

# Percentage of home care patients who were satisfied with their care from both care coordinators and service providers

## Alternate Name\*

Patient experience with care coordinators and service providers

## INDICATOR DESCRIPTION

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### Description\*

This indicator provides information on the overall experience of home care patients. It reports the percentage of home care patients who were satisfied with the services provided by their LHIN home and community care services, with the handling of their care by their care coordinator and with the services provided by their service provider organization. It is the percentage of home care patients who responded "good", "very good", or "excellent" on a five-point scale to three survey questions about their experiences. A higher percentage is better.

### HQO Reporting tool/product

Public reporting

Quality Improvement Plans (QIPs)

### Dimension\*

Patient-centred

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Percentage

### Calculation Methods\*

Numerator divided by denominator times 100

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

The sum of the number of positive responses ("good", "very good", or "excellent") registered to each of the three questions that form the KPI 1 Score for the overall experience rating:

1. Overall rating of LHIN home and community care services
2. Overall rating of management or handling of care by their Care Coordinator
3. Overall rating of service provided by service provider

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

Percentage of home care patients who were satisfied with their care from both care coordinators and service providers

<http://indicatorlibrary.hqontario.ca/Indicator/Summary/Percentage-home-care-satisfied-care-service-providers/EN>

Number of total responses to the three questions comprising KPI 1 minus the total number of responses not applicable to these questions.

**Adjustment (risk, age/sex standardization)- generalized**

None

**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**

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**Caveats and Limitations**

Several types of home care patients and services are excluded (e.g. end-of-life patients, respite services, nursing clinic services), suggesting these results cannot be widely applied to all home care patients and all home care services. Caregivers were surveyed in place of clients in the event any of the following criteria were met: 1) Patient is <19 years of age at time of sample selection 2) Patient is identified as cognitively incapable 3) Patient 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 patient. 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 Summary**

This is a QIP priority indicator for 2018/19. To access your organization's data for the reporting period, refer to Health Quality Ontario's QIP Navigator. Data will be available in February. Alternatively, to access your organization's data for this indicator, refer to the NRC Canada eReports website.

## **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\*

17/10/2017 10:52:00