

Home Care Client-Provider Communication

Alternate Name*

Home care clients who said that their provider explained things in an easy-to-understand way

INDICATOR DESCRIPTION

Description*

This is the percentage of publicly funded home care clients, of all ages, who said their home care providers always, usually, sometimes or never explained things in an easy-to-understand way. Patient-centred care depends on communication and respect for clients' values and preferences.

HQO Reporting tool/product

On-Line Public Reporting

Dimension*

Patient-centred

Type*

Outcome

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Percentage

Calculation Methods*

Numerator divided by the denominator times 100

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

The number of respondents who responded, given a four point Likert scale, to the question

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

The number of total responses to the question

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.

Comments Summary

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.

TAGS

TAGS*

Home Care

Outcome

Patient Reported Measures

Patient-centred

Client and Caregiver Experience Evaluation (CCEE) Survey

PUBLISH

PUBLISH DATETIME*

10/01/2019 13:37:00