

## Alberta Long-Term Care Family Experience Survey

Dear Family Member,

You have received this letter because your family member is a resident in a long-term care facility in Alberta.

The Health Quality Council of Alberta (HQCA), in partnership with Alberta Health and Alberta Health Services, is conducting surveys with family members (or those who are currently most involved in the resident's care) in long-term care facilities throughout Alberta from April to September 2017.

The purpose of the survey is to collect feedback from family members about the quality of care and services provided in long-term care facilities across Alberta. This feedback is invaluable and will assist facilities in improving the quality of care and services they provide to residents. The HQCA is legislated under the *Health Quality Council of Alberta Act* to survey Albertans on their experience and satisfaction with patient safety and health service quality.

You will be contacted to participate in this survey within the next six weeks. Your participation is completely voluntary. You can participate in this survey in one of two ways. First, if you have provided your email address to your facility we will send an email to you with a link to an online survey. If we only have a mailing address for you, OR you have not responded to the emailed online survey, we will mail a questionnaire to you. If you are the family contact for more than one resident, you may be invited to complete multiple surveys. Please complete all surveys sent to you.

It is very important that families share their own opinions about the quality of services in long-term care. The information gathered from you will be kept confidential. Summary results for each facility will be publically reported, but individual responses will always be kept confidential and will not be shared.

If you would like more information about the survey or have questions on how to complete the survey, please contact the HQCA at 403-297-8162 or toll-free at 1.855.508.8162 or by email at [longtermcare@hqca.ca](mailto:longtermcare@hqca.ca).

We sincerely believe that listening to residents and their families and the conversations this stimulates is an important step to improving care for all residents.

Thank you in advance for your cooperation and participation.

Sincerely,

A handwritten signature in black ink, appearing to read "Charlene", with a long, sweeping underline.

Charlene McBrien-Morrison  
Executive Director  
Health Quality Council of Alberta