



Family

Satisfaction Survey Report

2018 Results

*Person-Centred
Long Term Care Community*

2018 Family Satisfaction Survey Report

The purpose of the Family Satisfaction Survey is to provide families of residents, living at St. Patrick's Home of Ottawa, an opportunity to provide feedback, opinions, and suggestions regarding the care and services offered to their loved ones.

The 2018 Family Satisfaction Survey was the fourth annual survey focusing entirely on input from resident's family members and Substitute Decision Makers.

274 individuals were asked to participate in the survey. There were a variety of options made available to those wishing to complete the survey. The survey could be mailed to them, a hard copy could be picked up at reception, or a personalized email could be sent to them to complete the survey online.

Of the 274 potential participants, 26 chose to complete a paper copy, 243 were sent an email. Unfortunately 5 did not respond to a request for their preferred option and 5 others chose not to participate, with the removal of these 10 people we were left with 264 potential participants.

The Family Satisfaction Survey for 2018 was opened in mid-October 2018 and closed on January 18, 2019.

A total of 125 satisfaction surveys were received by January 15, 2019. This number represents 47% of those solicited for feedback. This number is up from 42% in 2017.

We thank all who have taken the time to participate in this survey.

This information is vital as we continue to improve the care and quality of services we offer our residents and continue with St. Patrick's Home of Ottawa's Mission.

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.

Our Mission is to offer compassionate long-term care to anyone in our community as a Catholic organization inspired by Christ's ministry and the legacy of the Grey Sisters of the Immaculate Conception.

Executive Summary

Of the 264 individuals invited to participate in the survey, 7% chose to respond by completing a paper copy, of the survey and 40% completed the survey on line. Therefore, there was a 47% response rate for the Family Satisfaction Survey.

The following table shows a comparison of overall satisfaction levels of each department for the past 3 years.

Department/Area Surveyed	2018	2017	2016
Health Care Services (PSWs)	89%	88%	87%
Health Care Services (RNs & RPNs)	92%	91%	89%
Laundry Services	71%	68%	65%
Maintenance Services	93%	93%	93%
Meals & Food Services	78%	76%	75%
Finance Services	92%	93%	*
Rooms & Housekeeping Services	87%	85%	89%
Recreational Services	66%	70%	62%
Safety	88%	89%	93%
Reception Services	99%	96%	*
Pastoral & Spiritual Services	61%	57%	39%
Volunteer Services	73%	70%	53%
Medical Services	92%	*	*

*Data for these areas was not collected during these years.

The majority of departments saw an increase in levels of satisfaction. While a few departments saw a minor decrease in overall satisfaction.

***“I think St. Patrick’s is a well run organization,
yet still engaged in continuous improvement.”***

Comment from a family member.

Finally, year after year, we have seen an increase in the number of respondents who are satisfied with their loved one living at St. Pat’s and would recommend living here to others. This trend has continued in 2018 with 99% of respondents satisfied with St. Patrick’s Home.

Overall Assessment	2018	2017	2016
Overall, I am satisfied with St. Patrick’s Home	99%	96%	90%
I would recommend living here to others.	99%	96%	87%

***Our Vision is a welcoming home
where everyone feels supported and cared for.***

The Results

Survey Participation

The 2018 Family Satisfaction Survey saw a 5% increase in the overall participation rate when compared to 2017.

A total of 125 surveys were completed by the Power of Attorneys (POAs) for Care or Substitute Decision Makers (SDM), which represented approximately 47% of those solicited for feedback. There were 264 individuals invited to participate in the survey, 7% chose to respond by completing a paper copy, 40% completed the survey on line.

Section 1: Accommodation

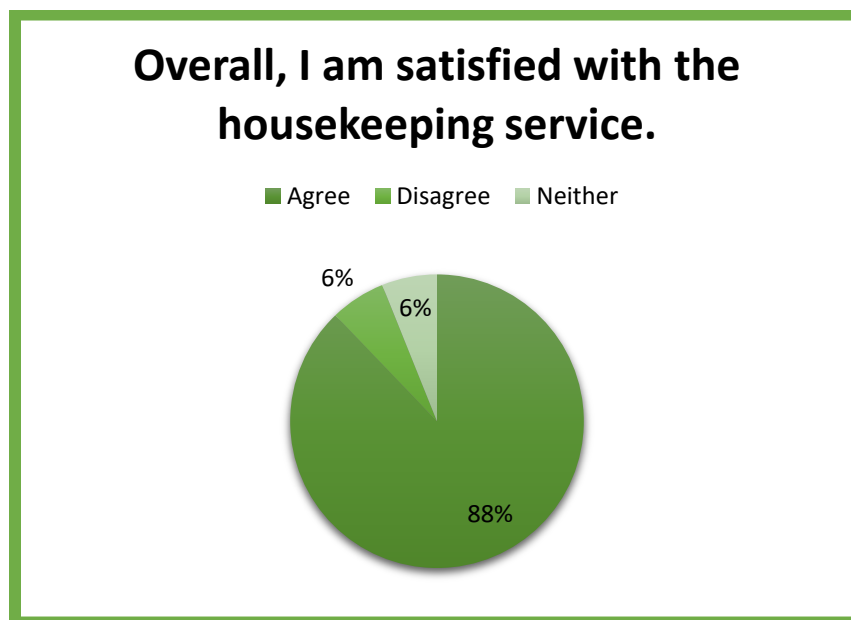
When asked about the type of accommodation their loved one resided in, 70% lived alone in a private room, and the remaining 30 % shared a room with another resident.

