

# Residents' experience: Having a voice

## Alternate Name\*

Residents' experience: Having a voice

## INDICATOR DESCRIPTION

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### 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?

### Indicator Status\*

Active

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

### Dimension\*

Patient-centred

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Percentage

### Calculation Methods\*

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

### Numerator including inclusion/exclusion\*

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?

- Add the number of respondents who responded '9' and '10' to the question: What number would you use to rate how well the staff listen to you?
- Responses are coded from 0 - 10, where 0 = worst possible and 10 = best possible.

### Denominator including inclusion/exclusion\*

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For homes using the **NHCAHPS Long-Stay Resident Survey**, add the total number who registered any response to the question.

*Exclusions:*

- Non-respondents

### Data Source

Local data collection

NHCAHPS Long-Stay Resident Survey

### Data provided to HQO by

Local data collection

## OTHER RELEVANT INFORMATION

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### Comments Detailed

This is a priority indicator for QIP 2020/21. QIP Current performance reporting period: April 2019 - March 2020 (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. For more information about the HCAHPS Long-Stay Resident Survey, refer to the Agency for Healthcare Research and Quality's Get Nursing Home Surveys and Instructions website (<http://www.ahrq.gov/cahps/surveys-guidance/nh/instructions/index.html>).

## TAGS

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### TAGS\*

Long Term Care

Outcome

Patient Reported Measures

Patient-centred

Local data collection

NHCAHPS Long-Stay Resident Survey

## PUBLISH

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### PUBLISH DATETIME\*

20/12/2019 15:29:00

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