Family Satisfaction Survey Report

2016 Results

St. Patrick’s Home of Ottawa
Long Term Care
Family Satisfaction Survey Results

2016

The purpose of the Family Satisfaction Survey is to provide the families of the residents living at St. Patrick’s Home of Ottawa with an opportunity to express their feelings and opinions regarding the various care and services offered to their loved ones. 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 Family Satisfaction Survey for 2016 was initiated in mid-November 2016 and was completed by January 2017.

More than 300 Family Satisfaction Surveys were individually mailed to the Power of Attorney (POA) for Care, as listed in each resident’s electronic chart. Each POA was requested to submit their completed survey using either the self-addressed stamped envelope or by dropping it off at reception, no later than December 31st, 2016.

The Family Satisfaction Survey was updated in 2016 to include changes based on input solicited from Family Council. Questions were tailored more specifically to the needs and wishes of the families, as opposed to soliciting feedback based on how families perceive their loved one to have received services in the various areas. For example, the Health Care Services section was broken out into 2 separate areas – one for Personal Support Workers and another specifically for Registered Staff (RNs and RPNs). This change supported families in providing feedback regarding the front-line personal care while also allowing families an opportunity to provide feedback on the clinical aspects of their loved one’s care and condition.

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 Family Satisfaction Survey in 2016 was the second annual survey implemented entirely for the resident’s family, which allows us the opportunity to compare the results year-over-year, as is the current practice for the Resident Satisfaction Survey.

The results of the Family Satisfaction Survey in 2016 were on par with last year’s survey results as most areas surveyed saw comparable averages overall, as shown in the table below.

<table>
<thead>
<tr>
<th>Department/Area</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Care Services (PSWs)</td>
<td>87%</td>
<td>88%</td>
</tr>
<tr>
<td>Health Care Services (RNs and RPNs)</td>
<td>89%</td>
<td>N/A</td>
</tr>
<tr>
<td>Rooms and Housekeeping Services</td>
<td>89%</td>
<td>88%</td>
</tr>
<tr>
<td>Meals and Food Services</td>
<td>75%</td>
<td>73%</td>
</tr>
<tr>
<td>Maintenance Services</td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>Reception and Administration</td>
<td>91%</td>
<td>91%</td>
</tr>
<tr>
<td>Overall Assessment Section</td>
<td>88%</td>
<td>90%</td>
</tr>
</tbody>
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Table 1: Overall average scores for the last 2 years for each area surveyed

In reviewing the results overall, there were four notable areas that are worth elaborating on in order to provide some additional context and explanation.

First off, it is worth pointing out that our Laundry Services saw the greatest improvement overall, going from a low of 56.5% in 2015 to a high of 64.6% in 2016. While there is still work to be done in this area, we are certainly on the right track and look forward to continued success, as we aim to do even better.

Pastoral and Spiritual Services in 2016 saw the largest one year drop (11.7%) and had a combined average of 38.6% overall. It is important to note however, that the majority of responses in all four Pastoral items were captured under “Don’t Know” or “Neither Agree nor Disagree” and that very few respondents actually disagreed with any one item. For example, 0.8% of respondents disagreed with the statement, “I feel that the Pastoral Services meets my loved one’s spiritual needs” while 42% agreed and a whopping 57% of respondents simply didn’t know or had no opinion either way.

Similarly, the Volunteer Services had a low overall positive response rate of 64%, but just like Pastoral, almost all responses outside of ‘Agree’ and ‘Strongly Agree’ were captured under ‘Don’t know’ or ‘Neither Agree nor Disagree’.

Finally, the Recreation department saw the second highest drop year-over-year and scored 61.6% overall. Families are in agreement with the residents in that they would like to see a greater variety of activities geared more toward each resident’s specific interests, in addition to seeing larger group activities.

Although down 5% on average, we are still able to report that 90% of respondents in 2016 were happy with the way their loved one was treated and were satisfied with St. Patrick’s Home overall, while more than 87% of respondents would recommend living here to others.
The Results

Survey Participation

The Family Satisfaction Survey in 2016 saw a 7.6% increase in the overall participation rate when compared to 2015. A total of 127 satisfaction surveys were received by January 2017 from the Power of Attorneys (POAs) for Care, which represented approximately 40% of all those solicited for feedback.