Section 2: Housekeeping Services

Participants were asked to respond to the following statements regarding housekeeping services:

- *I feel my loved one's room is kept clean and tidy.*
- *I feel the housekeeping staff respect my loved one's privacy.*
- *I feel the housekeeping staff are friendly and courteous.*

Overall, 88% of all respondents said they were satisfied with the housekeeping services, which is up 1% over 2017.



“Wall scuffs and details are often overlooked, likely due to time constraints.”

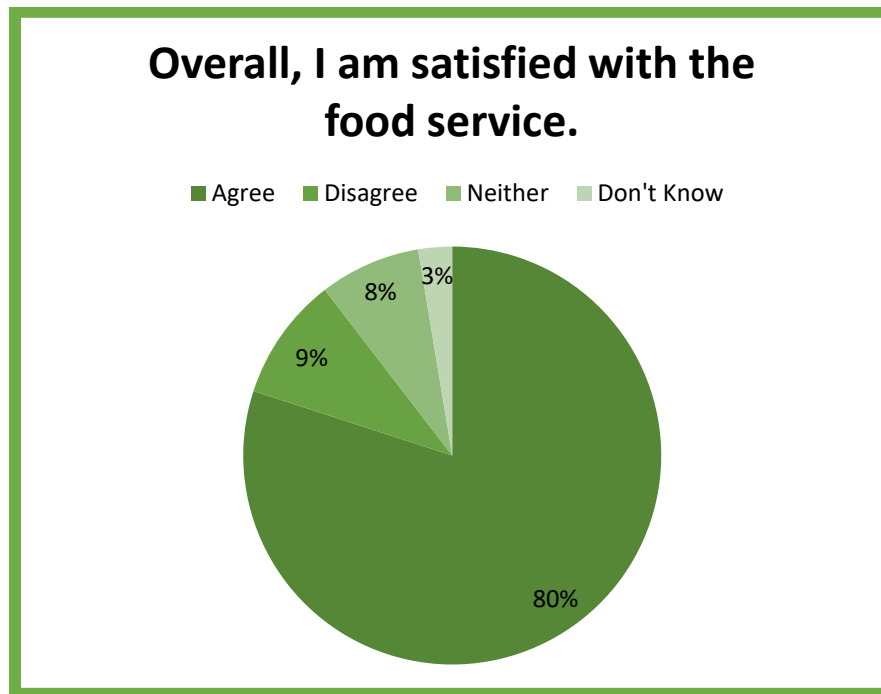
Comment from a family member.

Section 3: Meals

Participants were asked to respond to the following statements regarding the food service:

- *I feel the meals look appetizing.*
- *I feel my loved one has a choice in the food they eat.*
- *I feel the atmosphere in the dining room is friendly.*
- *I feel that the staff at meal times are friendly and courteous.*

Overall, 78% of all respondents said they were satisfied with the food service, this number has not changed from 2017.



“I am amazed at the ability of the staff to deal with mealtimes, feeding of residents who need help, clearing up and staying kind and cheerful..”

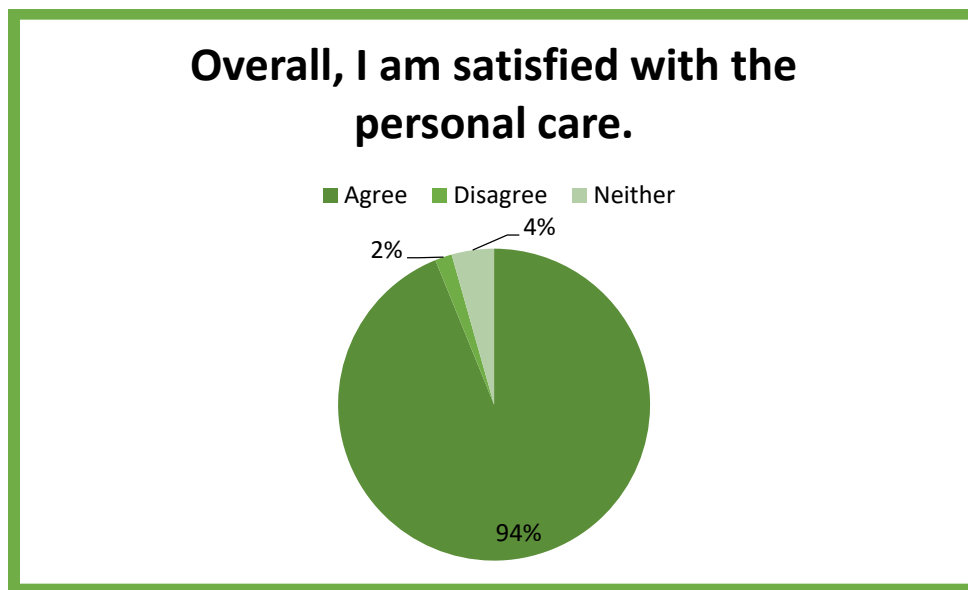
Comment from a family member.

