Resident Satisfaction Survey Report

2016 Results

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

2016

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 2016 was initiated in October of 2016 and was completed by mid-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 group of dedicated volunteers 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 Resident Satisfaction Survey in 2016 saw the highest participation since the new survey tool was implemented over 3 years ago, with 132 residents taking part.

The results of the survey in 2016 were impressive, with many areas continuing to improve upon progress achieved in previous years. For example, Laundry, Meals and Food, Housekeeping and Nursing all saw consistent improvements every year for the last 3 years, as shown in the table below.

<table>
<thead>
<tr>
<th>Department/Area</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing and Personal Care</td>
<td>93%</td>
<td>88%</td>
<td>85%</td>
</tr>
<tr>
<td>Rooms and Housekeeping</td>
<td>94%</td>
<td>92%</td>
<td>88%</td>
</tr>
<tr>
<td>Meals and Food Services</td>
<td>85%</td>
<td>78%</td>
<td>73%</td>
</tr>
<tr>
<td>Laundry Services</td>
<td>77%</td>
<td>75%</td>
<td>63%</td>
</tr>
<tr>
<td>Overall Assessment Section</td>
<td>94%</td>
<td>88%</td>
<td>88%</td>
</tr>
</tbody>
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Table 1: Overall average scores for the last 3 years for each area surveyed

Similarly, the Maintenance department continues to score high with a 93% average across 5 areas while Reception and Administration (i.e. Finance) continues to score low due to the fact that most residents stated that they have little need to interact with reception or administration. This is apparent when in reviewing the survey data we see that 40 – 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 one handles their finances.

Pastoral and Spiritual Services are down slightly over last year, but still scoring a little higher than 2 years ago. 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 58% of the residents living at St. Patrick's Home identify as Catholic and even less than this acknowledge practicing regularly.

The Volunteer Service is the only area that saw a decrease in each of the last 3 years. In reviewing this area, low scores can be easily linked to an issue with awareness, in that almost 40% of respondents stated that they didn’t know volunteers were available to assist them.

The Recreation department saw the biggest one year drop overall as residents would like to see a greater variety of programming geared more toward their specific interests.

We are very pleased to report that more than 95% of all respondents said they were satisfied living at St. Patrick’s Home; they were treated well and they would recommend living here to a friend.
The Results

Section I: The Resident

91% of all eligible residents took part in the Resident Satisfaction Survey in 2016, with just 13 residents opting out. In total, 132 residents were surveyed which was an increase of 12% or 16 residents compared to last year’s participation. 40 (30.3%) were male and 92 (69.7%) were female. 86 (65.2%) resided in a private room while 46 (34.8%) had a shared accommodation.
Section II: Laundry Services

- 79.5% of all respondents felt that their laundry was processed promptly which was 0.2% better than last year’s survey and a 12.1% increase over 2 years.
- Similarly, there was a 2.6% increase in the percentage of residents who felt that they always got their items back from laundry, where 74.2% of respondents either agreed or strongly agreed with this statement, compared to 71.6% last year. This item has seen a 14.5% increase over 2 years.

Overall, 78% of respondents rated the laundry service as excellent compared to 73.3% in 2015. That is an increase of 4.7% year-over-year and a 14.8% improvement from 2 years ago.
Section III: Meals and Food Services

- 76.5% of respondents either agreed or strongly agreed with the statement “My meals are tasty” compared with 74.1% in 2015, an increase of 2.4% year-over-year. This item has seen an 11.2% increase over the last 2 years.
- 80.3% of respondents believe the food is served at the correct temperature compared to 81% in 2015, which is a decrease of 0.7%. This item has seen a 10.9% improvement since 2014.
- 83.3% of respondents felt that they had a choice in the food they ate, which is an increase of 1.4% over last year and a 7.6% increase over 2 years.
- There was a healthy increase 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. 87.1% (up 7.8%) and 95.5% (up 6.7%) respectively.
- 83.3% of respondents felt that their meals looked appetizing compared to 67.2% in 2015, a significant increase of 16.1% year-over-year.

Overall, 87.1% of all respondents either agreed or strongly agreed with the statement “I would rate the food services as excellent.” This is an increase of 12.1% year-over-year and a huge improvement of almost 22% since 2014.
Section III: Meals and Food Services continued...

Staff at meal times are friendly and courteous:
- Agree: 96%
- Neither: 2%
- Disagree: 2%

I have a choice in the food I eat:
- Agree: 83%
- Neither: 10%
- Disagree: 7%

Overall, I would rate the food services as excellent:
- Agree: 87%
- Neither: 6%
- Disagree: 7%
Section IV: My Room and Housekeeping

- 94.7% of all respondents felt that their room was kept clean and tidy and 92.4% felt that their room had all the safety features they needed. Both are down slightly year-over-year, 1% and 0.7% respectively.
- 96.2% of all respondents believe the housekeeping staff to be friendly and courteous, which is up 5.7% compared to last year.
- 90.9% of all respondents felt that the housekeeping staff respected their privacy, which is down from 92.2% in 2015. That is a 1.3% decrease over last year.

