

# 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?

### 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 (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

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### Comments Summary

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.

## 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