

# **The Corporation of the City of Kawartha Lakes**

## **Victoria Manor Committee of Management**

### **Report VMC2018-02**

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**Meeting Date:** Monday March 18, 2018

**Meeting Time:** 9:30 a.m.

**Meeting Place:** Human Services Boardroom, 322 Kent St. W., Lindsay

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**Subject:** Victoria Manor Family Satisfaction Survey

**Author Name and Title:** Pamela Kulas, Administrator

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#### **Recommendation(s):**

**Resolved That** Report VMC2018-02, "2017 Family Satisfaction Survey", be received.

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Director

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Other

## Background:

ProMatura, the third party research and consultancy firm was chosen to administer the 2017 Family Satisfaction Survey. In addition to the questions regarding satisfaction, this survey also analyzes the drivers of Family 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 Families were available at reception in a paper format or on-line using a survey link included in a letter sent from the Administrator.

The survey instrument included 20 Overall Satisfaction questions. Families answered the Overall Satisfaction questions using a 5-point Agreement Scale and a 5-point Satisfaction Scale. See table 1

Table 1

Question	Scale Used
My family member has made friends with other residents at this care community.	<p>AGREEMENT SCALE</p> <p>5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly Disagree</p>
My family member feels safe and secure in this care community.	
My family member feels "at home" in this care community.	
This care community appears to run smoothly.	
I am willing to recommend this care community to others.	
The staff is friendly in this care community.	
The staff is competent to do their job.	
I am satisfied with the level of communication from the care community.*	
I feel comfortable approaching the staff with my concerns.*	
The staff are responsive to my concerns.*	
The atmosphere at this care community (landscaping, noise level, odour, etc.) is pleasant.*	
I feel welcome when I visit my family member at this care community.*	
I am happy my family member and/or I chose this care community.*	
I am satisfied with the leadership team at this care community.*	
I feel supported because of how the staff relate to me.*	
I have a sense of connection with staff and feel seen, heard and valued.*	
I feel accepted by the staff.*	
Staff understand my feelings.*	

\* New in 2016.

Drivers of Satisfaction were included in this year's survey. These are the areas that have the greatest impact on Families 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 166 surveys were available for Families and 76 were completed for a response rate of 46%. The average response rate among all Sienna Families was 36%.

## Results:

Results of the survey were compared to all long term care homes owned and managed by Sienna Senior Living.

The overall 2017 Family satisfaction score was 85% compared to the 2016 Family satisfaction score of 83%, an increase of 2%.

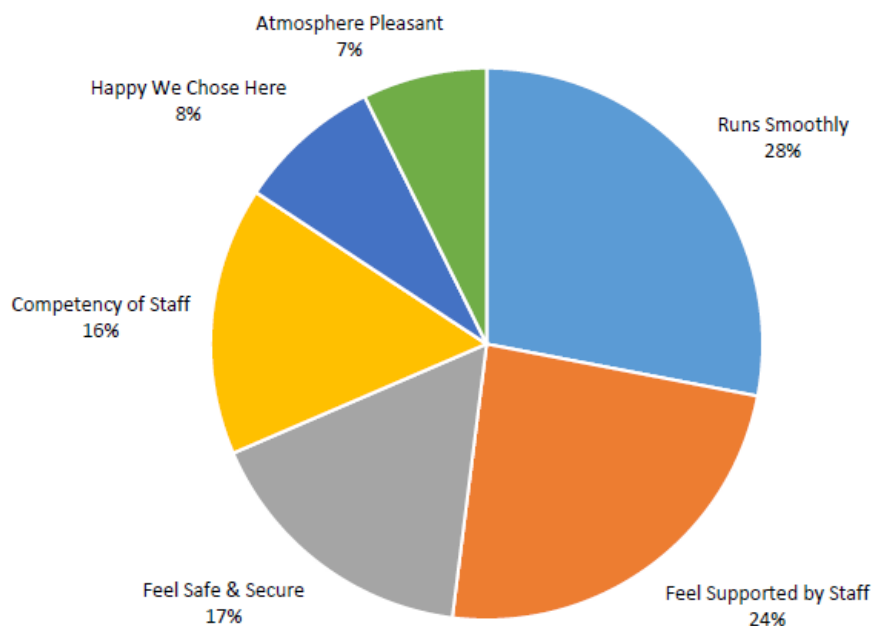
Of the 20 Overall Satisfaction Scores, 19 scores were at or better than the Sienna average.

The area scoring below the Sienna average was:

- My family member has made friends with other residents in the care community

The primary driver of overall satisfaction among families of Victoria Manor is “Runs Smoothly” at 28%. See Table 2

Table 2



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

**Consultations:**

Sienna Senior Living

**Attachments:**



2017 Victoria Manor  
Family Satisfaction Su

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