

THE CORPORATION OF THE CITY OF KAWARTHA LAKES

Report VMC2017-03

Victoria Manor Committee of Management

Meeting Date: Monday January 16, 2017
Meeting Time: 9:30 am
Meeting Place: Human Services Board Room
322 Kent St. W., Lindsay

Subject: Victoria Manor Resident Satisfaction Survey

Author: Pamela Kulas
Title: Administrator

Signature:



RECOMMENDATION(S):

RESOLVED THAT Report VMC2017-03, "2016 Resident Satisfaction Survey",
be received for information.


DIRECTOR

OTHER

BACKGROUND:

ProMatura, the third party research and consultancy firm was chosen to administer the 2016 Resident Satisfaction Survey. In addition to the questions regarding satisfaction, this survey also analyzes the drivers 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 along with a letter from the Administrator.

The survey instrument included 14 Overall Satisfaction questions. Residents answered the Overall Satisfaction questions using a 5-point Agreement Scale and a 5-point Satisfaction Scale. See table 1

Table 1

OVERALL SATISFACTION QUESTIONS	
Question	Scale Used
I have made friends with other residents at this care community.	AGREEMENT SCALE 5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly Disagree
The staff is friendly in this care community.	
I feel safe and secure in this care community.	
My privacy is respected in this care community.	
I feel "at home" in this care community.	
This care community appears to run smoothly.	
I am willing to recommend this care community to a friend.	
The staff is competent to do their job.	
I feel supported because of how the staff relate to me.*	
I have a sense of connection with staff and feel seen, heard and valued.*	
I feel accepted by the staff.*	
Staff understand my feelings.*	
My quality of life at this care community.	SATISFACTION SCALE 5 = Very Satisfied 4 = Satisfied 3 = Neutral 2 = Dissatisfied 1 = Very Dissatisfied
The quality of services at this care community.	

* New in 2016.

The survey instrument also included 39 questions addressing specific Service Area questions. Residents answered the Service Area questions using a 5-point Improvement Scale. See Table 2

Table 2

SERVICE AREA QUESTIONS		
Question	Service Area (Category)	Scale Used
Respect shown by the concierge / reception staff Responsiveness of the concierge / reception staff	RECEPTION	IMPROVEMENT SCALE 5 = Needs No Improvement 4 = Needs Minimal Improvement 3 = Needs Some Improvement 2 = Needs Much Improvement 1 = Needs Extensive Improvement
Respect shown by the housekeeping staff Timely delivery of housekeeping services Quality of housekeeping services	HOUSEKEEPING	
Respect shown by the housekeeping staff Timely delivery of housekeeping services Quality of housekeeping services	LAUNDRY	
Respect shown by the laundry staff Timely delivery of laundry services Quality of laundry services	MAINTENANCE	
Respect shown by the dining room staff Timely delivery of dining room service Quality of service in the dining room Quality of the food Variety of food on menu Overall dining experience	DINING & MEALS	
Respect shown by the care staff Timely delivery of services by care staff Quality of services provided by care staff	CARE STAFF	
Timely administration of medication Quality of medication administration services	MEDICATION SERVICES	
Hairdressing services Optometry services Foot care services Dentistry services Physio & occupational therapy services Attending physician/nurse practitioner services	CONTRACTED SERVICES	
Respect shown by the recreation program staff Quality of recreation programs Variety of recreation programs	RECREATIONAL PROGRAMS	
Quality of spiritual programs Frequency of spiritual programs	SPIRITUAL PROGRAMS	
Quality of exercise programs Frequency of exercise programs	EXERCISE PROGRAMS	IMPROVEMENT SCALE 5 = Needs No Improvement 4 = Needs Minimal Improvement 3 = Needs Some Improvement 2 = Needs Much Improvement 1 = Needs Extensive Improvement
Respect shown by the ED/Administrator Availability of the ED/Administrator Leadership shown by the ED/Administrator The ED/Administrator's responsiveness to concerns	ED/ADMINISTRATOR	

Drivers of Satisfaction were included in this year's survey. These are the areas that have the greatest impact on residents' overall satisfaction in our home. While scores in each area are important, focus on the Drivers of Satisfaction will have the most significant impact in being able to specifically address opportunities for improvement.

A total of 100 surveys were distributed to residents and 96 were completed for a response rate of 96%. The average response rate among all Sienna residents was 68%.

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 1-2

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 7,500 seniors live.

Resident Satisfaction

The overall 2016 Resident satisfaction score was 89% compared to the 2015 Resident satisfaction score of 88%, an improvement of 1%.

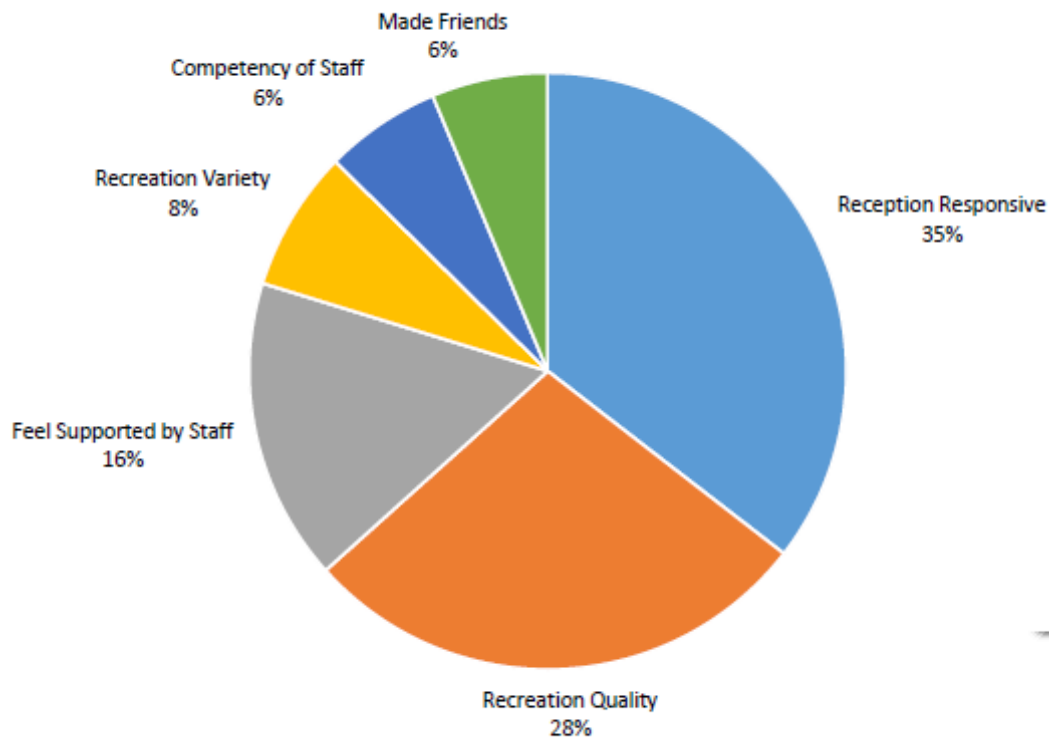
Of the 14 Overall Satisfaction Scores, 14 scores were at or better than the Sienna average.