Section 4: Health Care Services – Personal Care

Participants were asked to respond to the following statements regarding the care their loved one receives from Person Support Workers (PSW):

- *I am satisfied with the personal care my loved one receives.*
- *I am satisfied with the way PSWs treat my loved one.*
- *I feel that the PSWs are friendly and courteous”*
- *I feel that the PSWs listen to my loved one.”*
- *I feel that the PSWs are responsive to my loved one’s needs.*
- *I feel that the PSWs respect and maintain my loved one’s privacy and dignity.*
- *I don’t feel that my loved one is forced to do things they don’t want to do.*

Overall, 94% of respondents are satisfied with the personal care, this number represents a 4% increase over 2017.



***“Care by regular staff is wonderful.
I feel that agency staff is not optimal.”***
Comment from a family member.

Section 5: Health Care Services – Nursing

Participants were asked to respond to the following statements:

- *I feel that the Registered Staff are professional and courteous.*
- *I feel that the Registered Staff exhibit good communication skills.*
- *I feel that the Registered Staff keep me informed of my loved one's health status.*
- *I feel that the Registered Staff involve me in decision making when my loved one is incapable.*
- *I feel that the Registered Staff are knowledgeable regarding my loved one's care/condition.*

Overall, 97% of respondents are satisfied with the nursing care, this number represents a 5% increase over 2017.



***“I have been very pleased with the registered staff.
They are courteous, attentive to my father's needs and seem to care about his
well being. They keep me well informed at all times .”***

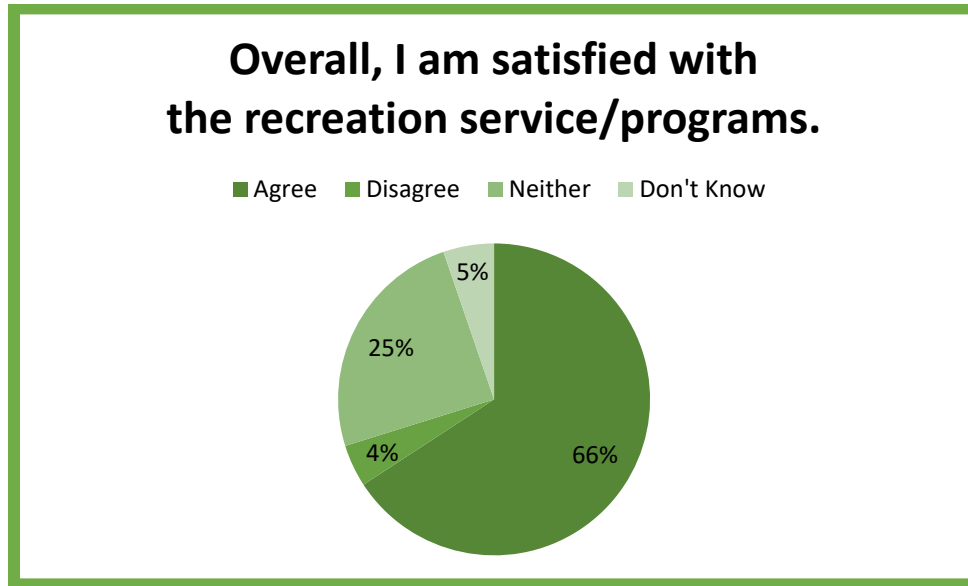
Comment from a family member.

Section 6: Recreation

Participants were asked to respond to the following statements:

- *I feel that there are programs offered that interest my loved one.*
- *I feel that there is enough variety and choice in the programs offered.*
- *I feel that the program staff are helpful and courteous.*

Overall, 99% of respondents are satisfied with the recreation program, this number represents a 26% increase over 2017.



