

CARE COMMUNITY

RESIDENT EXPERIENCE SURVEY

Data begins: **SEP 12, 2018**

Data ends: **NOV 8, 2018**

Date reported: **DEC 19, 2018**

COMPREHENSIVE REPORT

ANALYSIS PREPARED FOR

SIENNA SENIOR LIVING

REGION 7

VICTORIA MANOR

220 Angeline Street South • Lindsay, ON K0V 4R2

This report summarizes your survey results. The charts and graphs selected by your organization provide important information necessary to identify opportunities for improvement, as well as areas in which respondents feel you do well.

Surveys created:

99

Surveys received:

99

Response rate:

100%

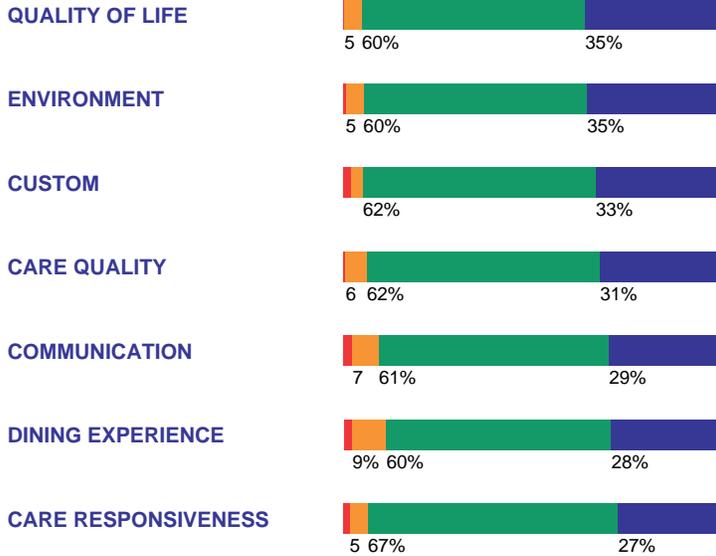
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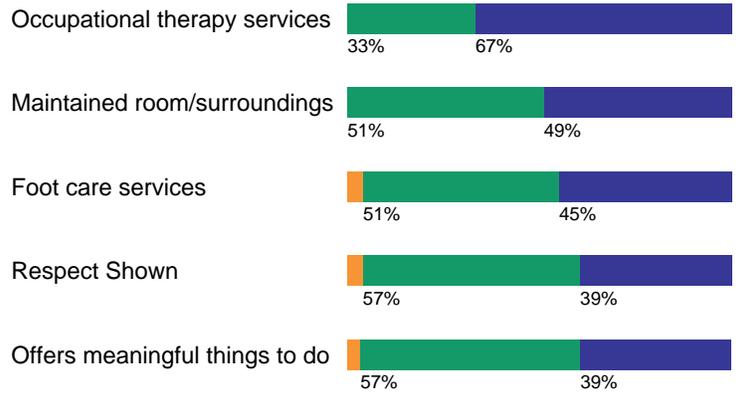


DOMAINS: Highest to lowest by 'Strongly Agree'



ITEMS: Top 5 by 'Strongly Agree'

Of all survey items, the 5 items with the highest "Strongly Agree" rating, listed by highest to lowest.



