



St. Patrick's Home
of Ottawa

Resident

Satisfaction Survey Report

2018 Results

*Person-Centred
Long Term Care Community*

2018 Resident Satisfaction Survey Report

The purpose of the Resident Satisfaction Survey is to provide, residents, living at St. Patrick's Home of Ottawa, an opportunity to provide feedback, opinions, and suggestions regarding the care and services offered to them. The Resident Satisfaction Survey for 2018 was opened in mid-October 2018 and closed on January 18, 2019.

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 3 or less 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.

All percentages appearing on the charts within this report have been rounded to the nearest whole percentage point based on those who answered the question.

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.

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

When the survey began in October 2018, there were 283 individuals residing at St. Pat's. Of these 283, 117 were individuals with a CPS higher than 3, during the survey period, 11 residents had an increase in their CPS, 13 passed away, and 19 were unable to respond to the survey questions. Of the remaining 123, 8 individuals chose not to participate and 115 (93%) residents completed the survey.

The following table shows a comparison of the overall satisfaction levels of those who responded to the question. A portion of the 115 residents, who participated in the survey, were unable to respond to some questions. Their answers, to the questions they were able to identify if they agreed or disagreed have been used in the percentage calculations. Questions not responded to have been removed from the final numbers used for calculations.

Department/Area Surveyed	2018	2017	2016
Health Care Services	94%	98%	94%
Laundry Services	91%	97%	78%
Maintenance Services	100%	100%	93%
Meals & Food Services	91%	94%	88%
Rooms & Housekeeping Services	96%	100%	96%
Recreational Services	93%	99%	87%
Safety & Security	98%	98%	97%
Pastoral & Spiritual Services	97%	99%	71%
Volunteer Services	100%	100%	67%

Resident Experience/Satisfaction	2018	2017	2016	2015
Overall, I am satisfied with St. Patrick's Home	99%	99%	96%	91%
I would recommend living here to others.	98%	98%	93%	84%

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

Section 1: The Resident

93% of eligible residents took part in the Resident Satisfaction Survey in 2018, with 8 residents opting out. In total, 115 residents were surveyed, which is a modest increase of 1% compared to last year's participation.

Of the residents who participated, 30% were male and 70% were female, and 37% shared a room and the remaining 63% live in a private room.

Section 2: Laundry Service

This section of the survey inquired whether the resident agreed with the following statements:

- *“My personal laundry is processed promptly”*
- *“I always get my clothing back from the laundry”*

Overall, 91% of residents were satisfied with the laundry service. This is a slight decrease from 97% in 2017 survey. Laundry being processed promptly saw a 4% decrease in satisfaction.



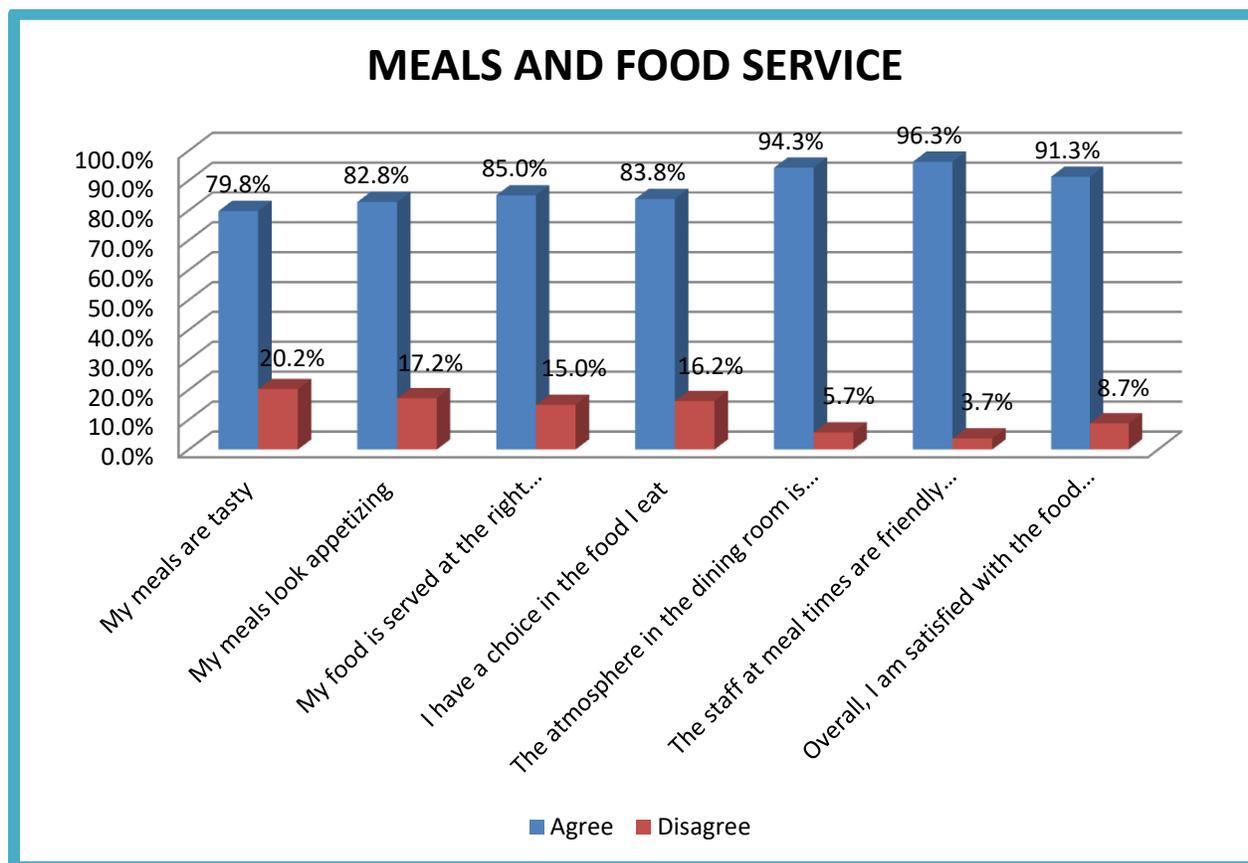
***“The laundry is always clean and fresh,
I don't know how they do it all the time! If laundry is missing,
you have to tell the girl and she goes down and finds it for you.”***
Comment from a resident.

Section 3: Meals and Food Service

This section of the survey inquired whether the resident agreed with the following statements:

- *“My meals are tasty”*
- *“My meals look appetizing”*
- *“My food is served at the right temperature”*
- *“I have a choice in the food I eat”*
- *“The atmosphere in the dining room is friendly”*
- *“The staff at meal times are friendly and courteous”*

Overall, 91% of residents were satisfied with the meal service. This is a slight decrease from 94% in 2017 survey. The largest decrease in satisfaction was a 10% decrease in how residents rated “I have a choice in the food I eat”