***“My mother is not able to take part in any of these services,
but I thank staff who take the opportunity to visit with mom
and spend time with her.”***

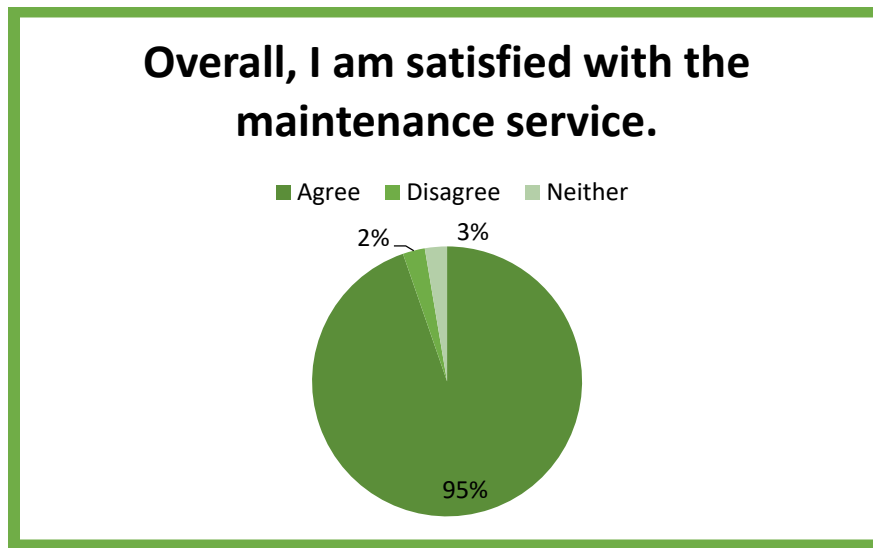
Comment from a family member.

Section 7: Maintenance

Participants were asked to respond to the following statements:

- *I feel that the building is well maintained.*
- *I feel comfortable inviting family and friends into the building.*
- *I feel that the maintenance staff are helpful and courteous.*

Overall, 95% of respondents are satisfied with the maintenance at St. Pat's, this number represents a 1% increase over 2017.



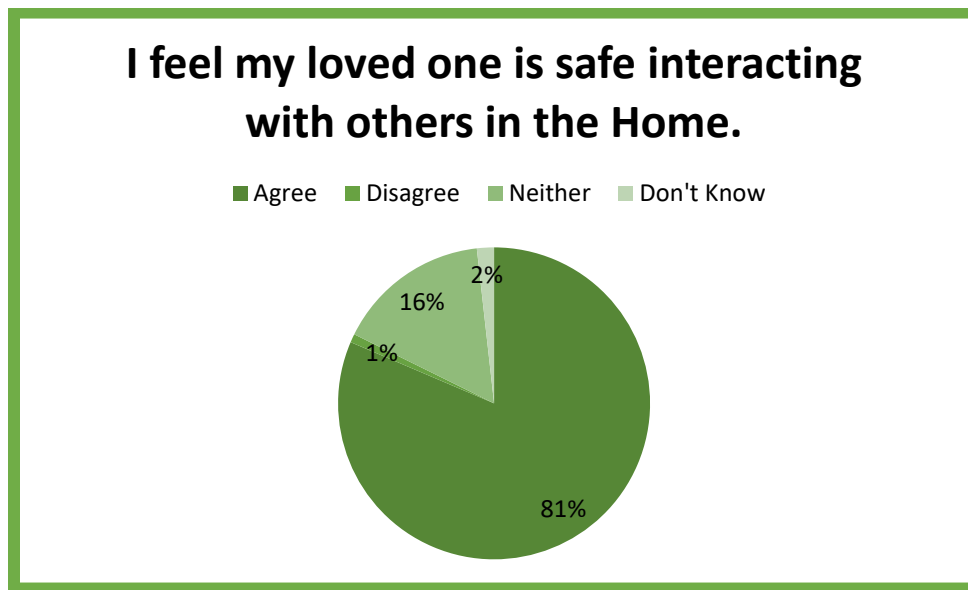
“The malfunctioning elevators for extended periods jeopardizes the safety and well being of residents, families, and staff.”
Comment from a family member.

Section 8: Safety & Security

Participants were asked to respond to the following statements:

- *I feel my loved one is safe and secure in their own room.*
- *I feel my loved one is safe and secure at St. Patrick's Home.*

Overall, 91% of respondents are satisfied with the safety and security of St. Pat's, this number represents a 3% increase over 2017.



