

# Carewest Community Programs and Post Acute Experience Surveys

Carewest Quality, Safety and Transformation

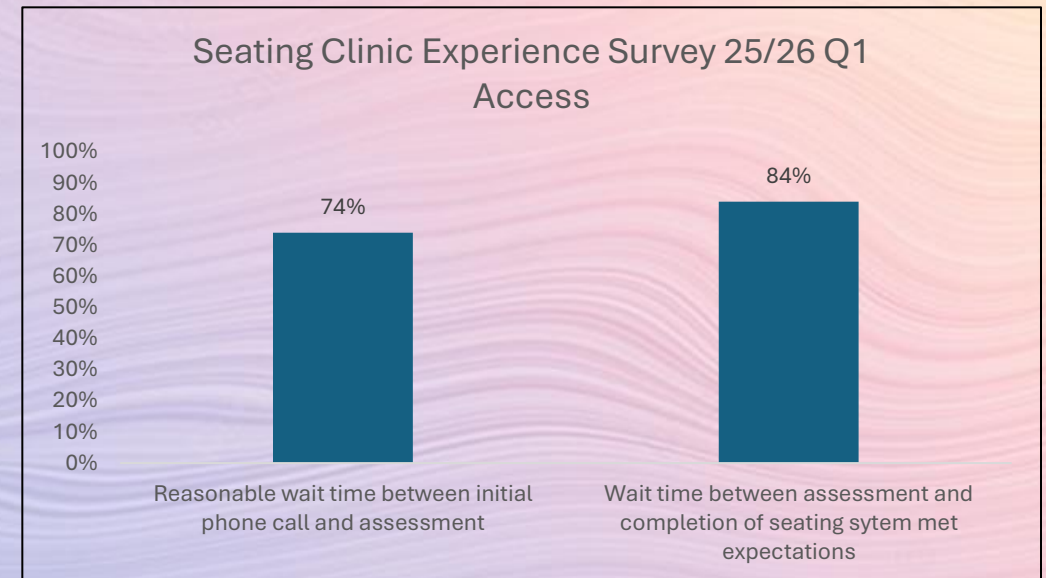
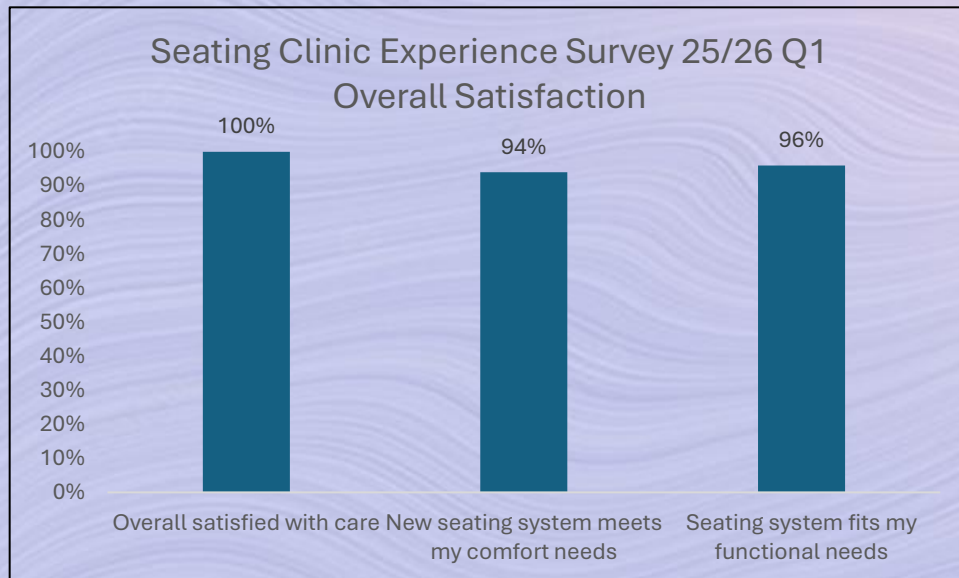
September 2025

