Resident Satisfaction Survey Report

2017 Results

St. Patrick’s Home of Ottawa
Person-Centred Long Term Care Community
The purpose of the Resident Satisfaction Survey is to provide the residents of St. Patrick’s Home of Ottawa with an opportunity to express their feelings and opinions regarding the various care and services they are provided. It is our aim to improve the delivery of care and the quality of services where possible, based on the results of this survey.

The Resident Satisfaction Survey for 2017 was initiated in October of 2017 and was completed by the end of December for all residents who were able to be surveyed.

Resident involvement in the satisfaction survey was based on their associated Cognitive Performance Scale (CPS), derived from their most recent RAI MDS 2.0 assessment. CPS scores range from 0 to 6, with a higher score indicating a greater degree of cognitive impairment. Any resident with a CPS greater than 3 was excluded from the survey pool. Any resident with a CPS of 3 was interviewed by staff that was familiar with the resident and could gauge whether or not the resident was capable of responding to the survey at the time they were approached. Residents who were not able to take part when solicited for the first time were approached again at a later date and time. Every effort was made to include as many residents as possible.

Residents participating in the survey with a CPS of 0, 1 or 2 were interviewed by a select team of dedicated volunteers and staff who were provided direction and guidance on streamlined approaches and survey best practices. Any resident who wished to complete the survey independently, was encouraged to do so.

The survey tool was presented to the Residents’ Council for review and approval and members were afforded an opportunity to provide feedback regarding the various sections and subsequent questions found herein.

The survey data presented in this report has been collated and simplified into 3 categories where “Agree” represents both Agree and Strongly Agree; “Disagree” represents both Disagree and Strongly Disagree; and “Neither” represents Neither Agree nor Disagree as well as Don’t know.

All percentages appearing on the pie charts within this report have been rounded to the nearest whole percentage point.
Executive Summary

The results of the 2017 Resident Satisfaction Survey were impressive, with many areas continuing to improve upon progress achieved in previous years. For example, laundry, housekeeping, and nursing all saw consistent improvements every year for the last 4 years, as shown in the table below.

<table>
<thead>
<tr>
<th>Department/Area</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing and Personal Care</td>
<td>94%</td>
<td>93%</td>
<td>88%</td>
<td>85%</td>
</tr>
<tr>
<td>Rooms and Housekeeping</td>
<td>96%</td>
<td>94%</td>
<td>92%</td>
<td>88%</td>
</tr>
<tr>
<td>Laundry Services</td>
<td>88%</td>
<td>77%</td>
<td>75%</td>
<td>63%</td>
</tr>
</tbody>
</table>

Table 1: Overall average scores for the last 4 years for each area surveyed

In addition, building maintenance, recreation services and volunteer services all saw healthy improvements in 2017, as outlined below.

<table>
<thead>
<tr>
<th>Department/Area</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Maintenance</td>
<td>97%</td>
<td>93%</td>
<td>94%</td>
<td>78%</td>
</tr>
<tr>
<td>Recreation Services</td>
<td>86%</td>
<td>76%</td>
<td>80%</td>
<td>67%</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>78%</td>
<td>63%</td>
<td>73%</td>
<td>72%</td>
</tr>
</tbody>
</table>

Table 2: Overall average scores for the last 4 years for each area surveyed

The Resident Satisfaction Survey in 2017 saw the separation of reception and finance. Since these two areas offer distinct services, this change was warranted in order to evaluate each area separately and provide more accurate feedback to both departments. The results in the end were similar, in that both areas continued to score low due to the fact that most residents say they have little need to interact with reception or finance. It is therefore important to note that the low scores in these areas are not indicative of the quality of service provided. This is even more apparent when in reviewing the survey data we see that 45–60% of all respondents stated they simply didn’t know enough about these areas to provide an opinion, and most residents stated that their loved ones handled their finances. Not one resident disagreed with any question in either of these areas.

