



Total # of Surveys Completed: 17/32= 53% (LTC / ELDCAP Units / CCC)

Resident Eligibility: Must have a Cognitive Performance Scale of 3 or lower to complete the survey. The Cognitive Performance Scale (CPS) is used in the RUG-III Classification system to measure a resident’s cognitive performance. The RUG-III Classification system uses the CPS scale (0 - Intact, 1 - Borderline Intact, 2- Mid Impairment, 3 - Moderate Impairment, 4 - Mod. Severe Impairment, 5 - Severe Impairment, 6- Very Severe Impairment) to identify residents who demonstrate moderate to severe cognitive impairment as a basis for classification in the Impaired Cognition RUG-III groups. CPS scoring is performed on all residents on a quarterly basis.

Surveys Conducted By: Charlyn Beneteau, Clinical Quality, Communication and Education Admin Lead, John Jones (LTC COVID Clerk)

Surveys Conducted On: November 28th 2022

Methodology: Surveys were conducted with Residents who were eligible to participate. A satisfaction scale of faces (similar to the pain scale) was used to resemble the possible answers (*Always, Often, Sometimes, Rarely, Never*). Residents were able to answer verbally, non-verbally through the visual scale, or in writing.

Legend:

↑↓ = identifies statistically significant change from the previous year (↑ improved) or (↓ worsened). -- = no significant change from previous year

% **Positive Response** = Always + Often Responses

% **Negative Response** = Never + Rarely Responses

Quality Improvement Plan Indicator Performance:

Percentage of residents responding positively (Always + Often) to the following questions:

2021	2022	↑↓	Theme Area	Question
80.0%	82.4%	--	Quality of Care	Do the staff listen to you?
COMMENTS: <ul style="list-style-type: none"> • “ITS GOOD HERE” • “THEY DONT STOP AND CHAT BUT THEY DO THEIR JOB SUPER GOOD” • “THE CARE IS GREAT. ONE NURSE DOES NOT LISTEN TO A WORD YOU'RE SAYING.” • “PSWs LISTEN TO MY CONCERNS BUT NURSES DON’T” • “THE PSWs SAY THEY WILL TELL THE NURSES THEN THE NURSES DONT DO ANYTHING ABOUT IT” 				
80.0%	100%	↑	Administration	Are you comfortable sharing your concerns or complaints?
COMMENTS: <ul style="list-style-type: none"> • “IF WE HAVE A CONCERN WE WILL BRING IT FORWARD WE HAVE TO” • “ONLY COMFORTABLE TALKING TO PSWs NOT NURSES” 				
79.2%	88.2%	↑	Food	Do you like how the food tastes?
COMMENTS: <ul style="list-style-type: none"> • “GOOD SERVICE, COFFEE ALWAYS HOT AND READY” • “SOMETIMES IT IS TOO BIG PORTIONS FOR US BUT THEY SAY EAT WHAT YOU CAN” 				

<ul style="list-style-type: none"> • “IF YOU DONT LIKE THE FOOD THE GIRL CHECKS ALL THE TABLES AND SHE WILL FIX IT” • “I LOVE THE ICECREAM” • “OCCASIONALLY A COLD MEAL, NOT ENOUGH HELPERS WHEN FOOD BEING DELIVERED.” 				
83.3%	100%	↑	Food	Are you happy with the variety of foods provided?
COMMENTS:				
<ul style="list-style-type: none"> • “IF YOU LIVE HERE LONG ENOUGH YOU KNOW WHAT THEY ARE GOING TO SERVE, COULD USE MORE VARIETY. THE VEGETABLES ARE WATERY/MUSHY FOR ME.” 				

Overall Recommendation:

2021		2022		↑↓	Theme Area	Question
Definitely Yes (72%)	88.0%	Definitely Yes (82.35%)	88.2%	--	Overall Satisfaction	Would you recommend this Long-Term Care Home?
Probably Yes (16%)		Probably Yes (5.88%)				
Probably No	0%	Probably No	0%	--		
Definitely No		Definitely No				
No Response	12.0%	No Response (11.76%)	11.76%	--		

COMMENTS:

- “OVERALL HAPPINESS DEPENDS WHO IS WORKING”

Highest Percent Positive:

Top 4 questions rated as “Always”:

2021	2022	↑↓	Theme Area	Question
92%	94.12%	↑	Quality of Care	Do you feel safe here?
80.0%	100%	↑	Administration	Are you comfortable sharing your concerns and complaints?
76.0%	94.12%	↑	Quality of Care	Are your personal care needs met? (e.g. bathing, dressing, personal hygiene)
76.0%	100%	↑	Linen	Is your linen clean and in good condition?

