

For Information

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DATE: February 17, 2011

REPORT TITLE: **PEEL LONG TERM CARE 2010 RESIDENT SATISFACTION SURVEY RESULTS**

FROM: Janette Smith, Commissioner of Health Services

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## OBJECTIVE

The purpose of this report is to present the results of the Long Term Care Resident Satisfaction Survey conducted in September 2010.

### REPORT HIGHLIGHTS

- A total of 326 Resident Satisfaction Surveys were completed by participants at the five Regional Long Term Care centres resulting in a response rate of 48 per cent.
- Peel Long Term Care's resident satisfaction index was 8.3 out of 10 in 2010.
- This year, 14 per cent of Peel Regional Long Term Care centres' residents completed the survey independently, which is higher than in past years, 11 per cent in 2008 and 9 per cent in 2009.
- The results have been reviewed by the Long Term Care Divisional Leadership Team and will be tabled with staff, residents and families at each centre.
- This year a divisional approach will be applied to action planning, advancing systematic improvements across the five centres.

## DISCUSSION

### 1. Background

The Region of Peel operates five long term care centres: Davis Centre, Malton Village, Peel Manor, Sheridan Villa and Tall Pines. These centres provide a home-like environment with 24-hour on-site nursing care and personal support for people who are no longer able to live independently.

The resident satisfaction surveys have been conducted annually across the centres since 2003. The objective of the survey is to gather resident feedback and determine their level of satisfaction with the programs and services offered by the long term care home in which they live. The responses provide valuable insights into the evolving needs and expectations of the residents, which in turn leads to changes, expansion and improvements to the programs and services offered. Previous years' surveys (2008, 2009) are posted on the Region's website.

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## PEEL LONG TERM CARE 2010 RESIDENT SATISFACTION SURVEY RESULTS

Following the responses to the 2009 LTC resident satisfaction survey, improvement efforts were made on those areas that mattered most to our residents. Some initiatives propelled by the 2009 satisfaction results included an in-depth review and revision of the new admission process at all five Homes, including further input from residents and family through focus groups. Enhancements were made at specific Homes for resident social activity programs to include centre-wide high cognitive functioning programming and increased intergenerational partnerships within the community. At Sheridan Villa residents were anxious to see the completion of centre renovations, which was successfully accomplished the summer of 2010.

Over the past three years, refinements to the survey tool have provided greater ability to analyze and act upon the key factors that drive client satisfaction in Peel Long Term Care. Consistent with other Regional Departments, the 2010 Long Term Care resident satisfaction survey continued with survey methodology including the development of a baseline overall index of resident satisfaction and utilizing a mathematical model to describe the relationship between overall client satisfaction and drivers of satisfaction. As well, to better understand the role of food in the resident satisfaction model, a separate section with three key questions about food services was included in the 2010 survey.

### 2. Survey Results

A total of 326 surveys were completed in September 2010, with an overall response rate of 48 per cent. Since 2008 the response rates have remained between the 46 to 50 per cent range. There is no significant trend in response rate evidenced over this time period.

As in past years, residents were encouraged to complete the surveys independently. Even with the increasing care needs of residents, the number of surveys completed independently by residents was 14 per cent. This is the highest independent completion response rate since this information has been collected over the past three years. The proportion who completed the survey on their own in 2009 was nine per cent. Additionally, 31 per cent were able to provide their comments to an independent note taker and 55 per cent of the surveys were completed by a close relative or friend on behalf of the resident.

Residents were asked a series of general satisfaction questions about their overall long-term care experience and specific areas including admissions process, nursing care, personal care, medical care, food services and homelike environment.