Of the 39 Service Area question Scores, 37 scores were at or better than the Sienna average. Areas scoring below the Sienna average were:

- Physio & Occupational Therapy
- Attending Physician/Nurse Practitioner

The primary driver of overall satisfaction among residents of Victoria Manor is “Reception Responsiveness” at 35%. See Table 3

Table 3



The next steps in the process are to review the top 3 areas of satisfaction and the top 3 areas for improvement 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:



2016 Resident
Satisfaction Survey R

Phone: 705-324-9870 ext. 3206

Director: Rod Sutherland

E-Mail: rsutherland@city.kawarthalakes.on.ca

2016 Resident Satisfaction Survey Results

Victoria Manor

SIENNA SENIOR LIVING

Provided by:



**19 County Road 168
Oxford, MS 38655**

www.promatura.com



2016 Resident Satisfaction Survey Results

Executive Summary

Summary of Results

Overall Satisfaction Score

Average of Positive Responses for
“Quality of Life, Quality of Services, and Willingness to Recommend”

2015	2016
88%	89%

Survey Response Rate

	2015	2016
Surveys Distributed	73	100
Surveys Received	72	96
Response Rate	99%	96%

What Drives Satisfaction

We found that Reception Responsive was a big piece of what drove resident satisfaction this year.

You should continue to focus on providing great service in this area along with raising the bar wherever it is required.

Summary of Results

Top 3 Items with Positive Responses

	2015	2016
1. ED Respect	4.70	4.94
2. Recreation Quality	4.85	4.92
3. Recreation Respect	4.91	4.91

Top 3 Items for Improvement

	2015	2016
1. Willing to Recommend	4.38	4.13
2. Feel at Home	3.77	4.13
3. Runs Smoothly	4.34	4.19



2016 Resident Satisfaction Survey Results

Report

Introduction

This report summarizes the results of the Sienna Senior Living Resident Satisfaction Survey conducted by ProMatura Group, LLC, for Victoria Manor.

The survey instrument included 39 questions addressing specific Service Areas and 14 Overall Satisfaction questions. Residents answered the Service Area questions using a 5-point Improvement Scale, and the Overall Satisfaction questions using a 5-point Agreement Scale and a 5-point Satisfaction Scale.

The survey also included space for respondents to provide comments on each Service Area and Overall Satisfaction; these comments are included in a separate file accompanying this report.

The survey questions and scales used are listed on the following page.

Service Area Questions & Categories

SERVICE AREA QUESTIONS

Question	Service Area (Category)	Scale Used
Respect shown by the concierge / reception staff Responsiveness of the concierge / reception staff	RECEPTION	IMPROVEMENT SCALE 5 = Needs No Improvement 4 = Needs Minimal Improvement 3 = Needs Some Improvement 2 = Needs Much Improvement 1 = Needs Extensive Improvement
Respect shown by the housekeeping staff Timely delivery of housekeeping services Quality of housekeeping services	HOUSEKEEPING	
Respect shown by the housekeeping staff Timely delivery of housekeeping services Quality of housekeeping services	LAUNDRY	
Respect shown by the laundry staff Timely delivery of laundry services Quality of laundry services	MAINTENANCE	
Respect shown by the dining room staff Timely delivery of dining room service Quality of service in the dining room Quality of the food Variety of food on menu Overall dining experience	DINING & MEALS	
Respect shown by the care staff Timely delivery of services by care staff Quality of services provided by care staff	CARE STAFF	

Service Area Questions & Categories

SERVICE AREA QUESTIONS

Question	Service Area (Category)	Scale Used
Timely administration of medication Quality of medication administration services	MEDICATION SERVICES	<p>IMPROVEMENT SCALE</p> <p>5 = Needs No Improvement 4 = Needs Minimal Improvement 3 = Needs Some Improvement 2 = Needs Much Improvement 1 = Needs Extensive Improvement</p>
Hairdressing services Optometry services Foot care services Dentistry services Physio & occupational therapy services Attending physician/nurse practitioner services	CONTRACTED SERVICES	
Respect shown by the recreation program staff Quality of recreation programs Variety of recreation programs	RECREATIONAL PROGRAMS	
Quality of spiritual programs Frequency of spiritual programs	SPIRITUAL PROGRAMS	
Quality of exercise programs Frequency of exercise programs	EXERCISE PROGRAMS	
Respect shown by the ED/Administrator Availability of the ED/Administrator Leadership shown by the ED/Administrator The ED/Administrator's responsiveness to concerns	ED/ADMINISTRATOR	

