



2017

Resident Care & Quality of Life Survey



Father
Lacombe
Care Society

Catholic Values, Caring Communities

Excellence

Compassion

Spirituality

Sacredness of Life

Justice

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Background, Objectives, & Methodology

Background

The Long-Term Care Resident and Family Satisfaction Survey is conducted every second year with residents or their representatives of Father Lacombe Care Society's two care centres and is designed to measure resident satisfaction across five domains; nursing care, hospitality services, relationships, quality of life and other. The survey is intended to be completed by residents wherever possible, recognizing that most of surveys are completed by family members/representatives for the residents.

The survey is designed to collect quantitative and qualitative feedback that is used to improve our long-term care services.

Objectives

The objectives of the 2017 Resident and Family Satisfaction Survey are:

1. To conduct an in-depth analysis of survey results to identify trends and opportunities to support and promote person-centred care at Father Lacombe Care Society long term care sites;
2. To utilize survey results for quality improvement
3. To identify opportunities for enhanced services to residents and their family.

Method

Surveys were mailed to each resident or their representative. The mailed packages included an introductory letter, instructions on how to complete the survey, a postage paid return envelope and a survey.

Volunteer support was provided for residents requiring assistance to complete the survey. To maintain objectivity, staff members were not allowed to assist a resident to complete a survey.




Response Rate

A total of 103 surveys were returned, giving a response rate of 50 percent. Response rates have increased incrementally each survey year with 29% in 2009, 36% in 2011, 42% in 2013, and 46% in 2015.

Five percent of the surveys were completed by the residents independently, 25% by the resident with some assistance from a volunteer, and 70% by a relative or friend.

Reporting of Results

The majority of survey questions used a 5-point “Strongly agree” to “Strongly disagree” scale. When reporting average agreement, the more intuitive 10-point format was used. The scales correspond as shown below:

Question on the Survey	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
Staff treat me with kindness	1	2	3	4	5
	0	2.5	5.0	7.5	10.0
					
Agreement groupings	Disagree		Neutral	Agree	

When comparing scores for the various survey questions, differences of 0.4 points or greater are statistically significant. Differences smaller than this are not significant.

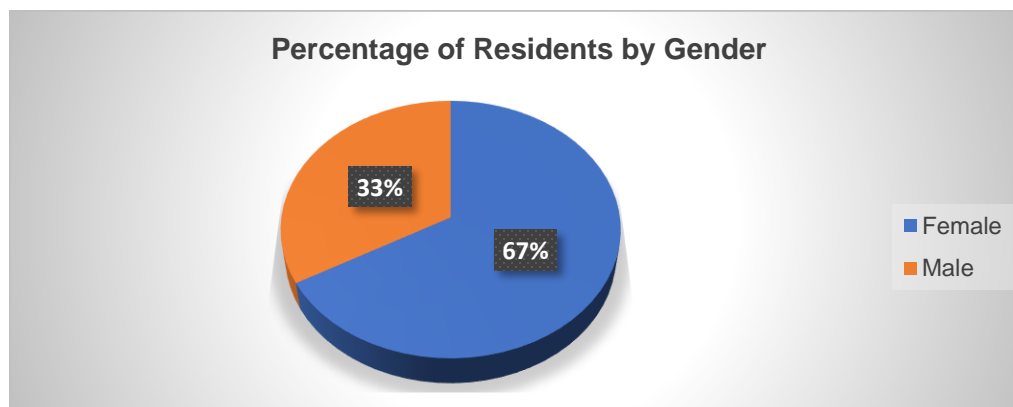
The 0 to 10 scale provides the same information as the 5-point scale but makes it easier to understand the result. An average score of 7.0 out of 10 has clear meaning for most people, while the corresponding average of 3.8 out of 5 does not.

Overall ratings are ranked; 100% to 80% Green Flag 79% to 70% Yellow Flag and 69% or less is a Red Flag.

Who are our Long-Term Care residents?

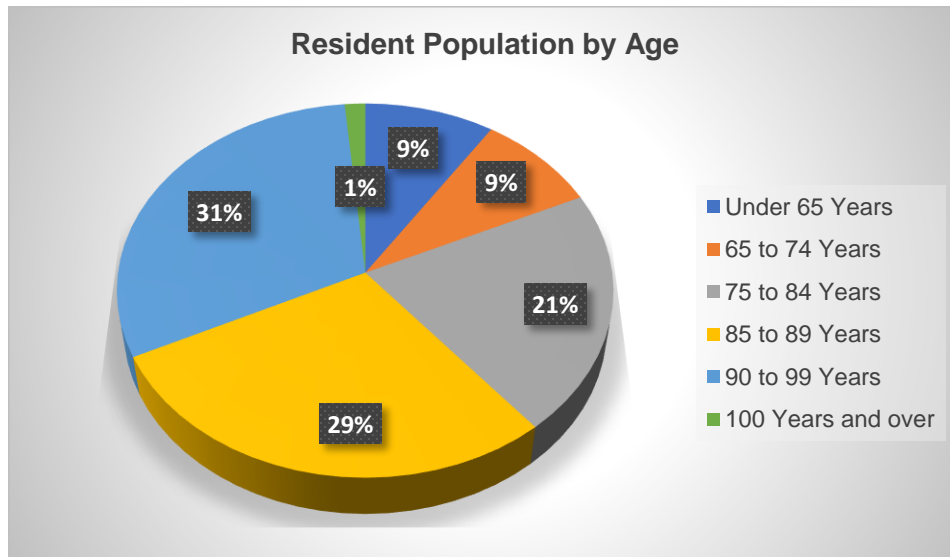
Gender

Figure 1 shows the majority of LTC residents are female. (67 percent). This percentage has declined from 84 percent in 2008. The increase in male residents may be due to increasingly longer life spans for males.



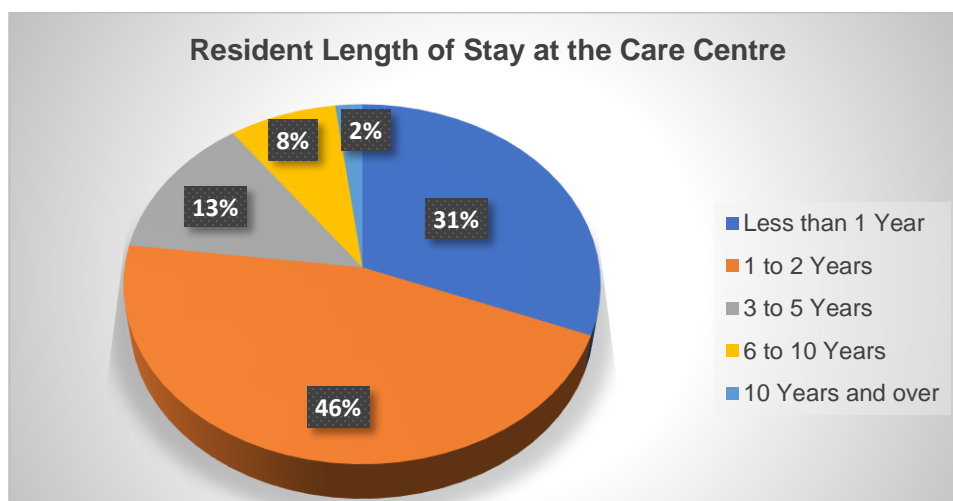
Age

Figure 2 shows that 61 percent of LTC residents are 85 years and older and 9 percent of residents are under 60 years of age. Since 2008 the percentage of residents over 85 years has increased 28 percent. This change in average age may be related to provincial policy changes on healthy aging and the introduction of more home care and supportive living options and using long term care for placement of residents with complex and unstable health issues.



Length of Time at the Centre

Figure 3 shows that 31 percent of LTC residents have lived with Father Lacombe Care Society for less than one year, and a further 46 percent have lived with us for 1 to 2 years. Twenty-one percent of residents have lived with use between 3 and ten years and the remaining 2 percent for 10 or more years.



Nursing Care

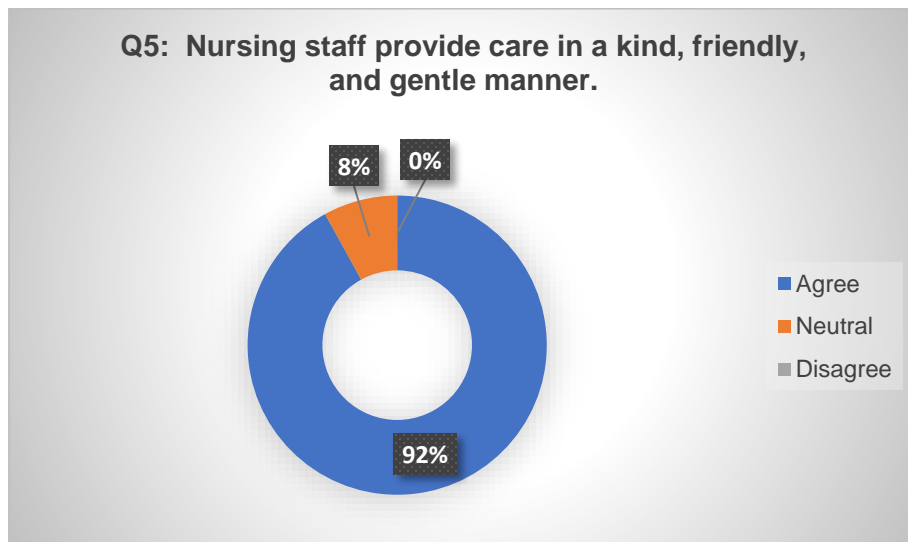
All residents were asked to rate their agreement on a series of “nursing care” service measures. A total of nine questions measure nursing staff’s relationship with the resident and their family. The questions also focus on person-centred care as it relates to communication, promoting independence, a sense of belonging, and the involvement of the resident or their representative as equal partners in determining care goals and outcomes.

