The Corporation of the City of Kawartha Lakes

Victoria Manor Committee of Management

Report Number VMC2018-01

Date: January 15, 2018
Time: 9:30 a.m.
Place: Victoria Manor Boardroom, 220 Angeline St. S., Lindsay

Subject: Victoria Manor Resident Satisfaction Survey

Author Name and Title: Pam Kulas, Administrator

Recommendation(s):

Resolved That Report VMC2018-01, "2017 Resident Satisfaction Survey", be received.

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DIRECTOR   **OTHER**

Background

ProMatura, the third party research and consultancy firm was chosen to administer the 2017 Resident Satisfaction Survey. In addition to the questions regarding satisfaction, this survey also analyzes the drivers of resident satisfaction. Evidence based survey theory is used to weight questions and determine the areas of care and service delivery that have the greatest influence on satisfaction. Surveys for residents who were able to complete the survey were hand delivered along with a letter from the Administrator.

The survey instrument included 10 Overall Satisfaction questions. Residents answered the Overall Satisfaction questions using a 4-point Agreement Scale. See table 1

Table 1

OVERALL SATISFACTION QUESTIONS

Question	Scale Used
I have made friends with other residents.	
The staff is friendly.	
I feel safe and secure here.	AGREEMENT SCALE*
My privacy is respected.	
I feel "at home".	4 = Strongly Agree
This community appears to run smoothly.	3 = Agree
I am willing to recommend this community to others.	2 = Disagree
The staff is competent to do their job.	1 = Strongly Disagree
I am satisfied with my quality of life here.	
I am satisfied with the quality of services provided.	

*New scale used in 2017

The survey instrument also included 46 questions addressing specific Service Area questions. Residents answered the Service Area questions using a 5-point Improvement Scale. See Table 2

Table 2

SERVICE AREA QUESTIONS

Question	Service Area (Category)	Scale Used
Respect shown by the reception staff Responsiveness of the reception staff	RECEPTION	
Respect shown by the housekeeping staff Timely delivery of housekeeping services Quality of housekeeping services	HOUSEKEEPING	
Respect shown by the laundry staff Timely delivery of laundry services Quality of laundry services	LAUNDRY	IMPROVEMENT SCALE*
Respect shown by the maintenance staff Timely delivery of maintenance services Quality of maintenance services	MAINTENANCE	4 = Needs No Improvement 3 = Needs Minimal Improvement 2 = Needs Some Improvement 1 = Needs Extensive Improvement
Respect shown by the dining room staff Timely delivery of dining room service Quality of service in the dining room Quality of the food Variety of food on menu Overall dining experience	DINING & MEALS	
Respect shown by the care staff Timely delivery of services by care staff Quality of services provided by care staff	CARE STAFF	
Timely administration of medication Quality of medication administration services	MEDICATION SERVICES	
Respect shown by the Management Team Availability of the Management Team Leadership shown by the Management Team The Management Team's responsiveness to concerns	MANAGEMENT TEAM	
Hairdressing services Optometry services Foot care services Dentistry services Physiotherapy services Occupational therapy services Attending physician services Nurse practioner services Pharmacy services Assistive device (i.e. wheelchair) services	CONTRACTED SERVICES	
Respect shown by the recreation program staff Feeling of being welcomed by the recreation staff Assistance provided to attend recreation programs Variety of recreation programs Quality of recreation programs	RECREATIONAL PROGRAMS	
Frequency of spiritual programs Variety of spiritual programs Quality of spiritual programs	SPIRITUAL PROGRAMS	
Quality of exercise programs Frequency of exercise programs	EXERCISE PROGRAMS	

*New scale used in 2017

Drivers of Satisfaction were included in this year's survey. These are the areas that have the greatest impact on residents' overall satisfaction in our home. While scores in each area are important, focus on the Drivers of Satisfaction will have the most significant impact in being able to specifically address opportunities for improvement.

A total of 115 surveys were distributed to residents and 115 were completed for a response rate of 100%. The average response rate among all Sienna residents was 74%.

The average age of the residents living at Victoria Manor is between 84-89 years old and the average number of years spent in the home is approximately 2-3 years. Circumstances that cause people to enter into Long Term Care are:

advanced age, poor health and their ability to function, and requiring assistance with activities of daily living. The onset of dementia, incontinence and the effects of a stroke increase the likelihood of moving into a long term care home.

Results

Results of the survey were compared to all long term care homes owned and managed by Sienna Senior Living, where more than 11,000 seniors live.

Resident Satisfaction

The overall 2016 Resident satisfaction score was 92% compared to the 2016 Resident satisfaction score of 89%, an improvement of 3%.

Of the 10 Overall Satisfaction Scores, 10 scores were at or better than the Sienna average.

Of the 46 Service Area question Scores, 43 scores were at or better than the Sienna average. Areas scoring below the Sienna average were:
- Leadership availability
- Leadership shown by the management team
- Leadership responsiveness to concerns

The primary driver of overall satisfaction among residents of Victoria Manor is "Recreation Respect" at 22%. See Table 3

Table 3
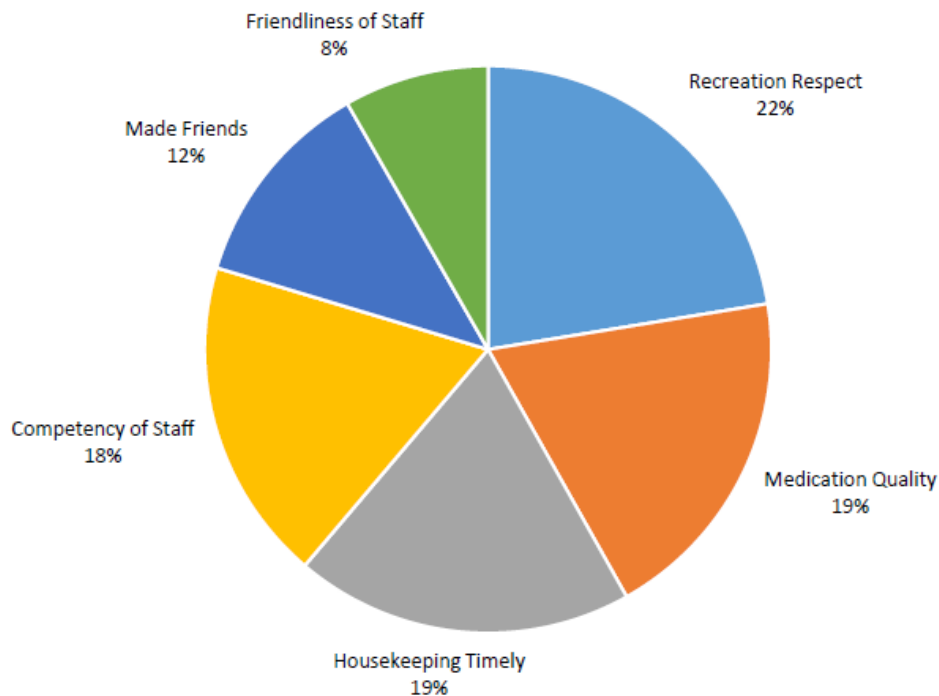
The next steps in the process are to review the top 3 areas of satisfaction and the top 3 areas for improvement with Residents Council. The results of those discussions will form an action plan to improve areas that stakeholders are most concerned about.

Consultations

Sienna Senior Living

2017 Victoria Manor
Resident Satisfaction S

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