Overall, 96.2% of respondents rated the housekeeping services as excellent, which is an increase of 5.7% year-over-year and a 12.9% improvement over 2 years.
Section V: Health Care Services

- 93.9% of all respondents were satisfied with the care they received in 2016, which is an increase of 9.4% year-over-year.
- 96.2% of all respondents were satisfied with the way the health care staff treated them, which is up from 91.4% compared to last year, an increase of 4.8%.
- 97.7% of all respondents felt that the care staff were friendly and courteous, which is up from 90.5% compared to last year, an improvement of 7.2%.
- 90.2% of all respondents believe that the care staff listen to them and are responsive to their needs, which is down slightly from 91.4% compared to last year, a decrease of 1.2%.
- 87.9% of all respondents felt that when care staff entered their room they explained what they were doing, while 95.5% believe their privacy and dignity to be respected, both of which are up 6.9% and 6.7% respectively, year-over-year.
- 90.9% of all respondents do not feel that they are forced to do things which they do not want to do, which is up from 87.1% (a 3.8% improvement) compared to 2015.

Overall, 93.9% of respondents rated the health care services as excellent, which is an increase of almost 7% year-over-year and a 16.1% improvement over 2 years.
Section V: Health Care Services continued...

The care staff are friendly and courteous

- Agree: 98%
- Neither: 2%

The care staff listen and are responsive to my needs

- Agree: 90%
- Neither: 7%
- Disagree: 3%

My privacy and dignity are respected and maintained

- Agree: 95%
- Neither: 4%
- Disagree: 1%

Overall, I would rate the care as excellent

- Agree: 94%
- Neither: 4%
- Disagree: 2%
Section VI: Recreation Programs / Services

- 65.2% of all respondents felt that there were enough programs offered that interested them compared to 70.7% last year, which is a decrease of 5.5% year-over-year. While 10.6% of respondents felt that there were not enough programs of interest, a significant number (24.2%) of respondents had no opinion either way or didn’t know.

- 64.4% of all respondents thought that there was enough variety in the choice of programs offered, compared to 70.7% last year, which is a decrease of 6.3%. 23.5% of respondents either didn’t know or had no opinion, while 12.1% disagreed.

- 79.5% of all respondents felt that the program staff were helpful and courteous, compared to 85.3% last year, which is a decrease of 5.8% year-over-year.

- 84.1% of all respondents felt safe interacting with others in the Home, compared to 94% last year, which is a decrease of almost 10%.

- 83.3% of all respondents felt that there were enough support services in the Home such as hair care, foot care etc. compared to 77.6% last year, which is an increase of 5.7%.

Overall, 77.3% of respondents rated the Recreation services as excellent, which is a decrease of 6.3% year-over-year. This item however, has seen an 18.3% improvement over a 2 year period from a low of 59%. 
Section VI: Recreation Programs / Services continued...

The program staff are helpful and courteous

- Agree: 80%
- Neither: 19%
- Disagree: 1%

I feel safe interacting with others in the home

- Agree: 84%
- Neither: 14%
- Disagree: 2%

There are enough support services (hair care, foot care, physio, etc.)

- Agree: 83%
- Neither: 15%
- Disagree: 2%

Overall, I would rate the social and recreation programs as excellent

- Agree: 77%
- Neither: 21%
- Disagree: 2%
Section VII: Maintenance Services

- 95.5% of all respondents felt comfortable inviting friends and family into the Home, compared to 96.6% last year, which is a decrease of 1.1%.
- 87.9% of all respondents thought that the maintenance staff were helpful and courteous, compared to 91.4% last year, which is a decrease of 3.5% year-over-year.
- 96.2% of all respondents felt safe and secure in this Home, up 0.5% (from 95.7%) year-over-year.

Overall, 93.2% of respondents rated the building and maintenance services as excellent compared to 91.4% last year, which is an increase of 1.8%.
Section VIII: Reception and Administration Services

- 69.7% of all respondents felt that people got a good impression of the staff upon entering the Home, compared to 68.1% last year, which is an increase of 1.6%. With the exception of one person who disagreed, all remaining residents (29.5%) indicated that they didn’t know or had no opinion.
- 59.1% of all respondents felt that the reception staff provided prompt service, down 3% year-over-year. However, 39.4% of respondents stated that they didn’t know or had no opinion. Two residents (1.5%) disagreed with this statement.
- 53.8% of all respondents felt that the office staff were responsive to their needs, which is down 8.3% year-over-year. Almost half of all of respondents (45.5%) didn’t know or had no opinion while just 1 resident (0.8%) disagreed.
- 35.6% of all respondents felt that they got enough information about the charges they paid each month, compared to 41.4% last year, which is a decrease of 5.8%. It is important to note that more than 62% of respondents indicated that they didn’t know or had no opinion either way while 3 residents (2.3%) disagreed.

Overall, 62.9% of respondents rated the reception and administration as excellent compared to 70.7% last year, which is a decrease of 7.8% year-over-year. 37.1% of respondents either didn’t know or had no opinion either way. No resident disagreed with this statement.
Section VIII: Reception and Administration Services continued...

