



## **THE IMPACTS OF COVID-19 ON RESIDENTS, FAMILIES & FRIENDS**

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The purpose of this brief survey was to provide families and friends of residents, living at St. Patrick's Home of Ottawa, an opportunity to provide feedback, opinions, and suggestions regarding their experiences during COVID-19.

The invitation to participate was sent, to 226 POA/Substitute Decision Makers, on January 5, 2021. There were a variety of options made available to those wishing to complete the survey, including a hard copy mailed to them, or picked up at reception, or a personalized email sent to them to complete the survey online.

Of the 226 potential participants, 13 chose to complete a paper copy and 220 were sent a link to the survey via an email.

The survey was opened on January 5, 2021 and closed on January 25, 2021.

A total of 146 satisfaction surveys were received by January 25, 2021. This number represents a 65% response rate.

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

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April 2021

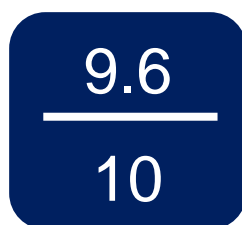
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## **The Survey Results**

***“On a scale of 0 to 10, how would you rate St. Pat's overall performance throughout this pandemic?”***

St. Pat's received an average rating of 9.2 out of 10 when respondents were asked to rate our overall performance during COVID-19.



***“How likely are you to recommend St. Pat's to others?”***

St. Pat's received an average rating of 9.6 out of 10 regarding how likely they are to recommend St. Pat's to others.

***“St. Pat's has provided updates to families & friends throughout this pandemic. How would you rate the communications, received from St. Pat's?”***

During COVID-19, updates were sent, to families and friends, on an ongoing basis. Participants were asked to rate the timeliness and clarity of the updates and how informative the updates were.

100% of respondents expressed satisfaction with the timeliness, clarity and how informative the updates have been to family and friends.



***“When visiting was not possible during COVID-19, St. Pat's has strived to provide multiple opportunities for residents to connect with their loved ones. How would you rate the following areas used for staying connected?”***

Throughout the lock down, St. Pat's implemented opportunities for residents to connect with of their loved ones. The responses to this question received an average score of 88%.

- Telephone calls/emails from the RPN to the resident's POA.
- Facilitated, scheduled telephone calls between the resident and a loved one.
- For scheduled window visits where the resident sat inside, and the family member communicated vial telephone from outside the window
- For supervised porch visits the resident was brought out to the front porch to have a visit with their loved one, separated by a barrier to ensure social distancing.
- During scheduled garden visits when your loved one was brought out to the garden to visit with a loved one.

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***“Keeping in mind, St. Pat's is restricted by the mandatory requirements set by the government during COVID-19. Thinking of your first few visits with your loved one, in their room. Please rate and provide your thoughts, suggestions, concerns on any or all of the following areas, on how we could improve the resident's quality of life while we are operating under this pandemic.”***

Just under 20% of respondents identified they had not visited indoors since the pandemic began.

**The top areas of excellence with average scores 85% and over were:**

- *Screening at the front entrance:*
- *Clarity of direction prior to your first indoor visit:*
- *Education/training on personal protective equipment:*

**The following areas of improvement scored between 61% and 83%:**

- The condition of my loved one's health
- The cleanliness/tidiness of my loved one's room
- The condition of my loved one's personal appearance
- Recreation/social engagement
- The condition of my loved one's mental status

## ***SUMMARY OF COMMENTS***

Respondents provided comments/suggestions throughout the survey. In total, there were over 400 comments with 80% providing positive feedback and 20% providing suggestions for improvement.

All comments remained anonymous and were reviewed by managers and the Quality Improvement and Risk Management Committee of the Board of Directors.

