview to residents, families and staff
- Site management and staff have been asked to **refrain** from assisting residents with the survey and/or interview
- Forward any questions** about the survey and/or interview to the HQCA

WHO are we?

Under provincial legislation, the HQCA has a role to engage with Albertans on their experiences with patient safety, person-centred care, and the quality of health services they receive. The HQCA is a provincial agency that is independent of Alberta Health Services, and does not oversee or provide care to Albertans, including those who receive continuing care services.

More information about the HQCA can be found on our website: <http://hqca.ca>

