

Home Care Client Experience Survey Resource List

For home and community care
leadership and decision-makers



Introduction

Purpose of this document

This guide gives initial guidance to leadership and decision-makers (home and community care operators; home and community care leadership) to improve client experience.

A dedicated resource list for home and community care providers, case managers, and staff has also been developed, which may be of interest.

In addition to the resources listed in this guide, you may also check Health Quality Alberta's Improvement Guide for Using Survey Results, which provides step-by-step guidance for implementing quality improvement initiatives.

How the resource list is organized

Resources are organized by key topics relevant to the 2024 Health Quality Alberta Home Care Client Experience Survey. For easy access to the resources, keep this file open rather than printing it in hard copy. Many of the website URLs are hyperlinked and cross-referenced to other resources within the document.

How the resource list was developed

The resources were compiled via a literature and environmental scan. We also spoke with home and community care providers and home and community care leadership in Alberta to gather their suggestions.



Resources

These resources include guides, reports, websites, and webinars that can help improve home care-related organizations and systems.

We recognize that fully implementing a new strategy, approach, or program may not always be possible. These resources offer a menu of options to support change – within your organization or in those you work with.

Exploring alternate program models to address unmet client needs

These resources illustrate a selection of program models relevant to home care. While not an exhaustive list, they are intended to offer examples and spark ideas for potential approaches.

Dementia-friendly models:

1. [A Guide for Creating Dementia Friendly Communities in Alberta](#)
Brenda Stafford Foundation

This guide, and accompanying templates, identifies the key phases to creating a Dementia Friendly Community. This model has a focus on identifying local services and support groups to support people with dementia.

2. [Implementing a Patient Navigation Program for People with Dementia](#)
University of New Brunswick & Healthcare Excellence Canada

This report shares information on how to set up a patient navigation program for people living with dementia, their caregivers, and care team members. Patient navigators help guide and support patients and caregivers by connecting them with the right services and resources. The goal is to fill gaps in care, make it easier to access support, and improve service coordination.

Social-prescribing models:

1. **Social Prescribing for Older Adults Program**
Healthy Aging Alberta

This Alberta program supports 10 regional social prescribing demonstration projects across Alberta. This website features many resources, including an overview of social prescribing, a webinar reflecting on early implementation and an FAQ.

2. **A Toolkit on How to Implement Social Prescribing**
World Health Organization

This toolkit outlines the steps required to introduce social prescribing at the community-level, including sample materials that can be adapted to your local context.

3. **Social Prescribing: Implementation Guide**
United Way British Columbia

This guide was developed based on the results of a Social Prescribing demonstration project in British Columbia (Better at Home). It is intended to equip community partners and stakeholders in B.C. with knowledge and tools to implement social prescribing.

Community-centric and aging-in place models:

1. **Promising Practices for Enabling Aging in Place**
Healthcare Excellence Canada

Healthcare Excellence Canada, in partnership with organizations delivering aging in place programs, has summarized promising practices related to Aging in Place programs, which support older adults and their care partners living at home. Eleven short summaries offer details about how each practice works, evaluation and impact, and key success factors.

2. **Advancing Frailty in the Community Report & case examples**
Healthcare Excellence Canada, Canadian Frailty Network.

This project supported 17 teams from primary care and community settings to implement interventions that improve care for older adults with frailty. The report summarizes successes and challenges across the initiatives.

3. **Nursing Home Without Walls Guide for Jurisdictions**
Healthcare Excellence Canada

A guide developed to support the implementation of this program at the provincial, territorial or regional level. This program is a community-based care model helping older adults age in place.

4. **PACE Care Model**
National PACE Association

This U.S.-based model of home care aims to offer home care differently—with a focus on coordination and interdisciplinary care, so clients get everything all in one place. It includes medical and personal care, rehabilitation, social interaction, medications, and transportation.

Resources

Providing culturally safe and relevant care

These resources provide insights into delivering culturally relevant healthcare, both in general and for people from Indigenous and LGBTQ2S+ communities.