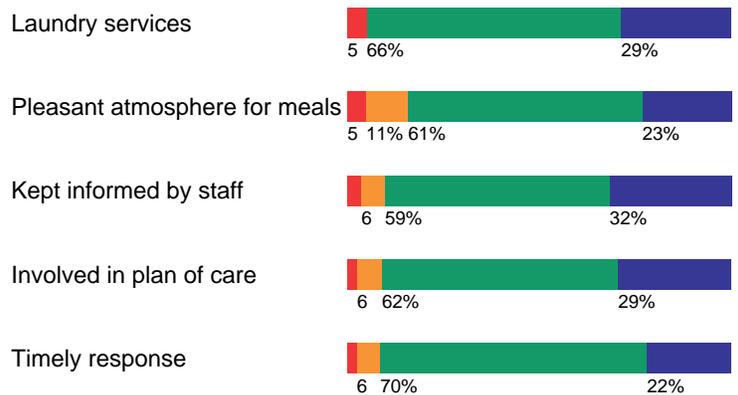
COMMENTS: Top words

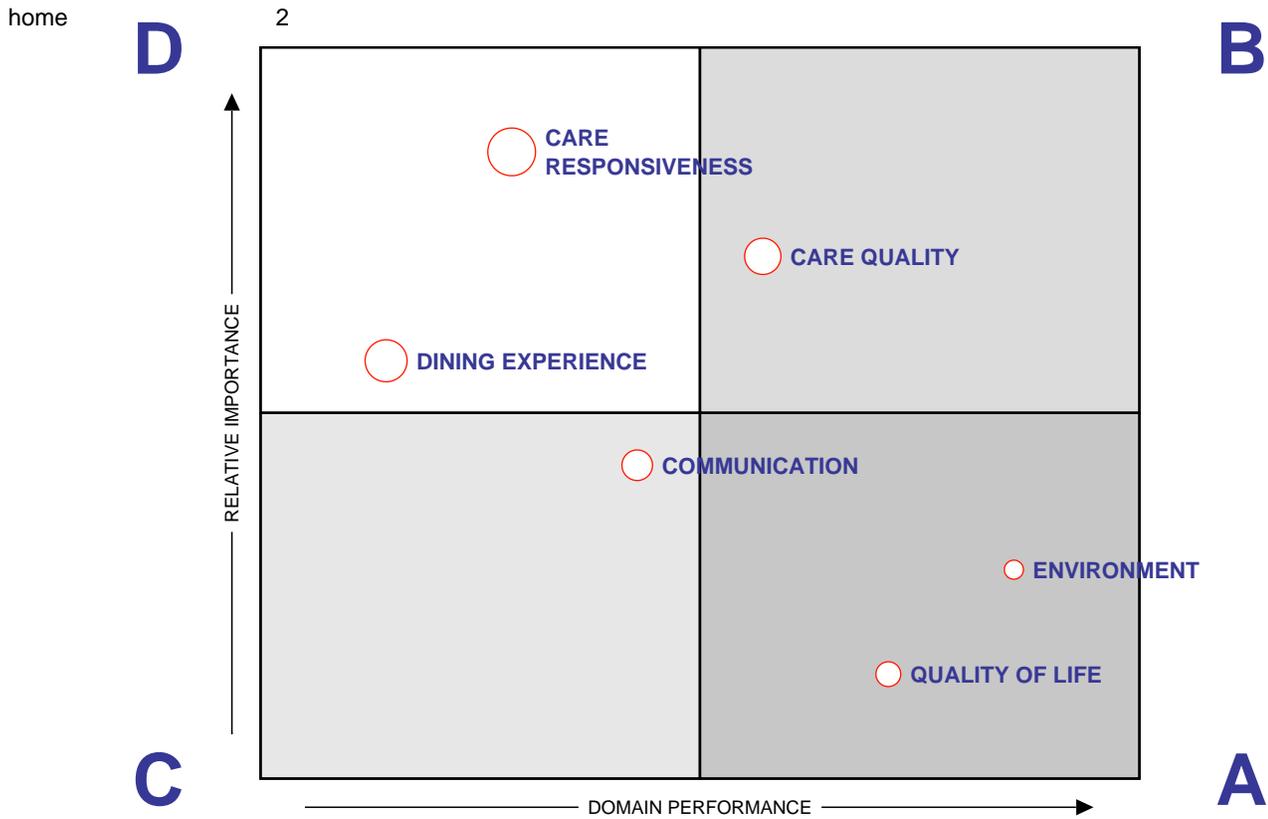
ITEM: What are three words you would use to describe your experience at our care community?

good	21
friendly	14
clean	6
excellent	5
happy	5
comfortable	4
nice	4
fun	3
ok	3
caring	2
enjoyable	2
family	2
fine	2
helpful	2

ITEMS: Bottom 5 by 'Strongly Disagree'

Of all survey items, the 5 items with the highest "Strongly Disagree" rating, listed by highest to lowest.





