

Home Care Client Experience Survey Resource List

For home and community care
providers, case managers, and staff



Health Quality
Alberta

Introduction

Purpose of this document

This guide gives initial guidance to home and community care providers (e.g., nurses or therapists), case managers, and staff (e.g., healthcare aides) to improve client experience.

A [dedicated resource list for leadership and decision-makers](#) is also available.

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 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.

We welcome your feedback on this guide, including any resources you think would be helpful for this sector.



Resources

These resources include guides, tools, websites, and webinars that can help improve client experience.

Communicating with clients

These resources share tips and tools to help communicate effectively with home and community care clients.

1. **What Matters to You? Handy Guide**
Healthcare Improvement Scotland

This brief guide offers tips on having meaningful conversations with clients.

2. **Person Centred Language**
Alzheimer Society of Canada

These guidelines provide general principles as well as examples of language to use (and avoid) when working with clients who have dementia.

3. **Our Dementia Journey Journal**
SE Research Centre

This journal template helps people living with dementia, their caregivers, and care providers share information and reflect on care. It's available in several languages, with customized versions for Indigenous and South Asian communities.

4. **eiCOMPASS Project**
Canadian Home Care Association

This resource hub provides home care providers with palliative care resources that largely focus on communication. It includes conversation guides, practice aids, and webinars.



Resources

Addressing unmet client needs

This resource offers an approach to help clients and families with needs that go beyond publicly funded home and community care, by connecting them to community services.

1. [Linking Healthcare and Community: Social Prescribing in Integrated Senior's Care](#)
Canadian Home Care Association

This webinar offers insights into how to incorporate social prescribing into your practice, with an emphasis on how to effectively link clients with community resources. Social prescribing is a person-centred approach to health and wellbeing that connects clients with community supports to improve their lives.

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. [Equity, Diversity and Inclusion Virtual Learning Exchange](#)
Healthcare Excellence Canada

A webinar series on providing accessible and equity-oriented healthcare.

2. [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.

3. [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 client goals through care planning

The resources focus on two areas: 1) goal setting to help support care planning, focusing on current needs; and 2) advance care planning, focusing on future health needs and wishes.

1. [A Guide to Having Conversations About What Matters](#)

BC Patient Safety & Quality Council

This guide provides information on how to have a conversation with clients about what really matters to them.

2. [Developing Person-Centred Goals](#)

Australian Department of Health and Aged Care

This resource provides advice on how to develop person-centred goals using SMARTA (specific, measurable, achievable, relevant, time-limited, and agreed) criteria.

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

Canadian Home Care Association

This guide provides links to resources for care providers to engage in Advance Care Planning.

Additional resources

There are many professional development resources available for home and community care staff. Others you may wish to explore include:

1. [Project ECHO](#)

Canadian Home Care Association

Project ECHO offers a variety of resources for care providers delivering home and community care using an online learning hub. The current content includes: home-based palliative care, integrated seniors care, and personal care providers.

2. [Caregivers Alberta](#)

Caregivers Alberta

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

3. [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*.