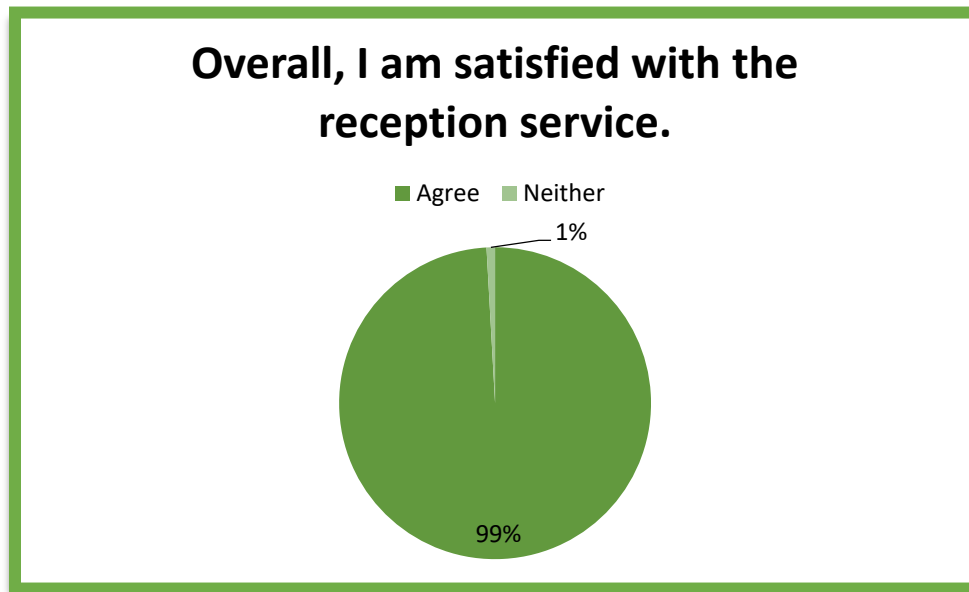
***“Sometimes there are altercations with other residents.
However, I feel they are dealt with appropriately.”***
Comment from a family member.

Section 9: Reception/Front Desk

Participants were asked to respond to the following statements:

- *The reception staff provide prompt service.*
- *The reception staff are helpful and courteous.*

Overall, 96% of respondents are satisfied with the reception service, this number remains the same as 2017.



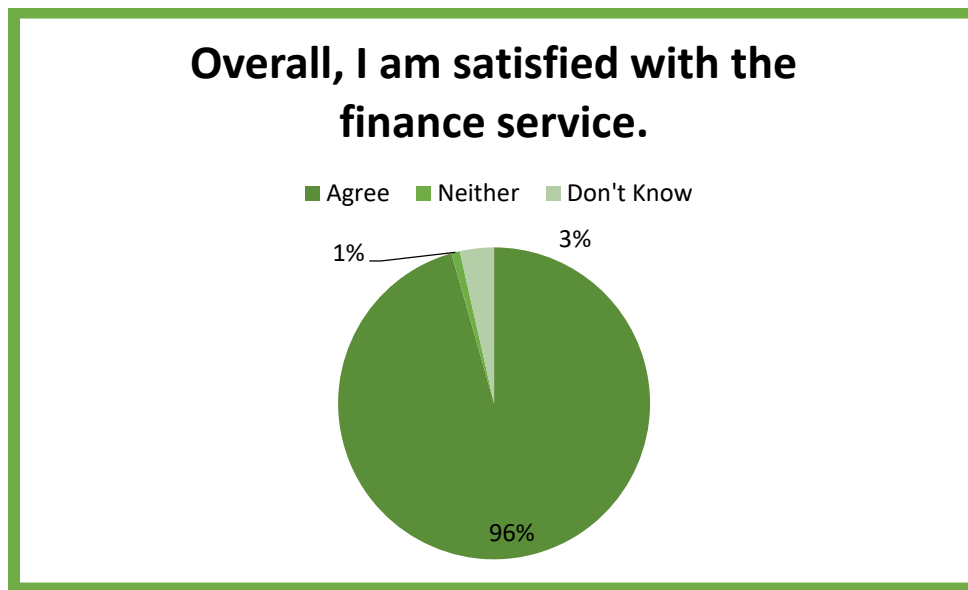
***“Reception staff is always cordial and often found interacting
Politely with residents who approach the front desk”***
Comment from a family member.

Section 10: Finance Office

Participants were asked to respond to the following statements:

- *The finance staff are helpful and courteous.*
- *I get enough information about the charges my loved one has to pay each month.*

Overall, 96% of respondents are satisfied with the finance office, this number represents a 3% increase over 2017.



“They keep me informed and are very professional and courteous.”
Comment from a family member.

Section 11: Laundry Services

Participants were asked to respond to the following statements:

- *I feel that my loved one's personal laundry is processed promptly.*
- *I feel that my loved one always gets their clothing back from the laundry.*

Overall, 77% of respondents are satisfied with the laundry services, this number represents a 6% increase over 2017.



