

The Corporation of the City of Kawartha Lakes

Victoria Manor Committee of Management

Report VMC2019-02

Meeting Date: January 20, 2020

Meeting Time: 1:30 p.m.

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

Subject: 2019 Victoria Manor Family Satisfaction Survey

Author Name and Title: Pamela Kulas, Executive Director

Recommendation(s):

Resolved That Report VMC2020-02, “2019 Victoria Manor Family Satisfaction Survey”, be received.

Director

Other

Background:

Align, the third party firm was chosen to administer the 2019 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 217 surveys were available for Families and 69 were completed for a response rate of 32%. The average response rate in 2018 was 31%.

Results:

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

The overall 2019 Family satisfaction score was 92% compared to the 2018 Family satisfaction score of 90%, an increase of 2%.

Of the 23 questions offered 18 scores were at or better than the Sienna average. The questions scoring below the Sienna average were:

- My family member (the resident) is comfortable attending activities and social events.
- I am involved in making decisions about my family member’s daily routines and healthcare
- Staff gives my family member (the resident) information he/she needs
- I know who to talk to if I have an issue or concern
- My requests are responded to quickly

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:



2019 Victoria Manor
Family Satisfaction Re

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