

# Home Care Client Satisfaction

## Alternate Name\*

Home care clients who were satisfied with their coordination and service providers

## INDICATOR DESCRIPTION

---

### Description\*

This is the percentage of publicly funded home care clients, of all ages, who rated their home care coordination and service provider(s) as excellent, very good, good, fair or poor.

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

On-Line Public Reporting

Public Reports (annual report, bulletins and theme reports)

### Dimension\*

Patient-centred

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

---

### Unit of Measurement\*

Percentage

### Calculation Methods\*

Numerator divided by denominator times 100

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

The number of responses ("excellent", "very good", "good", "fair", "poor") 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)\*

The 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

---

### 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

\*\* This indicator is retired for 2020/21 QIP \*\*. This is a Quality Improvement Plan (QIP) priority indicator for 2018/19. To access your organization's data for the reporting period, refer to Health Quality Ontario's QIP Navigator. Alternatively, to access your organization's data for this indicator, refer to the NRC Canada eReports website.

## TAGS

---

### TAGS\*

Home Care

Outcome

Patient Reported Measures

Patient-centred

Client and Caregiver Experience Evaluation (CCEE) Survey

## PUBLISH

---

### PUBLISH DATETIME\*

Home Care Client  
Satisfaction

<http://indicatorlibrary.hqontario.ca/Indicator/Summary/home-care-client-satisfaction/EN>

20/12/2019 15:30:00