Section I: Your Loved One - The Resident

Of the 127 surveys received, 90 or 70.9% were from families whose residents resided in a private room, while 37 (29.1%) were from families whose loved one shared a basic accommodation.

![Pie Chart]

- 71%: My loved one lives alone in a private room
- 29%: My loved one shares a room with someone else
Section II: Meals and Food Services

- 59.8% of all respondents in 2016 felt that the meals looked appetizing compared to 61.9% in 2015. While 11% or 14 respondents disagreed, 29.1% either didn’t know or had no opinion either way.
- 75.6% of all respondents felt that their loved one had a choice in the food they ate, which is up 5.3% year-over-year. While 4.7% or 6 respondents disagreed, 19.7% either didn’t know or had no opinion either way.
- 89.8% of all respondents felt that the staff at meal times were friendly and courteous, which is up 1.7%, while the percentage of respondents that felt the atmosphere in the dining room was friendly remained steady at 79.5%. 1.6% and 5.5% of respondents disagreed respectively.

Overall, 69.3% of all respondents either agreed or strongly agreed with the statement “I would rate the Food Services as excellent”, which is up 3.2% year-over-year. 9.4% of respondents disagreed with this statement, while 21.3% had no opinion or simply didn’t know.
Section III: Rooms and Housekeeping Services

- 84.3% of all respondents felt that their loved one’s room was kept clean and tidy, which is down 3.8% year-over-year. While 7.9% disagreed, 7.9% also didn’t know or had no opinion.
- 97.6% of all respondents felt that their loved one’s room had all the safety features they needed, which is up 5.2% year-over-year. While just 1 person or 0.8% disagreed, 2 respondents or 1.6% didn’t know or had no opinion either way.
- 85.8% of all respondents felt that the Housekeeping Staff respected their loved one’s privacy, which is down from 89% in 2015. While no respondents disagreed with this item, 14.2% either didn’t know or had no opinion either way.
- 94.5% of all respondents believe the Housekeeping Staff to be friendly and courteous, which is up 6.4% year-over-year. 1 person disagreed with this item while 4.7% or 6 people either didn’t know or had no opinion either way.

Overall, 82.7% of all respondents rated the Housekeeping Services as excellent, which is on par with the results of the last survey. While less than 4% disagreed with this statement, 13.4% either didn’t know or had no opinion either way.
Section IV: Health Care Services – Personal Support Workers (PSWs)

- 87.4% of all respondents were satisfied with the care their loved one received, which is down slightly from 89.9% year-over-year. While 3.1% disagreed, 9.4% didn’t know or had no opinion either way.
- 89% of all respondents were satisfied with the way the PSWs treated their loved one, which is down 2.5% year-over-year. 1.6% or 2 respondents disagreed while 9.4% didn’t know or had no opinion either way.
- 90.6% of all respondents felt that the PSWs were friendly and courteous, which is down less than 1% from 2015. 2.4% disagreed with this item while 7.1% didn’t know or had no opinion.
- 83.5% of all respondents believe the PSWs listen and are responsive to their loved one’s needs, which is down 6.3% year-over-year. While 4.7% of respondents disagreed with this item, 11.8% either didn’t know or had no opinion either way.
- 91.3% of all respondents believe their loved one’s privacy and dignity are respected and maintained, which is up 2.3% year-over-year. 1.6% of respondents disagreed with this item while 7.1% didn’t know or had no opinion one way or the other.
- 85% of all respondents felt that their loved ones were not forced to do things which they did not want to do, which is down slightly from 86.4% in 2015. While no person surveyed disagreed with this statement, 15% didn’t know or had no opinion either way.

Overall, 83.5% of respondents (up 0.4%) rated the personal care provided by the PSWs as excellent. While 3.1% of those surveyed disagreed, 13.4% either didn’t know or had no opinion either way.
Section IV: Health Care Services – (PSWs) continued...

- The care staff listen and are responsive to my loved one’s needs
  
  - Agree: 83%
  - Neither: 12%
  - Disagree: 5%

- The privacy and dignity of my loved one are respected and maintained
  
  - Agree: 91%
  - Neither: 7%
  - Disagree: 2%

- My loved one is not forced to do things they don’t want to do
  
  - Agree: 85%
  - Neither: 15%

- Overall, I would rate the personal care as excellent
  
  - Agree: 84%
  - Neither: 13%
  - Disagree: 3%
Section V: Health Care Services – Registered Staff (RNs and RPNs)

The following section is related specifically to the Registered Staff and is new to the Family Satisfaction Survey. It therefore has no prior comparators.