# Background

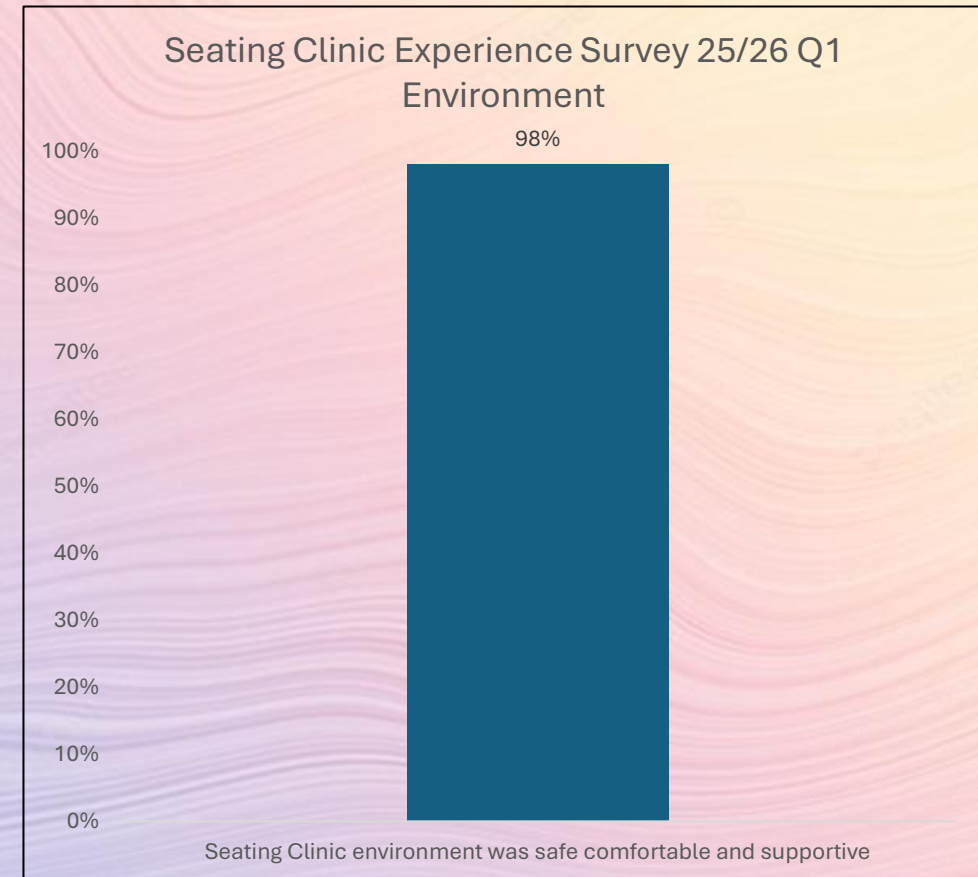
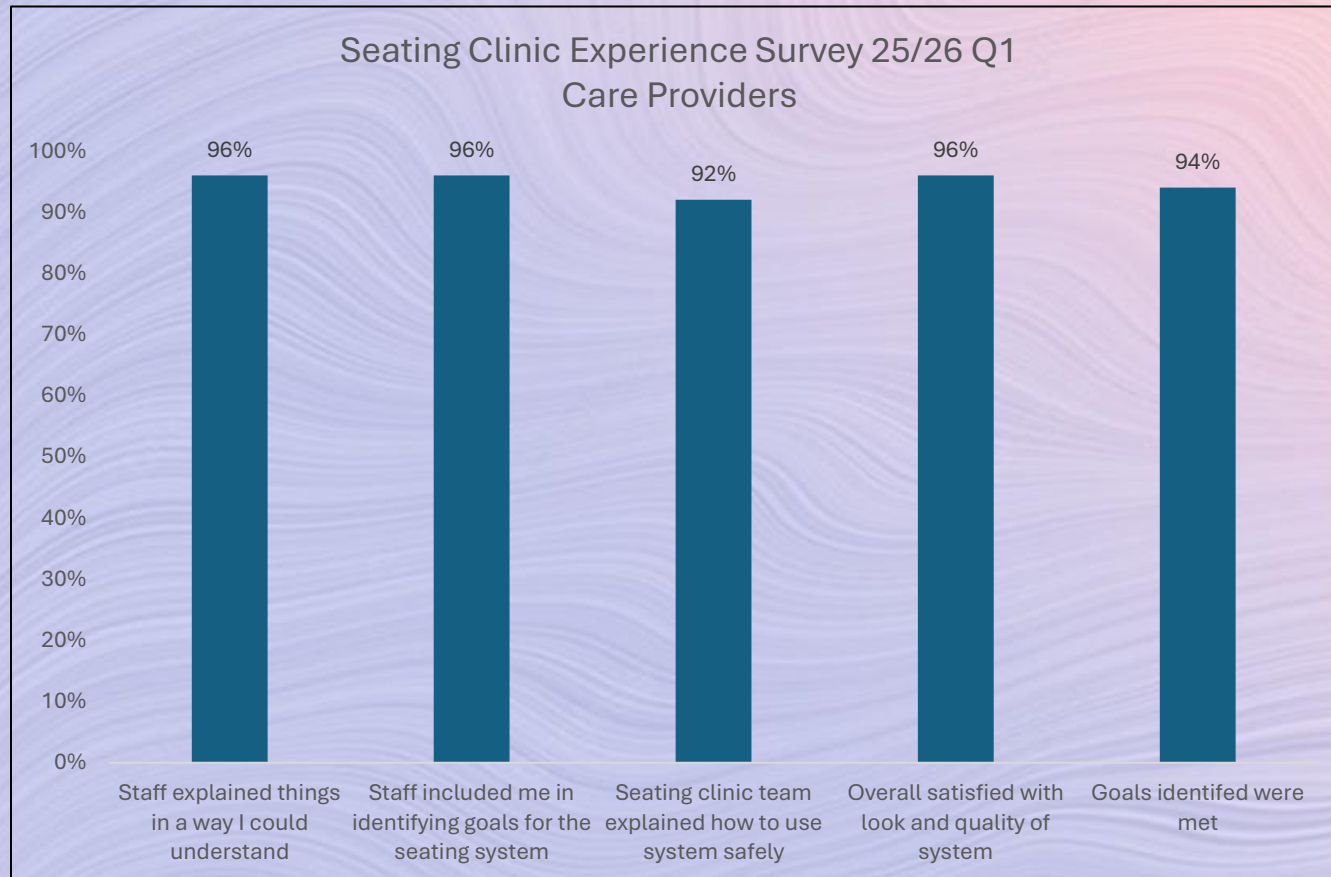
- Carewest has many avenues for client and family feedback
- As of 2025, we have:
  - enhanced our digital presence and have incorporated QR codes on iPad within units to increase uptake for those being discharged.
  - created an internal dashboard for this information that programs can access.
- The following presentation will show 2025/26 April-June (Q1) data for:
  - Seating clinic
  - Post acute Experience survey
  - Day Hospital Client Feedback
  - The C3 program survey, that launched in mid Q1, at the date of this document, has limited information and is not shown.
- Each unit has its client experience results on their communication board if any surveys were completed.