Service Area Questions & Categories

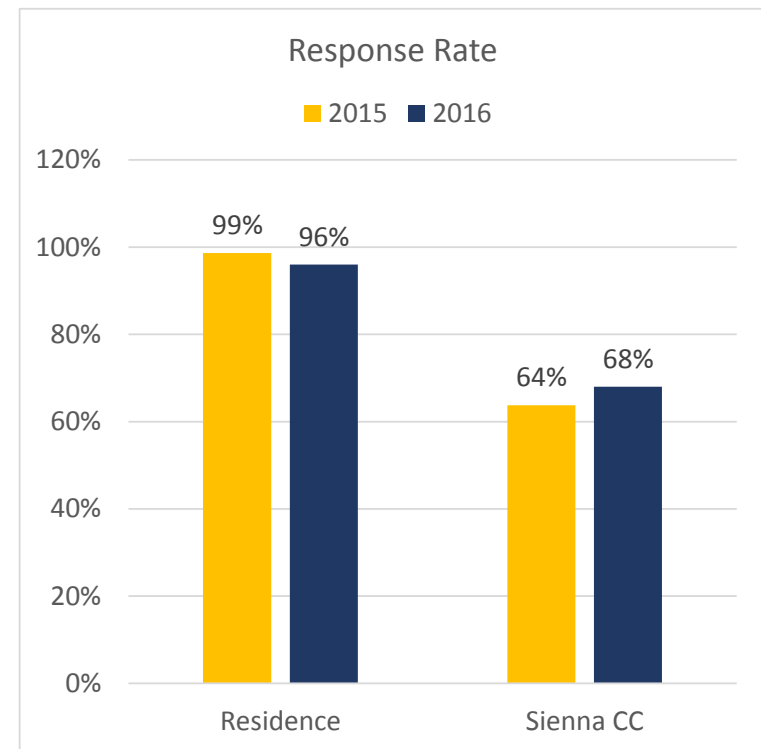
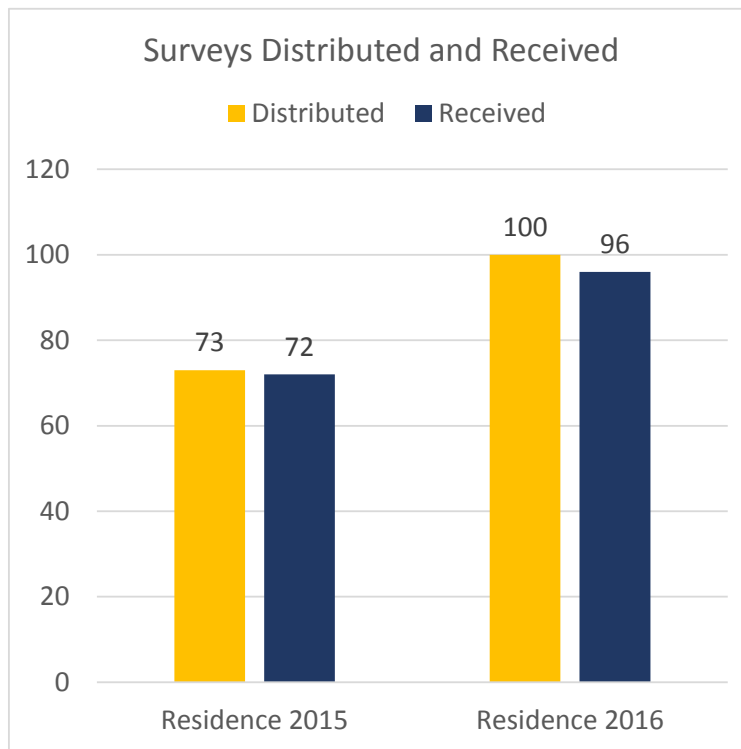
OVERALL SATISFACTION QUESTIONS

Question	Scale Used
I have made friends with other residents at this care community.	AGREEMENT SCALE 5 = Strongly Agree 4 = Agree 3 = Neutral 2 = Disagree 1 = Strongly Disagree
The staff is friendly in this care community.	
I feel safe and secure in this care community.	
My privacy is respected in this care community.	
I feel “at home” in this care community.	
This care community appears to run smoothly.	
I am willing to recommend this care community to a friend.	
The staff is competent to do their job.	
I feel supported because of how the staff relate to me.*	
I have a sense of connection with staff and feel seen, heard and valued.*	
I feel accepted by the staff.*	
Staff understand my feelings.*	
My quality of life at this care community.	SATISFACTION SCALE 5 = Very Satisfied 4 = Satisfied 3 = Neutral 2 = Dissatisfied 1 = Very Dissatisfied
The quality of services at this care community.	

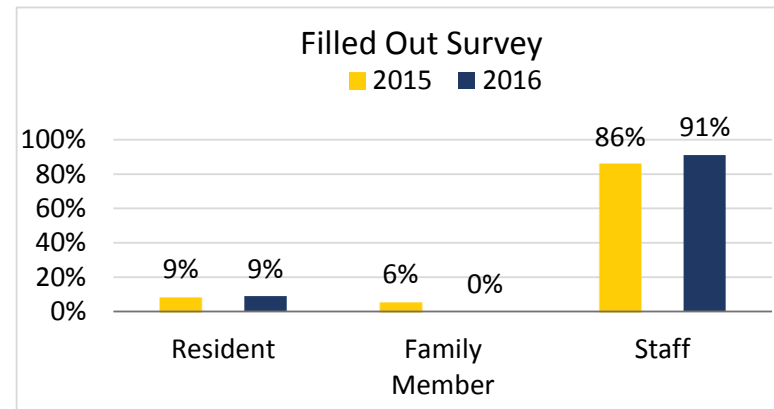
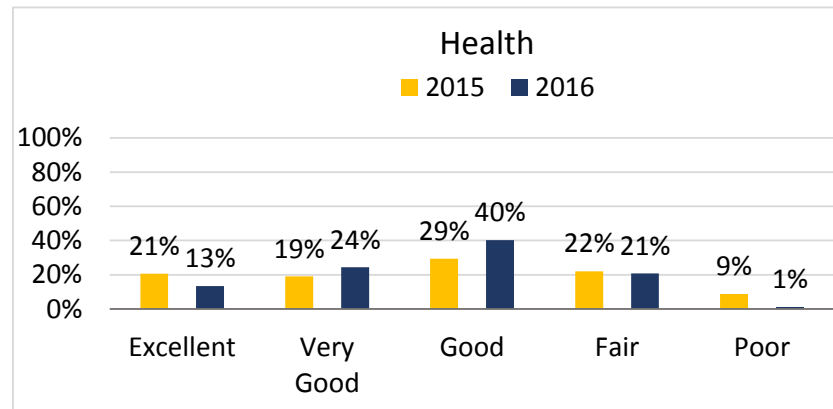
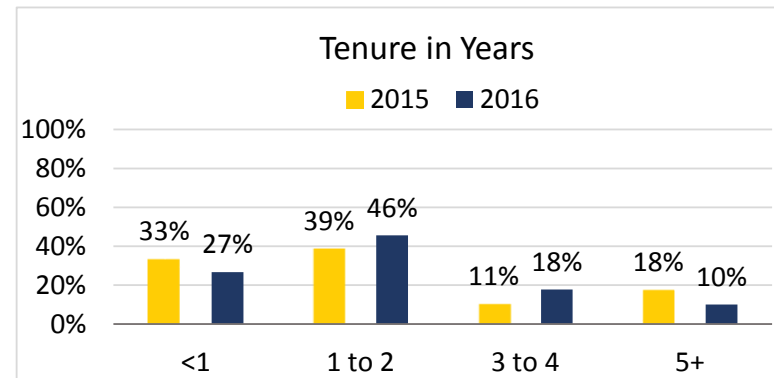
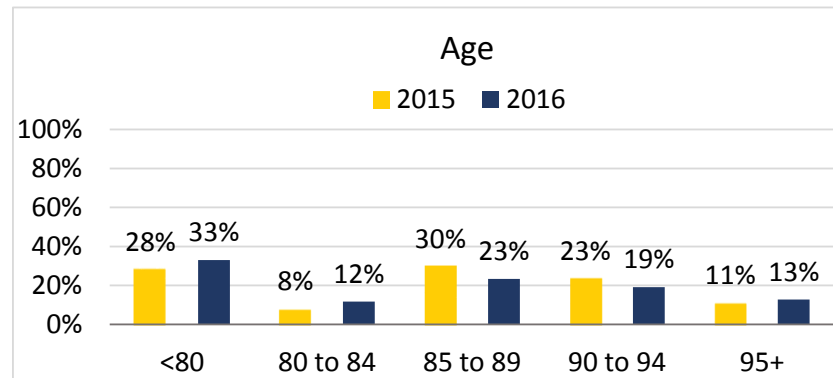
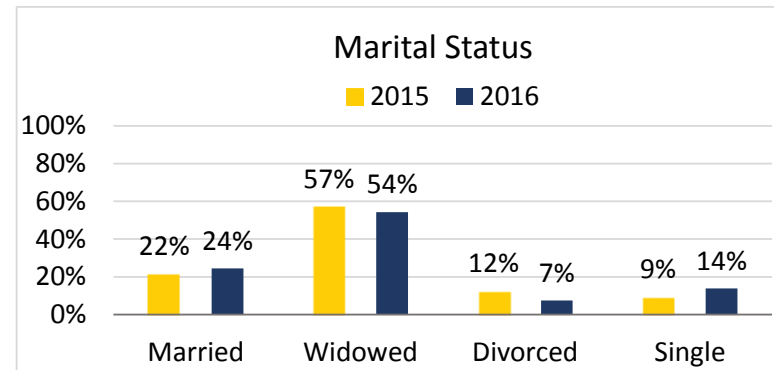
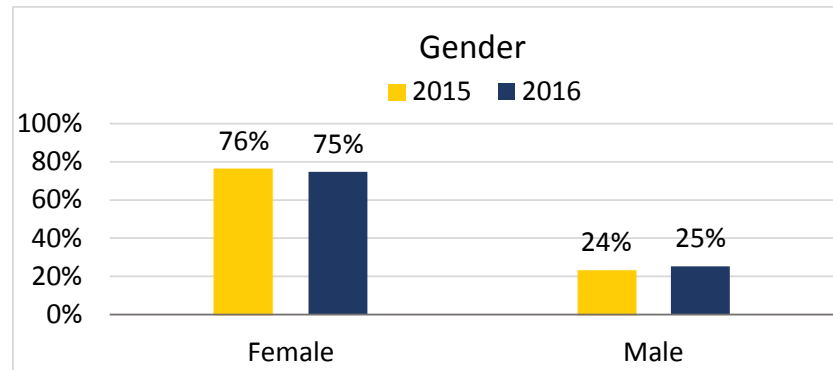
* New in 2016.