1. [Measuring Cultural Safety in Health Systems](#)
Canadian Institute for Health Information (CIHI)
A framework for measuring cultural safety and anti-Indigenous racism in health systems.
2. [Equity, Diversity and Inclusion Virtual Learning Exchange](#)
Healthcare Excellence Canada
Webinar series on providing accessible and equity-oriented healthcare.
3. [What Matters to Indigenous Patient Partners Companion Guide & two-page summary](#)
Health Quality BC
A guide outlining principles and actions for providing culturally safe care to Indigenous clients.
4. [Tips on Providing Safer and More Welcoming Continuing Care for LGBTQ2S+ Clients](#)
Alberta Health Services
A tip sheet providing practical ideas to provide safer and more welcoming care for lesbian, gay, bisexual, transgender, queer and two-spirit clients.



Resources

Supporting the home and community care workforce

Consistency in staffing is important for building relationships and supporting the continuity of care for home and community care clients. These resources offer strategies to improve workforce retention.

1. [Six Strategies for Strengthening the Workforce](#)

Healthcare Excellence Canada

A guide outlining ways to better support and retain the health workforce, focusing on leadership, equity and patient safety.

2. [Improving the Work Environment for Seniors' Services Workers](#)

Alberta Association of Gerontology

This webinar offers insights into how to address workforce issues facing seniors' workers, including home care staff.

3. [Improving Joy in Work](#)

Institute for Healthcare Improvement (IHI)

A framework for healthcare leaders, outlining steps and components to improve workforce joy, aiming to reduce burnout and turnover at an organizational level.



Resources

Improving care through technology

These resources highlight the role of technology and virtual care in home and community care.

1. [A Focus on Digital Solutions Can Pivot Workforce Challenges in Home Care](#)
KPMG

This Canadian report highlights the need for digital solutions in home care. It proposes four key strategies to improve efficiency, enhance care, and support staff: workforce and scheduling optimization, electronic visit verification, virtual care and remote monitoring, and digitizing care plans and patient management.

2. [Equitable and Inclusive Digital Health and Virtual Care Co-Design Framework, accompanying webinar & promising practice case examples](#)

Healthcare Excellence Canada

The framework and webinar offer key principles, tools and examples for how to co-design solutions with patients, families, caregivers and communities to ensure virtual care is provided safely, appropriately and equitably. The case examples highlight promising practices in virtual care.

3. [Optimizing Technology and Innovation in the Future Delivery of Seniors' Services Webinar](#)
Alberta Association on Gerontology

A webinar focused on the use of technology to enhance services for older adults, drawing on lessons from Canada, Alberta and Denmark.

Supporting interRAI implementation

To support ongoing learning and development related to interRAI, leadership and decision-makers may wish to explore available resources from CIHI and interRAI.

1. [interRAI resources for front-line and management](#)
CIHI

Fifteen different courses related to interRAI HC training/education, use, data use/reporting.

2. [interRAI catalogue](#)
interRAI

InterRAI resources including assessment forms and manuals to support implementation.

Resources

Additional learning

These additional resources cover a variety of topics that may be of interest to leadership and decision-makers.

1. [Engagement-Capable Environments Organizational Self-Assessment Tool](#)
[Healthcare Excellence Canada](#)

This is a measurement tool designed to help healthcare organizations assess and improve their patient and care partner engagement practices. Within home care services, this tool aims to support collaboration, amplify patient voices, improve health outcomes, and lead to more responsive, personalized care.

2. [Advance Care Planning in Canada: Resource Guide for Home and Community Care Providers](#)

[Canadian Home Care Association](#)

This guide outlines resources that can be used to build the necessary knowledge, processes, and motivation for care providers to engage in Advance Care Planning.

3. [Building Operational Excellence in Home-Based Palliative Care – Framework and User Guide](#)

[Canadian Home Care Association](#)

A how-to resource to successfully implement innovative practices in home and community care. It outlines a framework for home-based palliative care and steps for adopting evidence-informed practices.

4. [Caregivers Alberta](#)

[Caregivers Alberta](#)

This website provides access to resources, support and education for caregivers and care providers.

5. [Caregiver-Centered Care](#)

[University of Alberta](#)

This website provides access to resources and education to help integrate family caregivers as partners in care.



**Health Quality
Alberta**

About Health Quality Alberta

Health Quality Alberta is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality. We assess and study the healthcare system, identify effective practices, and engage with Albertans to gather information about their experiences. Our responsibilities are outlined in the *Health Quality Council of Alberta Act*.