	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Average	
					ENTITY	ORG.
CARE RESPONSIVENESS						
Care/Concern shown	67%		30%		75	71
Assistance received	8%	64%	28%		72	70
Timely response	6%	70%	22%		70	67
	POOR	FAIR	GOOD	EXCELLENT	Average	
					ENTITY	ORG.
GLOBAL						
Recommendation to others	7%	41%	53%		82	67

**CARE COMMUNITY
RESIDENT EXPERIENCE SURVEY
RATINGS BY DOMAIN**

Data begins: **SEP 12, 2018**
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COMPREHENSIVE REPORT

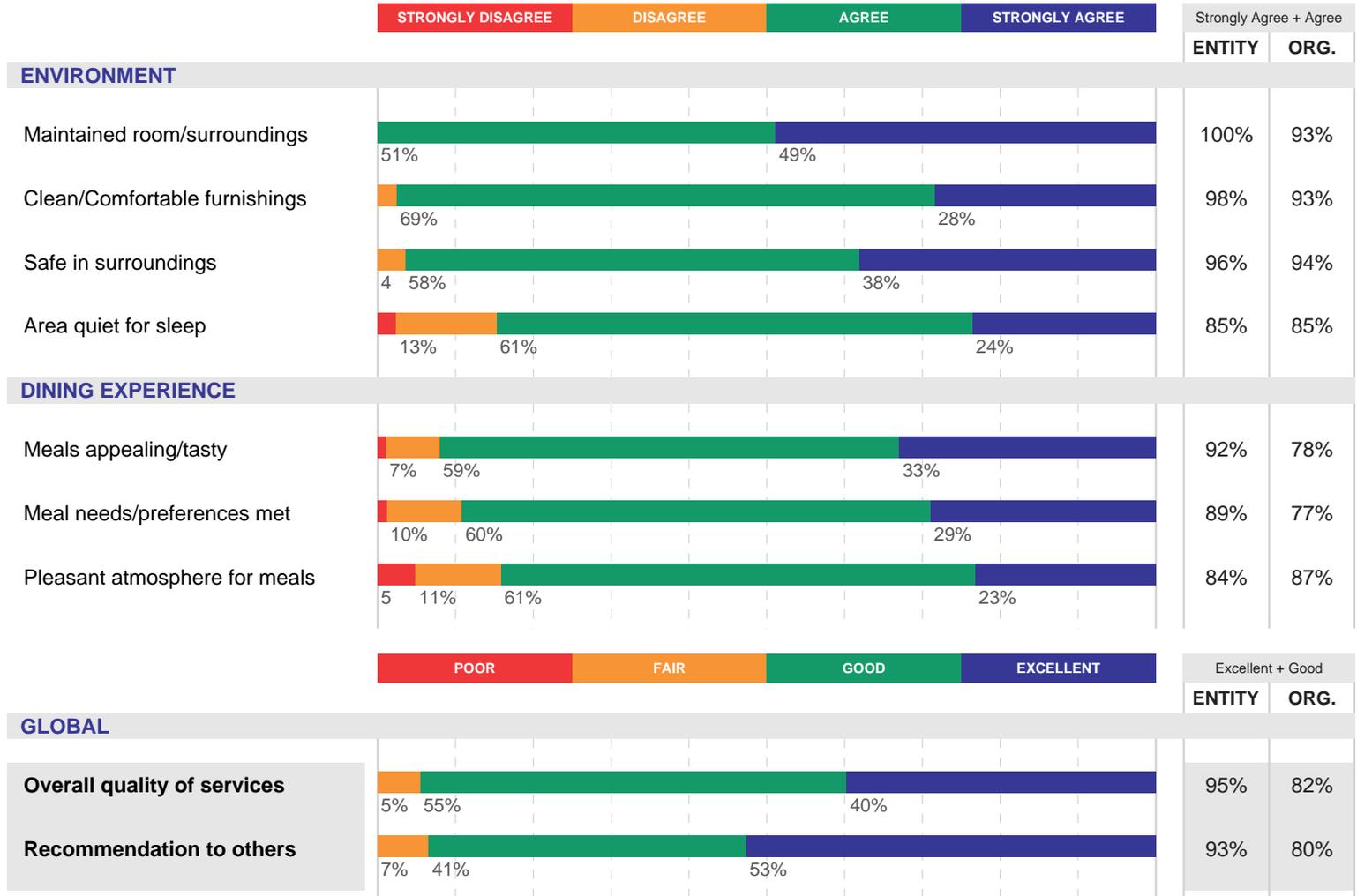
	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	Strongly Agree + Agree	
					ENTITY	ORG.
QUALITY OF LIFE						
Involvement in daily decisions	3	71%	26%		97%	88%
Offers meaningful things to do	3	57%	39%		97%	87%
Respect Shown	4	57%	39%		96%	93%
Privacy needs respected	8%	54%	37%		91%	90%
COMMUNICATION						
Involved in plan of care	6%	62%	29%		91%	89%
Questions answered	8%	64%	26%		90%	89%
Kept informed by staff	4	6%	59%	32%	90%	85%
CARE RESPONSIVENESS						
Care/Concern shown	67%	30%			98%	91%
Timely response	6%	70%	22%		91%	85%
Assistance received	8%	64%	28%		91%	88%
CARE QUALITY						
Effective pain management	4	65%	29%		95%	90%
Staff well trained/competent	6%	58%	36%		94%	89%
Quality of nursing care	5	62%	32%		94%	92%
Quality of personal care	7%	64%	28%		93%	90%