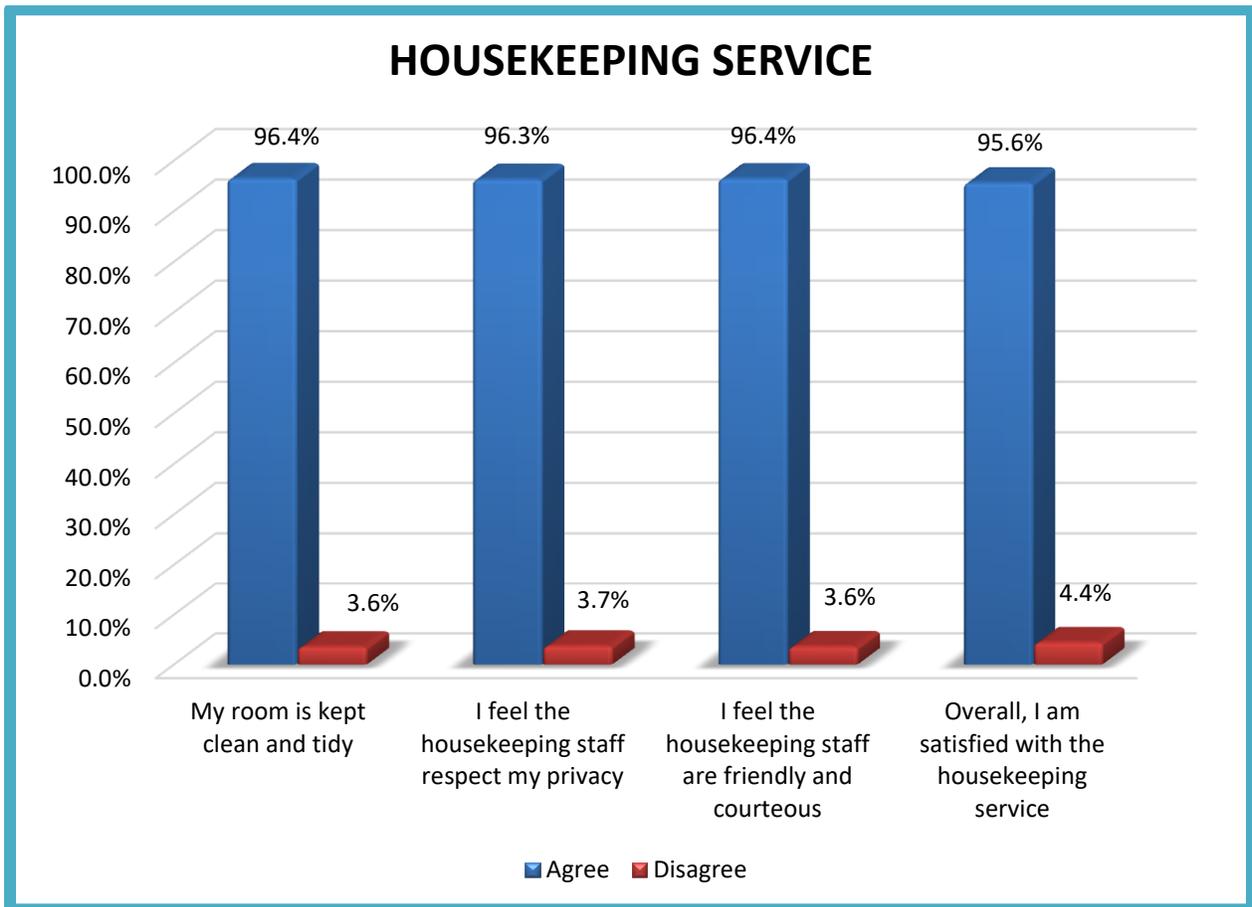
***“ I don’t like to sit with the people at my table.
I would like to sit with residents who are more interactive in conversation.”***
Comment from a resident.

Section 4: Housekeeping Services

This section of the survey inquired whether the resident agreed with the following statements:

- *“My room is kept clean and tidy”*
- *“I feel the housekeeping staff respect my privacy”*
- *“I feel the housekeeping staff are friendly and courteous”*

Overall, 96% of respondents were satisfied with the housekeeping service. This is 4% decrease from 2017. The largest decrease in satisfaction was a 4% decrease regarding housekeeping staff being friendly and courteous.



“They come here mostly when I am not around but they clean my room and washroom. I also do a lot of cleaning on my own because I’m still pretty independent.”

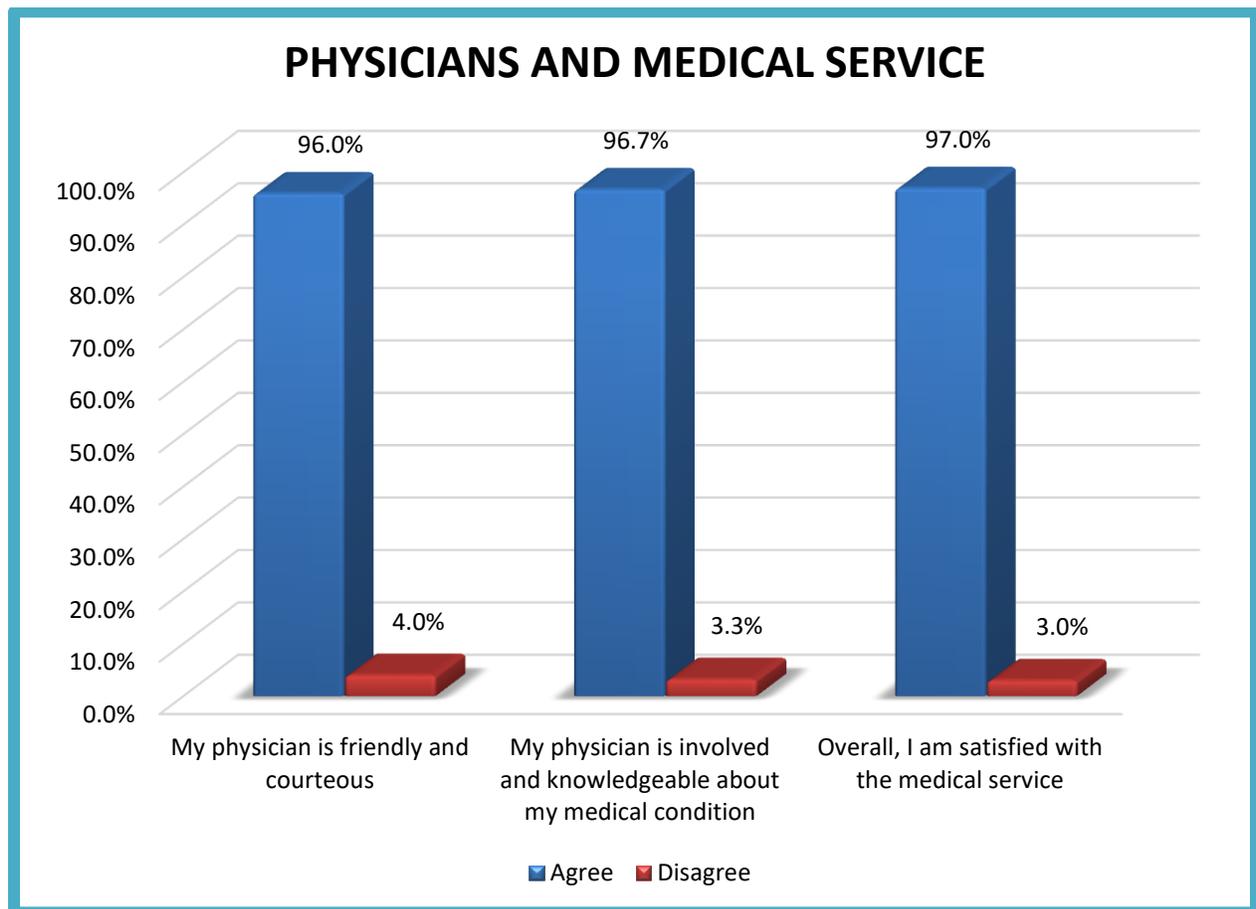
Comment from a resident.