On average, the meals and food services realized an 81% satisfaction rate in 2017, with the exception of the following 3 areas - ‘My meals are tasty’; ‘My meals look appetizing’; and ‘The food is served at the right temperature’. These 3 areas experienced an overall decline of almost 10% year-over-year.

On the whole, pastoral and spiritual services are down slightly over the last 3 years. The modest average in this area each year may be attributed to the fact that not all residents attend Mass nor wish to receive visits from the pastoral team. The results may also speak to the fact that there is increasing diversity among our resident population that have religious affiliations outside of the Catholic faith. Currently, less than 60% of the residents living at St. Patrick’s Home identify as Catholic and even less than this acknowledge practicing regularly.

Finally, we are extremely happy to report that overall resident experience and satisfaction is at an all-time high, having continually improved over previous year’s performance for the last 4 years, as indicated on the table below.

<table>
<thead>
<tr>
<th>Resident Experience/Satisfaction</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied living at St. Pat’s</td>
<td>98%</td>
<td>96%</td>
<td>91%</td>
<td>85%</td>
</tr>
<tr>
<td>I would recommend living here</td>
<td>95%</td>
<td>93%</td>
<td>84%</td>
<td>84%</td>
</tr>
</tbody>
</table>

Table 3: Overall scores for the last 4 years for each area surveyed
The Results

Section 1: The Resident

92% of all eligible residents took part in the Resident Satisfaction Survey in 2017, with just 11 residents opting out. In total, 125 residents were surveyed, which was a modest decrease of 5% (7 residents) compared to last year’s participation. 35 (28%) were male and 90 (72%) were female. 81 (65%) were in a private room while 44 (35%) resided in a shared accommodation.
Section 2: Laundry Services

- 90.4% of all respondents felt that their laundry was processed promptly which was 10.9% better than last year’s survey and an 11.1% increase over 2 years.
- Similarly, there was an 11.4% increase in the percentage of residents who felt that they always got their items back from laundry, where 85.6% of respondents either agreed or strongly agreed with this statement, compared to 74.2% last year. This item has seen a 14% increase over 2 years.

Overall, 88.8% of respondents were satisfied with the laundry service compared to 78% in 2016. That is an increase of 10.8% year-over-year and a 15.5% improvement from 2 years ago.
Section 3: Meals and Food Services

- 69.6% of respondents either agreed or strongly agreed with the statement “My meals are tasty” compared with 76.5% in 2016, a decrease of 6.9% year-over-year.
- 72.8% of respondents believe the food to be served at the correct temperature compared to 80.3% in 2016, which is a decrease of 7.5%.
- 84% of respondents felt that they had a choice in the food they ate, which is an increase of 0.7% over last year and a 2.1% increase over 2 years.
- There was a slight decrease in the percentage of residents that felt the atmosphere in the dining room was friendly and that staff at meal times were friendly and courteous. 86.4% (down 0.7%) and 95.2% (down 0.3%) respectively.
- 72% of respondents felt that their meals looked appetizing compared to 83.3% in 2016, which is a drop of more than 11% year-over-year.

Overall, 86.4% of all respondents either agreed or strongly agreed with the statement “I am satisfied with the food service.” This is a slight decrease of 0.7% year-over-year but still a significant improvement of 11.4% over 2 years.
Section 3: Meals and Food Services continued...

- **My food is served at the right temperature**
  - Agree: 73%
  - Neither: 17%
  - Disagree: 10%

- **I have a choice in the food I eat**
  - Agree: 84%
  - Neither: 10%
  - Disagree: 6%

- **The atmosphere in the dining room is friendly**
  - Agree: 86%
  - Neither: 6%
  - Disagree: 8%

- **Overall, I am satisfied with the food service**
  - Agree: 86%
  - Neither: 6%
  - Disagree: 8%
Section 4: My Room and Housekeeping

- **95.2%** of all respondents felt that their room was kept clean and tidy and **92.8%** felt that their room had all the safety features they needed. Both are up slightly by about 1% year-over-year.
- **97.6%** of all respondents believe the housekeeping staff to be friendly and courteous, which is up 1.4% compared to last year.
- **96.8%** of all respondents felt that the housekeeping staff respected their privacy, which is up from 90.9% in 2016. That is a 6% increase over last year.

