



2022

**RESIDENTS' QUALITY OF LIFE
SURVEY REPORT**

METHODOLOGY

The International Resident Assessment Instrument (interRAI) Long Term Care (LTC) Quality of Life (QoL) Instrument was used for the first time in 2019 to survey residents on their quality of life here at St. Patrick's Home of Ottawa. There was a two-year hiatus due to the Covid pandemic but we are happy to be returning to this very critical undertaking in 2022.

The survey is a standardized tool used to better understand how the people who live at St. Pat's experience life at the Home. Using this survey enables St. Pat's to compare the quality of life ratings from our residents to benchmarks from other LTC Homes and other congregate living settings around the world. It also removes any bias we may have been unaware of if we continued to use a survey we created ourselves. In addition, the Quality Improvement Plan mandated by the Ministry of Long-Term Care uses questions from the survey as a measurement of quality improvement work outcomes.

The benchmarks are international – mostly Belgian, Canadian and American, with some smaller datasets from other countries as well. 53% of the data is from Canada and the United States. The data for these benchmarks came from 16,017 individuals who resided in 355 LTC Homes, Skilled Nursing Centres and other congregate living settings. Of this total, 7,113 were from the Flanders region of Belgium, 5,143 residents were from Canada, 3,358 residents were from the eastern and mid-western United States, and the remaining 403 residents were from several other international countries. Although the benchmarking provides us with some information regarding how people in other organizations have responded there is not a specific comparison to other LTC Homes in Ontario. We are hopeful that in the future a more appropriate comparison to other Ontario LTC Homes is available.

The survey is comprised of 50 questions across the following 10 domains:

- Privacy
- Food & Meals
- Safety & Security
- Comfort
- Daily Decisions (Autonomy)
- Respect by Staff
- Staff Responsiveness
- Staff Resident Bonding
- Activities

- Personal Relationships

The interRAI QOL surveys are meant to be used during a private interview with a person who is cognitively able to respond (generally, a person whose Cognitive Performances Scale (CPS) is <3, or moderately impaired). 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 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.

Participants were asked to rate survey statements using the following scale:

- Never scores 0
- Rarely scores 1
- Sometimes scores 2
- Most of the time scores 3
- Always scores 4

The following ratings are chosen when a resident is unable to respond to a question and have no point value

- Don't know
- Refused
- No response

The results are **not** an overall percentage but rather a calculation. The numbers beside each rating represents the number of points for that particular response. For instance, if 15 residents responded to a question, 5 answered Always, 3 answered Sometimes, 2 answered Never, 5 residents were unable to respond to that particular question. The total rating for this question would be:

$$\begin{aligned} 5 \times 4(\text{Always}) &= 20 \text{ points} \\ 3 \times 2(\text{Most of the time}) &= 6 \text{ points} \\ 2 \times 0(\text{Never}) &= 0 \text{ points} \end{aligned}$$

Total responses for this question would therefore be 10 people and the combined points for this question would be 26. The 5 residents who were not able to answer that particular question were not counted in the total number of responses. Therefore, 10 people answered the question with a potential of 4 points each equaling 40 maximum points for the question. The combined points of 26 is divided by 40 equally a final score of 65%.

This new survey tool was presented to the Residents' Council for review and approval and members were afforded an opportunity to provide feedback.

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 strive to improve the care and quality of services we offer our residents as we continue to full fill St. Patrick's Home of Ottawa's Mission, Vision and Values.

THE RESULTS

The Quality of Life Survey opened in March 1, 2022 and closed on April 29, 2022.

Of importance to note, InterRAI has not been able to update the benchmarks since 2019. We believe this makes the comparative data less relevant as it was collected pre-pandemic. We have chosen to include it in the report just the same, but caution the use of the data as a fair comparator to a post-pandemic satisfaction survey.

Strengths

As you review the report you will see that Safety and Security section scores actually rose from 2019. We believe this reflects the excellent job in implementing safety driven policies and protocols during the pandemic, in addition to the outstanding work of our teams to keep everyone safe. We will work to continue this high level of confidence that residents have in us to provide a safe space as we also actively grow our person-centred way of doing things.