Of the nine survey questions, three increased, one decreased and five remained the same (variance of less than 1%). Increases were seen in survey questions 1, 5 and 7.

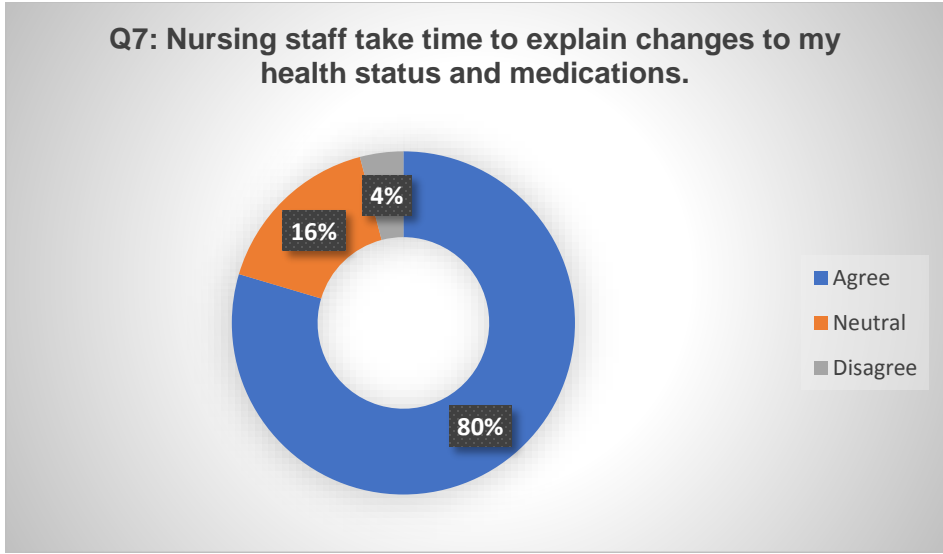
Figure A: Service measures related to nursing care:



2013	75%
2015	85%
2017	96%

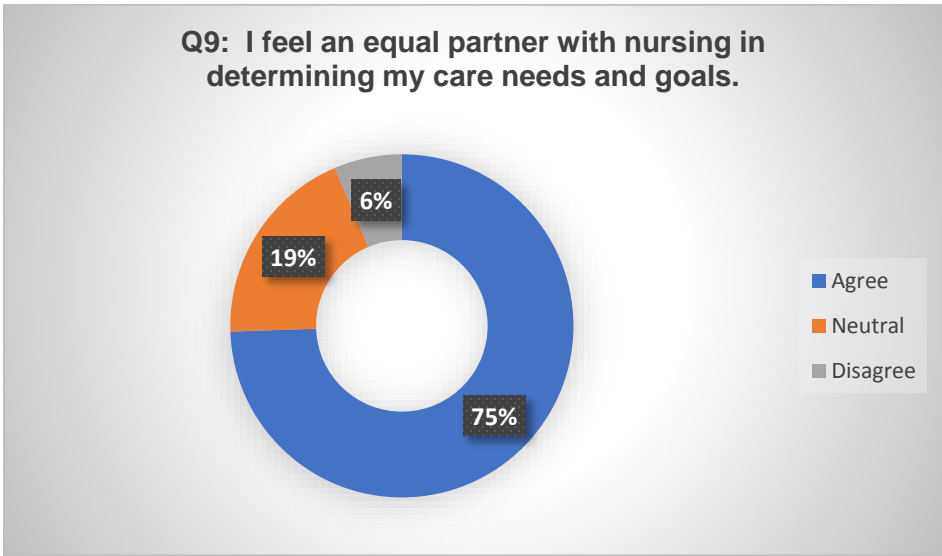


2013	80%
2015	88%
2017	92%



2013	83%
2015	76%
2017	80%

Survey question 9 is related to resident and family perceptions of their engagement in healthcare decisions and goals. Overall there is a 17 percent decrease since the 2015 survey. Further evaluation and strategies need to be examined and implemented to encourage residents, families, and healthcare providers to take on a more active and shared role. Best evidence supports this strategy, suggesting that partnering improves health outcomes and the healthcare system as a whole.

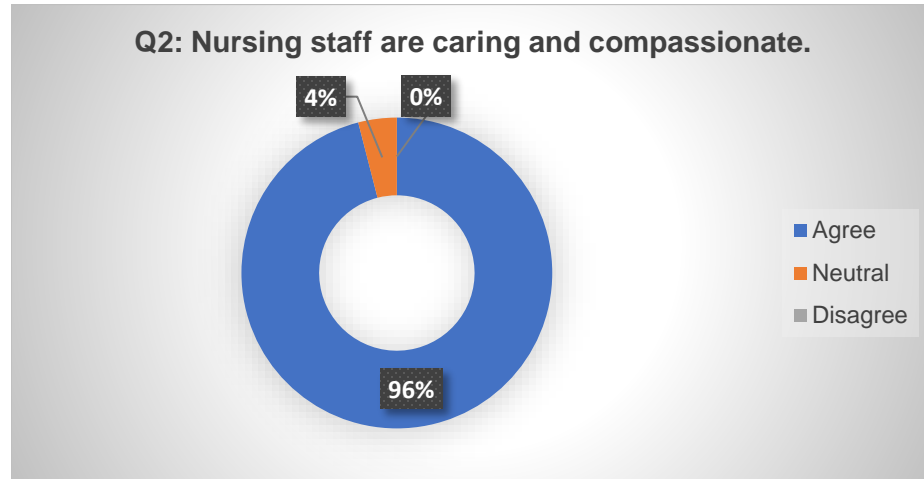


2013	94%
2015	92%
2017	75%

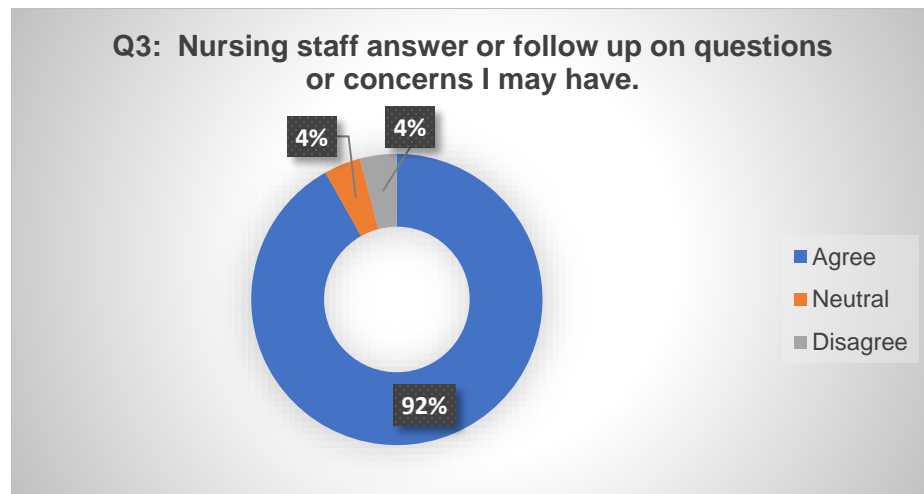
The survey questions in **Figure B** relate to the person-centered care domains of “communication,” “privacy,” and “compassion.” “Nursing staff are caring, and compassionate” and “nursing staff are supportive and knowledgeable” scored higher than the other measures at 96%. However, there was a decline from 98% to 96% for the question “nursing staff are caring and compassionate.” Opportunities exist to improve this score through staff education, coaching and mentoring, and communication regarding

the operational and strategic importance of person-centred care strategies and self-care and wellness strategies for employees and volunteers.