Section 5: Physicians and Medical Services

This section of the survey inquired whether the resident agreed with the following statements:

- *My physician is friendly and courteous*
- *My physician is involved and knowledgeable about my medical condition*

Overall, 97% of respondents were satisfied with the physicians and medical services. This is the first year residents have been asked to rate this service.



“I don’t see them too often, I’m too healthy.”

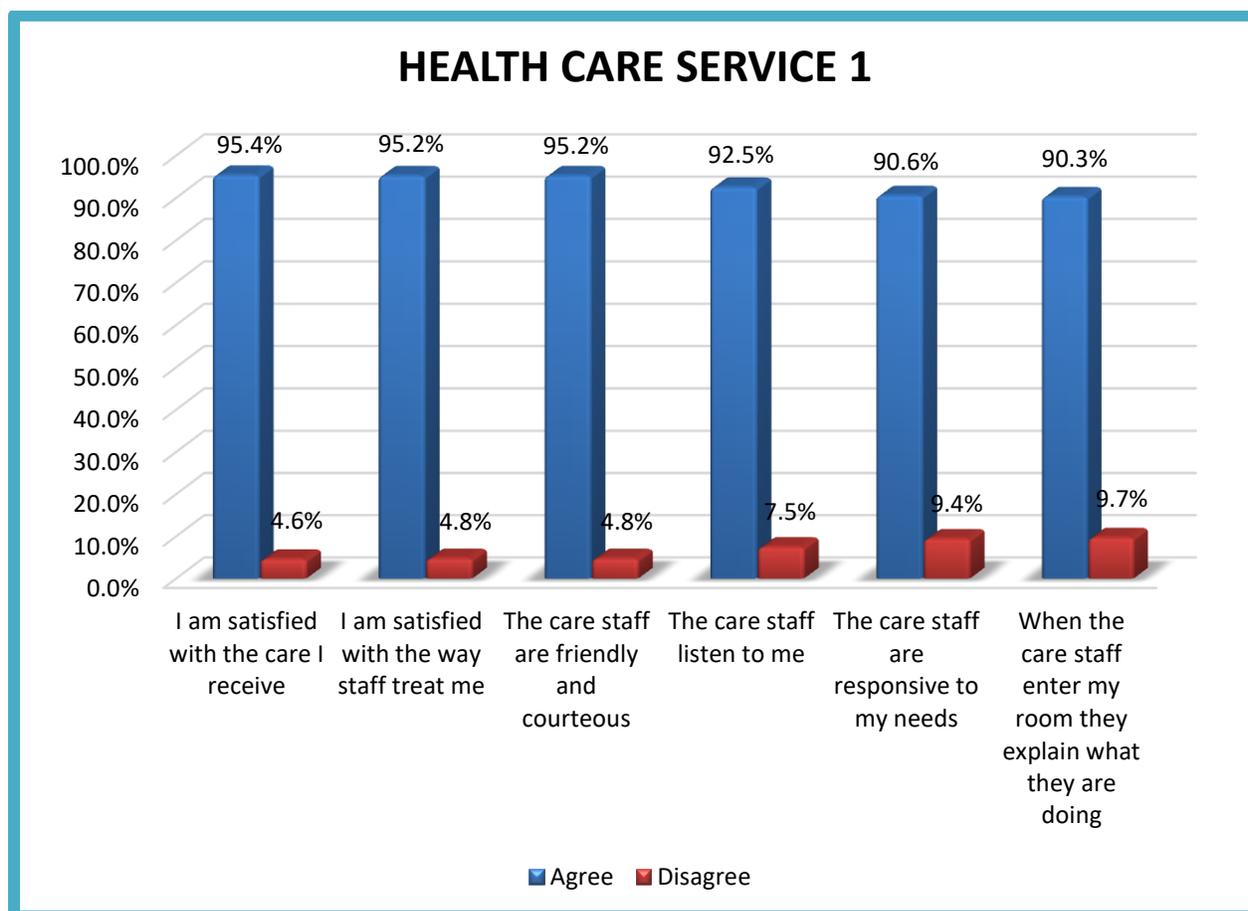
Comment from a resident.

Section 6: Health Care Service (Nursing and Personal Care)

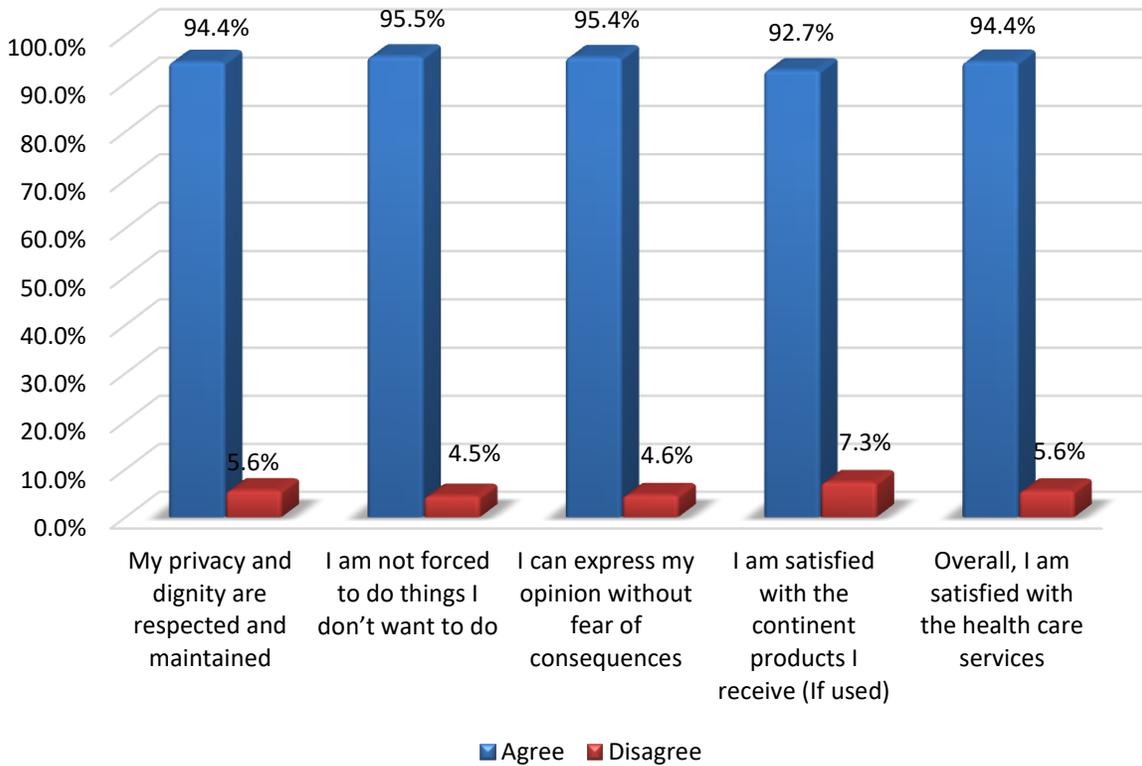
This section of the survey inquired whether the resident agreed with the following statements:

- *I am satisfied with the care I receive*
- *I am satisfied with the way staff treat me*
- *The care staff are friendly and courteous*
- *The care staff listen to me*
- *The care staff are responsive to my needs*
- *When the care staff enter my room they explain what they are doing*
- *My privacy and dignity are respected and maintained*
- *I am not forced to do things I don't want to do*
- *I can express my opinion without fear of consequences*
- *I am satisfied with the continent products I receive (If used)*

Overall, 94% of respondents were satisfied with the nursing and personal care. This is a 4% decrease from 2017. The largest decrease in satisfaction was a 7% decrease regarding staff explaining what they are doing when they enter a resident's room.