Although we are looking at the results against pre-pandemic comparators, we did see some improved or maintained results in the following areas:

- I have enough variety in my meals
- I enjoy meal times
- I am bothered by the noise here
- I decide when to go to bed
- I decide how to spend my time
- Staff know what they are doing
- Staff ask how my needs can be met
- I feel my possessions are secure

The following results exceed or meet the pre-pandemic median benchmarking results:

- I can eat when I want
- I can have a bath or shower as often as I want
- I consider a staff member my friend
- I participate in meaningful activities
- People ask for my help and advice

These are the areas of strength that we can leverage going forward.

Areas for Improvement

Given the pre-pandemic benchmarking data has limited value, it was determined that we should look at the survey questions that had undergone the largest decrease in results at St. Pat's. Here are the top three questions that had the biggest decrease between 2019 and 2022:

- I have opportunities to spend time with like-minded residents
- I can go where I want on the "spur of the moment"
- I have the same nurse assistant on most weekdays

We noticed that these top three questions are very linked to fall outs of Covid19 which greatly impacted the resident's ability to move around the home freely and reflected the challenges with consistent staffing throughout the pandemic.

As we remain in a pandemic situation and must follow Ministry of Long-Term Care, public health and infection control guidelines, the focus of quality improvement activities will be on those areas that we can control.

These questions were the next group of questions with the largest decrease in score. We will be incorporating the following into our Quality Improvement Plan for 2022-2023:

- I have the opportunity to explore new skills and interests
- Staff respond to my suggestions
- I have enjoyable things to do here on evenings and weekends
- I can express my opinion without fear of consequences
- I get my favourite foods here

THE RESULTS

Of the 95 residents who participated in the survey, 25% have lived at St. Pat's for less than 1 year, 23% have lived here for 1-2 years, and the remaining 52% reported living at St. Pat's for more than 2 years. This means that 50% of the residents who completed this survey have only lived here during the pandemic, with the reality of this time.

The following table represents the 10 domains surveyed, the international median benchmarks and the average scores for St. Patrick's Home.

As noted above, benchmarks have not been updated since 2019. Because of this, we do not believe these are strong comparators to this year's numbers. In the spirit of full transparency, we have chosen to keep them in the report, but felt it was important to note that these are pre-pandemic numbers.

Domain	St. Pat's 2019	St. Pat's 2022	Pre-pandemic Median Benchmark
Privacy	83%	71%	92%
Food & Meals	59%	56%	67%
Safety & Security	72%	75%	88%
Comfort	60%	53%	71%
Daily Decisions	68%	64%	72%
Respect by Staff	78%	71%	84%
Staff Responsiveness	64%	60%	76%
Staff Resident Bonding	49%	40%	43%
Activities	49%	34%	44%
Personal Relationships	29%	25%	31%

PRIVACY

For the Privacy domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Privacy	I can be alone when I wish.	80%	66%	90%
	My privacy is respected when people care for me.	85%	76%	93%
	OVERALL DOMAIN AVERAGE:	83%	71%	92%

FOOD & MEALS

For the Food & Meals domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Food & Meals	I get my favorite foods here.	52%	40%	67%
	I can eat when I want.	60%	54%	26%
	I have enough variety in my meals.	58%	59%	82%
	I enjoy mealtimes.	61%	63%	73%
	Food is the right temperature when I get to eat it.	64%	63%	87%
	OVERALL DOMAIN AVERAGE:	59%	56%	67%

SAFETY & SECURITY

For the Safety & Security domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Safety & Security	If I need help right away I can get it.	68%	63%	80%
	I feel my possessions are secure.	65%	76%	89%
	I feel safe when I am alone.	84%	84%	94%
	OVERALL DOMAIN AVERAGE:	72%	75%	88%

COMFORT

For the Comfort domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Comfort	I get the services I need.	78%	70%	93%
	I would recommend this organization to others.	81%	73%	80%
	I can easily go outdoors if I want.	65%	52%	73%

	I am bothered by the noise here.	18%	16%	38%
	This place feels like home to me.	55%	54%	70%
	OVERALL DOMAIN AVERAGE:	59%	53%	71%

DAILY DECISIONS (Autonomy)

For the Daily Decisions domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Daily Decisions	I can have a bath or shower as often as I want.	58%	50%	33%
	I decide when to get up.	62%	62%	60%
	I decide when to go to bed.	78%	81%	82%
	I can go where I want on the "spur of the moment".	55%	33%	70%
	I control who comes into my room.	64%	59%	73%
	I decide which clothes to wear.	80%	79%	90%
	I decide how to spend my time.	78%	84%	93%
	OVERALL DOMAIN AVERAGE:	68%	64%	72%

