

Continuing Care **Workforce Experience Survey**



Frequently Asked Questions

Health Quality Alberta is gathering the experiences of the continuing care workforce. We recognize the importance of hearing directly from those who work in the sector.

We launched an anonymous experience survey to get **meaningful input** on:

- staffing levels
- job satisfaction
- intentions to continue working in the sector vs. leave
- mental health and physical health
- well-being
- burnout
- work engagement
- work conditions

Who can complete the survey?

This survey is for anyone who works within a continuing care home or within the Alberta Home and Community Care Program, such as Healthcare Aides, LPNs and RNs, therapists, physicians, managers, and operators.

If you work within continuing care homes type A, B, C, and home and community care, we encourage you to complete a survey.

What if I work in multiple continuing care settings?

We understand that many people in the continuing care workforce hold more than one position. This may be at one or multiple continuing care homes. For the survey, we ask you to complete it thinking about the continuing care home or home and community care office you report to the most (more than 50 per cent of your working hours). If you split your time equally between multiple

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homes/offices, please complete the survey thinking about the home/office you have worked for the longest.

Why are we surveying the healthcare workforce now?

While we know workforce surveys are regularly conducted, this work will contribute to a provincial understanding of workforce experiences overall, across the province. As the government looks to develop new initiatives, programs, and policies to support the evolving needs in continuing care, it is essential they are aware of the perspectives of those providing leadership and care in continuing care homes, and through home and community care programs.

Insights from this survey will provide an assessment of current state, or a baseline, of the workforces' experiences within the system, enabling comparisons with future surveys.

Additionally, Health Quality Alberta is working to establish a cross-sectoral approach for standardized measurement and reporting on **workforce** experience.

What will happen to my survey responses?

Your survey results will remain anonymous and confidential. No one in your organization will know you have completed the survey.

The results will help leaders and policy makers determine what is working well and where there are opportunities for improvement.

Who is 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 have conducted many patient, resident, and family experience surveys over the last decade across areas of the healthcare system. Our surveys are subject to provisions of the privacy legislation in Alberta and we are custodians under the *Health Information Act of Alberta* and a healthcare body under the *Protection of Privacy Act (POPA)*.