Overall, a whopping **99.2%** of all respondents were satisfied with the housekeeping services, which is an increase of 3% year-over-year and an 8.7% improvement over 2 years.
Section 5: Health Care Services

- 93.6% of all respondents were satisfied with the care they received in 2017, which is a negligible decrease of 0.3% year-over-year.
- 96.8% of all respondents were satisfied with the way the health care staff treated them, which is up marginally from 96.2% compared to last year, an increase of 0.6%.
- 96.8% of all respondents felt that the care staff were friendly and courteous, which is down from 97.7% compared to last year, a decrease of less than 1%.
- 88% of all respondents believe that the care staff listen to them, while 90.4% of all respondents believe that the care staff are responsive to their needs. It is worth noting here, that in previous years these questions were combined and scored 90.2%, a difference of -2.2% and +0.2% respectively.
- 92.8% of all respondents felt that when care staff entered their room they explained what they were doing, while the same percentage, 92.8% believe their privacy and dignity to be respected, which is a difference of +4.9% and -2.7% respectively, year-over-year.
- 97.6% of all respondents do not feel that they are forced to do things which they do not want to do, which is up from 90.9% (a 6.7% improvement) compared to 2016.
- 96% of all respondents felt they could express their opinion without fear of consequences, while just 1.6% or 2 residents disagreed. This was a newly introduced question in 2017.

Overall, 96.8% of respondents said they were satisfied with the health care services, which is an increase of almost 3% year-over-year and a 9.7% improvement over 2 years.
Section 5: Health Care Services continued...

- **The care staff are friendly and courteous**
  - Agree: 97%
  - Neither: 2%
  - Disagree: 1%

- **The care staff listen to me**
  - Agree: 88%
  - Neither: 6%
  - Disagree: 6%

- **The care staff are responsive to my needs**
  - Agree: 90%
  - Neither: 4%
  - Disagree: 6%

- **When the staff enter my room they explain what they are doing**
  - Agree: 93%
  - Neither: 4%
  - Disagree: 3%
Section 5: Health Care Services continued...

My privacy and dignity are respected and maintained

- Agree: 93%
- Neither: 5%
- Disagree: 2%

I am not forced to do things I don’t want to do

- Agree: 97%
- Neither: 1%
- Disagree: 2%

I can express my opinion without fear of consequences

- Agree: 96%
- Neither: 2%
- Disagree: 2%

Overall, I am satisfied with the health care services

- Agree: 97%
- Neither: 1%
- Disagree: 2%
Section 6: Recreation Services

- 73.6% of all respondents felt that **there were enough programs offered that interested them** compared to 65.2% last year, which is an 8.4% improvement year-over-year. While 8.8% of respondents felt that there were not enough programs of interest, a significant number (17.6%) of respondents had no opinion either way or simply didn’t know.

- 72% of all respondents thought **that there was enough variety in the choice of programs offered**, compared to 64.4% last year, which is an increase of 7.6%. More than 18% of respondents either didn’t know or had no opinion, while 9.6% disagreed.

- 92.8% of all respondents felt that **the program staff were helpful and courteous**, compared to 79.5% last year, which is a significant improvement of 13.3% year-over-year.

- 92.8% of all respondents felt **safe interacting with others in the Home**, compared to 84% last year, which is a healthy increase of almost 9%.

- 92.8% of all respondents felt that **there were enough support services in the Home** such as hair care, foot care etc. compared to 83.3% last year, which is an increase of almost 10%.

Overall, 92% of respondents said they were satisfied with the Recreation services, which is a pretty hefty increase of almost 15% year-over-year.
Section 6: Recreation Services continued...