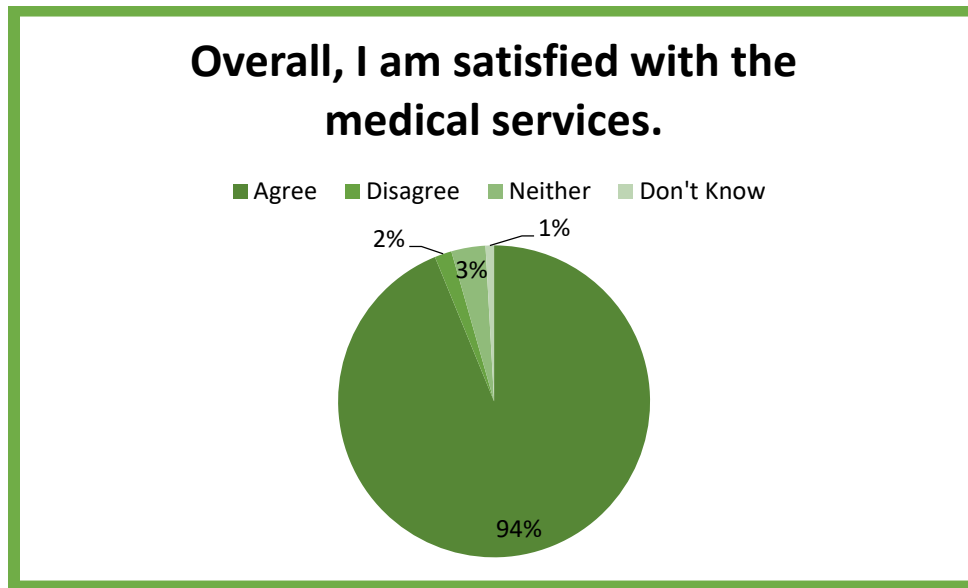
“There have been several problems with lost or damaged clothing. Generally, these have been dealt with okay.”
Comment from a family member.

Section 12: Medical Services

Participants were asked to respond to the following statements:

- *I feel the medical services are available when needed.*
- *I feel the medical staff have the tools they need to care for my loved one.*

Overall, 94% of respondents are satisfied with the medical services. This is the first year we asked this question so there is no comparable data available.



“As a family, we feel our concerns are taken seriously and the physicians involved make themselves available to us. Also like that referrals can be done in house (ie psychiatrist, dental, footcare, etc.)”

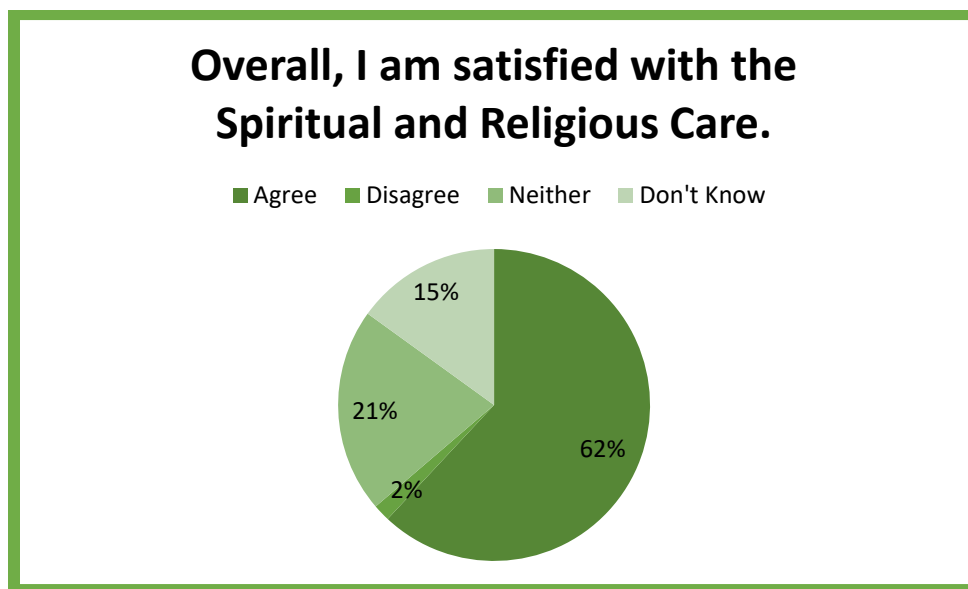
Comment from a family member.

Section 13: Pastoral & Spiritual Care

Participants were asked to respond to the following statements:

- *The Spiritual and Religious services at St. Patrick's Home meets my loved one's Spiritual needs.*
- *My loved one appreciates visits from the Pastoral Team or Pastoral Volunteers.*
- *My loved one attends services such as Mass, Sacrament of the Sick, or Ecumenical.*

Overall, 62% of respondents are satisfied with the pastoral and spiritual care, this number represents a 7% increase over 2017.



“Very impressed with the “Leaving Ceremony” of the deceased as they pass through the lobby. It is one of the most moving and emotional experiences that we have had.”

Comment from a family member.