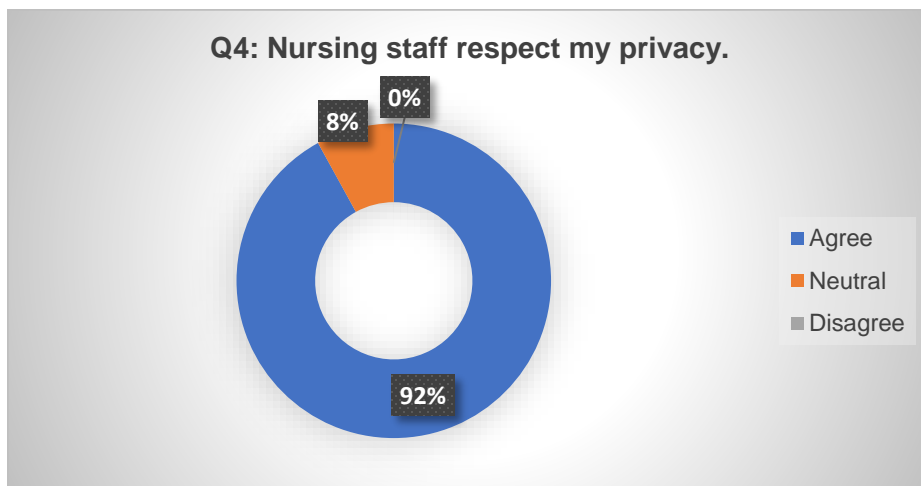
Figure B: Service measures related to person-centred care:



2013	96%
2015	98%
2017	96%

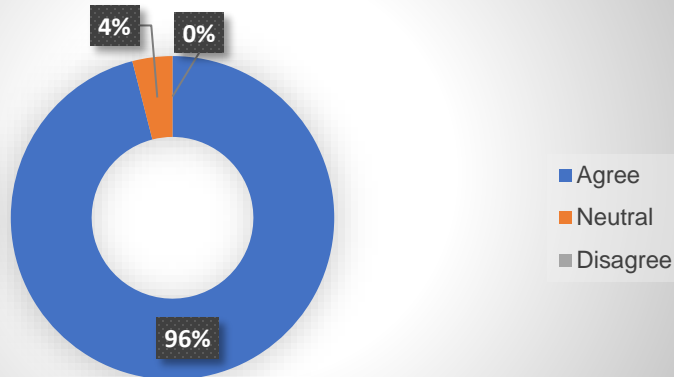


2013	87%
2015	92%
2017	92%



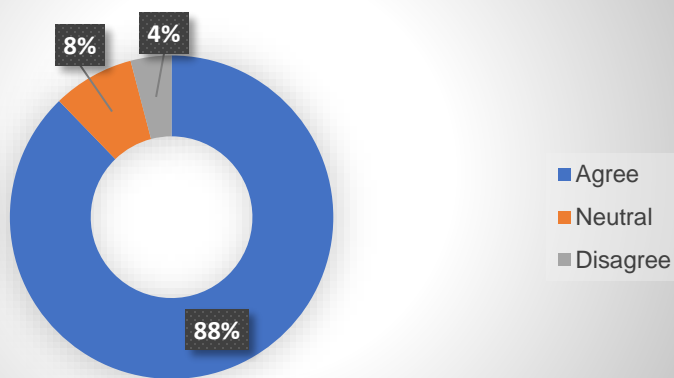
2013	94%
2015	96%
2017	92%

Q6: Nursing staff are knowledgeable and supportive.



2013	92%
2015	96%
2017	96%

Q8: Nursing staff are good listeners and take time to address any concerns I have.

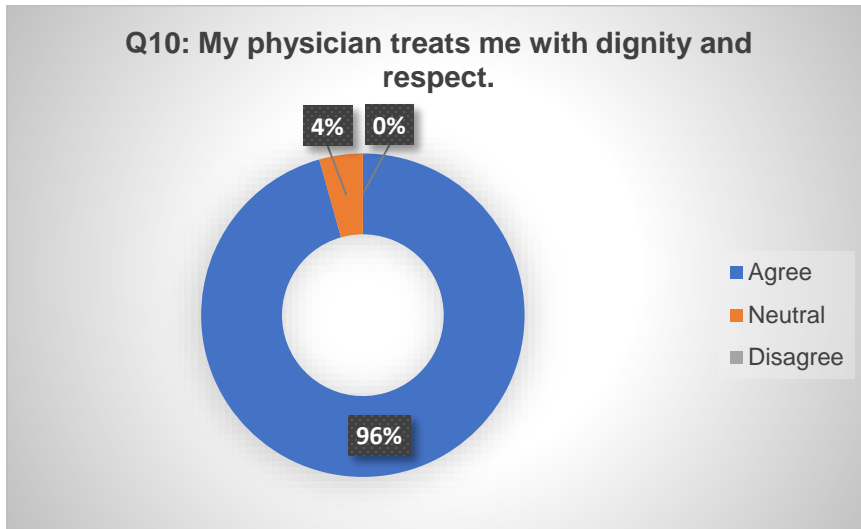


2013	81%
2015	88%
2017	88%

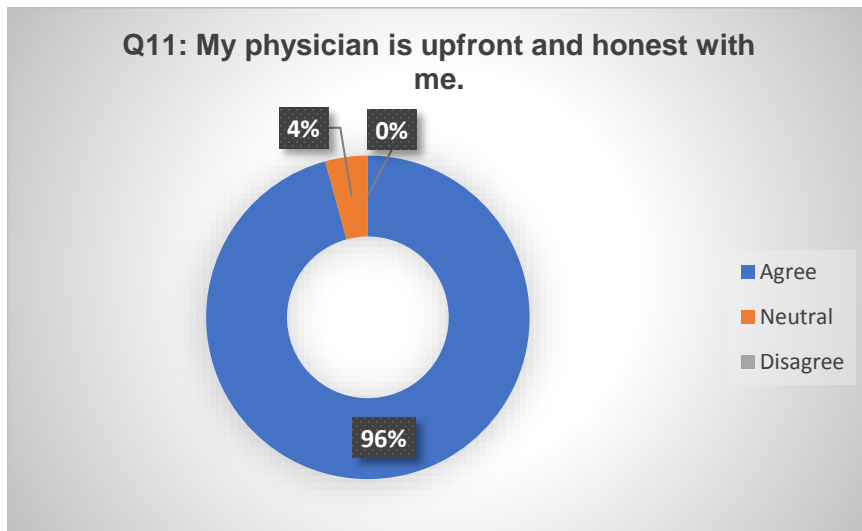
Medical (Physician) Care

Father Lacombe Care Society residents were asked to rate their agreement on a series of measures regarding their relationship with their physician. Physicians are integral to engaging residents and their families in conversations regarding their health and care goals. The measure that received the highest score was “my physician treats me in a friendly and professional manner, ” and the measure with the lowest score was “my physician provides me with adequate information about my medical condition.”

Figure C: Service measures related to medical (physician) care:



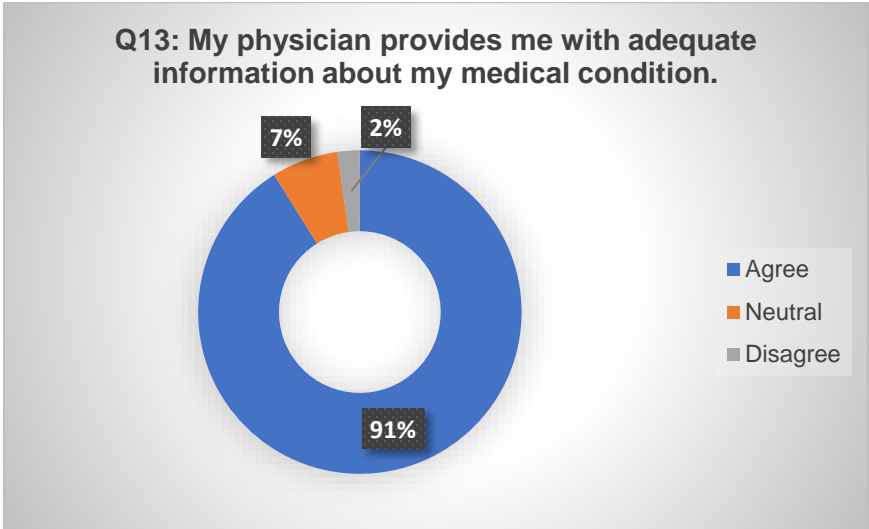
2013	91%
2015	92%
2017	96%



2013	85%
2015	88%
2017	96%



2013	84%
2015	88%
2017	100%

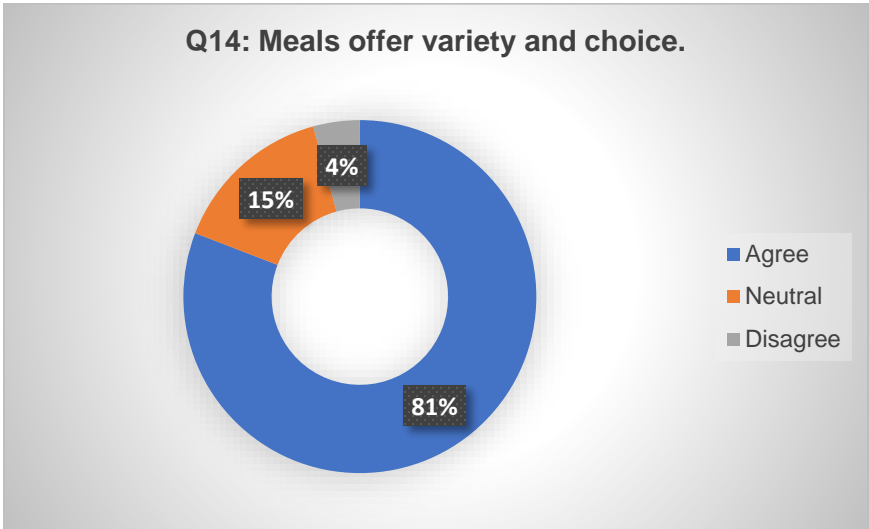


2013	72%
2015	80%
2017	91%

Food Services

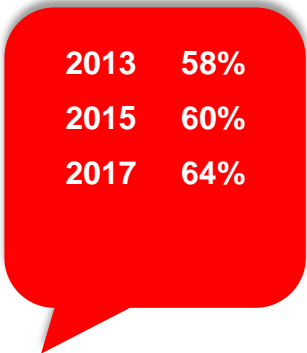
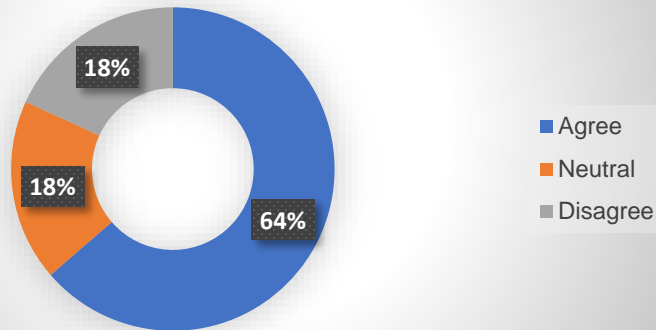
All residents were asked to rate their satisfaction with a series of measures regarding food and the dining experience at Father Lacombe Care Society. Overall scores have declined over the past three years, and there is consistency across five questions regarding choice, cultural preferences, likes and dislikes, taste and second helpings of food and beverages being offered. These scores ranged in the low to mid 70's, with scores of 70% to 78%. Staff friendliness and the dining experience were at 91% and 83% respectively. Consistency across the five measures is more notable than the differences.