Survey Response Rate

A total of 100 surveys were distributed to Victoria Manor residents and 96 were completed for a response rate of 96%. The average response rate among all Sienna Care Communities is 68%.

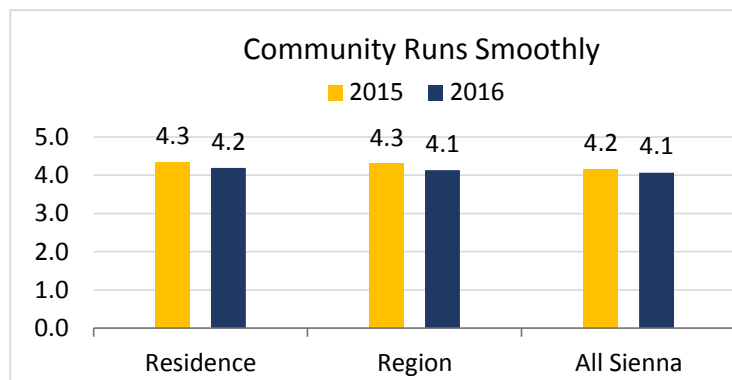
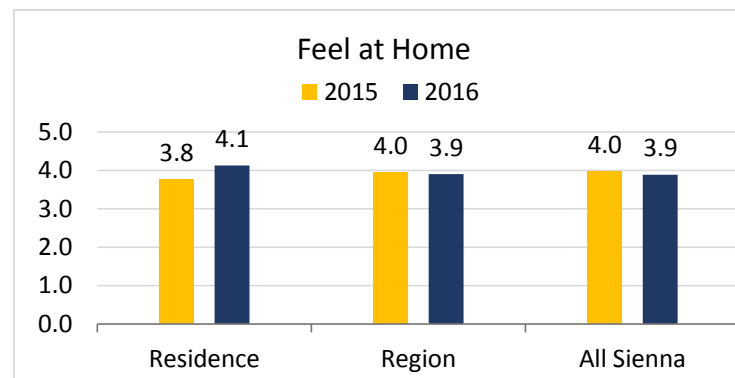
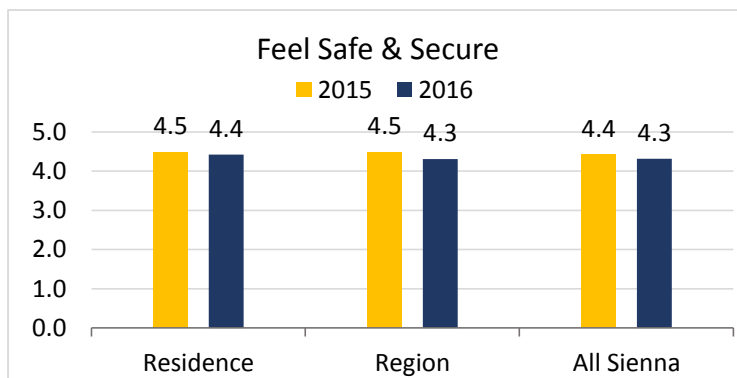
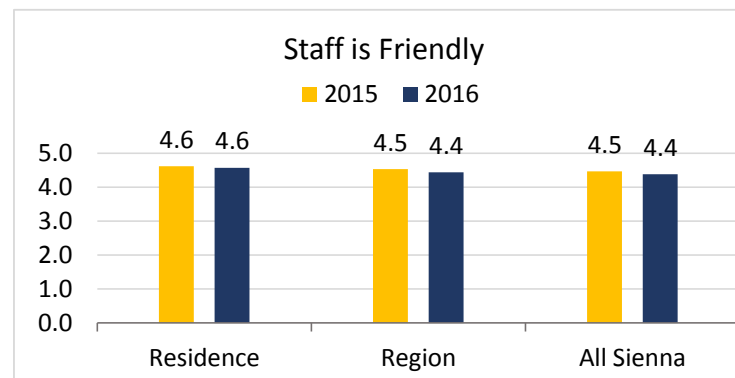
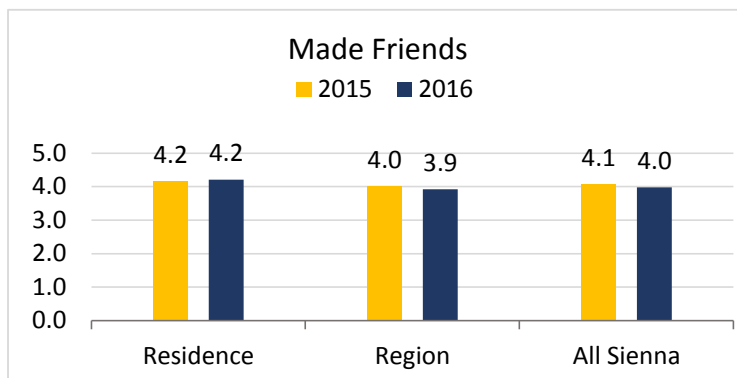