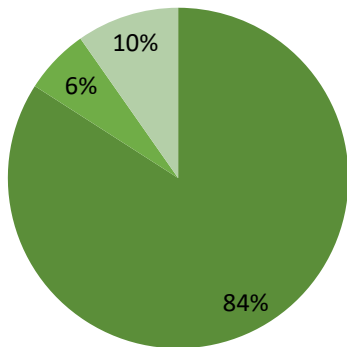
Section 14: Other Services

Participants were asked to respond to the following statements:

- *I am satisfied with the Hair Salon service.*
- *I am satisfied with the Foot Care service.*
- *I am satisfied with the Physiotherapy service.*
- *I am satisfied with the Occupational Therapy service.*

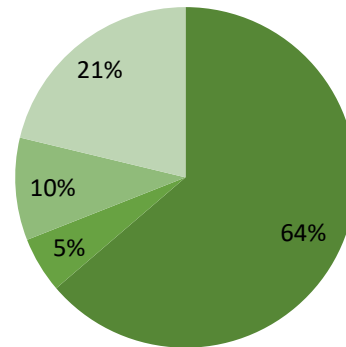
I am satisfied with the Hair Salon service.

■ Agree ■ Neither ■ Don't Know



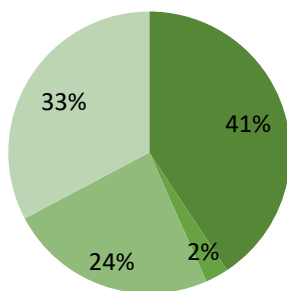
I am satisfied with the Foot Care service.

■ Agree ■ Disagree ■ Neither ■ Don't Know



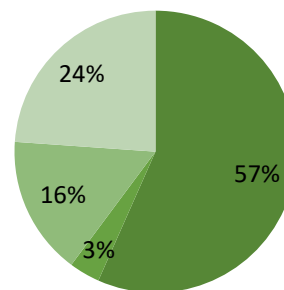
I am satisfied with the Occupational Therapy service.

■ Agree ■ Disagree ■ Neither ■ Don't Know



I am satisfied with the Physiotherapy service.

■ Agree ■ Disagree ■ Neither ■ Don't Know

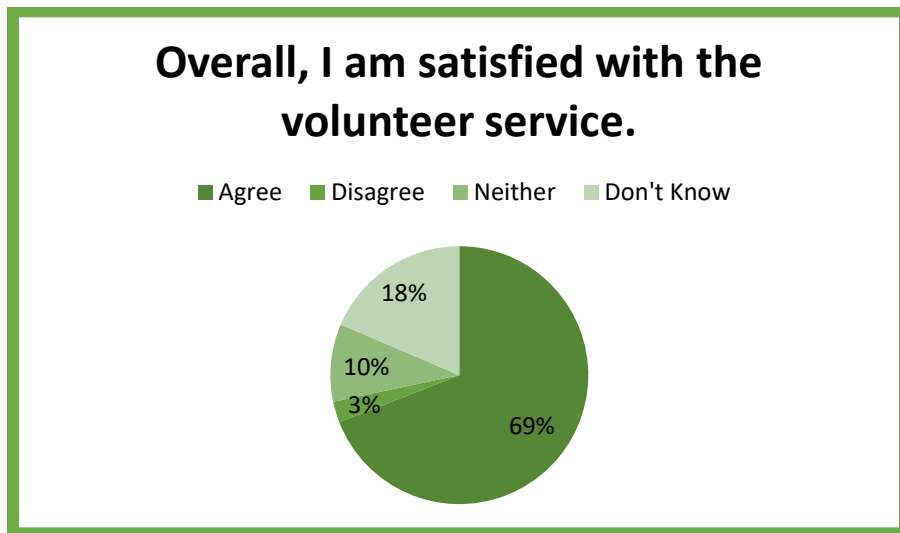


Section 15: Volunteers

Participants were asked to respond to the following statements:

- *Did you know that volunteers are available to assist residents in many areas of the home?*
- *Volunteers are helpful and courteous.*

Overall, 69% of respondents are satisfied with the volunteer services, this number represents a 1% decrease from 2017.



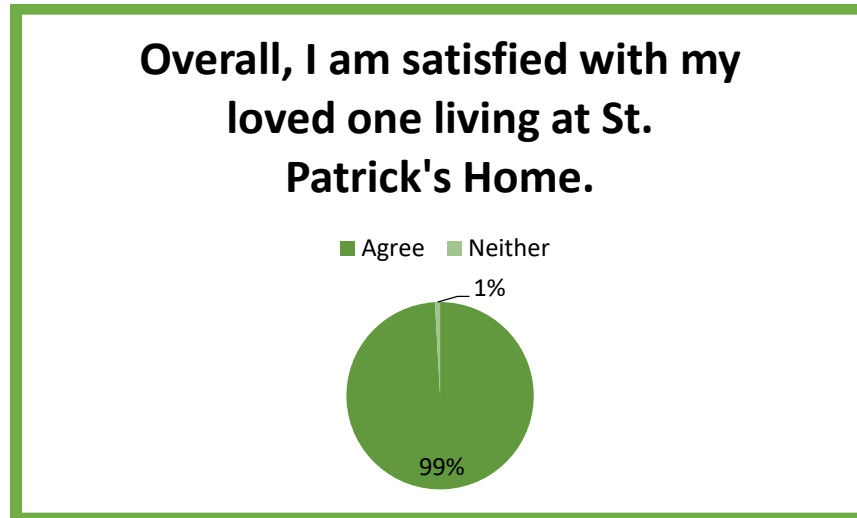
***“My mom would appreciate more time with volunteers,
for discussions, talking, and social interactions.”***

Comment from a family member.