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RATINGS BY DOMAIN

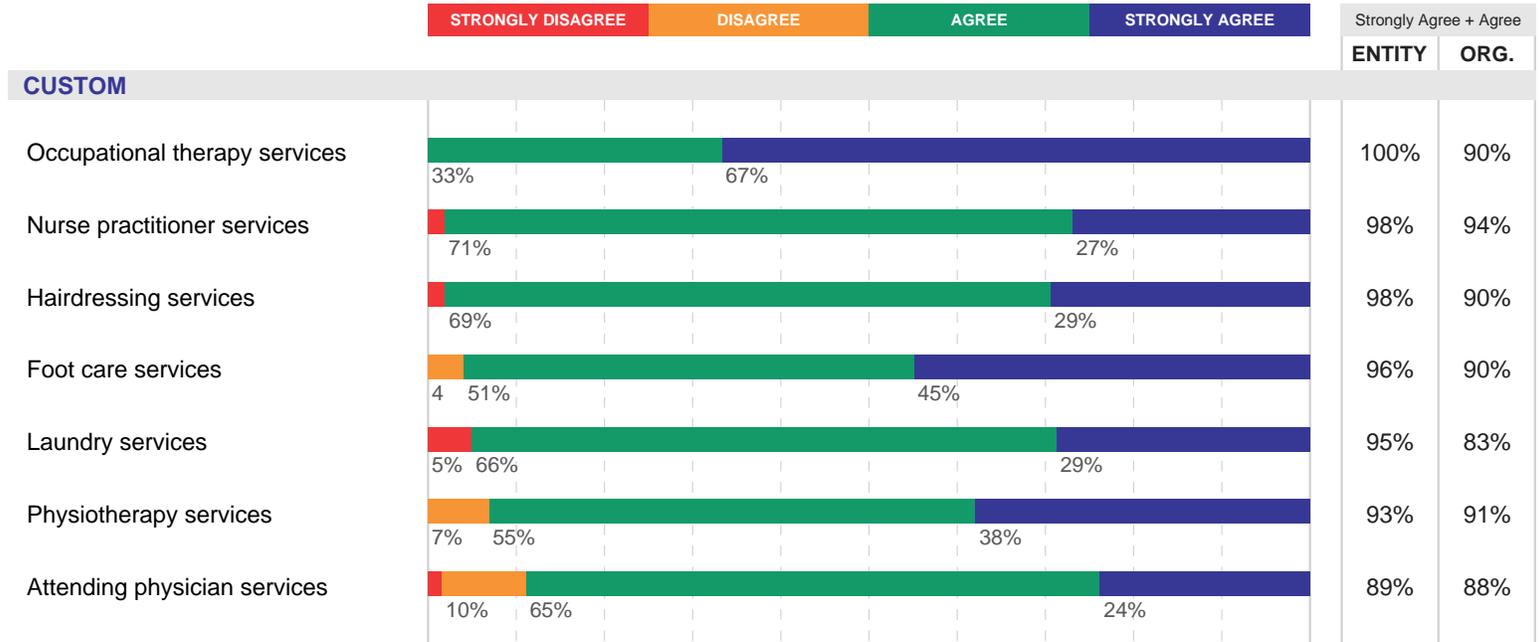
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RATINGS BY DOMAIN