The following is a sampling of the common themes, found throughout the comments, received from family and friends:

- ❖ *“I have been blown away by the communications and the way you have handled things during the pandemic. You have been on top of things, clear and transparent and extremely professional. I constantly rave at how amazing you have been with people looking for long term care for their parents. THANK YOU TO ALL OF THE ST. PAT'S STAFF!!!”*
- ❖ *“Excellent communication, I would say a model of perfection communicating daily and advising us even when there was no info to report. Information was clear, honest, and straight to the point”*

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- ❖ *“Skype calls with several family members once a week have been the best way of remaining in touch. It works the best when our mother is set up at a desktop so she can see several people at once. We sing songs from the St. Pat's choir book; if someone else is with Mom they can make sure she is on the right page. We provided ear buds for her and a splitter and another set of ear buds for a helper. This way, despite significant hearing loss Mom can hear us and sing along. It is very gratifying to watch her mood lift as she sings along with us.”*
- ❖ *“Screening staff were great to have signs up informing us what and how to do things. Learning curve for everyone but extremely well executed. Screeners are always pleasant, organized and has learned many of us by first name basis. Always felt welcome by all screeners.”*
- ❖ *“Due to the lack of family contact, room confinement, limited outdoor time and lessened social engagement and recreational opportunities, his mental status has declined. He is less responsive to verbal requests and it is much more challenging to engage him even with familiar family members. While his dementia is progressing, the conditions described above appear to have hastened his decline.”*
- ❖ *“I really don't know what more can be done, but I know the isolation and loneliness have taken a great toll on my mother.”*
- ❖ *“I recognize the tremendous effort required to provide care in these very challenging circumstances. St. Pat's has done an admirable job of quickly identifying and containing outbreaks, remaining transparent with families. I would have loved to see increased supports and attention to social and recreational programs (especially 1:1) but recognize the demand that can place on already strained human resources.”*
- ❖ *“Sometimes St Pat's called at scheduled time, other times, no call. I understand though that situations changed in the unit and that meant workers were required to do more urgent things. It was hard for my dad because of the dementia and lack of familiarity with technology, but the staff did a good job in trying to make it work.”*
- ❖ *“While challenging, additional efforts to provide 1:1 visits for patients that prefer to remain in their rooms would have been very appreciated for cognitive and social stimulation while families were largely unable to provide this.”*

## SUMMARY OF SURVEY RESULTS

SURVEY SECTION	Totally Satisfied	Satisfied	Dissatisfied	Totally Dissatisfied	Total Responses	OVERALL SATISFIED	% SATISFIED
Timeliness of updates to family & friends	128	16	0	0	144	<b>144</b>	<b>100%</b>
Clarity of updates to family & friends	114	24	0	0	138	<b>138</b>	<b>100%</b>
Information/Content of updates to family & friends	119	21	0	0	140	<b>140</b>	<b>100%</b>
Clarity of directions on what to expect, prior to an indoor visit.	85	27	1	0	113	<b>111</b>	<b>98%</b>
Screening at the front entrance	85	22	4	0	111	<b>103</b>	<b>93%</b>
Education/Training on personal protective equipment (masks, face shields, etc.)	75	31	3	2	111	<b>101</b>	<b>91%</b>
Garden Visits	68	26	4	1	99	<b>89</b>	<b>90%</b>
Video conference calls (Facetime, Zoom, etc.)	61	31	5	0	97	<b>87</b>	<b>90%</b>
Facilitated, scheduled telephone calls	45	26	4	0	75	<b>67</b>	<b>89%</b>
Telephone calls/emails from RPN	70	44	8	0	122	<b>106</b>	<b>87%</b>
Porch Visits	35	17	4	0	56	<b>48</b>	<b>86%</b>
Window Visits	34	15	3	1	53	<b>45</b>	<b>85%</b>
The condition of my loved one's health	64	44	9	1	118	<b>98</b>	<b>83%</b>
The cleanliness/tidiness of my loved one's room	57	42	10	2	111	<b>87</b>	<b>78%</b>
The condition of my loved one's personal appearance	50	53	12	3	118	<b>88</b>	<b>75%</b>
Recreation/Social Engagement	44	35	14	1	94	<b>64</b>	<b>68%</b>
The condition of my loved one's mental status	41	53	20	3	117	<b>71</b>	<b>61%</b>