Demographic Profile



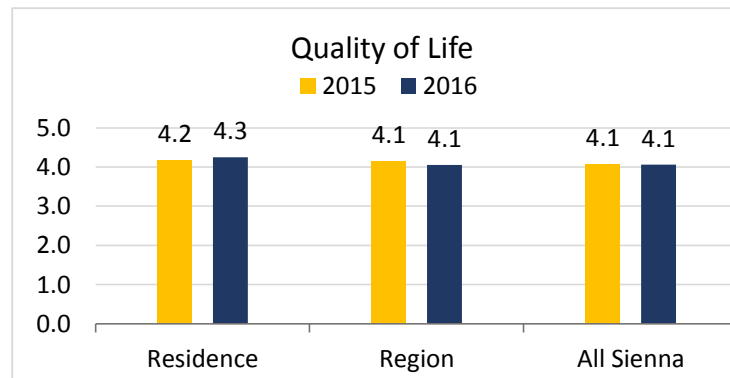
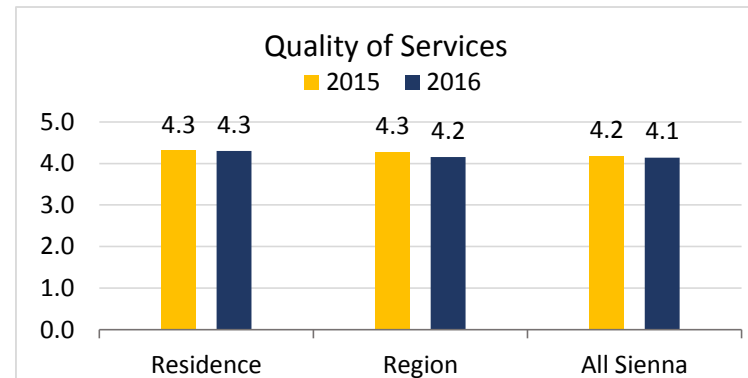
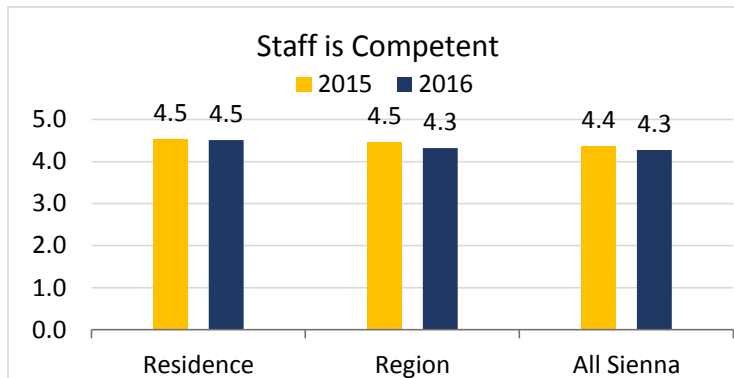
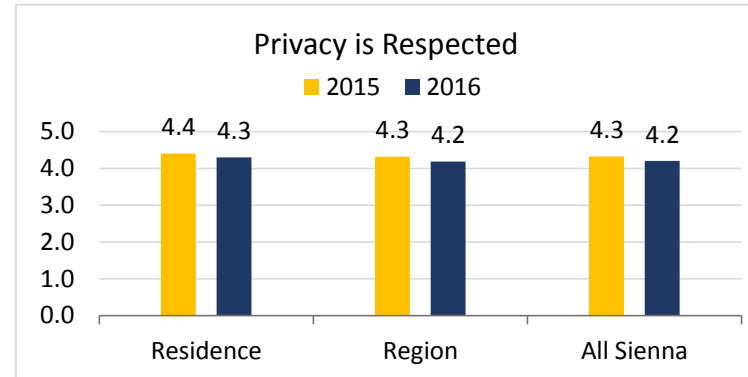
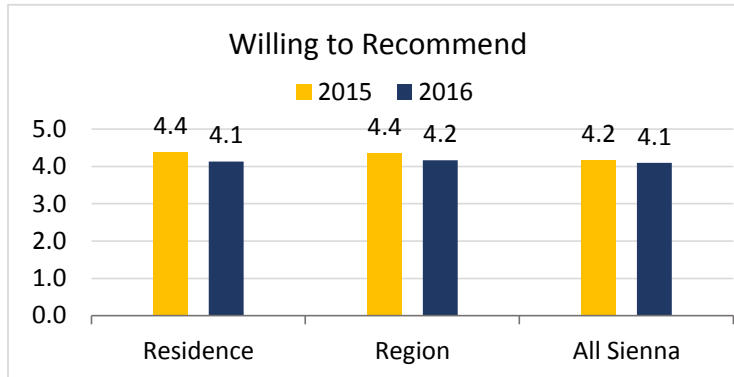
Overall Satisfaction Score

