



2023

**RESIDENT QUALITY OF LIFE SURVEY
REPORT**

METHODOLOGY

St. Patrick's Home of Ottawa started using the International Resident Assessment Instrument (interRAI) Long Term Care (LTC) Quality of Life (QOL) Instrument in 2019 to survey residents on their quality of life. The survey is a standardized tool used to better understand how the people who live at the home experience life. Using this survey enables St. Pat's to compare the quality-of-life ratings from our residents to benchmark from other LTC homes across North American and Europe.

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 to be used during a private interview with individuals who are cognitively able to respond (generally, an individual whose cognitive performance 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 range of 0-3 was interviewed by a volunteer 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 selected volunteer who 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 = 0
- Rarely = 0
- Sometimes = 0
- Most of the time = 1
- Always = 1

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

This 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

Of the 128 residents who participated in the survey, 20% have lived at St. Pat's for less than 1 year, 30% have lived here for 1-2 years, and the remaining 50% reported living at St. Pat's for more than 2 years.

The following table represents the 10 domains surveyed with a comparison of the 2022 and 2023 survey indicating the average scores for the Home.

| Domain | St. Pat's 2022 | St Pat's 2023 | Pre-Pandemic Median Benchmark |
|------------------------|-------------------|------------------|----------------------------------|
| Privacy | 71% | 79% | 92% |
| Food & Meals | 56% | 54% | 67% |
| Safety & Security | 75% | 74% | 88% |
| Comfort | 53% | 53% | 71% |
| Daily Decisions | 64% | 57% | 72% |
| Respect by Staff | 71% | 71% | 84% |
| Staff Responsiveness | 60% | 61% | 76% |
| Staff Resident Bonding | 40% | 40% | 43% |
| Activities | 34% | 28% | 44% |
| Personal Relationships | 25% | 18% | 31% |

| Domain | Questions | St. Pat's 2022 | St. Pat's 2023 | Pre-pandemic median benchmark |
|-------------------|--|----------------|----------------|-------------------------------|
| Privacy | I can be alone when I wish | 66% | 82% | 90% |
| | My privacy is respected when people care for me | 76% | 77% | 93% |
| | Overall domain average | 71% | 79% | 92% |
| Food & Meals | I get my favorite foods here | 40% | 38% | 67% |
| | I can eat when I want | 54% | 39% | 26% |
| | I have enough variety in my meals | 59% | 54% | 82% |
| | I enjoy mealtimes | 63% | 68% | 73% |
| | Food is the right temperature when I get to eat it | 63% | 69% | 87% |
| | Overall domain average | 56% | 54% | 67% |
| Safety & Security | If I need help right away, I can get it | 63% | 59% | 80% |
| | I feel my possessions are secure | 76% | 79% | 89% |
| | I feel safe when I am alone | 84% | 86% | 94% |
| | Overall domain average | 75% | 74% | 88% |
| Comfort | I get the services I need | 70% | 63% | 93% |
| | I would recommend this organization to others | 73% | 79% | 80% |
| | I can easily go outdoors if I want | 52% | 53% | 73% |
| | I am bothered by the noise here | 16% | 20% | 38% |
| | This place feels like home to me | 54% | 53% | 70% |
| | Overall domain average | 53% | 53% | 71% |

| Domain | Questions | St. Pat's 2022 | St. Pat's 2023 | Pre-pandemic median benchmark |
|---------------------------|--|----------------|----------------|-------------------------------|
| Daily Decision (Autonomy) | I can have a bath or shower as often as I want | 50% | 26% | 33% |
| | I decide when to get up | 62% | 60% | 60% |
| | I decide when to go to bed | 81% | 70% | 82% |
| | I can go where I want on the spur of the moment | 33% | 33% | 70% |
| | I control who comes into my room | 59% | 59% | 73% |
| | I decide which clothes to wear | 79% | 74% | 90% |
| | I decide how to spend my time | 84% | 81% | 93% |
| | Overall domain average | 64% | 57% | 72% |
| Respect by Staff | I am treated with respect by staff | 81% | 82% | 93% |
| | Staff pay attention to me | 72% | 69% | 83% |
| | I can express my opinion without fear of consequences | 62% | 56% | 76% |
| | Staff respect what I like and dislike | 70% | 74% | 84% |
| | Overall domain average | 71% | 71% | 84% |
| Staff Responsiveness | The care and support I get help me live my life the way I want | 68% | 64% | 84% |
| | Staff respond quickly when I ask for assistance | 67% | 62% | 73% |
| | Staff respond to my suggestions | 31% | 34% | 53% |
| | I get the health services I need | 71% | 65% | 93% |
| | Staff have enough time for me | 54% | 63% | No baseline available |
| | Staff know what they are doing | 69% | 84% | No baseline available |
| | My services are delivered when I want them | 63% | 56% | No baseline available |
| | Overall domain average | 60% | 61% | 76% |