The program staff are helpful and courteous
- Agree: 93%
- Neither: 7%
- Disagree: 0%

I feel safe interacting with others in the home
- Agree: 93%
- Neither: 5%
- Disagree: 2%

There are enough support services (hair care, foot care, physio, etc.)
- Agree: 93%
- Neither: 0%
- Disagree: 7%

Overall, I am satisfied with the recreation service
- Agree: 92%
- Neither: 7%
- Disagree: 1%
Section 7: Maintenance Services

- 98.4% of all respondents felt that the building was well maintained, compared to 93.9% last year, which is an increase of 4.5% year-over-year.
- 97.6% of all respondents felt comfortable inviting friends and family into the Home, compared to 95.5% last year, which is an increase of 2.1%.
- 95.2% of all respondents felt that the maintenance staff were helpful and courteous, compared to 87.9% last year, which is a 7.3% improvement year-over-year.
- 97.6% of all respondents felt safe and secure in this Home, up 1.4% year-over-year.
- 96.8% of all respondents felt safe and secure in their own room, which, although quite impressive, is down slightly by 1.7% year-over-year.

Overall, 99.2% of respondents said they were satisfied with the building and maintenance services compared to 93.2% last year, which is a 6% improvement.
Section 7: Maintenance Services continued...

I feel safe and secure in this home

- Agree: 97%
- Neither: 1%
- Disagree: 2%

I feel safe and secure in my own room

- Agree: 97%
- Neither: 2%
- Disagree: 1%

Overall, I am satisfied with the maintenance service

- Agree: 99%
- Neither: 1%
- Disagree: 0%
Section 8: Reception/Front Desk Services

- **52%** of all respondents felt that *the reception staff provided prompt service*, down 7% year-over-year. The low score on this question however, is not indicative of poor service and it’s important to point out that the other 48% of respondents stated that they didn't know or had no opinion either way. Not one resident disagreed with this statement.

- **52.8%** of all respondents felt *the reception staff to be friendly and courteous*. As with the previous question, this percentage is not indicative of poor service as the other 47.2% of respondents stated that they didn’t know or had no opinion either way. Again, not one resident disagreed with this statement.

Overall, **53.6%** of respondents said they were satisfied with the reception service, while the remaining 46.4% either didn't know or had no opinion either way. No resident disagreed with this statement and since this is the first year that reception is surveyed independently from other areas, there are no previous comparators.

![Pie Chart 1](image1.png)

- **The reception staff provide prompt service**
  - **48%** Agree
  - **52%** Disagree

![Pie Chart 2](image2.png)

- **The reception staff are helpful and courteous**
  - **47%** Agree
  - **53%** Disagree

![Pie Chart 3](image3.png)

- **Overall, I am satisfied with reception**
  - **46%** Agree
  - **54%** Disagree
**Section 9: Finance Services**

- **39.2%** of all respondents felt that the finance staff were helpful and courteous, which is not indicative of poor service since the remaining **60.8% stated that they didn't know or had no opinion either way**. Not one resident disagreed with this statement and since this is the first year this area was surveyed independently, there are no prior comparators.

Overall, 39.2% of respondents said they were satisfied with the finance services. Again, while this percentage is quite low, it is not indicative of poor service since the remaining 60.8% either didn’t know or had no opinion either way. No resident disagreed with this statement and since this is the first year that finance is surveyed independently from other areas, there are no previous comparators.
Section 10: Pastoral and Spiritual Services

- **72%** of all respondents either agreed or strongly agreed that **the Pastoral services met their spiritual needs** in 2017 compared to 72.7% last year, which is a decrease of 0.7%. 24.8% of respondents either didn’t know or had no opinion either way, while 3.2% disagreed.

- **54.4%** of all respondents indicated that **they appreciated visits from the Pastoral team or volunteers** compared to 61.4% last year, which is a decrease of 7%. The remaining 45.6% of respondents were not interested in receiving visits.

- **58.4%** of all respondents indicated that they attended services such as Mass and Sacrament of the Sick compared to 69.7% last year, a drop of 11.3% year-over-year. The remaining 41.6% of respondents indicated they did not attend these services.