Score of 5 is Best



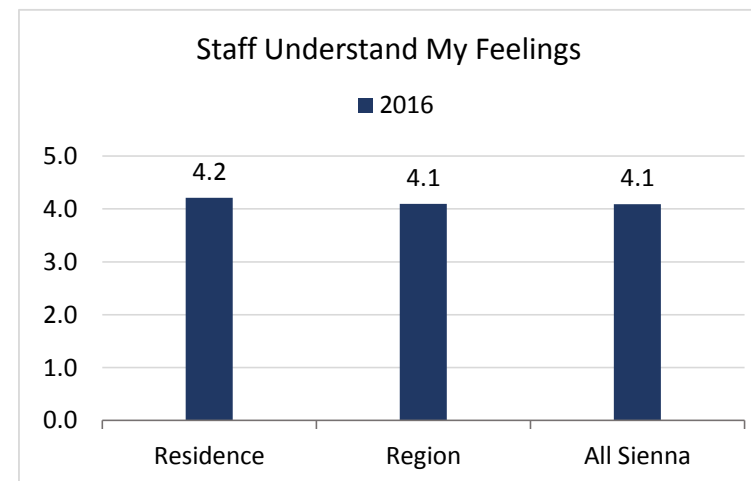
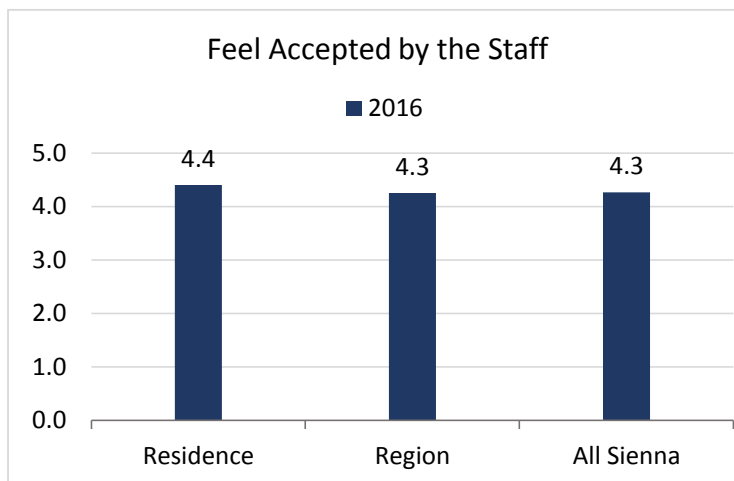
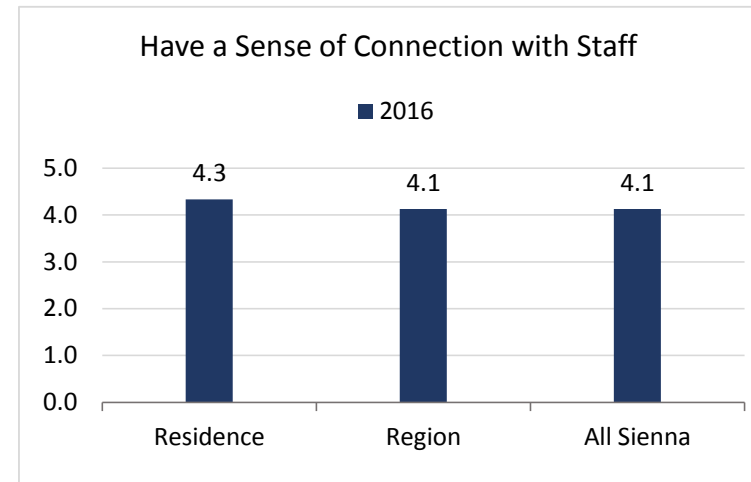
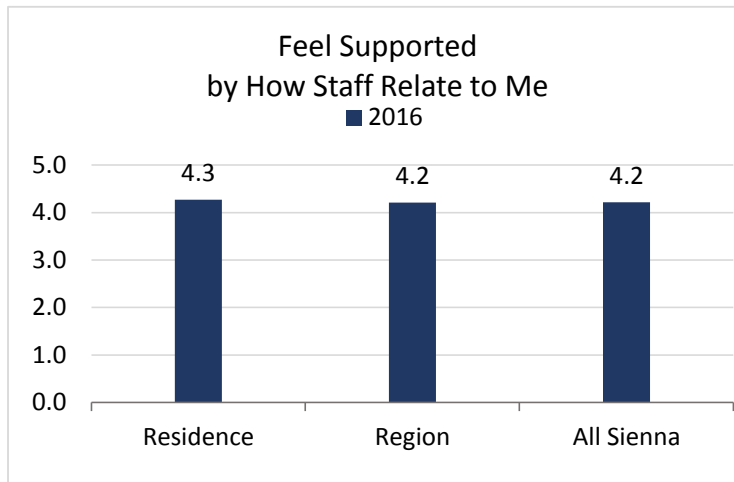
Overall Satisfaction Score

Score of 5 is Best



Overall Satisfaction Score

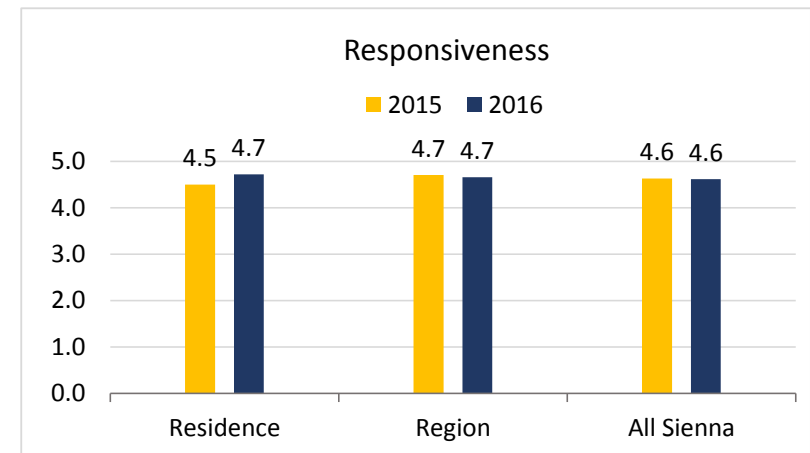
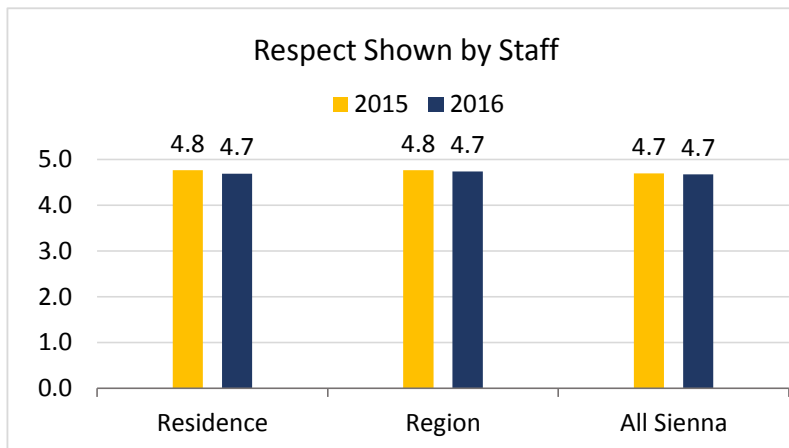
Score of 5 is Best