- 92.9% of all respondents felt that the Registered Staff were professional and courteous, while 2.4% disagreed and 4.7% either didn’t know or had no opinion either way.
- 89% of all respondents felt that the Registered Staff exhibited good communication skills, while 4.7% disagreed with this item. 6.3% of respondents didn’t know or had no opinion either way.
- 89% of all respondents felt that the Registered Staff kept them informed of their loved one’s health status while a similar number, 88.2% felt that they were involved in decision making when their loved one was incapable. 5.5% and 3.9% of respondents disagreed, respectively.
- 90.6% of respondents felt that the Registered Staff were knowledgeable regarding their loved one’s care and condition, while 3.1% disagreed and 6.3% didn’t know or had no opinion.

Overall, 85.8% of respondents rated the Registered Staff as excellent, while 3.1% disagreed. 11% of respondents either didn’t know or had no opinion either way.
Section V: Health Care Services – (RNs and RPNs) continued...

The Reg. Staff keeps me informed of my loved one's health status

- Agree: 89%
- Neither: 5%
- Disagree: 6%

The Reg. Staff involve me in decision making when my loved one is incapable

- Agree: 88%
- Neither: 8%
- Disagree: 4%

The Reg. Staff are knowledgeable regarding my loved one's care and condition

- Agree: 91%
- Neither: 3%
- Disagree: 6%

Overall, I would rate the Registered Staff as excellent.

- Agree: 86%
- Neither: 11%
- Disagree: 3%
Section VI: Recreation Programs / Services

- 53.5% of all respondents felt that there were enough programs offered that interested their loved one, which is down 2.4% year-over-year. While 4.7% of respondents disagreed, more than 41% didn’t know or had no opinion on the matter.
- 48% of all respondents thought that there was enough variety in the choice of programs offered to their loved one, which is down 3.7% year-over-year. While 7% of those surveyed felt that there could be more variety, 45% either didn’t know or had no opinion either way.
- 69.3% of all respondents felt that the Recreation Staff were helpful and courteous. While no one disagreed with this item, almost 31% either didn’t know or had no opinion.
- 79.5% of all respondents felt that there were enough support services in the Home such as hair care, foot care, physiotherapy etc. which is only 0.2% less than the last survey. 3.9% of respondents disagreed, while 16.5% didn’t know or had no opinion either way.

Overall, 57.5% of respondents rated the Recreation Services as excellent, which is a drop of 6.9% year-over-year. While 3.1% disagreed, 39.4% of respondents either didn’t know or had no opinion.
Section VII: Maintenance Services

- 96.9% of all respondents felt that the building was well maintained, which is up 0.3% year-over-year. While just 0.8% or 1 respondent disagreed, the remaining 2.4% didn’t know or had no opinion either way.
- 94.5% of all respondents felt comfortable inviting friends and family into the Home, which is down 4.7% year-over-year. While just one respondent (0.8%) disagreed, 4.7% had no opinion.
- 86.6% of all respondents felt that the Maintenance Staff were helpful and courteous, which is a slight drop of 0.7% year-over-year. While not one person disagreed with this item, 13.4% of respondents didn’t know or had no opinion either way.
- 96.1% of all respondents felt that their loved one was safe and secure at St. Patrick’s Home, which is down 2.2% year-over-year. While one person disagreed with this statement, the remaining 3.1% didn’t know or had no opinion either way.

Overall, 91.3% of respondents (down just 0.2%) rated the Maintenance Services as excellent, while 1.6% disagreed and 7.1% either didn’t know or had no opinion one way or the other.
Section VIII: Reception and Administration Services

- 92.9% of all respondents felt that people got a good impression of staff upon entering the Home, which is up 2.2% year-over-year. 1.6% of respondents disagreed, while 5.5% either didn’t know or had no opinion either way.
- 94.5% of all respondents felt that the Reception Staff provided prompt service, which is 0.4% less than 2015. 1.6% disagreed, while the remaining 3.9% either didn’t know or had no opinion.
- 80.3% of all respondents felt that the Office Staff were responsive to their loved one’s needs, which is down from 83.1% in 2015. While no respondents disagreed with this item, the remaining 19.7% either didn’t know or had no opinion either way.
- 94.5% of all respondents felt that they got enough information about the charges their loved one had to pay each month, which was up 0.4% year-over-year. The remaining 5.5% of those surveyed either didn’t know or had no opinion either way.