Figure D: Service measures related to food services:

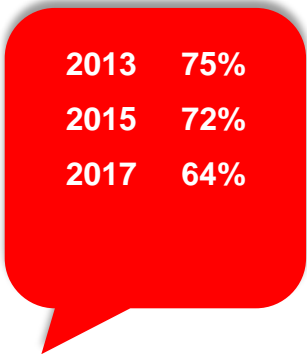
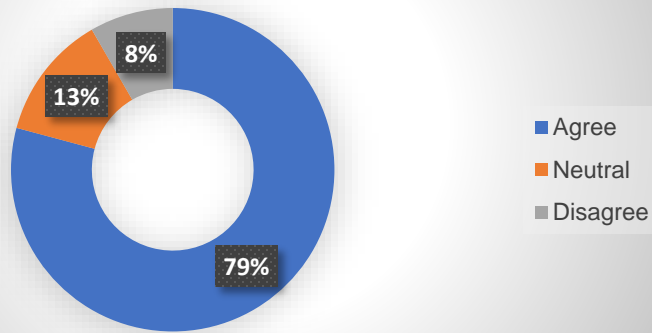


2013	92%
2015	79%
2017	81%

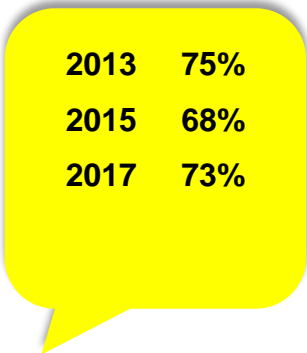
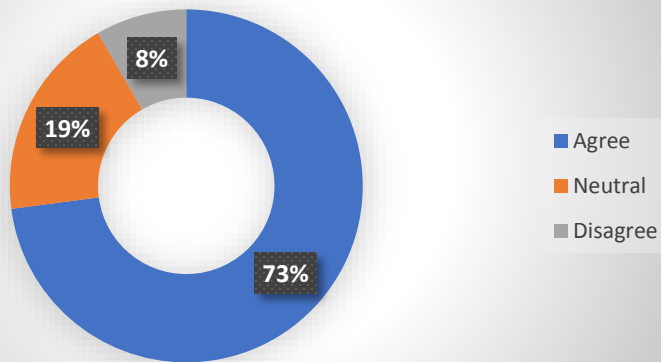
Q15: The menu and meals take into account my likes, dislikes and cultural preferences.



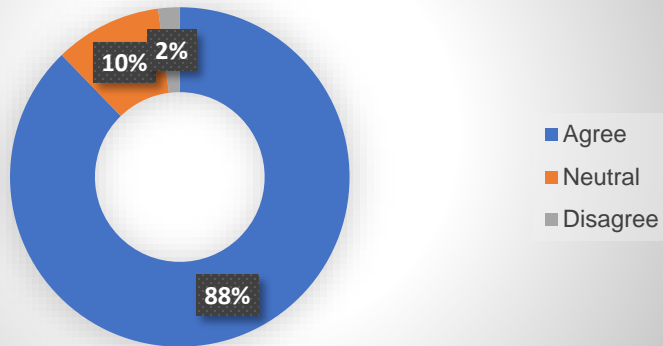
Q16: Meals are served at appropriate temperatures (hot food hot, cold food cold).



Q17: My meals are tasty and appetizing.

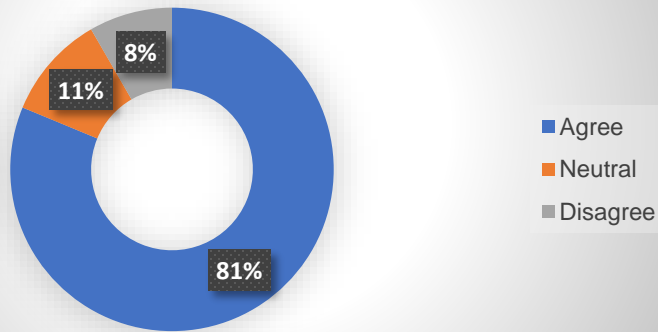


Q18: Food Services staff are friendly and welcoming.



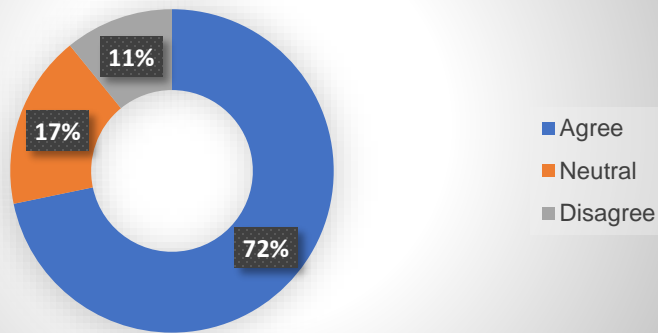
2013	97%
2015	96%
2017	88%

Q19: The dining experience is pleasant and not rushed.



2013	78%
2015	80%
2017	81%

Q20: Additional beverages and 2nd helpings of meals are offered.

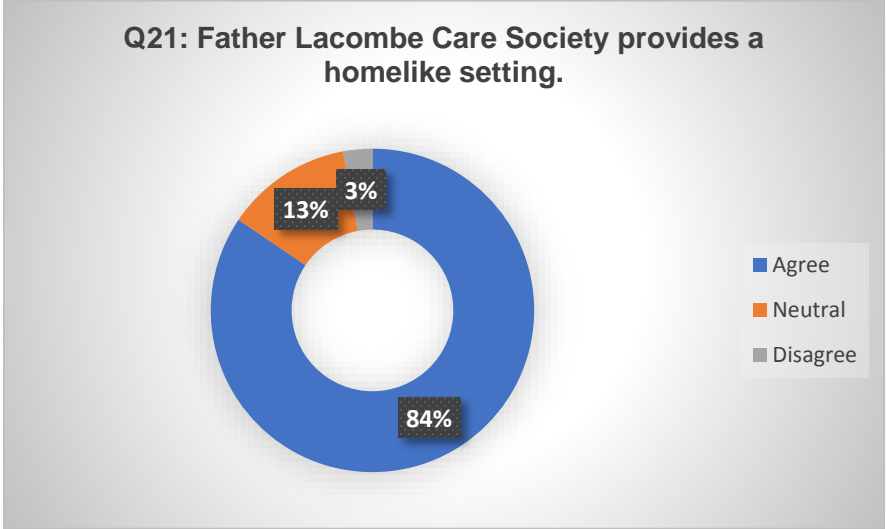


2013	48%
2015	52%
2017	72%

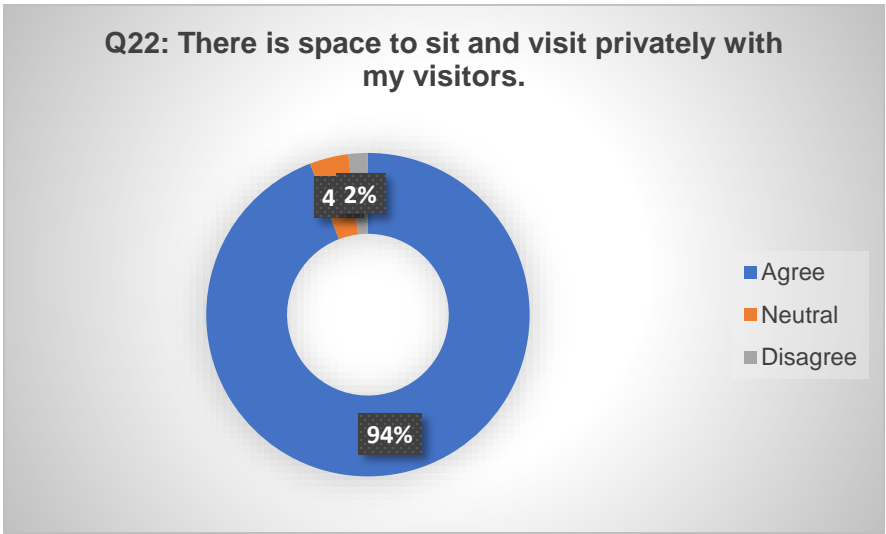
Homelike Setting

All residents were asked to rate their satisfaction with a series of nine indicators regarding the homelike setting at Father Lacombe Care Society. A homelike setting is based on person-centered care principles privacy, choice, safety, a sense of community and belonging, and dignity. The highest score related to private spots to visit, ability to personalize their room and the maintenance of the site.