Service Area Scores

Concierge/Reception Staff

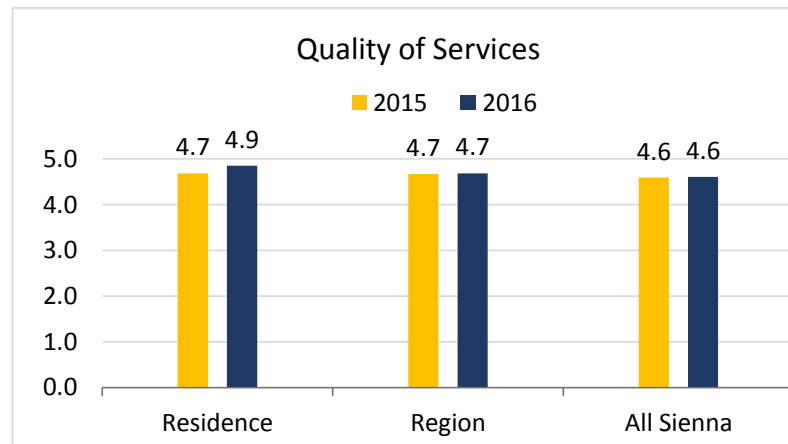
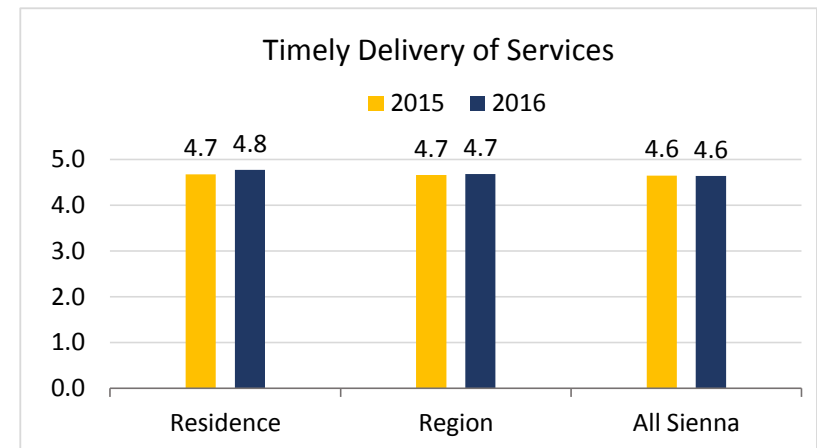
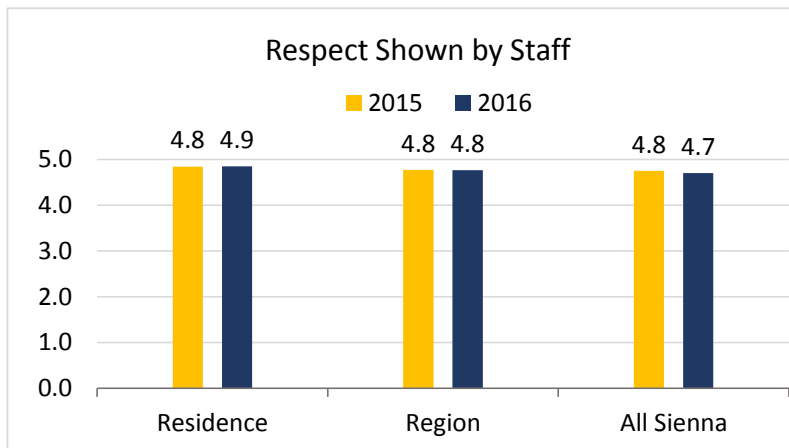
Score of 5 is Best



Service Area Scores

Housekeeping

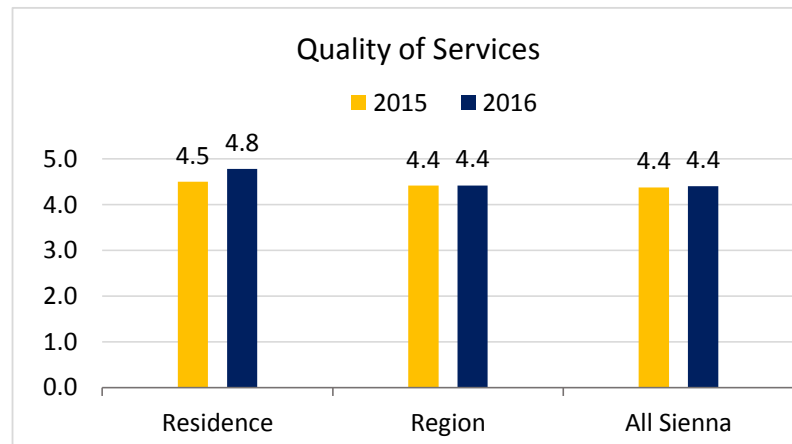
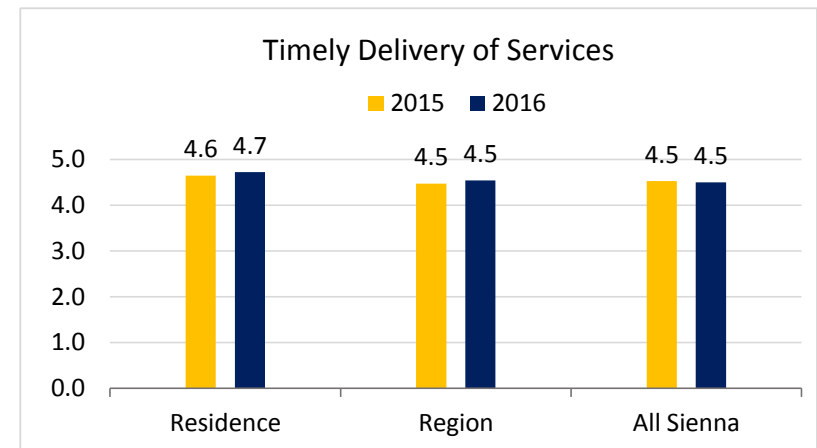
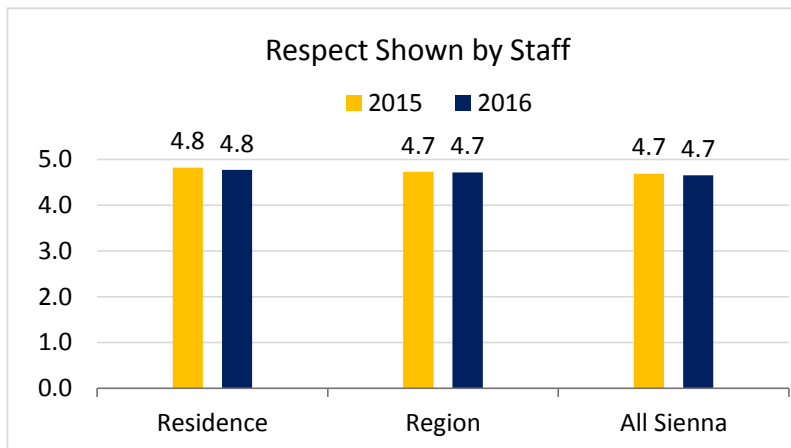
Score of 5 is Best