HEALTH CARE SERVICE 2



“The people who are regular know me by now and they do their best. It’s only with the replacement staff that there can be problems. But it’s really not their fault because they don’t know.”

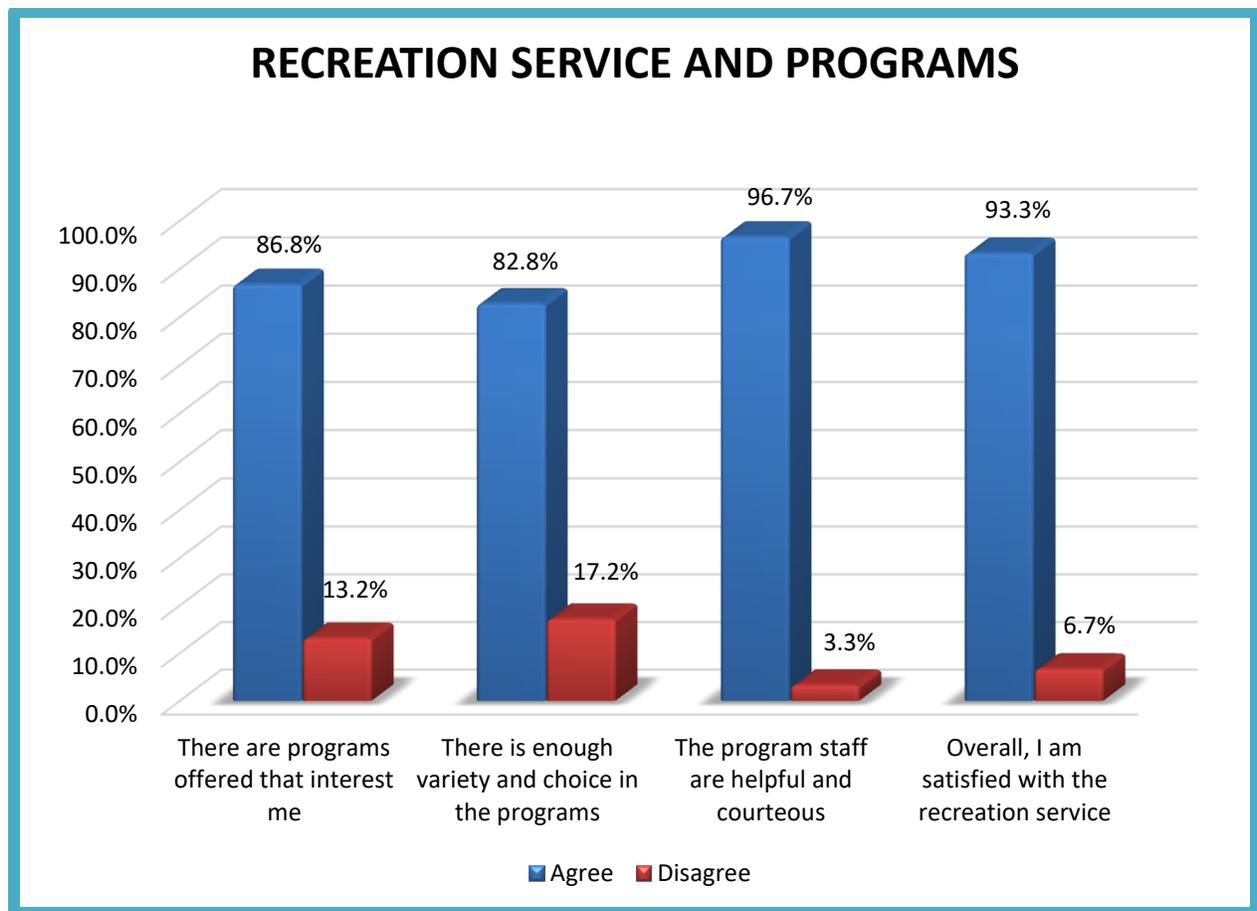
Comment from a resident.

Section 7: Recreation Service/Programs

This section of the survey inquired whether the resident agreed with the following statements:

- *There are programs offered that interest me*
- *There is enough variety and choice in the programs*
- *The program staff are helpful and courteous*

Overall, 93% of respondents were satisfied with the recreation program. This is 6% decrease from 2017. The largest decrease in satisfaction was a 7% decrease regarding the variety and choice of programs.



“Enjoys time spent watching cowboy movies when not in an activity, would like to see more movies shown”

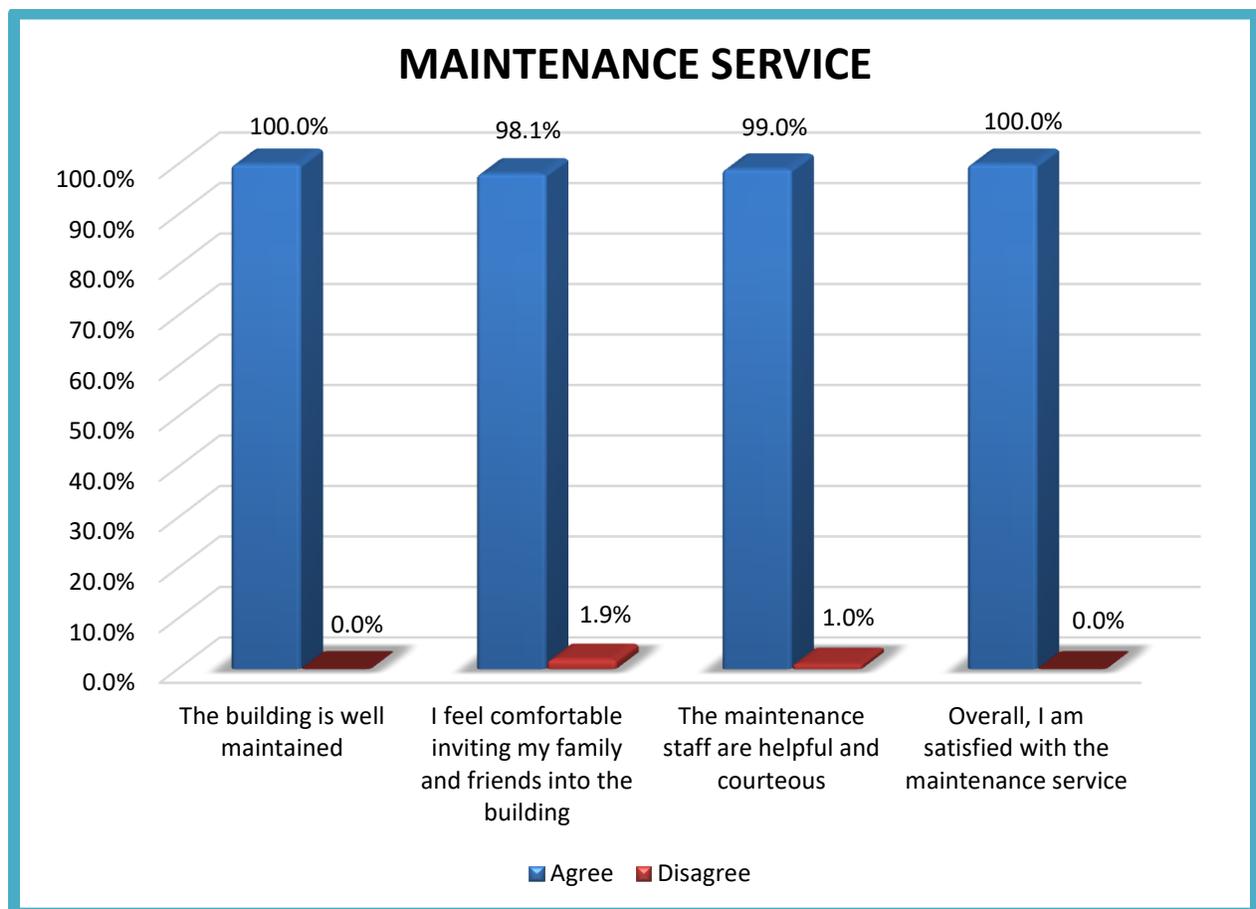
Comment from a resident.