COMMENTS:

- “MUSIC IS PERFECT”
- “THEY FIXED MY ROOM IT WAS COLD NOW IT IS JUST RIGHT”

↑ = Improved ↓ = Worsened from previous year. -- = no significant change from previous year

Highest Improvement in Satisfaction:

Question resulting in significantly better results than the previous year:

2021		2022		Theme Area	Question
Always	56%	Always	70.59%	Environment	Does the home smell nice?
Often	16%	Often	23.53%		
Sometimes	16%	Sometimes	0%		
Rarely	4%	Rarely	0%		
Never	0%	Never	0%		
Not Applicable / No Answer	8%	Not Applicable / No Answer	5.88%		
COMMENTS:					
<ul style="list-style-type: none"> No comments. 					

Religious / Spiritual Needs:

2021		2022		Theme Area	Question
Always	28%	Always	76.47%	Activity	Are your religious / spiritual needs met?
Often	20%	Often	0%		
Sometimes	12%	Sometimes	0%		
Rarely	4%	Rarely	0%		
Never	4%	Never	5.88%		
Not Applicable / No Answer	32%	Not Applicable / No Answer	17.65%		
COMMENTS:					
<ul style="list-style-type: none"> "I LIKE THE ACTIVITIES" "REALLY GOOD" 					

Highest Decrease in Satisfaction:

Question resulting in significantly lower results than the previous year:

2021		2022		Theme Area	Question
Always	64%	Always	64.71%	Quality of Care	How often are you treated with courtesy and respect?
Often	36%	Often	11.76%		
Sometimes	0%	Sometimes	11.76%		
Rarely	0%	Rarely	0%		
Never	0%	Never	5.88%		
Not Applicable / No Answer	0%	Not Applicable / No Answer	5.88%		
COMMENTS:					
<ul style="list-style-type: none"> No comments. 					

“Sometimes” Responses:

2021		2022		Theme Area	Question
Always	64%	Always	70.59%	Food	Do you like how the food looks?
Often	12%	Often	5.88%		
Sometimes	12%	Sometimes	17.65%		
Rarely	8%	Rarely	0%		
Never	0%	Never	0%		
Not Applicable / No Answer	4%	Not Applicable / No Answer	5.88%		
COMMENTS:					
<ul style="list-style-type: none"> No comments. 					
2021		2022		Theme Area	Question
Always	72%	Always	76.47%	Environment	Are your belongings safe here?
Often	16%	Often	5.88%		
Sometimes	4%	Sometimes	11.76%		
Rarely	0%	Rarely	5.88%		
Never	0%	Never	0%		
Not Applicable / No Answer	8%	Not Applicable / No Answer	0%		
COMMENTS:					
<ul style="list-style-type: none"> No comments. 					
2021		2022		Theme Area	Question
Always	48%	Always	64.71%	Environment	Do you like the temperature of your room?
Often	12%	Often	17.65%		
Sometimes	12%	Sometimes	11.76%		
Rarely	8%	Rarely	0%		
Never	12%	Never	5.88%		
Not Applicable / No Answer	8%	Not Applicable / No Answer	0%		
COMMENTS:					
<ul style="list-style-type: none"> “PROBLEM WITH AIR QUALITY AND AIR CIRCULATION SYSTEM IS NOT WORKING PROPERLY” “THEY FIXED MY ROOM IT WAS COLD NOW IT IS JUST RIGHT” “ROOM IS TOO COLD” “ROOM TOO COLD, FREEZING AT NIGHT” “THE RADIATOR WASNT FUNCTIONING PROPERLY, THEY BROUGHT ME A MINI HEATER. ANYTHING BELOW 74 IS TOO COLD” 					

Ensure Strategies are in place for “Holding the Gains”:

- Food – portion sizes
- Food – variety of foods served
- Food – snacks provided
- Food – taste
- Safety – residents feel safe here
- Quality of Care – personal care and health care needs are met
- Linen – clean and good condition
- Activity - Religious / spiritual needs are met
- Overall Satisfaction – quality of care and services

Suggested Areas of Focus for Improvement:

- Quality of Care – courtesy and respect
- Quality of Care – all staff listen to residents
- Quality of Care – engaging residents in “having a say in their care.”
- Resident comfort – room temperature
- Food – temperature
- Food – visual

Recommended Next Steps:

- Present results to Resident Council, Family Council, Quality Committee – BOT, and any other relevant committees.
- Share results with workers.
- Celebrate strengths.
 - Drill down on key areas for improvement - exploring themes from Resident comments.
- Identify priorities and develop an action plan.
- Take action
- Provide updates on Action Planning progress.