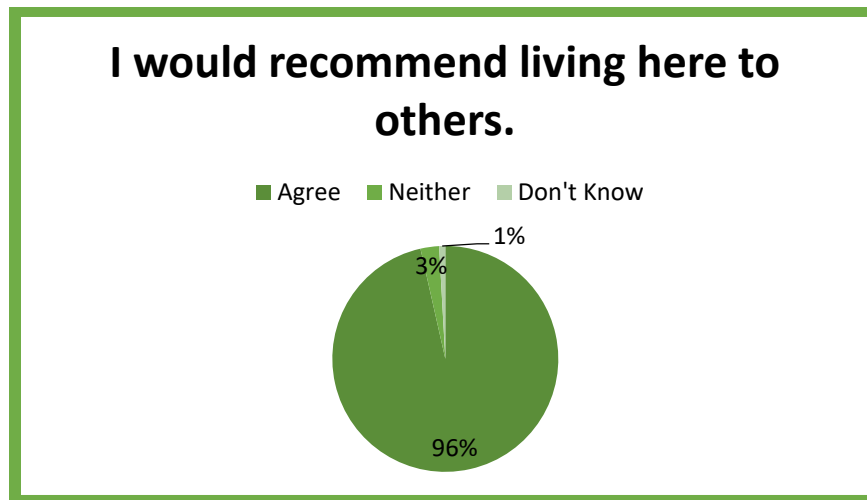
Section 16: Living at St. Pat's

Participants were asked to respond to the following statements:

- *Overall, I am satisfied with my loved one living at St. Patrick's Home.*



- *I would recommend living here to others.*



“As we near mom’s passing, we are, once again, reminded of the care, concern, and empathy that seems to be a recurring theme with the staff at St.Pat’s. We are truly blessed to have found a final place for our mom who has been treated with such kindness and love.”

Comment from a family member.

LIKE BEST ABOUT ST. PATRICKS

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.

- It feels like a home
- Many of the staff are outstanding, caring & competent.
- The facility is lovely especially the private dining rooms.
- This residence should be a model for ALL residences. Every aspect as detailed in this survey, St. Pat's truly is the best I have visited. I have had the opportunity to observe the operation of other facilities. St. Pat's is the best in all areas. Again, here is a model. Look no further. This is a wonderful home.
- I like when I see regular staff who know the residents well and show love and patience in their care of the residents on Donegal. I love when I see them displaying a sense of humour while performing a difficult task or dealing with someone who is being difficult. I like that staff are trained to work guided by St. Patrick's Home's Mission.
- I like that I do not have to worry about the care my husband receives and that he seems happy to be there.
- Welcoming entrance, courtyard, variety of activities/programs. Friendly, competent staff throughout all the programs. Approachable medical staff with referrals when necessary. Respect and facilitating faith-based needs.
- If you have to live in a Nursing Home I feel it is the best. Large rooms and nice garden. When I mention where my husband is, the opinions on St. Pats are always very positive.
- From day one my mother has been extremely well cared for and loved! It conveys a feeling of home to the resident and extended family!
- It is a clean, bright and welcoming facility, who have some remarkable employees who do their best to bring comfort and support to residents

SUGGESTIONS FOR IMPROVEMENT

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.

- We would like to help improve the garden - we think it can be better in terms of flowers and generally up keep(weeding).
- Elevators should be in good working order,
- More variety of food
- Warm up the common area on the floor to make it more like home.
Maybe flowers and plants.
- Ability for guests to use the stairwells versus only the elevators.
- Possibility of a vending machine providing a hot drink in the lobby area for afternoons and evenings.
- Less agency staff. Consistent staffing is better for the residents.

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 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; 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 will use the feedback from this survey in order to determine where our 2018 improvement efforts should be focused. For example, we will incorporate, where possible, specific items from this survey into our annual Quality Improvement Plan (QIP).

While not every suggestion for improvement from these surveys can be implemented or worked into our QIP, there may still be opportunities to work with our residents, families and other stakeholders in order to action certain items throughout the year. Using last year's survey results as an example, we heard loud and clear that the many families would like to increase in the quality of food offered to resident's. There has been a ??% increase in the budget for food in 2018. This year's survey included a section on the Medical Care, which was a suggestion from respondents of the 2017 survey. (was egress and access changed to 10:30 or 11:00 pm this year?)

St. Patrick's Home of Ottawa practices Continuous Quality Improvement as we strive to instill St. Pat's Values in all who work and volunteer here.

***Building on our heritage,
our Values are
Respect, Compassion, Spirituality, Integrity, Excellence and
Collaboration.***