Section 8: Maintenance Service

This section of the survey inquired whether the resident agreed with the following statements:

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

Overall, 100% of respondents were satisfied with the maintenance services. This has not changed from the 100% satisfaction level in 2017.

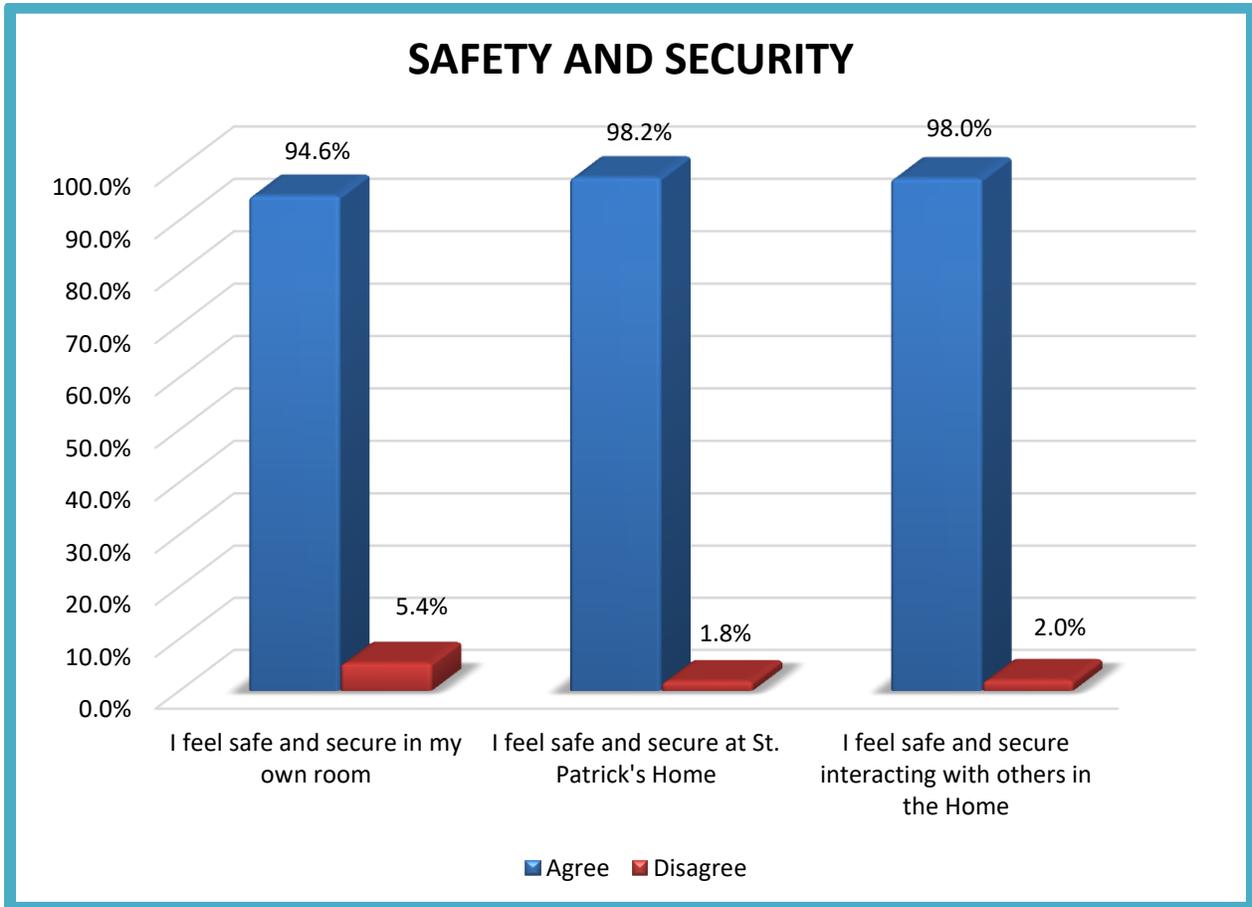


"I'm very picky and I wouldn't be here if the place was not well kept."
Comment from a resident.

Section 9: Safety and Security

This section of the survey inquired whether the resident agreed with the following statements:

- *I feel safe and secure in my own room*
- *I feel safe and secure at St. Patrick's Home*
- *I feel safe and secure interacting with others in the Home*



“Elevator not working is a safety issue.”

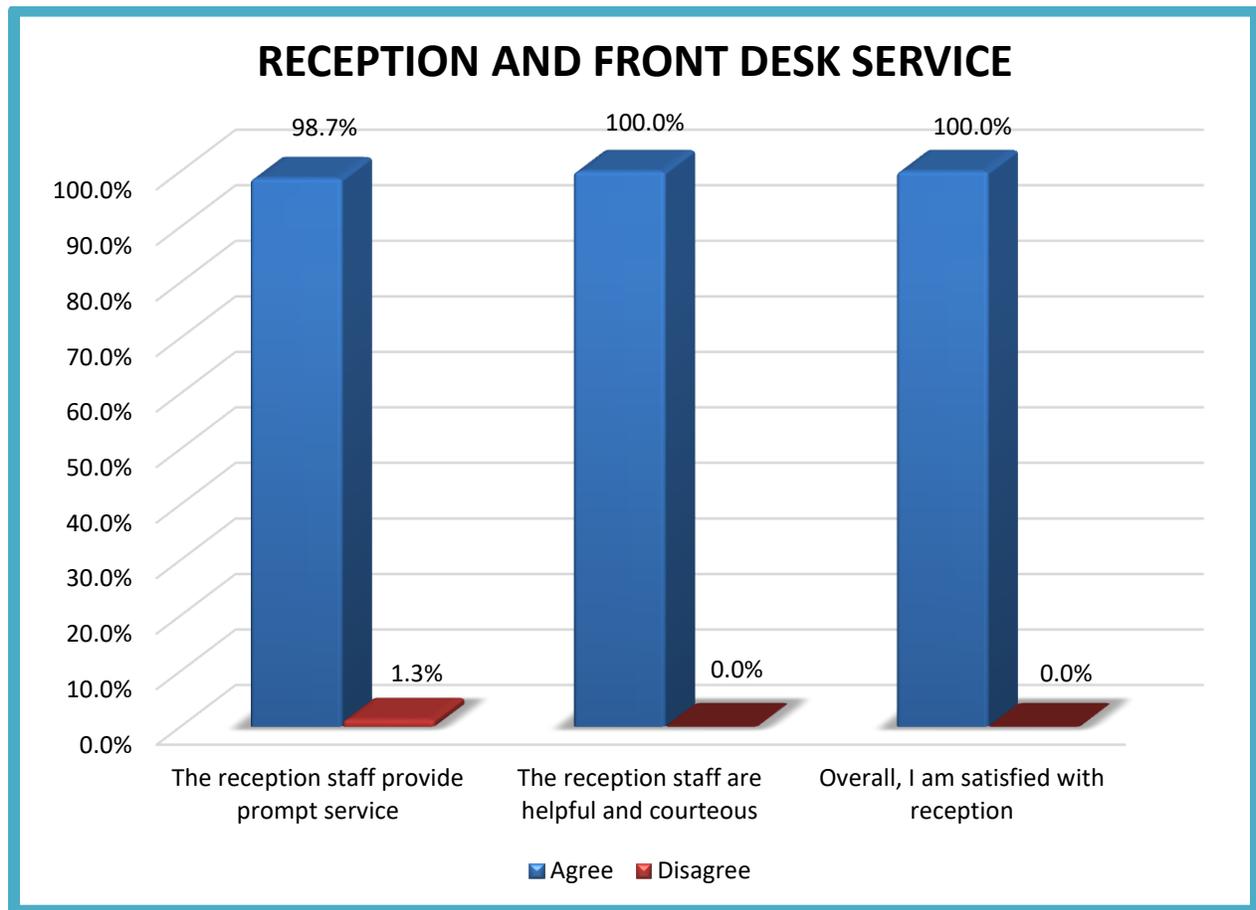
Comment from a resident.

