

2024 Home Care Client Experience Survey Summary

October 2025



Health Quality Alberta conducted the *2024 Home Care Client Experience Survey* between April and September 2024. **We surveyed home and community care clients about their experiences with the services they receive.**

Who did we survey?

We surveyed acute, long-term supportive, maintenance, rehabilitation, and wellness home and community care clients, who were aged 18 or older and cognitively well.

Reaching out to more home and community care clients in Alberta than ever before, we heard from 10,690 of the possible 27,808 clients, for a response rate of 38 per cent.

What did we learn?

Clients were asked questions about a variety of topics, such as their experience with care planning and case management, professional and personal care services, and their unmet service needs.

The survey results highlight both the strengths of Alberta's home and community care program and specific, actionable opportunities to improve overall client experience.

Access the full 2024 Home Care Client Experience Survey Report at: homecare.hqa.ca

Survey highlights

Regardless of client type and home and community care services received, **key takeaways** include:

1. Clients shared that they want to have the same staff to develop trusting relationships and to have consistency in their care.
2. Clients shared that they need to understand and be understood by their team to participate as partners in their care.
3. Clients identified opportunities to enhance people-centred care and attend to social determinants of health, which include unmet service needs beyond those offered by home and community care.



The Overall Care Rating

A key measure of client experience shows that 55 per cent of clients rated their overall home and community care experience as *Great* (9 or 10 out of 10), 41 per cent reported their overall experience as *Mediocre* (5 to 8 out of 10) and 4 per cent reported their overall experience as *Unacceptable* (0 to 4 out of 10).

Comparing the Overall Care Rating by geographic location, clients who live in rural locations reported having more positive experiences with home and community care than those who live in urban locations, and in the metro locations of Calgary and Edmonton.

When comparing the Overall Care Rating result from 2018 to 2024 for long-term supportive and maintenance clients aged 65 and older there is no difference between years. In 2018, we did not survey acute, rehabilitation, and wellness clients of any age, or long-term supportive and maintenance clients under the age of 65, so comparisons for these groups are not available.

How can home and community care clients' Overall Care Rating be improved?

We analyzed **what most influences overall client experience** and identified these as “drivers.” For the greatest impact on improving the Overall Care Rating provincially, the following drivers would need to be addressed:

1. Experience with personal care services
2. Experience of compassionate care provided by personal care staff
3. Unmet needs
4. Experience with care planning and case management
5. Experience with professional care services
6. Experience of compassionate care provided by professional care staff

The survey questions that make up these six drivers are prioritized in the report, to help those working on quality improvement to drill down to more specific opportunities for improvement by driver.

We also identified the [top 12 questions](#) that most strongly influence the Overall Care Rating and represent significant room for improvement. Nine out of the 12 questions shared similar topics, or themes, revealing opportunities to improve **consistency of staff** and **communication between staff and clients**.

Client comments were also analyzed and identify clients' suggestions to improve care and services. An overarching and prominent finding is the **need to enhance people-centred care** (that is, prioritize the wholistic preferences, needs, and strengths of people and communities) for clients and address clients' needs related to **social determinants of health** (which are, social and economic factors like income, education, culture that influence individual and population health).

Taking action on improvement

The voices shared in this survey highlight that home and community care is a partnership that requires all involved to contribute to its ongoing improvement.

Eligible type 1 and type 2 home and community care provider teams received tailored reports specific to input from their clients. **These reports should be used by those local teams for ongoing quality improvement.** Health Quality Alberta offers continued support to these teams about how to interpret and action their results.

Staff consistency, communication between staff and clients, and **enhanced people-centred care** are key opportunities for improvement that could positively impact clients' overall experience with home and community care.

To support these opportunities for improvement moving forward, Health Quality Alberta will:

1. Collaborate with type 1 and type 2 providers to identify practical and sustainable recommendations for how they can strengthen staff consistency so that the same staff are providing care to the same client over time. This would foster continuity, ensure clients' safety and sense of security, and build trusting relationships.
2. Engage with the Ministry, provincial health agencies, and home and community care providers to understand barriers and challenges they face with respect to improving communication, and use their input to make realistic recommendations for improvement. We will identify leading practices and tools about how to improve communication with clients in home and community care. This will enable client's full participation in care and support effective, person-centred communication.
3. Engage with health system leaders to discuss unmet needs described by clients. We will assess and explore creative ways community organizations and government can address these gaps.



Health Quality Alberta conducted this survey in collaboration with Alberta Health Services and Alberta Health – which included staff now working within the Ministry of Assisted Living and Social Services.

Home and community care includes publicly funded professional health and personal care services that help clients live safely and independently in their own homes or communities. Settings where clients receive care are diverse, ranging from a private residence, seniors lodge, community clinic, or adult day program. Services may be received for short-term or long-term durations.