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**PEEL LONG TERM CARE 2010 RESIDENT SATISFACTION SURVEY RESULTS**

**Figure 1: Overall Satisfaction Index, 2008-2010**

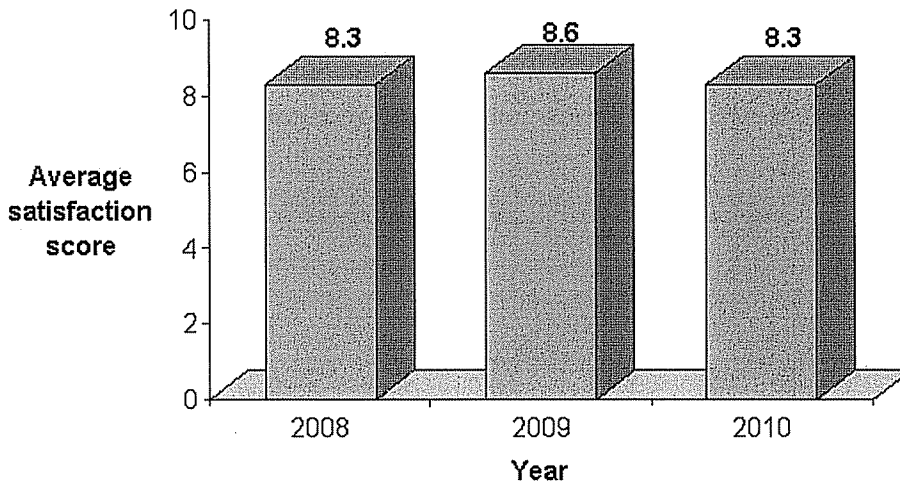
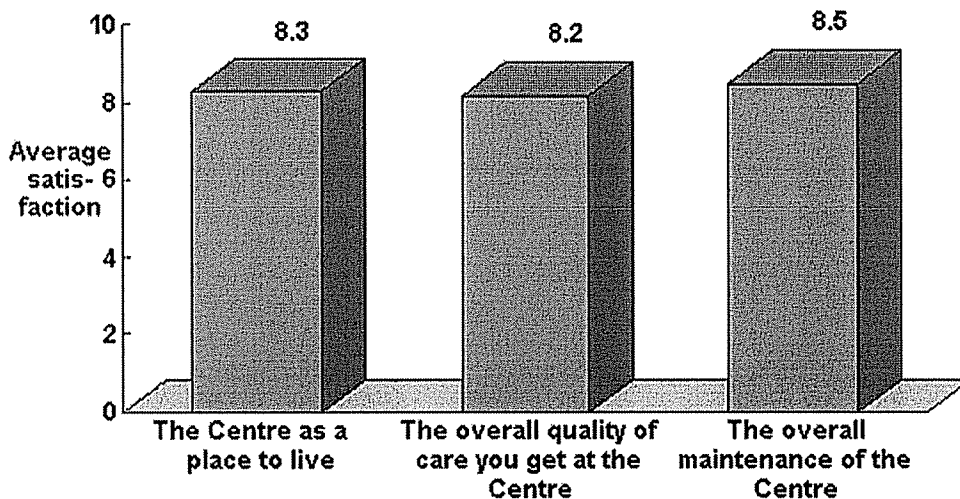


Figure 1 illustrates overall satisfaction index out of 10 for the last three survey years. The scores for this measure have varied slightly, between 8.3 and 8.6. The variation from 2009 to 2010 may be due to the change in respondent demographics and the proportion of residents who completed the survey independently. Erin Research, which was responsible for the analysis of the completed survey, have observed that residents completing the survey unaided are more critical of their surroundings. It is thought that there is a correlation with anonymity and this will be examined further in future surveys.