Overall, 72.8% of respondents said they were satisfied with the Pastoral and Spiritual services, which is up 1.6% year-over-year. 26.4% of respondents didn’t know or had no opinion either way, while 0.8%, or just one resident disagreed.
Section 11: Volunteer Services

- 77.6% of all respondents indicated that they were aware that volunteers were available to assist them in the Home, compared to 62.9% last year. That’s a significant increase of almost 15% year-over-year.
- 74.4% of all respondents felt that the volunteers were helpful and courteous compared to 66.7% last year. The remaining respondents (25.6%) indicated that they didn’t know nor did they have an opinion one way or the other.

Overall, 74.4% of respondents said they were satisfied with the volunteer services, compared to 67.4% last year, which is an increase of 7% year-over-year. The remaining respondents (25.6%) either didn’t know or had no opinion either way.
Section 12: Overall Assessment

97.6% of all respondents indicated that they were satisfied living at St. Patrick's Home compared to 95.5% last year, which is an increase of 2.1% year-over-year and an increase of 7.1% over 2 years.

95.2% of all respondents indicated that they would recommend living here to others compared to 93.2% last year, which is an increase of 2% year-over-year and an increase of almost 12% over 2 years.
Resident’s Comments and Feedback

The following comments were taken directly from the Resident Satisfaction Survey and serves as a representative sampling only based on common themes identified from all of the responses. The following is not an exhaustive list of all comments received. Please note that some comments have been edited for spelling and grammar and some items have been combined for conciseness. All feedback is valued and appreciated and have been communicated to the relevant departments.

What do you like best about living at St. Patrick's Home of Ottawa?

1. Music, bingo and Mass!
2. I love being able to stay busy here.
3. The staff at St. Pat’s are excellent!
4. I love the friends that I've made here.
5. The Recreation activities.
6. St. Pat's staff makes me feel accepted.
7. There are so many things I like. It's quiet here but in a good way, and so many friendly people.
8. The Freedom to do whatever I want within the day.
9. It's safe here.
10. My private and spacious room.
11. I feel like I have no worries in the world here.
12. I like the bright, open environment and the friendly people.
13. The music and entertainment.
14. Mass and activities like choir, shopping, trips and outings, and volunteering.
15. The friendly atmosphere, the respect for residents and the values exhibited daily by staff and volunteers.

Is there anything you would suggest be improved?

1. The meals could be of better quality.
2. The laundry service, so that no item ever goes missing.
3. I would like to be able to go outside and get more fresh air sometimes.
4. The vegetables are almost always overcooked. Provide more than 1 choice for dessert and make decaf coffee readily available.
5. More flowers and greenery please.
6. Update the library more regularly, allow residents to make requests for books.
7. There needs to be more staff, particularly nursing staff and personal care workers.
8. Private rooms should have the option to have locks on the doors.
9. The only thing I wish is that somehow, from time to time, I can implement my skills to help others within the Home.
In Summary

St. Patrick’s Home of Ottawa takes great pride in its efforts to work in collaboration with our residents in order to meet their medical, social, spiritual and emotional needs and to provide a safe and comfortable place to further explore their specific interests, all while maintaining a sense of autonomy, privacy and dignity.

Many efforts toward improving the lives of our residents continue to be embedded in the everyday practices and routines for staff, volunteers and other stakeholders, as a direct result of these annual satisfaction surveys.

The results of this survey have been reviewed by the Leadership and Quality Team; the Quality Improvement and Risk Management Board Committee; the various committees for each of the required programs; and Residents Council, just to name a few. This is done in order to address any area that did not score well overall or scored significantly less than previous years, in addition to simply looking to improve even further in areas that scored well.

As a result, we will use the feedback from this survey in order to determine where our 2018 improvement efforts should be focused and will incorporate, where possible, specific items with individual change ideas into our annual Quality Improvement Plan (QIP).

St. Patrick’s Home of Ottawa practices Continuous Quality Improvement and we welcome any suggestions you may have toward improving the lives of the residents we serve.