Figure E: Service measures related to a homelike setting:

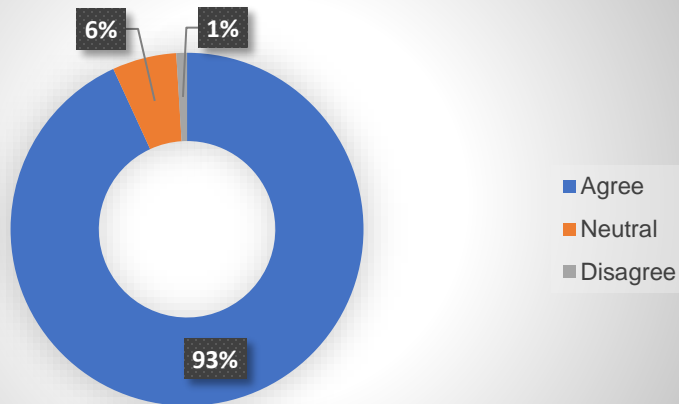


2013	86%
2015	88%
2017	84%



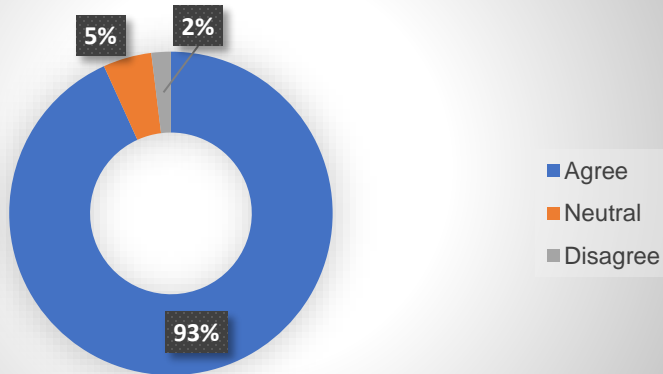
2013	80%
2015	80%
2017	94%

Q23: I am encouraged to personalize my room.



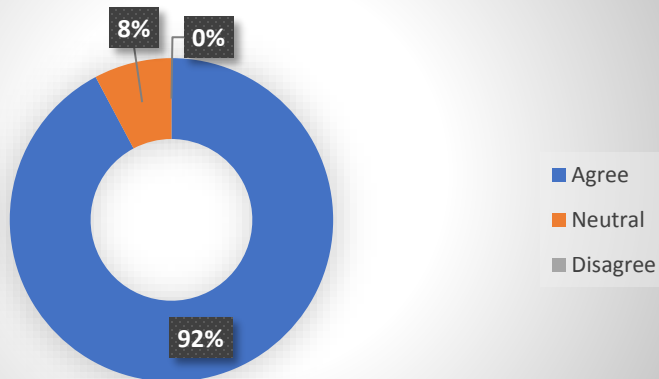
2013	80%
2015	87%
2017	93%

Q24: Father Lacombe Care Society sites are safe and well maintained.



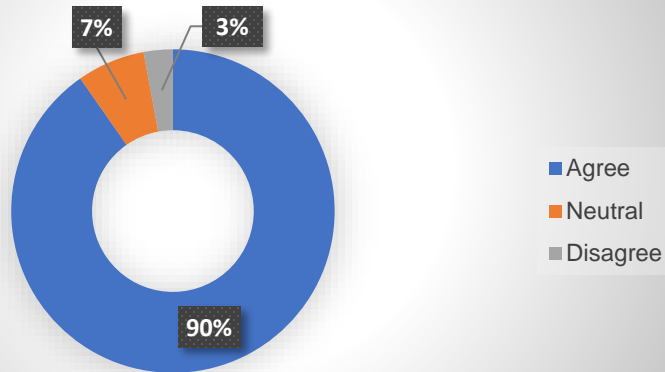
2013	91%
2015	92%
2017	93%

Q25: Father Lacombe Care Society sites are clean.



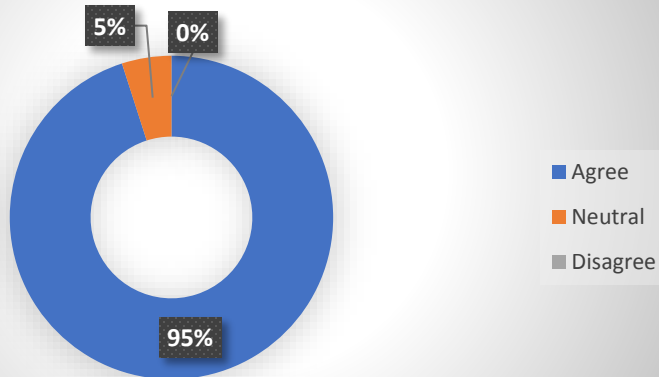
2013	94%
2015	96%
2017	92%

Q26: Housekeeping staff keep my room clean and tidy.



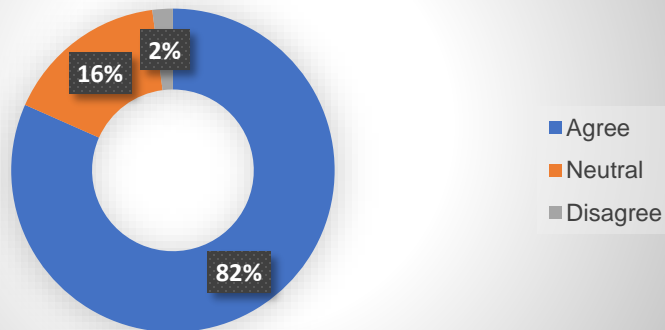
2013	95%
2015	95%
2017	90%

Q27: Housekeeping staff are friendly and courteous.



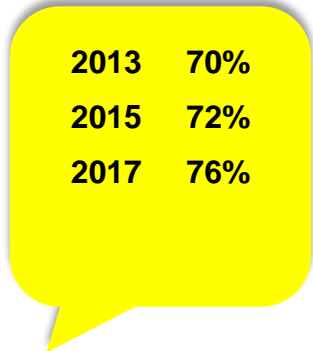
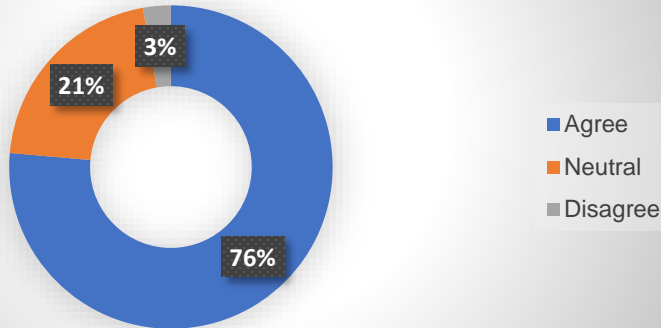
2013	95%
2015	96%
2017	95%

Q28: The outside grounds are easily accessible and stimulating.

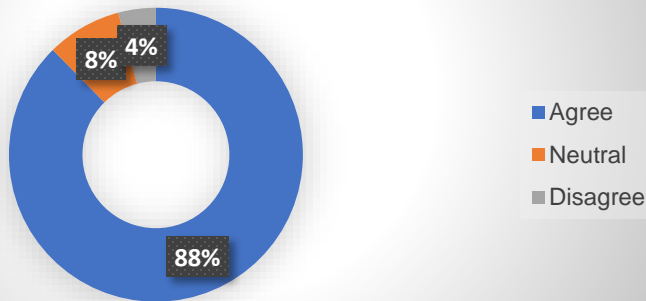


2013	75%
2015	80%
2017	82%

Q29: My clothing is properly laundered and delivered in a timely manner.



Q30: When staff enter my room, they knock, announce themselves and tell me what they are going to do.