Section 10: Reception/Front Desk Service

This section of the survey inquired whether the resident agreed with the following statements:

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

Overall, 100% of respondents were satisfied with the reception service. This has not changed from the 100% satisfaction level in 2017.



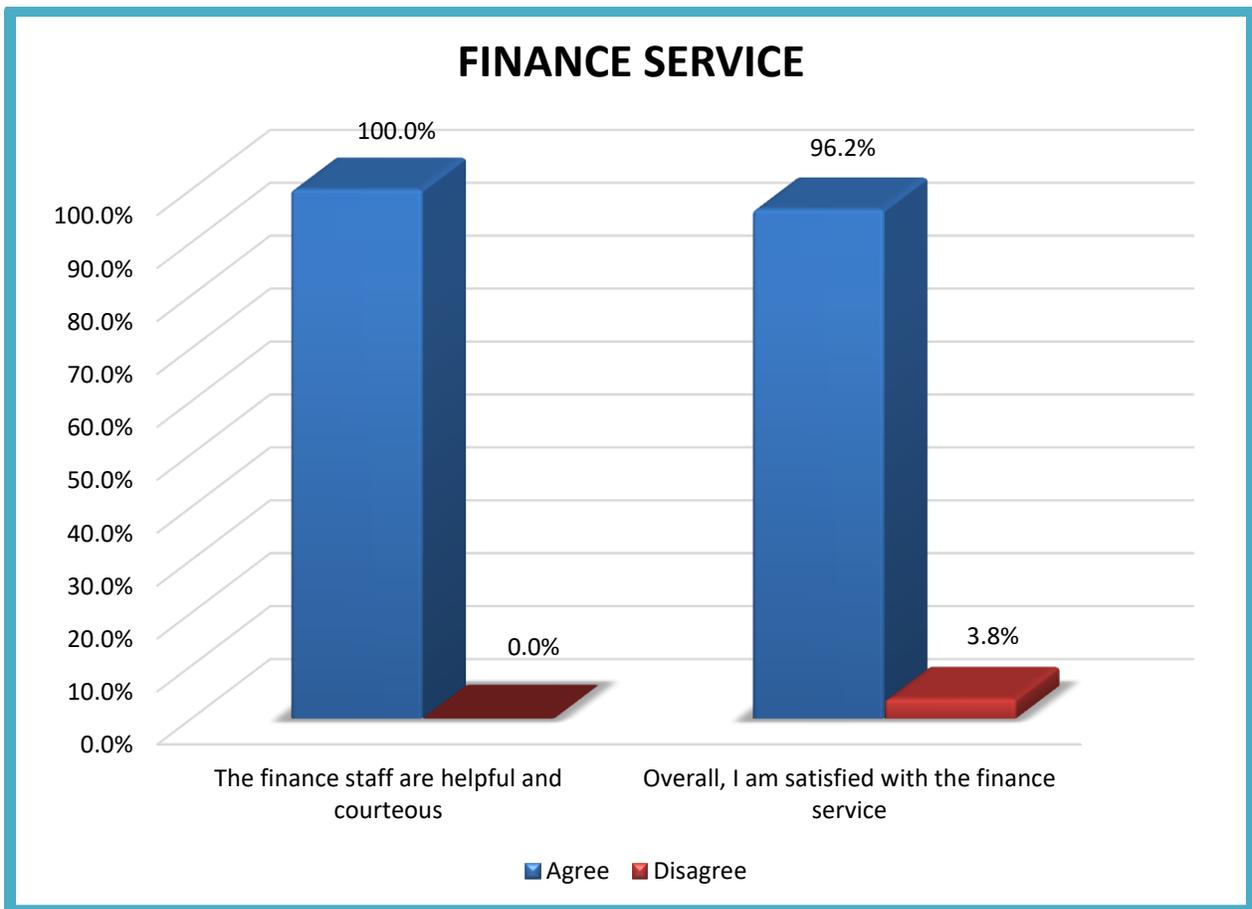
“They keep people out of trouble. Sometimes people want to go outside alone, they won’t let the ones that shouldn’t go. They tell them they need to have someone with you.”
Comment from a resident.

Section 11: Finance Service

This section of the survey inquired whether the resident agreed with the following statement:

- *The finance staff are helpful and courteous*

Overall, 96% of respondents were satisfied with the finance service. This is 4% decrease from 2017.



“Courteous and always seem to be available when I need them, but I don’t need them too often.”
Comment from a resident.

Section 12: Spiritual and Religious Care

It should be noted that not all residents use this program, the first chart below depicts the % of respondents who appreciate visits and whether or not they attend services. The second chart is based on the respondents who use these services.

When asked if the pastoral services met their needs:

- 98% of respondents agreed that the pastoral services at St. Patrick's Home meets their spiritual needs. This is down by 1% from 2017.

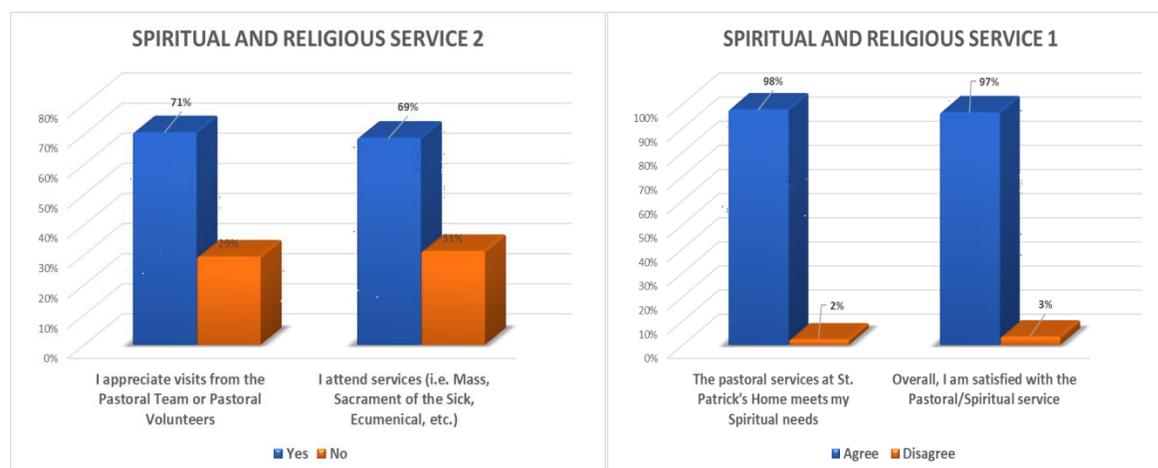
When asked if they appreciate visits from the Pastoral Team:

- 71% of respondents appreciate visits from the Pastoral Team or Pastoral Volunteers. This is up 16% from 2017.

