

The Corporation of the City of Kawartha Lakes

Victoria Manor Committee of Management

Report VMC2022-01

Meeting Date: January 17, 2022

Meeting Time: 1:00 p.m.

Meeting Place: Electronic Video Meeting

Subject: 2021 Victoria Manor Resident Satisfaction Survey

Author Name and Title: Pam Kulas, Executive Director

Recommendation(s):

Resolved That Report VMC2022-01, "2021 Victoria Manor Resident Satisfaction Survey", be received.

Background:

Align, the third party firm was chosen to administer the 2021 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 33 questions of which 21 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 10 questions specifically related to organization specific 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 81 surveys were distributed to residents and 70 were completed for a response rate of 86%. The average response rate was 100% in 2020.

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 2021 Resident satisfaction positive response rate for the questions "overall quality of services" and "recommendation to others" was 82% compared to the 2020 Resident satisfaction score of 95%, a decrease of 13%. The overall Resident satisfaction score among Sienna Senior Living was 82%.

Of the 33 questions offered, 29 scores were at or better than the Sienna average.

The 4 scores below the Sienna average are:

- I am satisfied with the quality of laundry services at this care community
- Meals are served in a pleasant atmosphere.
- I am satisfied with the Nurse Practitioner Services at this care community
- I have opportunities to communicate with my family and friends during this pandemic

The next step in the process is 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.

Attachments A:

Victoria Manor Resident Satisfaction Results 2021

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