

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

## **Victoria Manor Committee of Management**

### **Report VMC2020-01**

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**Meeting Date:** January 20, 2020

**Meeting Time:** 1:30 p.m.

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

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**Subject:** 2019 Victoria Manor Resident Satisfaction Survey

**Author Name and Title:** Pam Kulas, Executive Director

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

**Resolved That** Report VMC2020-01, “2019 Victoria Manor Resident Satisfaction Survey”, be received.

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Director

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Other

## **Background:**

Align, the third party firm was chosen to administer the 2019 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 79 surveys were distributed to residents and 79 were completed for a response rate of 100%. The average response rate was 100% in 2018.

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 2019 Resident satisfaction score was 92% compared to the 2018 Resident satisfaction score of 94%, a decrease of 2%. The overall Resident satisfaction score among Sienna Senior Living was 81%.

Of the 30 questions offered 24 scores were at or better than the Sienna average. The area scoring below the Sienna average was:

- Staff behave respectfully towards residents and families

- I feel safe in my surroundings
- My pain is managed effectively
- My need for privacy is respected
- Meals are served in a pleasant atmosphere
- The area around my room is kept quiet for sleep
- My family and I are involved in my plan of care

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:**



2019 Victoria Manor  
Resident Satisfaction F

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