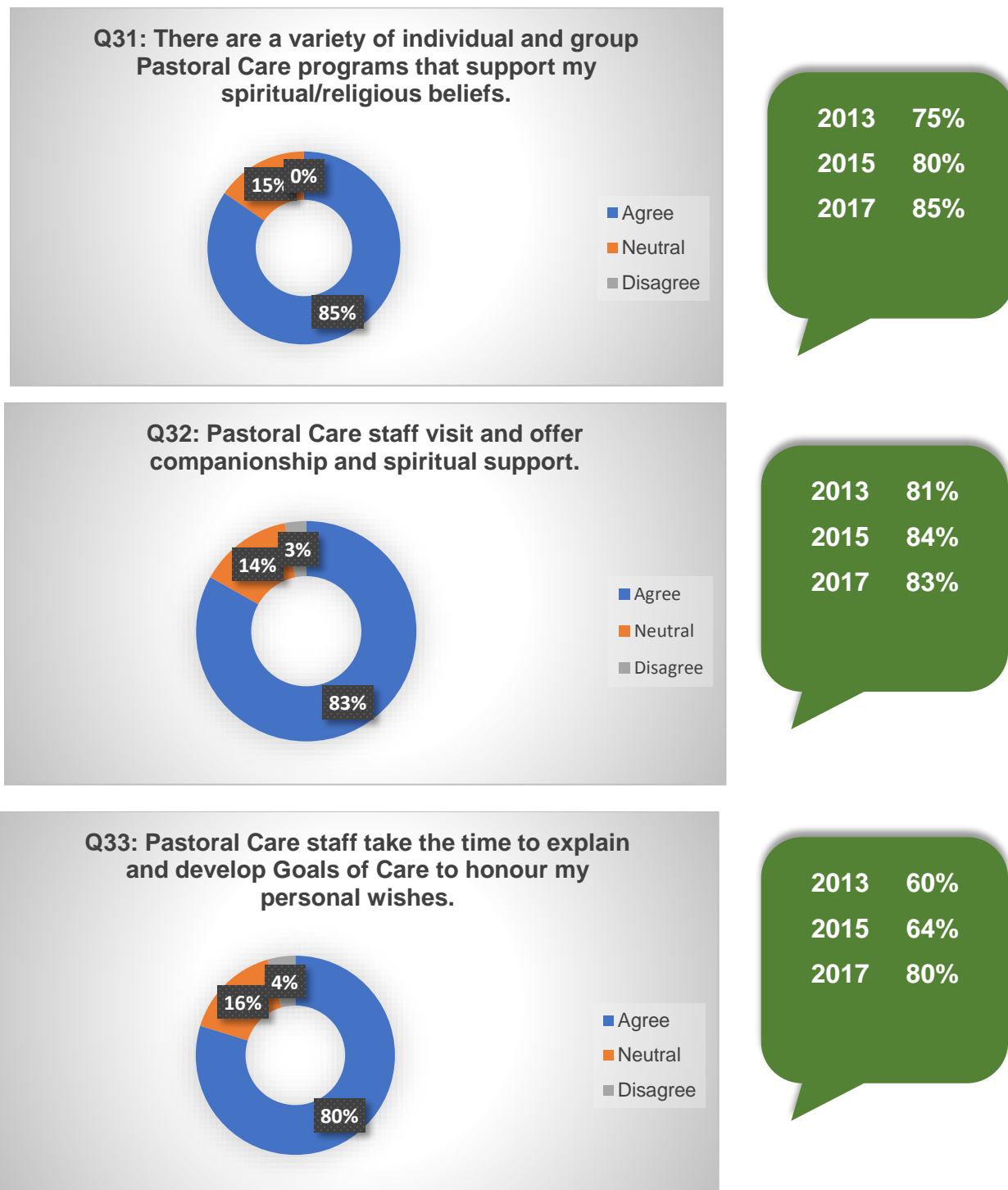


Quality of Life

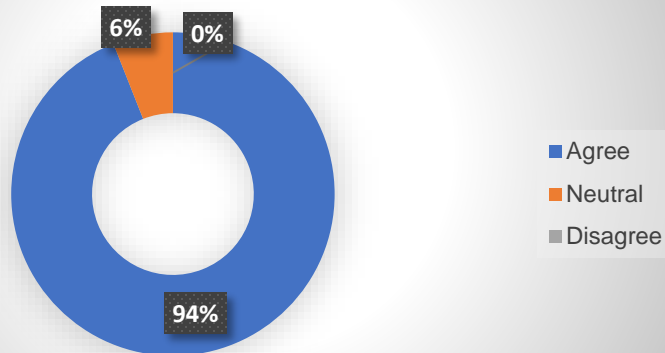
All residents were asked to rate their satisfaction with a series of nine questions regarding their quality of life at Father Lacombe Care Society. Quality of life is an expansive topic that encompasses broad notions of human existence. Highly personal views about one’s environment and living situation, as well as profound philosophical, religious, and spiritual beliefs and attitudes about life and death inform each person’s position on the subject (Lohr, 1992). Having individualized recreational activities, such as music, reading, and engaging in personal hobbies, have been identified as factors influencing quality of life, as have group activities, such as sing-a-longs, exercise sessions, and current-events readings (Clark, 1990; Ross, 1990).

While the physical and recreational environments have been shown to be important, the human relationships and social contact with others have been described as being far more crucial in determining quality of life (Kayser-Jones, 1990; Ross, 1990; Walker, 1988). Nothing is more vital than the characteristics of the staff and the interaction between the resident and all staff.

Figure F: Service measures related to a Quality of Life:

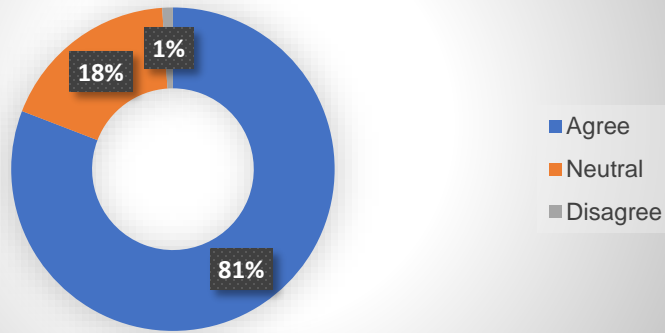


Q34: I am able to access services such as hair salon, podiatry and dental hygienist services.



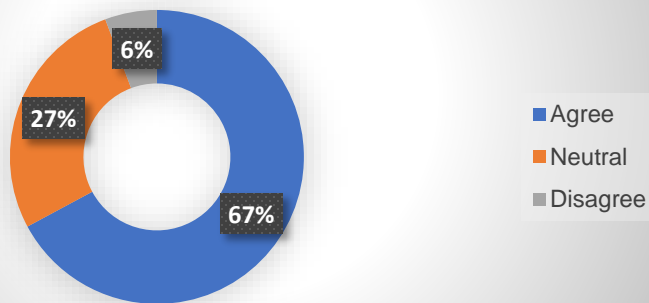
2013	90%
2015	96%
2017	94%

Q35: There are a variety of recreation programs that support my social and leisure interests.



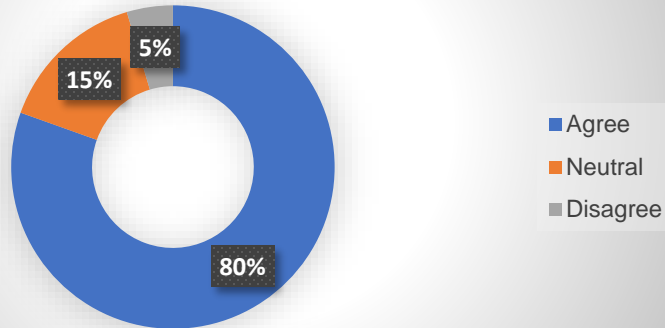
2013	74%
2015	76%
2017	81%

Q36: There are a variety of recreation community outings that support my social and leisure interests.

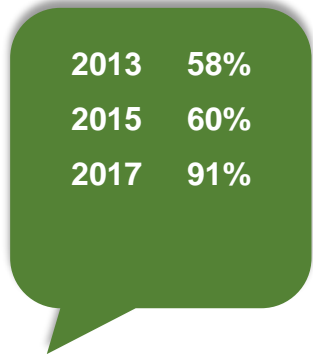
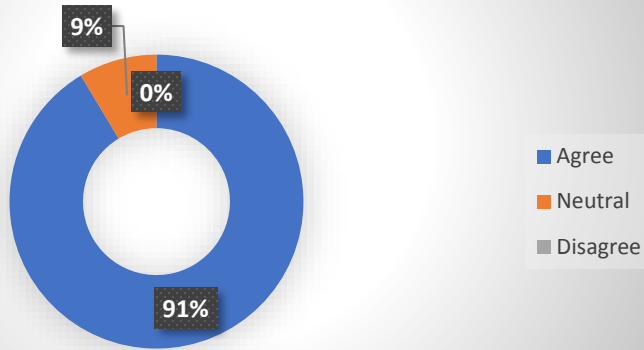


2013	70%
2015	72%
2017	67%

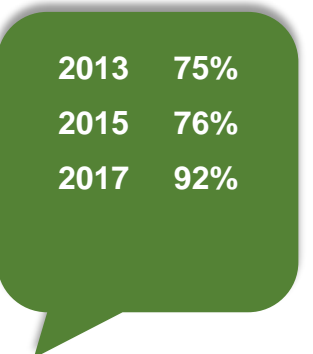
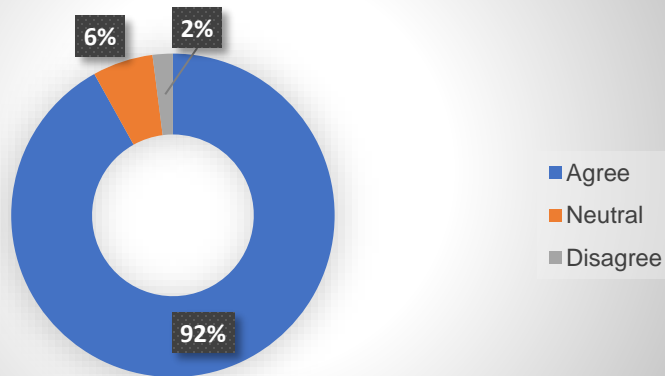
Q37: The Social Worker supports my emotional, psychological and financial wellbeing as needed.