# Seating Clinic Client Experience Survey

- 50 clients responded
- Overall satisfied with care
  - Access to care could be improved

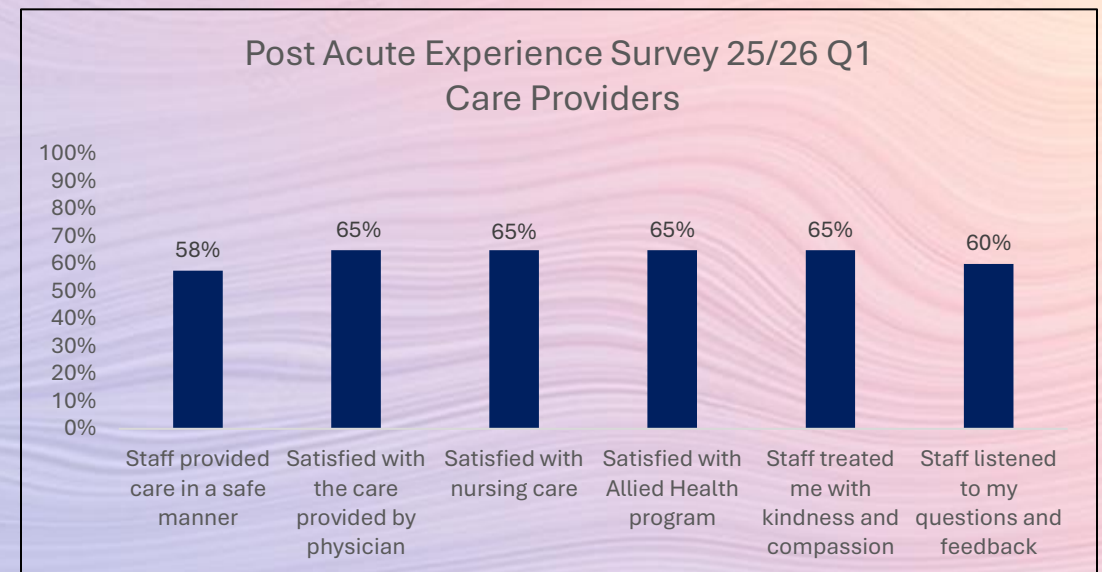
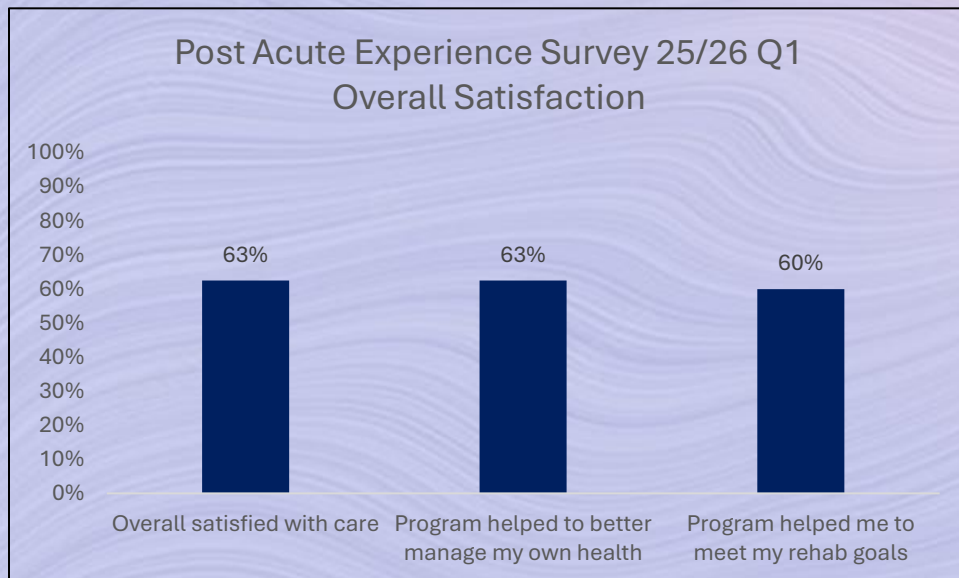