RESPECT BY STAFF

For the Respect by Staff domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Respect by Staff	I am treated with respect by staff.	82%	81%	93%
	Staff pay attention to me.	76%	72%	83%
	I can express my opinion without fear of consequences.	74%	62%	76%
	Staff respect what I like and dislike.	78%	70%	84%
	OVERALL DOMAIN AVERAGE:	78%	71%	84%

STAFF RESPONSIVENESS

For the Staff Responsiveness domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Staff Responsiveness	The care and support I get help me live my life the way I want.	70%	68%	84%
	Staff respond quickly when I ask for assistance.	67%	67%	73%
	Staff respond to my suggestions.	46%	31%	53%
	I get the health services I need.	76%	71%	93%
	Staff have enough time for me.	59%	54%	No Baseline Available
	Staff know what they are doing.	66%	69%	No Baseline Available
	My services are delivered when I want them.	65%	63%	No Baseline Available
	OVERALL DOMAIN AVERAGE:	64%	60%	76%

STAFF-RESIDENT BONDING

For the Staff-Resident Bonding domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St.Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Staff Resident Bonding	Some of the staff know the story of my life.	37%	25%	30%
	I consider a staff member my friend.	54%	50%	49%
	I have a special relationship with a staff member.	50%	41%	No Baseline Available
	Staff take time to have a friendly conversation with me.	59%	48%	44%
	Staff ask how my needs can be met.	44%	45%	50%
	I have the same nurse assistant on most weekdays.	50%	32%	No Baseline Available
	OVERALL DOMAIN AVERAGE:	49%	40%	43%

ACTIVITIES

For the Activities domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Activities	I have enjoyable things to do here on weekends.	46%	32%	28%
	I have enjoyable things to do here in the evenings.	44%	31%	No Baseline Available
	I participate in meaningful activities.	46%	40%	40%
	If I want, I can participate in religious activities that have meaning to me.	61%	56%	78%
	I have opportunities to spend time with like-minded residents.	52%	27%	52%
	I have the opportunity to explore new skills and interests.	38%	21%	23%
	OVERALL DOMAIN AVERAGE:	48%	34%	44%

PERSONAL RELATIONSHIPS

For the Personal Relationships domain, residents were asked to respond to the following statements:

DOMAIN	STATEMENTS	St. Pat's 2019	St. Pat's 2022	Pre-Pandemic Median Benchmark
Personal Relationships	Another resident here is my close friend.	36%	34%	43%
	People ask for my help and advice.	21%	14%	11%
	I have opportunities for affection and romance.	5%	6%	17%
	It is easy to make friends here.	48%	45%	50%
	I have people who want to do things together with me.	36%	27%	33%
	OVERALL DOMAIN AVERAGE:	29%	25%	31%

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

Resident Comments

As part of the survey, Residents are invited to elaborate on their answers. This is a collection of their thoughts according to question category:

Privacy

- Every day is different depending on the staff.
- I visit my wife daily and am given privacy.

Food and mealtimes

- I would like to see more variety and get rid of the quiche.
- Sometimes the dining room is loud. I enjoy the friends I set with.

Safety and Security

- Staff are always close by.
- I rang five minutes ago no one answered my call.

Comfort

- I would like to have my toenails cut on a regular basis.
- I am happy here; I feel safe and sound here.

Daily Decisions

- It is my decision if I want to stay in bed.
- I pick my own clothes out every time.

Respect by Staff

- The staff are great.
- There can be a language barrier at times.
- I am not afraid to speak my mind anytime.

Staff Responsiveness

- I live my life to the best of my ability.
- I am an independent woman.
- I give my opinion often.

Staff-Resident Bonding

- I show them my family photos and tell them about my life.
- I am proud of my life and how I lived it.

Activities

- There could be more activities.
- I like exercise and hymn sing on Tuesday
- I make jewelry, I learnt this. I also use the iPad sometimes

Personal Relationships

- Yes, I have a close friend here and I am happy.
- I like to help out

Other

- Good service. Good appearance of building. Laundry service is great. But do something ...outdoor gardening...more flowers. Would like to be able to buy things like going to a store and buy soft drinks cookies toiletries. No one outside to talk to
- I need to stay in a place for support and this place meets my needs now. I would prefer to live in an accessible apartment with family support