Overall, 91.3% of respondents (down 0.2%) rated the Reception and Administration as excellent, while 1.6% disagreed and 7.1% either didn’t know or had no opinion either way.
Section IX: Laundry Services

- 70.9% of all respondents felt that their loved one’s laundry was processed promptly, which is up 3.1% year-over-year. 6.3% of respondents disagreed, while the remaining 22.3% didn’t know or had no opinion.
- 63% of all respondents felt that their loved one always got their items back from laundry, which saw a significant increase of 13% year-over-year. 21.3% of respondents disagreed with this statement while the remaining 15.7% didn’t know or had no opinion either way.

Overall, 59.8% of respondents rated the Laundry Services as excellent, which is up 8.1% year-over-year. While 10.2% of those surveyed disagreed, a significant number of respondents (29.9%) indicated they either didn’t know or had no opinion either way.
Section X: Pastoral and Spiritual Services

- 42.5% of all respondents either agreed or strongly agreed that the Pastoral Services met their loved one’s spiritual needs in 2015, which is down 12.6% year-over-year. While just 1 person disagreed with this item it is important to note that the majority of respondents (56.7%) either didn’t know or had no opinion either way.

- 34.6% of all respondents indicated that their loved one appreciated visits from the Pastoral Team. While 3.9% of respondents disagreed, a much larger percentage (61.4%) either didn’t know or had no opinion.

- 33.9% of all respondents indicated that their loved one attended services such as Mass and Sacrament of the Sick, which is down 11.9% year-over-year. While 51.2% of those surveyed didn’t know, 15% of respondents indicated that their loved one did not attend these services.

Overall, 43.3% of respondents rated the Pastoral Services as excellent, which is down 10.9% year-over-year. While just 1.6% disagreed, more than half of all respondents (55.1%) either didn’t know or had no opinion.

![Chart of Pastoral Services](chart.png)
Section XI: Volunteer Services

- 81.1% of all respondents indicated that they knew volunteers were available to assist their loved one in the Home, while 18.9% indicated that they were not aware.
- 62.2% of all respondents felt that the volunteers were respectful and sensitive to their loved one’s needs, which is down 3.9% year-over-year, while the remaining 37.8% either didn’t know or had no opinion either way.
- 52.8% of all respondents were happy with the Volunteer Services their loved one received in 2016, which is down 2.3% year-over-year. While 1.6% of respondents disagreed, a large number (45.7%) either didn’t know or had no opinion either way.

Overall, 59.8% of respondents rated the Volunteer Services as excellent, while the remaining 40.2% either didn’t know or had no opinion either way.
Section XII: Overall Assessment

78% of all respondents indicated that they were satisfied with the food and Nutritional Services offered at St. Patrick's Home, which is down 2.5% year-over-year. While 7.1% of respondents disagreed, 15% either didn’t know or had no opinion either way.

89% of all respondents indicated that they were satisfied with the Support Services offered to their loved one, which was the same as 2015. While 3.1% of respondents disagreed, 7.9% either didn’t know or had no opinion.
Section XII: Overall Assessment continued...

90.6% of all respondents indicated that they felt their loved one was safe and secure in their own room, which is up 1.6% year-over-year. 4.7% of respondents disagreed while the exact same percentage (4.7%) either didn’t know or had no opinion either way.

Overall, I feel that my loved one is secure in their room

91.3% of all respondents indicated that they were satisfied with the way their loved one was treated, which is down 3.6% year-over-year. While 1.6% of those surveyed disagreed, 7.1% either didn’t know or had no opinion either way.

Overall, I am satisfied with the way my loved one is treated
Section XII: Overall Assessment continued...

89.8% of all respondents indicated that they were satisfied with St. Patrick's Home, which is down 6% year-over-year. While only 1 person (0.8%) disagreed, 9.4% of respondents either didn’t know or had no opinion.

87.4% of all respondents indicated that they would recommend living at St. Patrick’s Home to others, which is down 5.8% year-over-year. While 2.4% of those surveyed disagreed, 10.2% either didn’t know or had no opinion either way.
Comments & Feedback

The following comments were taken directly from the Family 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 St. Patrick's Home of Ottawa?