| Domain | Question | St. Pat's 2022 | St. Pat's 2023 | Pre-pandemic median benchmark |
|------------------------|--|----------------|----------------|-------------------------------|
| Staff Resident Bonding | Some of the staff know the story of my life | 25% | 26% | 30% |
| | I consider a staff member my friend | 50% | 45% | 49% |
| | I have special relationship with a staff member | 41% | 40% | No baseline available |
| | Staff take time to have a friendly conversation with me | 48% | 31% | 44% |
| | Staff ask how my needs can be met | 45% | 55% | 50% |
| | I have the same nurse assistant on most weekdays | 32% | 42% | No baseline available |
| | Overall domain average | 40% | 40% | 43% |
| Activities | I have enjoyable things to do here on weekends | 32% | 31% | 28% |
| | I have enjoyable things to do here in the evenings | 31% | 34% | No baseline available |
| | I participate in meaningful activities | 40% | 31% | 40% |
| | If I want, I can participate in religious activities that have meaning to me | 56% | 33% | 78% |
| | I have opportunities to spend time with like-minded residents | 27% | 19% | 52% |
| | I have opportunity to explore new skills and interests | 21% | 17% | 23% |
| | Overall domain average | 34% | 28% | 44% |
| Personal Relationships | Another resident here is my close friend | 34% | 23% | 43% |
| | People ask for my help and advice | 14% | 7% | 11% |
| | I have opportunities for affection and romance | 6% | 3% | 17% |
| | It is easy to make friends here | 45% | 34% | 50% |
| | I have people who want to do things together with me | 27% | 22% | 33% |
| | Overall domain average | 25% | 18% | 31% |

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

- Always somebody coming into room.
- I am afraid to leave my room because I don't wish to share my information.

Food and mealtimes

- I have my own refrigerator in my room and I usually find something I like there.
- I have extra food in my room.

Safety and Security

- Money is never secure.
- More difficult when staff are at lunch/ break or short for others to cover the bells.

Comfort

- I know the difference in home and here and this is pretty good.
- It is my home.

Daily Decisions

- I would like more showers.
- The girls make me change sometimes. They put my clean clothes in the laundry and make me put on other clothes.

Respect by Staff

- They do their best.
- This is a very good place when you need to leave home. This place performs miracles.

Staff Responsiveness

- They are very kind and loving staff.
- They do the best they can, they are human beings.

Staff-Resident Bonding

- I have a couple of nurses I get along with very well.
- One staff I really enjoy talking with

Activities

- Would like a non-denominational service.
- I enjoy the music, I used to play the piano and the violin.

Personal Relationships

- My meal people are my friends and companions.
- We don't spend enough time to get to know each other. We are more like acquaintances.

Other

- I recommend this place to everyone.
- The recreation staff are excellent.

DISCUSSION

The Quality of Life Survey opened in February 1, 2023 and closed on October 31, 2023

Strengths

This year we decided to do the survey on a rolling, monthly basis. The survey opened on February 1, 2023 and closed on October 31, 2023. In years past, we would do the survey over a two-week period, which only allowed us to talk to a certain amount of people over a short period of time. One of the guidelines QOL Pro uses is that the Resident is required to have lived in the Home for three months prior to be surveyed. By talking to a small amount of people each month, it allowed for greater eligibility.

In 2022 we surveyed 95 people. In 2023 we surveyed 128 people. This is a 11% increase in the number of Resident voices we were able to capture, which only serves to strengthen the data.

This year, we saw our biggest positive increases within the following Domains: Privacy, Staff Responsiveness and Staff-Resident Bonding.

The top 5 greatest positive percentage increase were found to the following statements:

- I can be alone when I wish.
- Staff know what they are doing.
- Staff ask how my needs can be met.
- I have the same nurse-assistant on most weekdays.
- Staff have enough time for me.

Areas for Improvement

The 5 statements where we saw the biggest drop were spread across: Daily Autonomy, Food and Meals, Activities and Personal Relationships. They are as follows:

- I can have a bath or shower as often as I want.
- If I want, I can participate in religious activities that have meaning to me.
- I can eat when I want.
- Another resident here is my close friend.
- It is easy to make friends here.

CONCLUSION

As we continue our person-directed journey, we are pleased to see such great improvements in how staff interact with Residents and they relationships they are building. This is an ongoing process, but we are encouraged by this feedback.

For our areas of improvement, it shows us that we still have work to do in providing spaces that enable Residents to live the way they want to live, while also facilitating relationships amongst each other. Building community is so important and we will continue to work towards creating the best possible environment to do so.