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RATINGS BY DOMAIN

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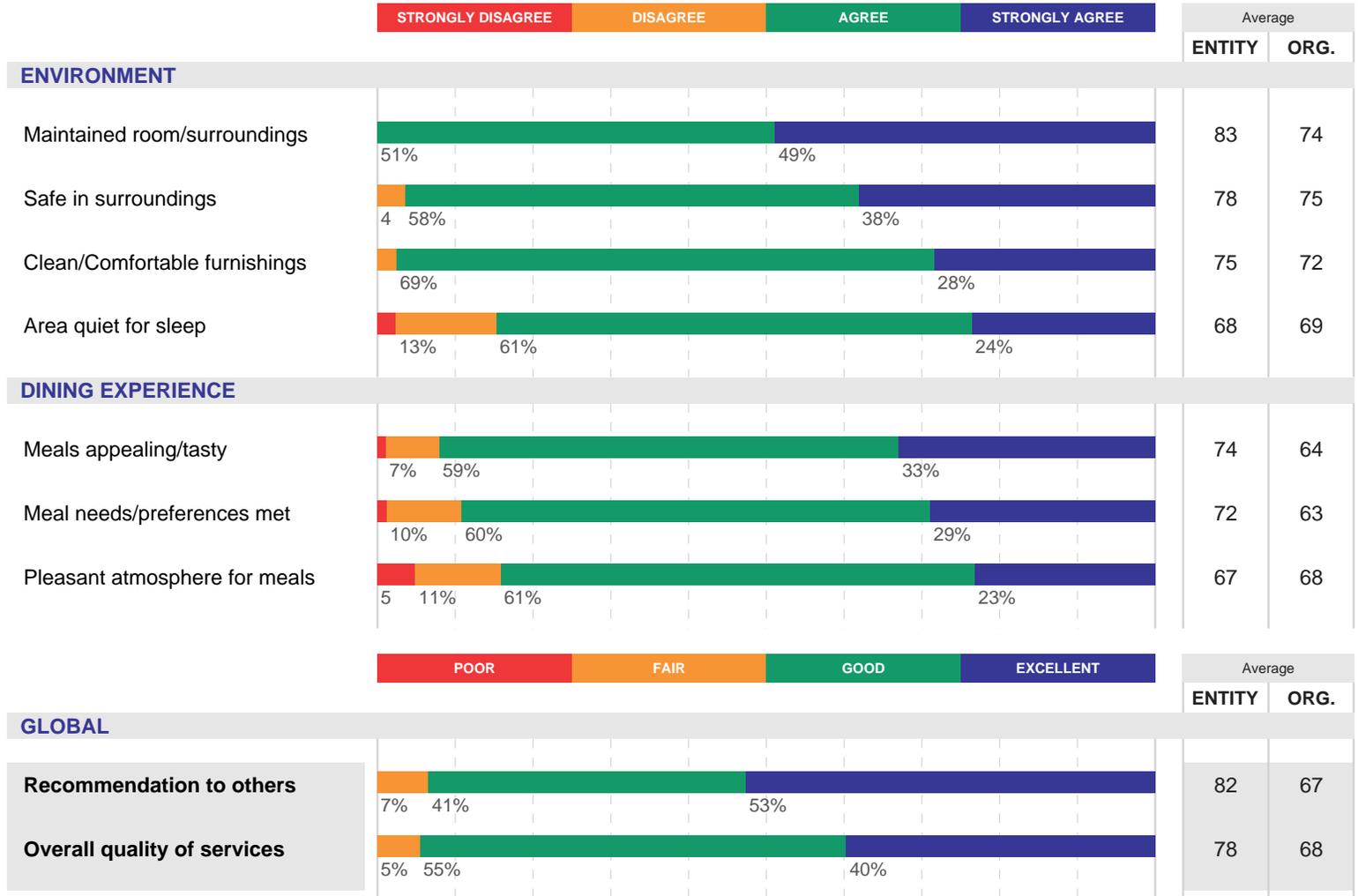
	RATING				Average	
	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	ENTITY	ORG.
QUALITY OF LIFE						
Respect Shown	4	57%	39%		78	73
Offers meaningful things to do	3	57%	39%		78	69
Privacy needs respected	8%	54%	37%		75	72
Involvement in daily decisions	3	71%	26%		74	69
COMMUNICATION						
Involved in plan of care	6%	62%	29%		72	70
Kept informed by staff	4	6%	59%	32%	72	68
Questions answered	8%	64%	26%		71	69
CARE RESPONSIVENESS						
Care/Concern shown	67%		30%		75	71
Assistance received	8%	64%	28%		72	70
Timely response	6%	70%	22%		70	67
CARE QUALITY						
Staff well trained/competent	6%	58%	36%		76	70
Quality of nursing care	5	62%	32%		74	73
Effective pain management	4	65%	29%		74	70
Quality of personal care	7%	64%	28%		73	71