**Figure 2: Overall Satisfaction Measures, 2010: Averages**

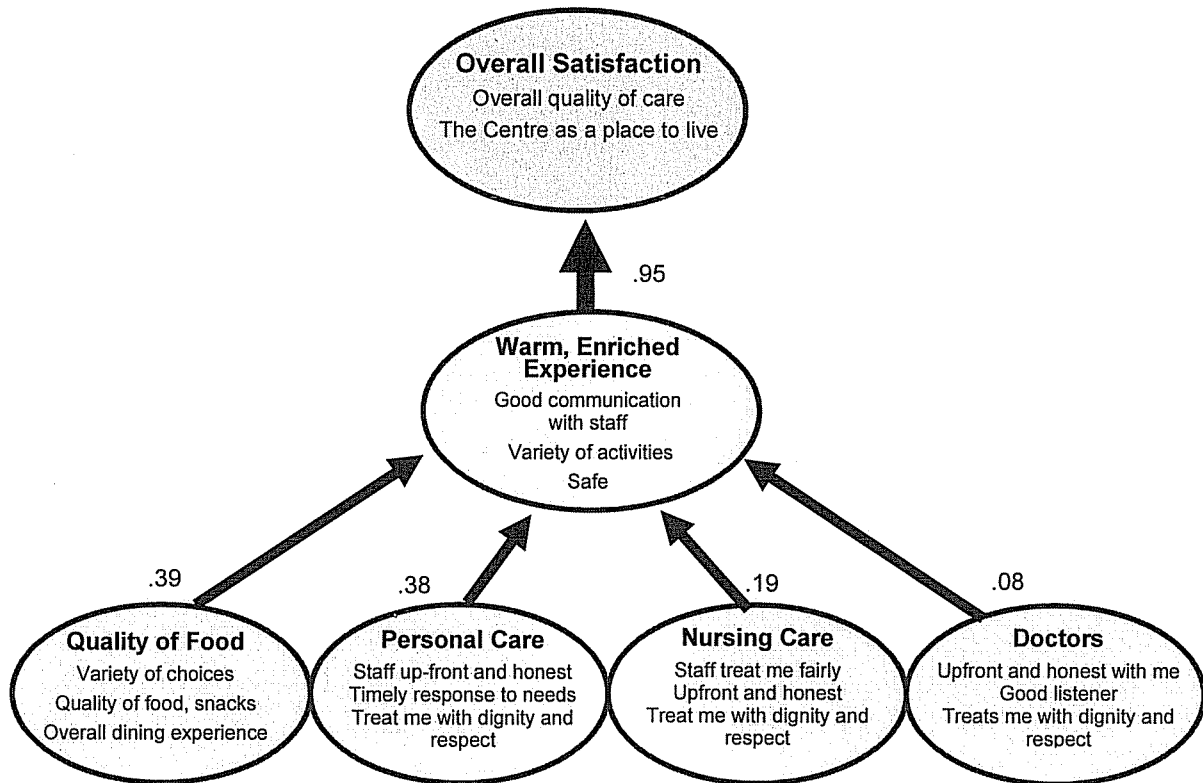


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Since 2008, further analysis of the survey results have provided valuable insight into what factors drive resident satisfaction in Peel Long Term Care. Five areas have been identified as drivers in 2010. When we perform well on all five areas, resident satisfaction is high. The picture below lists the drivers in order of importance, commencing with Warm, Enriched Experience and then from left (Quality of Food) to right (Doctors).

**Figure 3: Drivers of Satisfaction**



As exemplified in figure 3, findings reveal that overall satisfaction in 2010 was almost exactly aligned with the occurrence of a warm enriched experience for residents. The relationship between these two factors remains consistent since 2008. Following further statistical analysis, the elements of long-term care service that were identified as contributing factors to overall satisfaction include the bottom tier of this model.

**3. Next Steps**

The drivers of satisfaction play an important role in guiding future discussions about areas for improvement and future opportunities in Peel Long Term Care programs and services.

The results of the survey have been reviewed by the Long Term Care Divisional Leadership Team. A divisional action plan is being developed, identifying and implementing improvement opportunities as a division. As an extension of the divisional action plan, centre-specific results will be tabled and improvement plans discussed with the staff, families, and Resident Council. Both are opportunities to share evidence-based practices amongst all five centres.

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In addition, satisfaction with “the centre as a place to live” is the measure used in the Ontario Benchmarking Initiative (OMBI). As an active participant of OMBI, Peel Long Term Care resident satisfaction survey results for 2010 will be benchmarked with other municipal homes to ensure the highest standard of care is provided to Peel’s long term care residents.

In 2011, the Region wide external client satisfaction survey will be conducted. Peel Long Term Care will participate once again in this process. In future years a standardized province-wide long term care resident experience survey will be conducted at the direction of the Minister of Health and Long-Term Care.

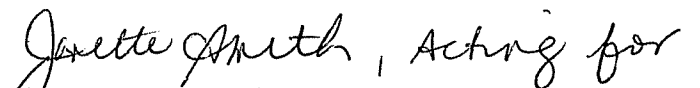
**CONCLUSION**

The 2010 Peel Long Term Care Resident Satisfaction Survey results demonstrate that residents and families are very satisfied with the programs and services provided. This is also evidenced in the individual comments received by our residents and family members: “the consistency of staff and services is very commendable”, “excellent care and attention”, “workers/staff take time to talk and listen” and “people are treated in a respectful way”.



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Commissioner of Health Services

**Approved for Submission:**



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