

The Corporation of the City of Kawartha Lakes

Victoria Manor Committee of Management

Report VMC2019-01

Meeting Date: January 21, 2019

Meeting Time: 9:30 a.m.

Meeting Place: Victoria Manor Boardroom, 220 Angeline St. S., Lindsay

Subject: Victoria Manor Resident Satisfaction Survey

Author Name and Title: Pam Kulas, Executive Director

Recommendation(s):

Resolved That Report VMC2019-01, “2018 Resident Satisfaction Survey”, be received.

Director

Other

Background:

Align, the third party firm was chosen to administer the 2018 Resident Satisfaction Survey. In addition to the questions regarding satisfaction, this survey also analyzes the domains 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.

The survey tool offered a total of 30 questions of which 18 questions were organized into the domains of care quality, quality of life, care responsiveness, communication, dining experience and environment. Domains are often driven by common systems and processes which provide an understanding of how effectively systems and processes are functioning. The survey also included 2 global measure questions related to overall satisfaction and 7 questions specifically related to contracted services. For each domain, residents were able to provide comments.

Residents rated each using the agreement scale of “Strongly Agree”, “Agree”, “Disagree” and “Strongly Disagree”

A total of 99 surveys were distributed to residents and 99 were completed for a response rate of 100%. The average response rate among all Sienna residents was 82%.

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 1.5 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 2018 Resident satisfaction score was 94% compared to the 2017 Resident satisfaction score of 92%, an improvement of 2%.

Of the 30 questions offered 29 scores were at or better than the Sienna average. The area scoring below the Sienna average was:

- Meals are served in a pleasant atmosphere

The next steps in the process are to review the results 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

Attachments:



2018 Victoria Manor
Resident Satisfaction F

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