

# Home Care Case Management

## Alternate Name\*

Home care clients that felt that their case manager helped them get the services they needed

## INDICATOR DESCRIPTION

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### Description\*

This is the percentage of publicly funded home care clients, of all ages, who strongly agreed, somewhat agreed, neither agreed nor disagreed, somewhat disagreed, or strongly disagreed that their case manager helped them get the services they needed, such as mental health services and day programs.

### Indicator Status\*

Active

### HQO Reporting tool/product

On-Line Public Reporting

### Dimension\*

Patient-centred

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Percentage

### Calculation Methods\*

Numerator divided by the denominator times 100

### Numerator including inclusion/exclusion\*

The number of respondents who responded, given a five point Likert scale, to the statement: "I would now like you to think about the times when you have seen or spoken to <<Your\_Names>> <<sample.casemanager.text>>. Please tell me whether you agree or disagree with the following statements: The <<sample.casemanager.text>> [HELPS/HELPED] <<Me\_name>> get the services [I/HE/SHE] [NEED/NEEDS/NEEDED]".

### Denominator including inclusion/exclusion\*

The number of total responses to the statement minus the total number of responses not applicable to these questions.

*Inclusions:*

**General Survey Inclusion Criteria**

All unique active or discharged clients receiving in-home services and discharged clients to placement in one of the following categories during the specified time period:

- admission final
- withdrawn, interim became final
- withdrawn, placement by other CCAC
- refused bed.

*Exclusions:*

**General Survey Exclusion Criteria:**

1. Excludes clients who received in-school service only
2. Nursing clinic services
3. Respite services
4. Medical supplies and equipment
5. End-of-life clients (SRC 95)
6. Clients not yet categorized (SRC 99)
7. In-home clients classified as out of region
8. Convalescent care clients

**Other exclusions:** Home care clients with hospital or death discharges; clients on hold in hospital; clients with a claim against the CCAC or before the Ontario Health Services Appeal and Review Board.

**Data Source**

Client and Caregiver Experience Evaluation (CCEE) Survey

**Data provided to HQO by**

Health Shared Services Ontario (HSSO)

**Reported Levels of comparability /stratifications (defined)**

Time

Region

## OTHER RELEVANT INFORMATION

**Caveats and Limitations**

Several types of home care clients and services are excluded (e.g. end-of-life clients, respite services, nursing clinic services), suggesting these results cannot be widely applied to all home care clients and all home care services. Caregivers were surveyed in place of clients in the event any of the following criteria were met: 1) Client is <19 years of age at time of sample selection 2) Client is identified as cognitively incapable 3) Client is discharged from placement with one of the four discharge dispositions listed under the General Survey Inclusion Criteria. Surveying may be done while a person is still a home care client. They may feel like they cannot respond honestly because of risk to their services. This is mitigated by the survey not being conducted by the provider. 1) Client is <19 years of age at time of sample selection 2) Client is identified as cognitively incapable 3) Client is discharged from placement with one of the four discharge dispositions listed under the General Survey Inclusion Criteria Surveying may be done while a person is still a home care client. They may feel like they cannot respond honestly because of risk to their services. This is mitigated by the survey not being conducted by the provider.

### Comments Detailed

The survey is intended to be an ongoing evaluation tool, with four sample waves conducted annually in each region. The survey population comprises individuals who have received publicly funded home care services. Both active and discharged clients are included in the survey population. A minimum of 1,000 respondents are to be surveyed in each region over the period of a year. Some regions have chosen to conduct over 1,500 surveys per year. For each region, samples are based on a random selection of clients from either proportionate or disproportionate strata, depending on plans developed with the region. Strata may include: service level, geographic region, service type and/or provider (e.g., nursing, homemaking care, physiotherapy, etc.).

### Footnotes

The term "client" is used in public reporting to denote an individual who received home care services. Other organizations may use the term "patient". Both terms refer to the same home care recipients.

### TAGS

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#### TAGS\*

Home Care  
Outcome  
Patient Reported Measures  
Patient-centred  
Client and Caregiver Experience Evaluation (CCEE) Survey

### PUBLISH

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#### PUBLISH DATETIME\*

10/01/2019 13:37:00