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RATINGS BY DOMAIN

COMPREHENSIVE REPORT

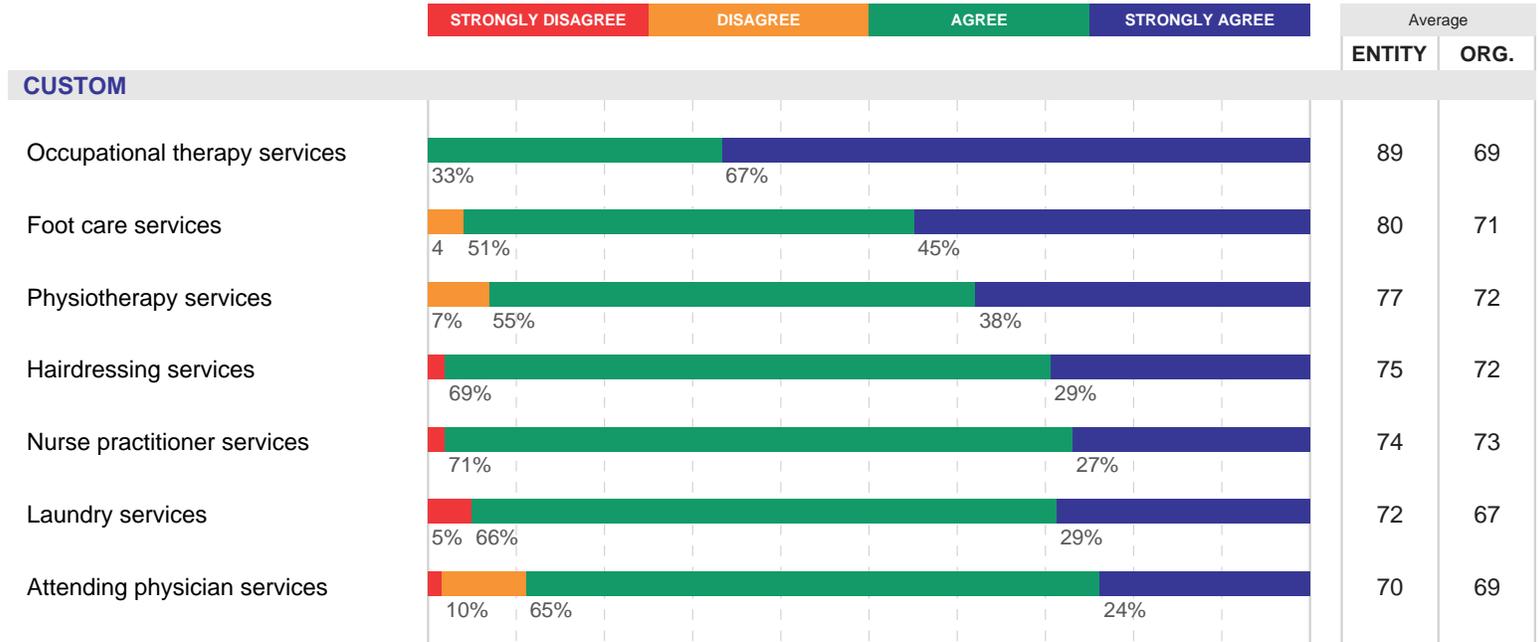
