

The Corporation of the City of Kawartha Lakes

Victoria Manor Committee of Management

Report VMC2019-02

Meeting Date: January 21, 2019

Meeting Time: 9:30 a.m.

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

Subject: Victoria Manor Family Satisfaction Survey

Author Name and Title: Pamela Kulas, Executive Director

Recommendation(s):

Resolved That Report VMC2019-02, “2018 Family Satisfaction Survey”, be received.

Director

Other

Background:

Align, the third party firm was chosen to administer the 2018 Family 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 quality of service and dining experience that have the greatest influence on satisfaction. Surveys for families who were able to complete the survey were hand delivered.

The survey tool offered a total of 23 questions of which 21 questions were organized into the domains of care quality, quality of life, quality of service, 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. For each domain, family members were able to provide comments.

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

A total of 229 surveys were available for Families and 71 were completed for a response rate of 31%. The average response rate among all Sienna families was 26%.

Results:

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

The overall 2018 Family satisfaction score was 90% compared to the 2017 Family satisfaction score of 85%, an increase of 5%.

Of the 23 questions offered 21 scores were at or better than the Sienna average. The questions scoring below the Sienna average were:

- Staff gives the family information needed about their family member (the resident)
- My family member (the resident) is comfortable attending activities and social events.

The next steps in the process are to review the results 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:



2018 Victoria Manor
Family Satisfaction Re

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