Ontario
Health Quality Ontario

Residents' experience: Having a voice

Alternate Name*

Residents' experience: Having a voice

INDICATOR DESCRIPTION

Description*

This indicator measures the percentage of residents who responded positively to the question: What number would you use to rate how well the staff listen to you?

HQO Reporting tool/product

Quality Improvement Plans (QIPs)

Dimension*

Patient-centred

Type*

Outcome

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Percentage

Calculation Methods*

The percentage is calculated as: numerator divided denominator times 100.

Numerator (short description i.e. not inclusions/exclusions)*

Homes using the NHCAHPS Long-Stay Resident Survey should measure this domain by calculating the percentage of residents who responded positively to the question: What number would you use to rate how well the staff listen to you?

Denominator (short description i.e. not inclusions/exclusions)*

For homes using the NHCAHPS Long-Stay Resident Survey, add the total number who registered any response to the question: What number would you use to rate how well the staff listen to you?

Adjustment (risk, age/sex standardization)- generalized

None

Data Source

Local data collection

NHCAHPS Long-Stay Resident Survey

Data provided to HQO by

Local data collection

OTHER RELEVANT INFORMATION

Comments Summary

This is a priority indicator for QIP 2019/20. QIP Current performance reporting period: April 2018 - March 2019 (or most recent 12-month period). If you have completed this year's survey, you do not have to resubmit the survey. How to access data: These data should be accessed from within your own organization.

TAGS

TAGS*

Long Term Care

Outcome

Patient Reported Measures

Patient-centred

Local data collection

NHCAHPS Long-Stay Resident Survey

PUBLISH

PUBLISH DATETIME*

01/02/2019 12:41:00