

The Corporation of the City of Kawartha Lakes

Victoria Manor Committee of Management

Report VMC2021-03

Meeting Date: March 15, 2021

Meeting Time: 1:30 p.m.

Meeting Place: Electronic Video Meeting

Subject: 2020 Victoria Manor Family Satisfaction Survey

Author Name and Title: Pamela Kulas, Executive Director

Recommendation(s):

Resolved That Report VMC2021-03, "2020 Victoria Manor Family Satisfaction Survey", be received.

Director

Other

Background:

Align, the third party firm was chosen to administer the 2020 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 27 questions of which 23 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 4 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 162 surveys were available for Families and 66 were completed for a response rate of 41%. The average response rate in 2019 was 32%.

Results:

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

The overall 2020 Family satisfaction score was 95% compared to the 2019 Family satisfaction score of 93%, an increase of 2%. The overall Family satisfaction score among Sienna Senior Living was 87%.

Of the 27 questions offered all scores were at or better than the Sienna average.

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

Attachment A:

2020 Victoria Manor Family Satisfaction Report

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