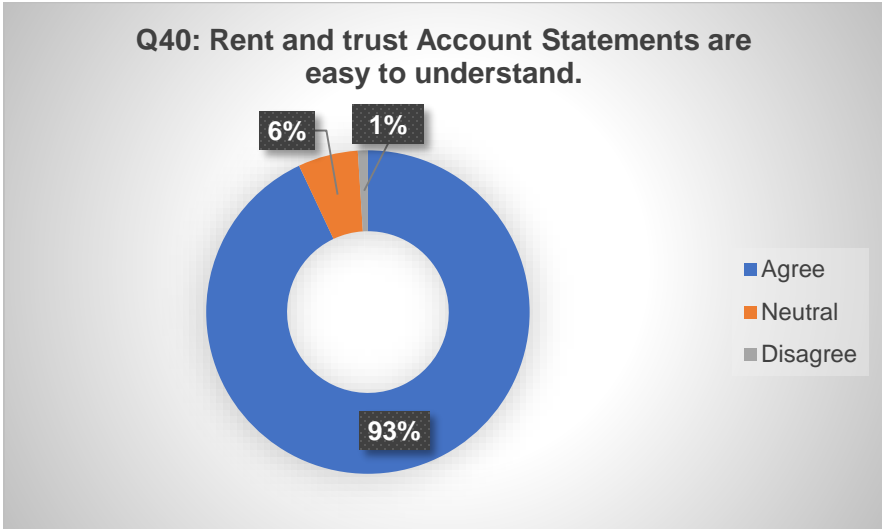


Q38: The Occupational Therapist supports my needs with mobility equipment, seating and comfort needs.



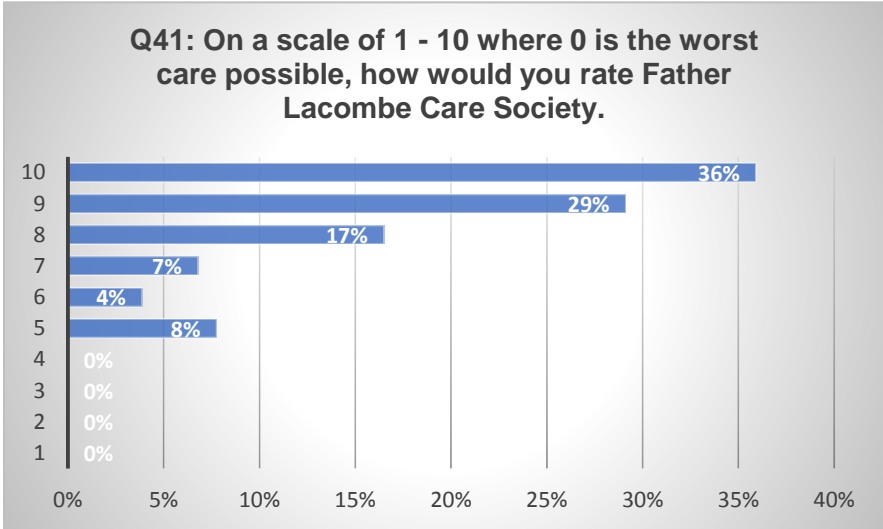
Q39: The receptionist is friendly, outgoing and helpful.



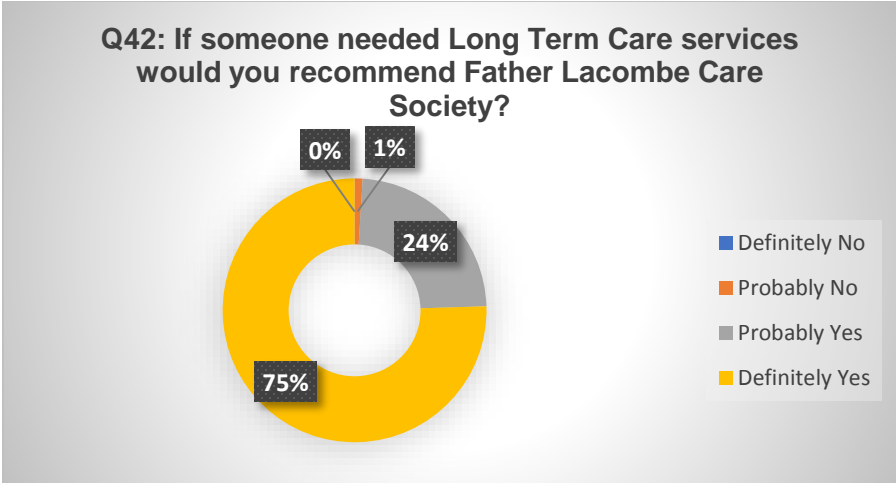


2013	---%
2015	88%
2017	93%

Respondents' Overall Satisfaction



2013	85%
2015	88%
2017	89%



2013	91%
2015	93%
2017	99%

Respondents’ written comments

Respondents were given an opportunity to write comments in response to three questions:

- What is going well?
- What could be improved?
- Staff recognized.

Table 1 groups the comments into 18 categories. As in past surveys, there are similar numbers of positive and negative comments.

Overall, 86 percent of all comments stated that staff were caring, friendly and respectful. In most areas, most of comments were positive or closely divided between positive and negative. The exceptions, where negative comments prevailed, were food, laundry, and noise/homelike setting.

Table One: Summary of Written Comments

Service	Element is Good	Element Needs Improvement	Total
Food	2	15	17
Staff caring, friendly and respectful	38	6	44
Recreation	11	4	15
General satisfaction: “everything is good”	21	1	22
Need for more staff	0	4	4
Overall cleanliness and maintenance	2	4	6
Homelike setting; renovations, new site	6	5	11
Personal Care	22	11	33
Medical Care	4	3	7
Laundry	0	4	4
Communication and addressing concerns	5	2	7
Nursing Care	30	3	33
Homelike setting; noise, comfort	1	1	2
Safety	3	0	3
Privacy	1	0	1
Sense of community and belonging	3	0	1
Total	149	63	212
	70%	30%	100%

Question 1:

Please advise where we have exceeded your expectations.

- Care is good; atmosphere is very warm, excellent care centre.
- 4 aids came to help when my mom fell!
- I feel blessed to be at Providence, best facility we visited.
- Support of spirituality, presence of two care givers for transfers and mobility, supervision at all times is evident.
- Everywhere.
- Very open, bright and comfortable.
- Mom is treated like family, everyone is patient and understanding with her, and they strive to improve her quality of life.
- Everyone cares.
- Staffing is superior, Very friendly and accessible.
- Safety and personal care.
- Staff are helpful and friendly.
- Staff greet family and are always pleasant to family and visitors.
- Exercise programs and outings.
- Mom is much more social, she is more involved in recreational and musical activities, and she is always clean and well dressed.
- All staff are friendly, respectful and kind. Always doing everything they can to make the residents lives better.
- The courtyard is a lovely getaway, Bright and cheerful environment; Bistro is a great place for residents and their guests.
- Spa-tub, beautiful windows and sunlight, wide hallways, and entertainment fun.
- Lovely building, love the sun room and the foyer is full on natural light.
- O/T is exceptional.
- Individual care.
- Level of care, newer facility, friendly staff, and my new lift in my room enables me to get additional help which in turn helps the staff.
- Pastoral care (Sister Margaret rocks), great and consistent staff.
- Removing and adding clothing during morning and night, care of all my pills and taking at many times of the day.
- Encouraging resident run programs and letting residents volunteer in the place where we live to make it better.
- Food quality, Sister Margaret & Judy are very helpful, and room is exceptional quality.
- I like my room, and I like that I can mostly have privacy if I want it.

- Rooms and colouring of facility is lovely, the staff are friendly and helpful, and the doctor is very good.
- Everywhere.
- Quality of building, grounds, location, library, great room, cleanliness, newness, food, café, dining, staff helpfulness and friendliness, pastoral services, and affordable.
- Everyone was helpful when my husband passed away unexpectedly.
- The staff in all departments is patient, kind and engaging.
- Compassion and adequate space.
- I still feel this is a very caring facility.
- Many of the pastoral, nursing and housekeeping staff (particularly Ada) go out of their way to be friendly and compassionate to my mother.
- Staff is consistent in their professional, kind and caring manner, thanks again to Darlene for implementing Dad's painting & drawings needs that he can do in his room.
- Happy to see that staff are never on their cell phones or personal calls while working.
- Staff's attention to each resident.
- Quick attention to small inquiries that Betty seems to experience, entertainment and parties.
- Recently celebrated 66th wedding anniversary, Darlene Manuel and Alyson Defreitas when out of their way for us, added extra love and kindness.
- Staff is amazing and wonderful to work with, in hundreds of visits I have never heard staff be unkind to anyone, very clean facility.
- Activities for the residents are great.
- It is a calm, warm environment compared to another home we briefly experiences, staff are kind and warm.
- Staff seem to truly care about residents; previous facility had lots of hostility between management and employees.
- Happy hour and social celebrations have been excellent, accompanied by good food generously given.
- Most staff are helpful and friendly and understand the needs and emotional component of senior care. Pastoral & social services are amazing.
- People are friendly and helpful, the grounds and animals are wonderful, visitors very welcomed, feel loved.
- My husband rarely has to ask for anything; staff seem to recognize his needs and jumps in.
- Help from volunteers, frequency of visits/support from pastoral care, variety & number of physical/social activities.