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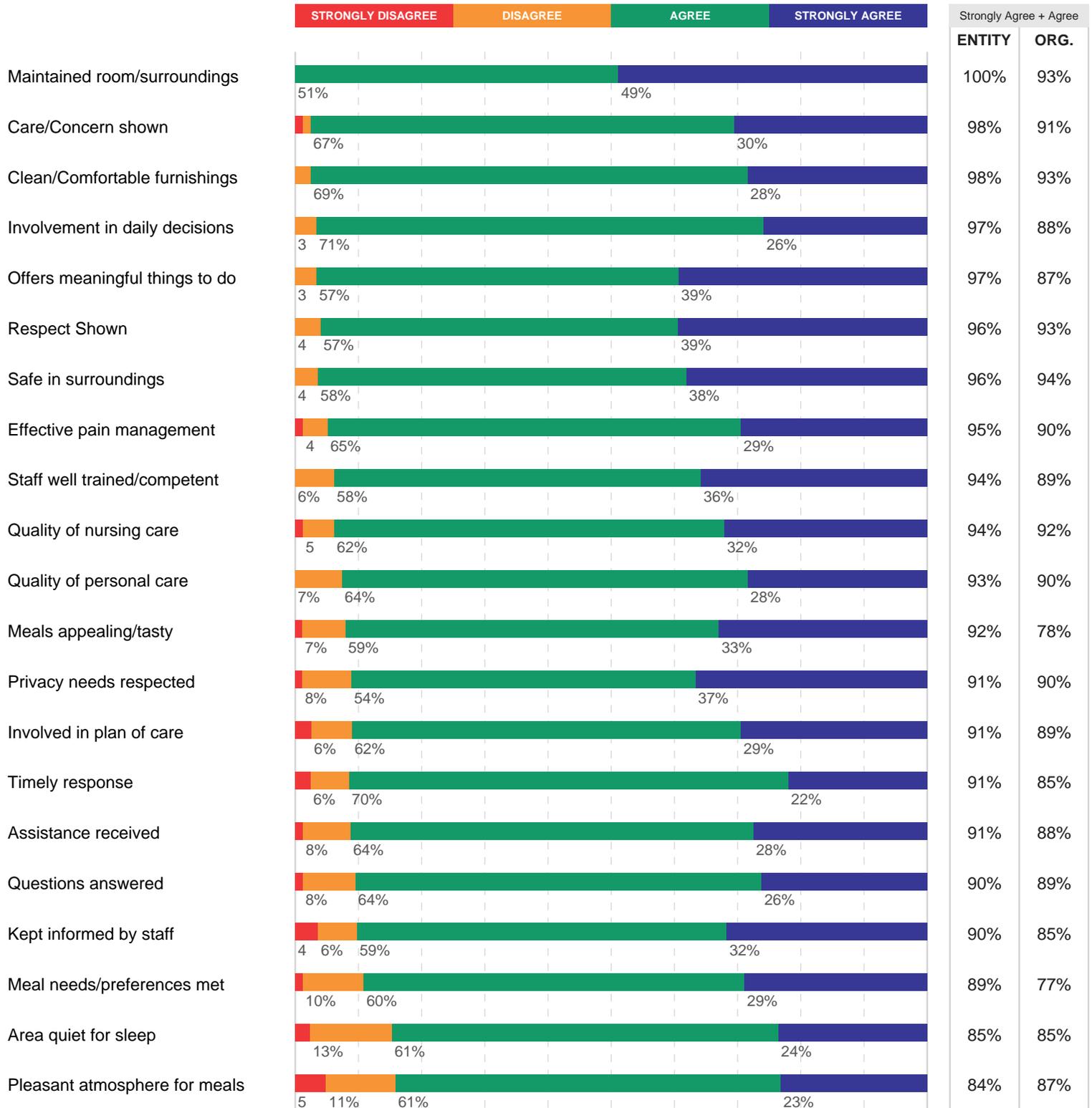
RATINGS BY DOMAIN