# Seating Clinic Care Providers and Environment

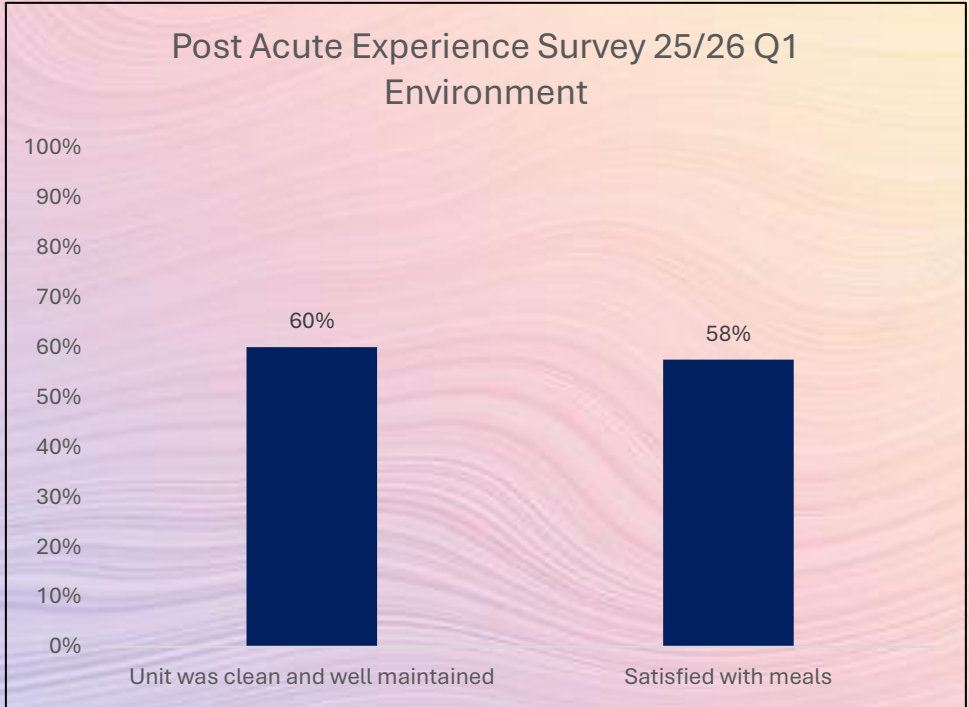
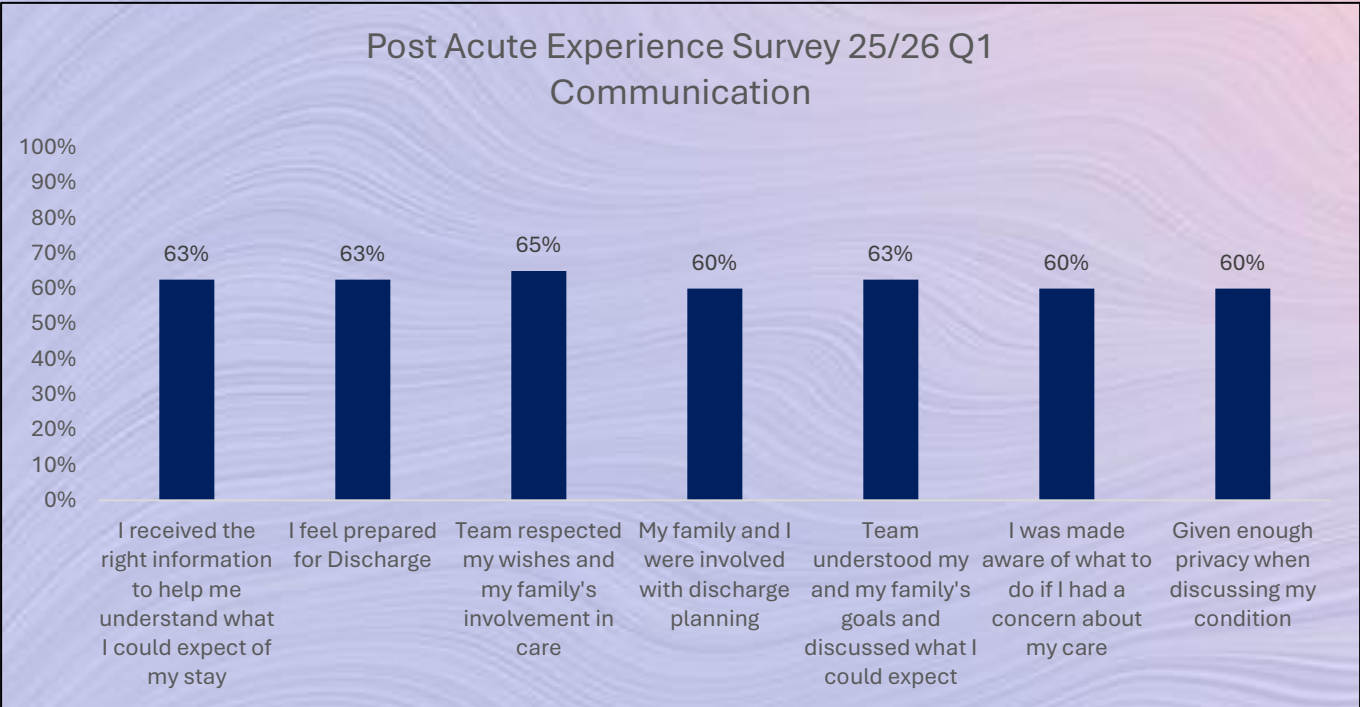


# Post Acute Experience Survey

- In Q1 there were 40 client responses. Post acute is located at Glenmore Park, Sarcee and the Dr. Vernon Fanning Centre.
- This survey had a high rate of 'Did not Specify' (20-40%)
  - Meals and environment were lower than the other rates