- All staff are friendly and communicate in a kind way.
- Cleaners work around us, maintenance helpful for on the spot requests, salon always fits my husband in, and receptionist goes out of her way to help.
- Mom appreciates visits by her doctor, the Sisters, and a couple of the volunteers.
- Friendly staff.
- Recreation -. Ginette is fantastic, wonderful program, needs more cooking.

Question 2:

Please advise us if there are any staff members which you would like to recognize for the care they have provided.

- All the staff members are really good. Ewa make's dad feel special.
- Belinda, Feven, Rose, Katrina, John etc.
- Good experiences with all staff we have dealt with.
- They are all good.
- All staff deserve nothing but accolades for the job they do. Credos to all of them.
- Ecaterina (always friendly and supportive, keeps me up-to-date). Everyone is excellent.
- Ecaterina, Kijal, Charlotte, P/T, Stephen, and Mona.
- Nelia, Raina, Mary Rose, Nestle, and Audrey.
- Rosemary.
- Care aide Reena goes out of her way to make my spouse comfortable.
- All Applewood staff.
- Ecaterina.
- Marian (involves mom in musical activities), Ecaterina (oversees moms care), and all the attendants.
- Several Applewood staff (don't remember their names).
- Carlos & Ronnie always do their best to work with and understand my husband. He is not always easy to deal with, but they keep their patience.
- All staff are exceptional; they make us feel that they truly care about our well-being.
- Zinnia and Carlos.
- Carter Bannister (helped with music and reading needs), Carlos (really good nurse), and Marion (very helpful nursing aid).
- Carlos & Zinnia.
- Girley, Marissa, Christine, Janine, Mary Ann, Malon, Stephanie, Pia, Eleanor, Irene, Anthony, Annabelle, and other servers.
- Many of the staff are very good.
- Holly, she keeps my family involved in my care program.

- Sister Margaret, MJ, and Ivey.
- Too many to name individually.
- Arlene, Eden, Emmanuel, Christine, Irish, Rose, and Wilma.
- Carlene – only one who dries between toes after shower.
- Sheryl, Grace, AR, Elaine, Donna, Lisa, Holly, Belen, Juliette, and Maria.
- Grace is very kind and respectful.
- Ronnie, Sister Margaret, Judy and all staff in general.
- The doctor and the nurse who give mom her meds.
- Mom loves Jessie and Jonas; they are all really good with her.
- Jessie, Sheri, Holly, Alli, Sister Margaret, Jonas, Rani, Arthur, Carter, Marian, Francie, Betty, Nori, Dr. de Souza, and all others.
- Lila (very good with residents), Ali, Carter.
- Clem took exceptionally good care of us.
- Sherry, Elfie, and Lila all provide excellent care.
- The ladies who look after mom are wonderful. Sister Margaret is so lovely and reassuring.
- Lila and Elfie.
- Fay (HCA), Patty (RN), Holly (RN), Cheryl (RN), Rani (RN), Cheryl (HCA), and Raquel (HCA).
- Lindsay, Linda & Jackie
- Jackie & Lindsay are very easy to approach (big difference made, look after concerns in wellness), servers in dining room (maybe Raj?), and cleaning staff for extra work involved.
- Like them all, don't want to play favourites.
- Donna, Monica, Marie, Jen, Jackie, Caroline, Winnie, Cruz, Racheal, Iwana, Ben, Ferdinand, Chandi, Helena, housekeeping, Coralie, and volunteers.
- Ben Santos & Jocelyne Fournier
- All staff members are very friendly, loving, and caring, hard to pick one person that is better than the others.
- Lindsay, Linda, Luanne, Ivana, Lattice, and many more.
- Mom really likes Ben.
- Everyone is doing a wonderful job to ensure that my mom's stay is pleasant and so are my visits, always cheerful and say hello and a few words.
- Lindsay, Ivana, and Nadia. Wonderful with my dad, appreciate being kept up-to-date while living in Edmonton.
- Lindsay has been supportive and helpful.
- The social worker is very approachable and treats us with respect. The Sisters that I have met are approachable, caring, and they pay attention to details.
- William, Lindsay, Sam, Elena, and Coralie.

- Alison, Judy, Roberta, William, and Ryan.
- Mark, Ryan, William, Chris, Reuben, Nicole, Josephine, Anna, Cruz, and Maricel.
- “Queen of the West,” the nurses and person care attendants, the cooks and servers.
- Rosemarie (beautiful soul), Sister Mary (always makes time for my husband), Judy (gone out of her way to assist my through a maze of paperwork).
- Arthur, William, Chris, Chi, and Sherry are all excellent and very helpful.
- All staff members, my doctor, and kitchen staff.
- Sue
- Arthur, Dalvis, Henrietta and volunteers.
- Jacalyn (always easy to talk to about any concerns), Dalvis, Arthur, Roberta, and all nurses on west, Walter, Connie, Salam, and Ryan.
- West nurses.
- All staff is willing to greet clients & family and help.
- William, Chi, and Rose.
- Helena, Eva, Jeanette, Sherry, and Chris.
- Nurse Alison and Ginette Evans.
- They’re all doing the best they can.
- Reggie has monitored my skin outbreaks.

Question 3:

Please advise where we did not meet your expectations.

- Mom wasn’t on pharmaceutical drugs before; please cut dose in half. Ensure is not healthy, I would prefer that mom drinks smoothies. Tylenol only when needed.
- Discrepancies regarding mom’s weight have occurred. Offered feedback did not occur.
- Laundry needs to be done more than once a week.
- Dining room microwave oven is often filthy; breakfast toast is cold often.
- Some clothing seems to disappear.
- Explanation of charges on the monthly statement could be explained better.
- I feel there should be a lounge with a TV for people like my husband so that they can sit with others to watch a sporting or gaming show rather than being alone.
- Occasionally food is served cold, and vegetables are undercooked, incidents where no one responded to the call bell, even after subsequent attempts.
- Laundry seems to take a long time to come back, more variety with meals, and more outings would be great.

- Not enough servers, they are rushed. Taking too long to get room temperature working.
- Call bells not answered; meals are not all the time cooked, pet policy not effective as per CHR policies, care staff will touch hair and faces then serve meals – not hygienic.
- Food Services – but this is improving.
- Sometimes the food isn't very appealing, don't like liver.
- Mom's oral care is lacking.
- Dietary – too many main course salads at lunch time, suppers are too cyclical.
- Cost is a concern but is being addressed.
- The food is cold most of the time and not very good a lot of the time.
- Not particularly fond of the food.
- Meals are not seasoned enough; sandwiches are cold and little variety.
- Husband feels abandoned after activities if left too long before being taken to his room, concerns about coverage during shift change and breaks.
- Answering call button during the night, sometimes took nearly 2 hours before an attendant came.
- Doctor doesn't sometimes listen, meds that seem to work get stopped, meals are not good, promised a place to have a bath but nothing is available.
- Not enough outings, not good at communicating evening/weekend activities, appreciate a calendar emailed to me as I work all week.
- There have been times where mom has fallen, and I was not advised until a day or two later.
- More HCA's should be on shift around 3:30 (evenings), wait a long time for call bells to be answered, more recreational activities for people with mobility limitations.
- Overheard foul language from a staff member, which wasn't appropriate.
- Increase recreation activities.
- Noticed less interest from staff since Providence Care Centre opened, less programs such as music.
- Heating and cooling system continues to be a concern in room and common areas, adds to concerns of wellbeing. Working with therapist about wheelchair.
- Answering the bell more quickly.
- Suggested that water is vital to health for those with bladder problems (no change), would like to see more fresh fruit.
- Some staff – more friendly (greetings and socialize), some quick to clear tables for slow eaters.
- Easy way to the Grotto would be nice.

- Sometimes staff are too busy to get to changing incontinent products, often on weekends or at shift change.
- It is challenging to get out the side doors of the small dining room to the outside patio with a wheelchair.
- The odor in the hallways can be overwhelming; greater effort should be made in this regard.
- When mom first became a resident we were told that pearl vision provided services for the residents, but we were recently informed that they no longer provide services here.
- I think many HCA's need better training & support to assist seniors in a friendly caring manner vs. being short or inattentive.
- Sit to stand lifts – need different one, lack of physio on site.
- Sometimes it seems that nighties go missing.
- Residents say food is quite tasteless, maybe she (cook) needs to use salt.
- We do not say grace before meals.
- Occupational therapy/physical therapy (father's abilities have decline, encourage him more). Dental hygienist (re-evaluate professionalism & appropriateness of billing).
- Upgrades to south sun room.
- Mom was wearing the same clothes for two days (even though new clothes were laid out), notice staff sometimes communicating in another language (visitors feel they are talking about them), at shift change it takes 20 mins to get help to go to the bathroom.
- Nursing station should be re-opened, safety is a big issue, bushes and trees in the NW area are not well maintained.
- Meals.
- Physio needs more equipment.
- Staff talk in a different language above me and ignore what I say, I wait between 1 and 2 hours for a response to my call bell, and I would like my doctor to check with me weekly.