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RATINGS BY ITEM

COMPREHENSIVE REPORT



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RATINGS BY ITEM

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**CARE COMMUNITY
RESIDENT EXPERIENCE
SURVEY ITEMS BY DOMAIN**

ITEM NO.	LABEL	ITEM AS IT APPEARS ON THE SURVEY
CARE QUALITY		
11	Quality of nursing care	The nurses provide high-quality nursing care.
12	Quality of personal care	The personal support workers provide high-quality care.
13	Staff well trained/competent	Staff is well trained and competent.
14	Effective pain management	My pain is managed effectively.
QUALITY OF LIFE		
1	Respect shown	Staff behave respectfully toward residents and families.
2	Involvement in daily decisions	My preferences and choices are incorporated into my daily routine.
3	Offers meaningful things to do	I am offered opportunities for meaningful things to do.
4	Privacy needs respected	My need for privacy is respected.
CARE RESPONSIVENESS		
8	Timely response	My requests are responded to in a timely fashion.
9	Care/Concern shown	Staff show care and concern for my needs.
10	Assistance received	I receive all the assistance that I need.
COMMUNICATION		
5	Questions answered	My questions are answered to my satisfaction.
6	Involved in plan of care	My family and I are actively involved in my plan of care.
7	Kept informed by staff	Staff keep me informed of information that affects me.
DINING EXPERIENCE		
19	Meals appealing/tasty	Meals served to me are appealing and tasty.
20	Meal needs/preferences met	Meals meet my needs and preferences.
21	Pleasant atmosphere for meals	Meals are served in a pleasant atmosphere.
ENVIRONMENT		
15	Maintained room/surroundings	My room and surroundings are clean and well maintained.
16	Area quiet for sleep	The area around my room is kept quiet for sleep.
17	Clean/Comfortable furnishings	The furnishings are clean and comfortable.
18	Safe in surroundings	I feel safe in my surroundings.
GLOBAL		
22	Recommendation to others	Overall, how would you recommend this care community to others?
23	Overall quality of services	How would you rate the overall quality of services provided by this care community?
ORGANIZATION-SPECIFIC		
24	Laundry services	I am satisfied with the quality of laundry services at this care community.
25	Hairdressing services	I am satisfied with the hairdressing services at this care community (as applicable).
26	Foot care services	I am satisfied with the foot care services at this care community (as applicable).
27	Physiotherapy services	I am satisfied with the physiotherapy services at this care community (as applicable).
28	Attending physician services	I am satisfied with the Attending Physician services at this care community (as applicable).
29	Nurse practitioner services	I am satisfied with the Nurse Practitioner Services at this care community (as applicable).
30	Occupational therapy services	I am satisfied with the Occupational Therapy Services at this care community (as applicable).

COMMENTS:

CARE QUALITY

What is one thing we could do to improve the way we provide care?

QUALITY OF LIFE

What is one thing we could do to improve your quality of life?

CARE RESPONSIVENESS

What is one thing we could do to improve the way we respond to your needs?

COMMUNICATION

What is one thing we could do to improve our communication with residents and families?

DINING EXPERIENCE

What is one thing we could do to enhance our dining services?

ENVIRONMENT

What is one thing we could do to enhance the environment at our care community?

GLOBAL: THREE WORDS

What are three words you would use to describe your experience at our care community?

GLOBAL

Any other comments?