1. I feel it's a warm, receptive, clean Home to visit and I always feel comfortable there.
2. Pastoral Services, availability/courtesy of Staff, forward looking administration, the smile on my father's face, food and the high level of socialization.
3. It feels safe, it's warm and welcoming. I feel my mom is very well taken care of.
4. I find the Staff makes my aunt feel like family.
5. The members of the Staff who truly care FOR and ABOUT my loved one.
6. The feeling you get immediately upon entering the home. Everyone makes you feel welcome.
7. You feel at home when you are there. The "love" is all around you. Bravo!
8. When there is an issue with my mom's care, Staff at St. Pat's are quick to address the issue.
9. The pleasant attitude of the Staff regardless of work pressure is the most important feature of St. Patrick's Home, to both the residents and their families.
10. St. Pat's is a wonderful combination of competence and caring.
11. The Staff are fabulous!
13. Most of the Staff at St. Pats are phenomenal. I have great respect and admiration for them.
14. I have been impressed with the Staff and Volunteers. They have a very tough job that they perform well.
15. The type and availability of medical care is the strength of St. Patrick's Home.
16. I like the friendliness of the Staff and the care they give to my mother. The Home is kept clean and looks inviting. I like that they can take care of almost all of her needs.
17. Friendliness of the Activities Staff and Reception.
18. The Salon Staff are very good with my mom.
19. The warm respect and caring I see from everyone.
20. St. Patrick's Home's Mission statement is being carried out every day - very evident to me.
21. If a complaint is voiced; it is generally dealt with in a satisfactory and timely matter.
22. Seeing the Staff giving my mom big hugs! St. Pat's Home is ALIVE!
Comments & Feedback

The following comments were taken directly from the Family 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.

Is there anything you would suggest be improved?

1. Elevators, more Volunteers and higher ratio of Staff to residents.
2. Less rotation of Staff teams.
3. Annual Care Conferences must have better representation from all departments.
4. Agency and casual staffing in all areas of the Home leads to gaps in care and services.
5. Recreation/Activity programming especially for the younger residents.
6. PARKING!!! PARKING!!! PARKING!!! PARKING!!!
7. Continue to work on improving the Laundry Service.
8. More people bringing dogs in - residents always love this - and more kids in from local schools.
9. More feedback on how resident is doing from a health perspective.
10. Monitoring of personal belongings to ensure items stay in the resident’s room or if removed, they are returned. E.g. Eye glasses, personal photos etc.
11. It is sometimes difficult to reach staff by phone or email to provide information.
12. That the food be more attractive & varied.
13. Less rotation of Staff. Consistency is particularly important in the case of Alzheimer residents.
14. Better communication. E.g. There is a floor on isolation but not posted online or on phone.
15. Keep a closer eye on some aggressive residents - make sure nobody gets into a "Donnybrook"!
16. Dental hygiene of residents is most important and needs more attention.
17. More activities in the public space. TV room is not big enough. Areas where relatives could meet their loves ones - cafeteria too small for that purpose.
18. Expand this survey to include a section on the Physicians.
19. We think music is so important and have observed the difference music makes. Perhaps that could be emphasized more to Staff. Could there be a fund raiser for iPods that could be loaded with long playlists like music from the 40s and 50s.
20. More direct care Staff. Higher PSW to resident ratios.
In Summary

St. Patrick’s Home of Ottawa continues to work closely with both our residents and their families in order to meet the resident’s 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 interactions with staff, volunteers and other stakeholders. There are specific quality improvement initiatives identified from the results of these annual surveys.

The results of this survey have been reviewed by the Leadership and Quality Team; the Quality Improvement and Risk Management Board Committee; and the various committees for each of the required programs, 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 have identified and incorporated several individual change ideas into our 2017/18 Quality Improvement Plan under the following 4 areas:

- Improving Recreation Activities and Programming
- Improving Laundry Services
- Reducing the use of Agency Personnel (For all 3 Nursing positions)
- Improving the Taste of Food.

In addition, we have heard from many of you over the years that parking is an issue when visiting your loved one. While we have already implemented a few measures to reduce parking lot congestion, such as having 2 major contracted vendors park offsite and posting signs in advance of major events, we continue to hear that more must be done. For this reason, we have been working closely with the Residents Council over the past 3 months to explore even more options to improve the parking situation.

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.