When asked if they attend services:

- 69% of respondents attend services (i.e. Mass, Sacrament of the Sick, Ecumenical, etc.).

Overall, 97% of respondents were satisfied with the Spiritual and Religious Care. This is 2% decrease from 2017.



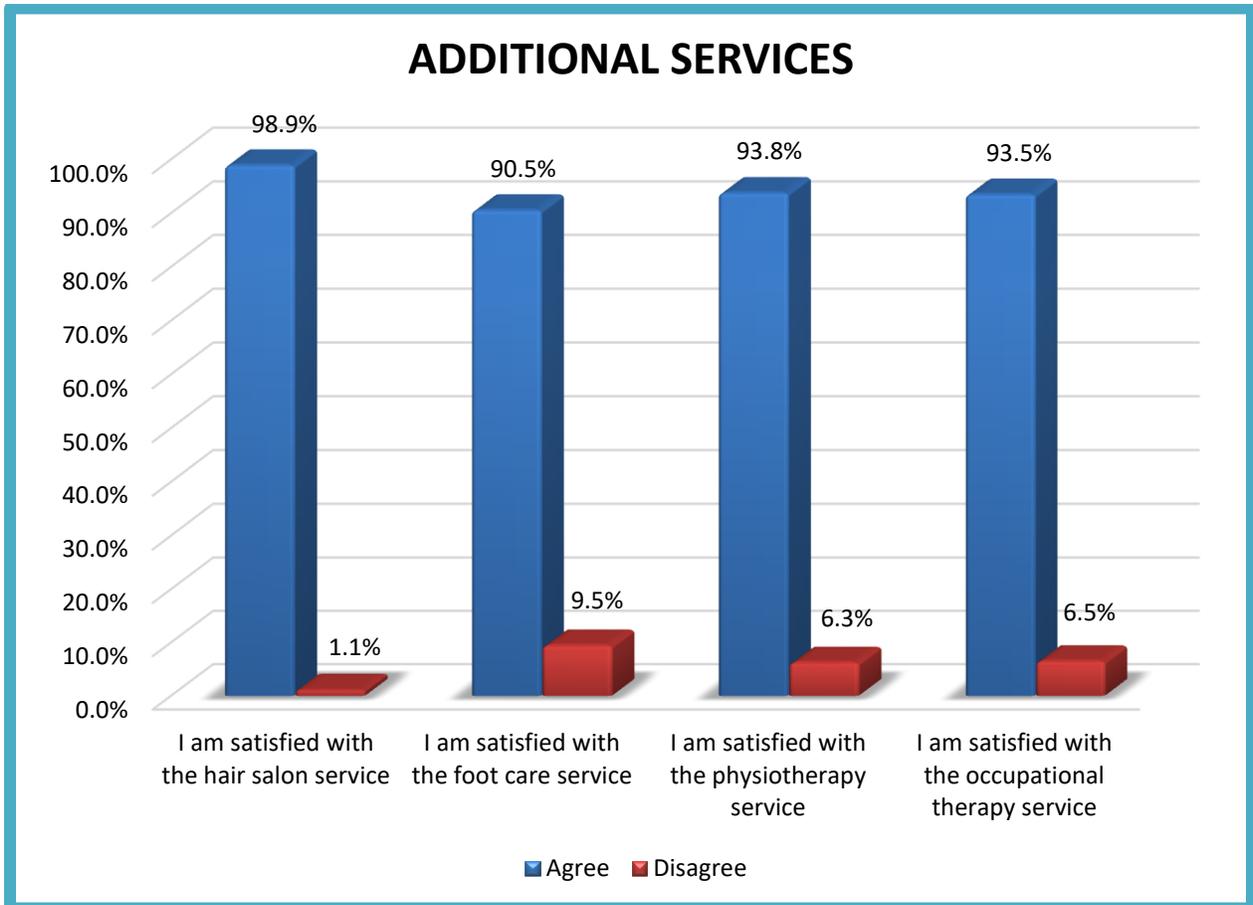
“The priest is very friendly and active. They (Pastoral Team or Pastoral Volunteers) have not been here yet, but I’d appreciate visits from them.”

Comment from a resident.

Section 13: Additional Services

This was the first year residents were asked to rate the additional services offered at St. Pat's:

- *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*



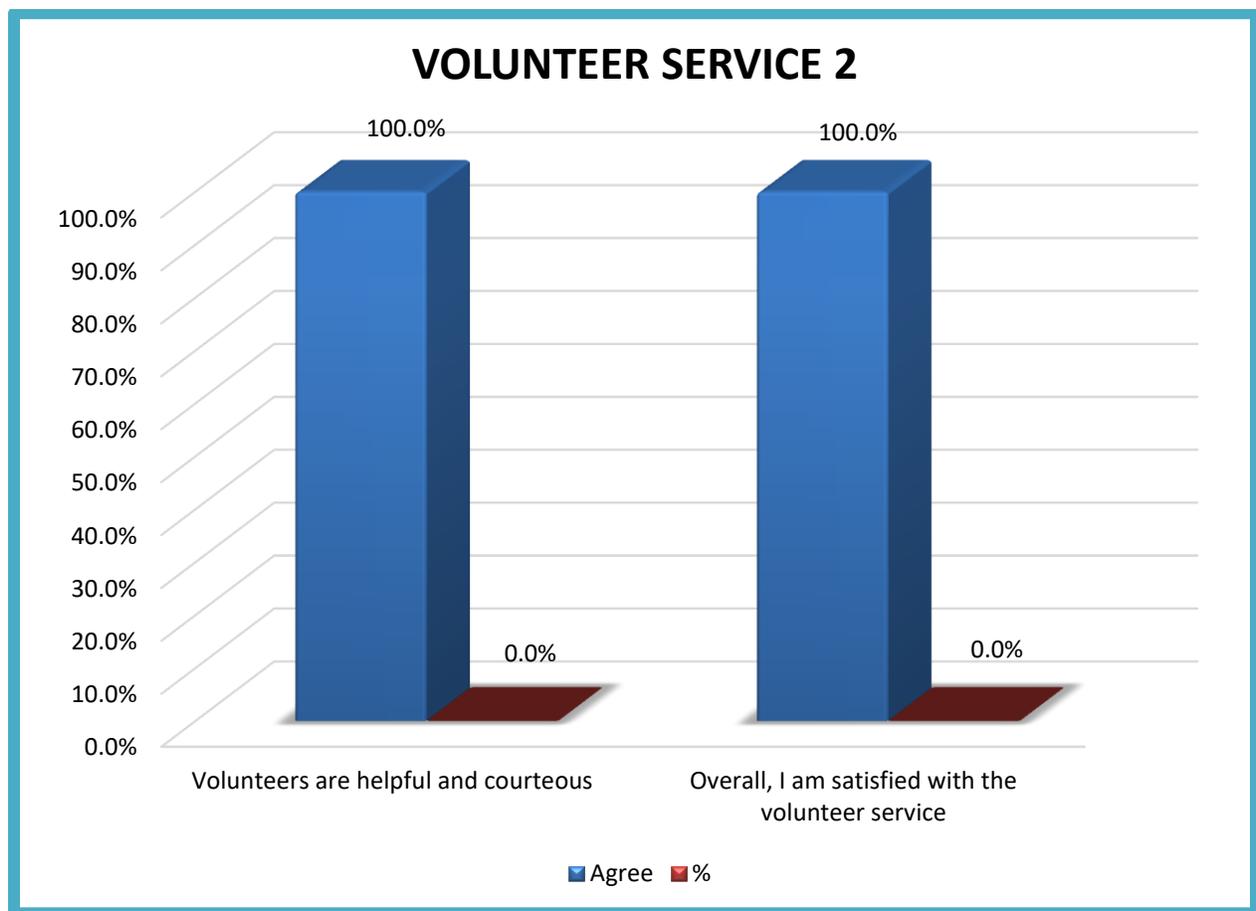
Section 14: Volunteer Service

When asked if they knew volunteers were available to assist residents:

- 71% of respondents responded that they did know volunteers were available to assist residents of the home. This is down 7% over 2017.