The office staff are responsive to my needs

- Agree: 45%
- Neither: 1%
- Disagree: 54%

I get enough information about charges that I have to pay each month

- Agree: 36%
- Neither: 62%
- Disagree: 2%

Overall, I would rate the administration as excellent

- Agree: 63%
- Neither: 37%
- Disagree: 1%
Section IX: Pastoral and Spiritual Services

- 72.7% of all respondents either agreed or strongly agreed that the Pastoral services met their spiritual needs compared to 76.7% last year, which is a decrease of 4%. 25% of respondents either didn't know or had no opinion either way, while 2.3% disagreed.
- 61.4% of all respondents indicated that they appreciated visits from the Pastoral team compared to 66.4% last year, which is a decrease of 5%. 33.3% of respondents neither agreed nor disagreed, while 5.3% were not interested in receiving visits.
- 69.7% of all respondents indicated that they attended services such as Mass and Sacrament of the Sick compared to 66.4% last year, an increase of 3.3% year-over-year. 15.2% of respondents indicated they did not attend these services while 15.2% offered no opinion.

Overall, 71.2% of respondents rated the Pastoral service as excellent, which is down 2.9% year-over-year, from 74.1%. 26.5% of respondents didn't know or had no opinion either way while 2.3% disagreed.
Section X: Volunteer Services

- 62.9% of all respondents indicated that they knew volunteers were available to assist them in the Home, compared to 73.3% last year. That’s a 10.4% decrease year-over-year.
- 66.7% of all respondents felt that the volunteers were respectful and sensitive to their needs compared to 68.1% last year. The remaining respondents, 33.3% indicated that they didn’t know nor did they have an opinion one way or the other.
- 66.7% of all respondents were happy with the volunteer services they were receiving compared to 64.7% last year, which is an increase of 2% year-over-year. All remaining respondents (33.3%) either didn’t know or had no opinion one way or the other.

Overall, 67.4% of respondents rated the volunteer services as excellent compared to 63.8% last year, which is an increase of 3.6% year-over-year. The remaining respondents (32.6%) either didn’t know or had no opinion either way.
Section XI: Overall Assessment

95.5% of all respondents indicated that they were satisfied living at St. Patrick's Home compared to 90.5% last year, which is an increase of 5% year-over-year and an increase of 10.1% over 2 years.

Overall, I am satisfied living at St. Patrick's Home

81.8% of all respondents indicated that they are satisfied with the food at St. Patrick's Home compared to 74.1% last year, which is an increase of 7.7% year-over-year.
93.9% of all respondents indicated that they were satisfied with the services offered at St. Patrick's Home compared to 91.4% last year, which is an increase of 2.5% year-over-year.

Overall, I am satisfied with the services

- Agree 94%
- Neither 5%
- Disagree 1%

96.2% of all respondents indicated that they were satisfied with the staff at St. Patrick’s Home compared to 94% last year, which is an increase of 2.2% year-over-year.

Overall, I am satisfied with the staff

- Agree 96%
- Neither 2%
- Disagree 2%
Section XI: Overall Assessment continued...

98.5% of all respondents indicated that they felt safe and secure in their rooms compared to 92.2% last year, which is an increase of 6.3% year-over-year.

97% of all respondents indicated that overall, they are satisfied with the way staff treat them compared to 90.5% last year, which is an increase of 6.5% year-over-year.
Section XI: Overall Assessment continued...

93.2% of all respondents indicated that they would recommend living here to a friend compared to 83.6% last year, which is an increase of 9.6% year-over-year.
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. I like the friendliness of the nurses, going to mass every day and my meals.
2. The staff are what makes this place great.
3. Doing my paintings and going to the garden.
4. I'm well taken care of and my family is always welcome.
5. The access to church services. I don't have to go all over the world to go to mass.
6. If you need Long-Term Care, this is the only place to be!
7. My Spiritual growth.
8. Mass, my room, friends, staff and volunteers.
9. The afternoon and evening activities and the Larry Kelly Family Garden.
10. The friendships I've made.

Is there anything you would suggest be improved?

1. Common areas are too small.
2. Staffing over the summer and weekends could be improved.
3. Softer towels and facecloths.
4. Parking is inadequate and visitors should have more options.
5. Better replacement of staff when others are on leave or vacation.
6. The wait time for ringing bells.
7. The food. I would like someone to ask my input in advance to ensure variety.
8. More salt and sugar in the meals and the TV off during meal times.
9. A permanent shop for us to buy small things.
10. It's a little cold before going to bed sometimes.
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 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; 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 have identified and incorporated 15 individual change ideas into our 2017/18 Quality Improvement Plan under the following 6 areas:

- Resident Experience: How well do staff listen to you?
- Resident Satisfaction: Would you recommend this Nursing Home to others?
- Resident Satisfaction: Improving Recreation activities and programming
- Resident Experience: Improving Laundry Services
- Resident Experience: Reducing the use of agency personnel (Nursing positions)
- Resident Experience: Improving the taste of food.

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.