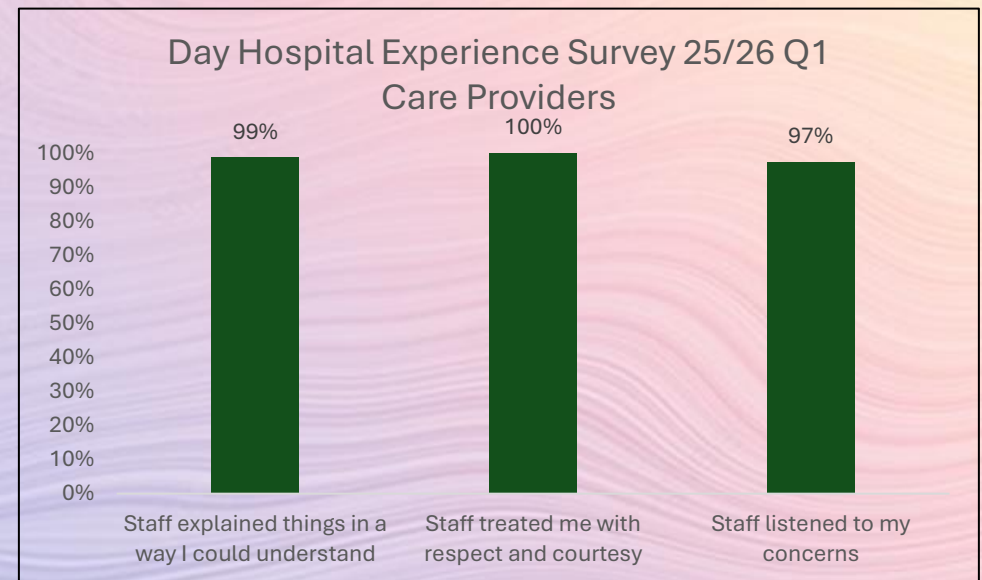
# Post Acute Experience Survey



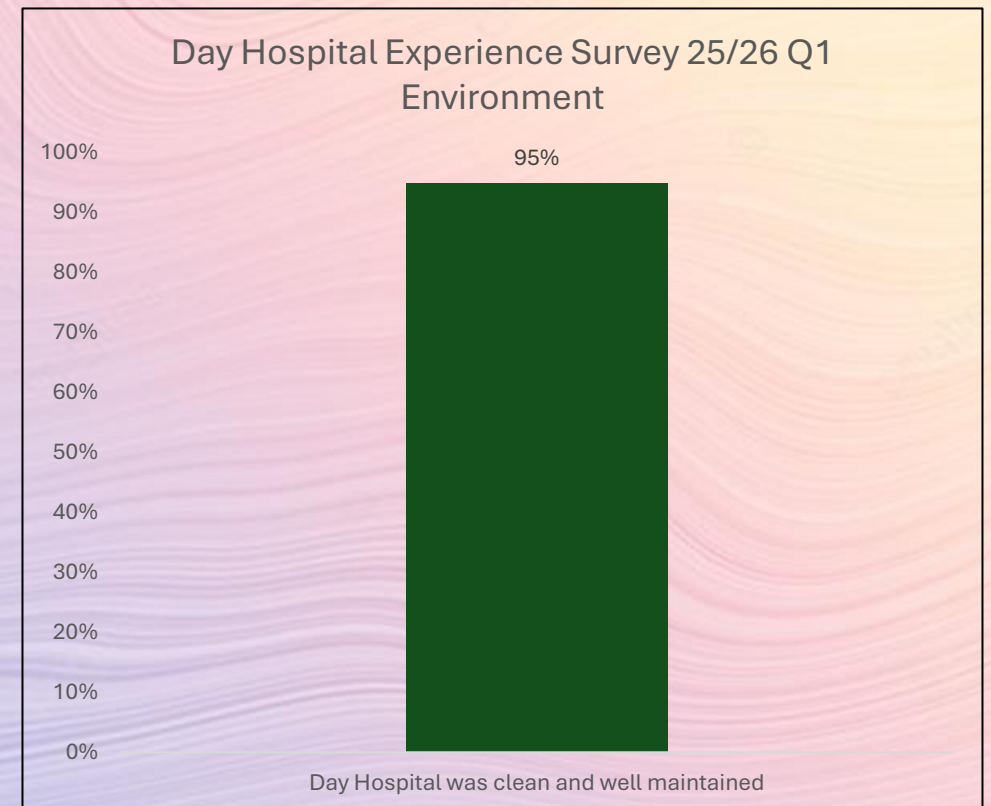
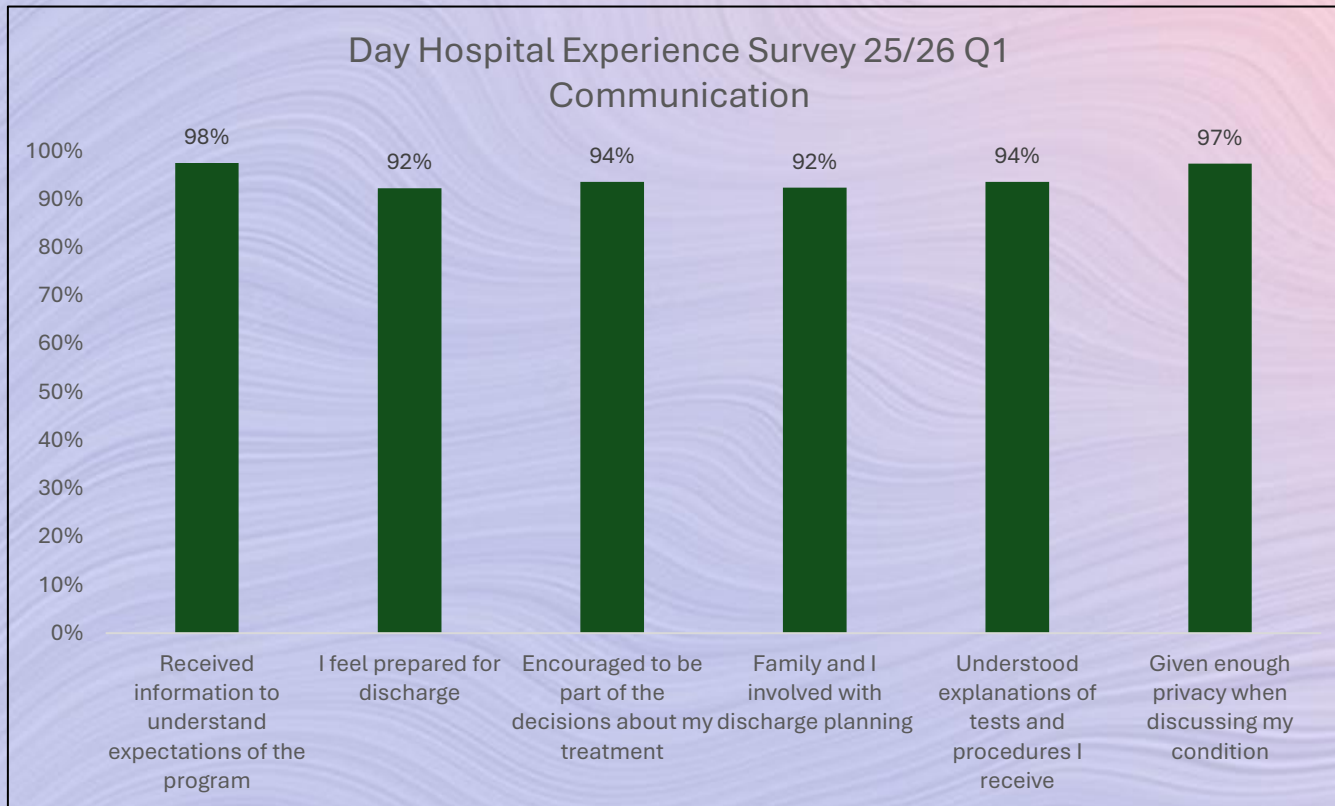
Due to the high count of Did not Specify, the tool will be reviewed to provide more accurate data on experience

# Day Hospital Client Experience Survey

- The Day Hospital at Glenmore Park had 78 respondents
- Overall satisfaction in care was high



# Day Hospital Communication and Environment



# 2025/2026

## **Client Flow**

- As identified in the Seating Clinic, access to care is an area of continued review with the Calgary Zone to decrease waitlists into this program.

## **Post acute**

- Meals and dining is a Carewest initiative to support meals for different programs (post acute and long-term care).
- Family involvement from admission to discharge is also an initiative underway.
- Understanding the barriers to filling out the survey as the low response rate is not likely representative. Uptake is being addressed by addition of QR code to discharge pamphlets (in progress) on the unit and looking how to socialize through other means.

## **Day Hospital**

- Overall high satisfaction within this program. This program is always looking for ways to help more clients and improve gaining in place.