100% of respondents agreed that volunteers are helpful and courteous. This is consistent with the 100% rating in 2017.

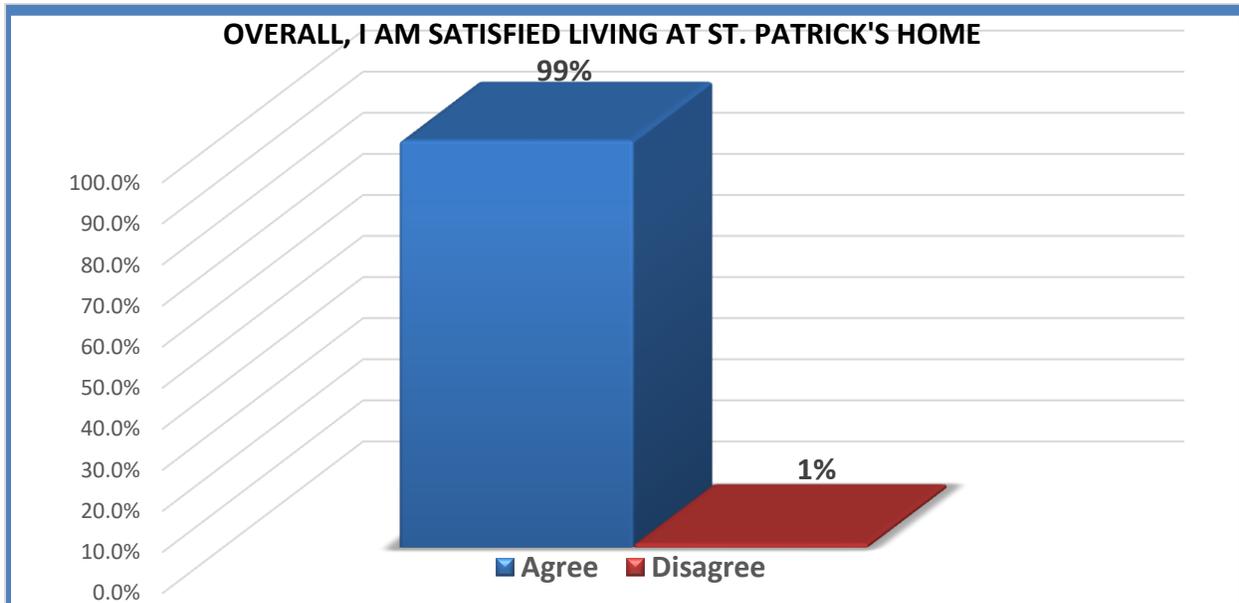
Overall, 100% of respondents were satisfied with Volunteer services. This is consistent with the 100% rating in 2017.



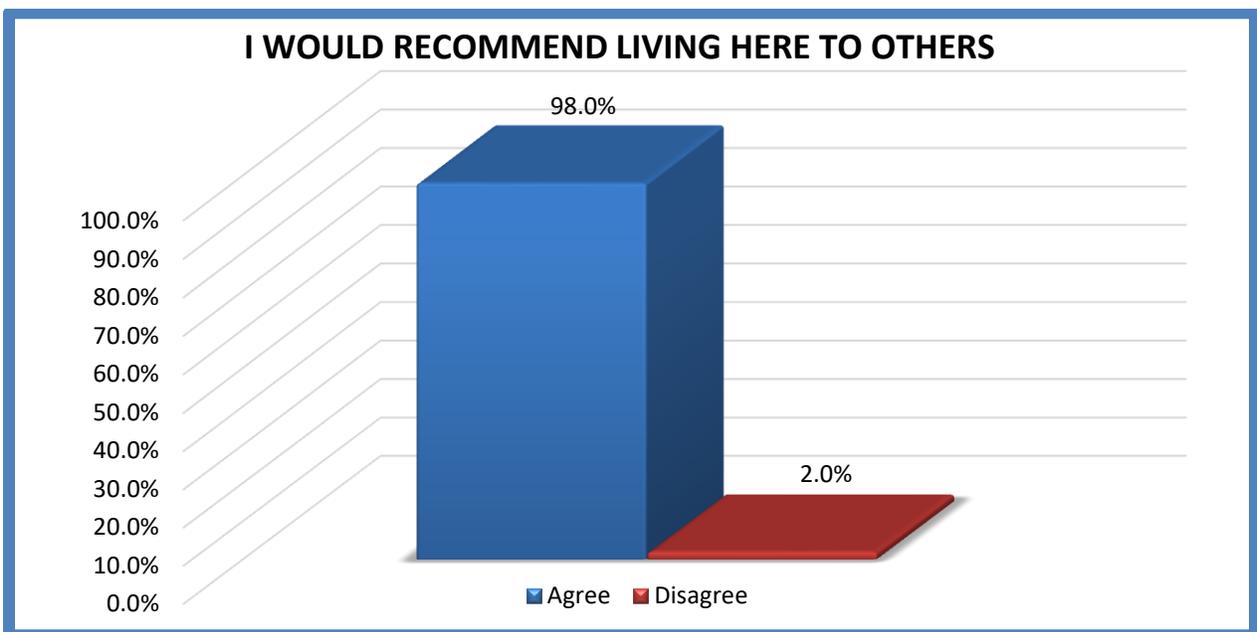
“We don’t know what services are available through volunteers.”
Comment from a resident.

Section 15: Overall Assessment

99% of respondents indicated they were satisfied living at St. Patrick's Home. This number has been consistent for the past two years.



98% of respondents indicated they would recommend living here to others. This number has also been consistent for the past two 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. Pat's?

- Not afraid of anything, completely comfortable.
- It's quiet, we can talk to each other, people don't bother you, you can sleep and wake when you want, life is good here.
- I like the fact that people talk back to me, it feels nice that people sit and ask questions about me and my life, people take time to talk to you.
- Atmosphere, availability to go down to chapel, music, socialization.
- The place is clean, the people are really good, food is good and the girls who serve meals are great. Whatever I need I have it here, what I don't have is because either I don't need it or I refused it.
- It's a very nice place to live, you can pretty much do what you want to do. It's kept clean and well maintained. The people are very friendly and willing to help here.
- Enjoy the garden, music programs and the large window view.

Is there anything you would suggest be improved?

- Better food varieties with high protein (meat especially).
- Tuck Shop needs more variety.
- More staff/resident ratios, especially in the morning and weekends. Temporary (agency) staff are often not qualified.
- When staffs call in sick and agency people are needed, we strongly plead that you ensure at least one staff person per house knows the residents. This doesn't always happen.
- The staff are not around, the activities are not posted. There is no daily list of activities.

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 2019 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 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.***

www.stpats.ca