Service Area Scores

Laundry

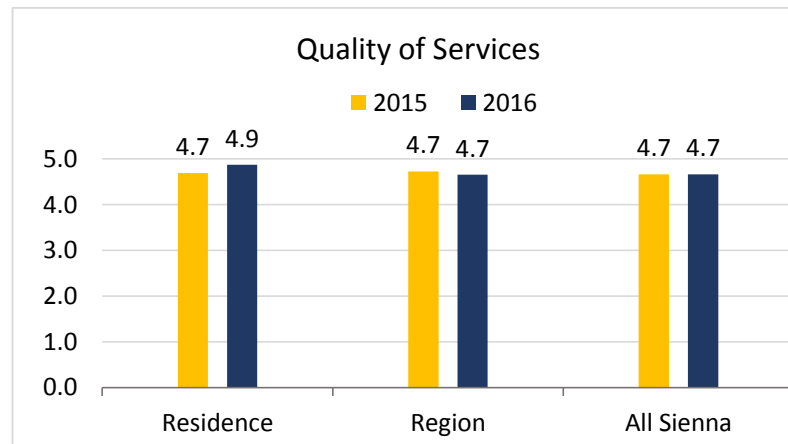
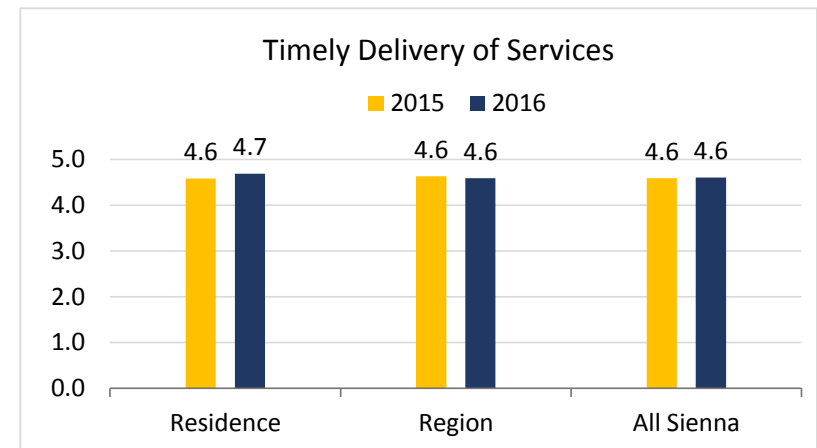
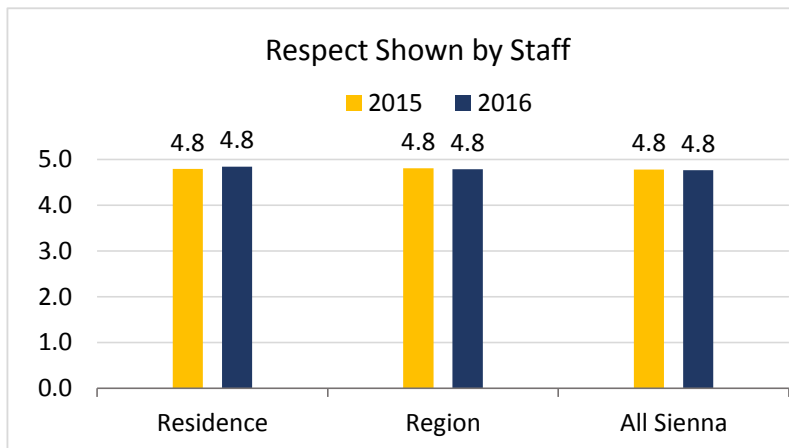
Score of 5 is Best



Service Area Scores

Maintenance

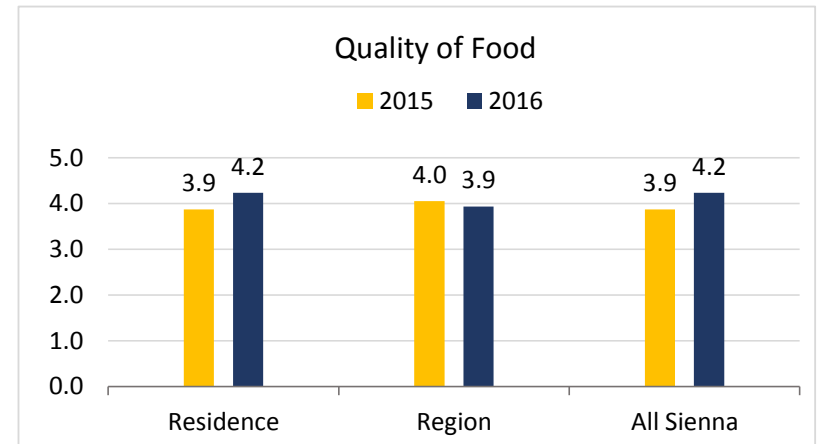
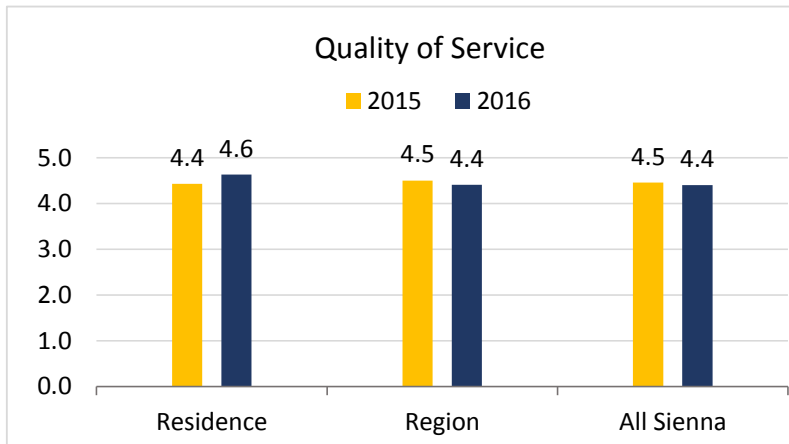
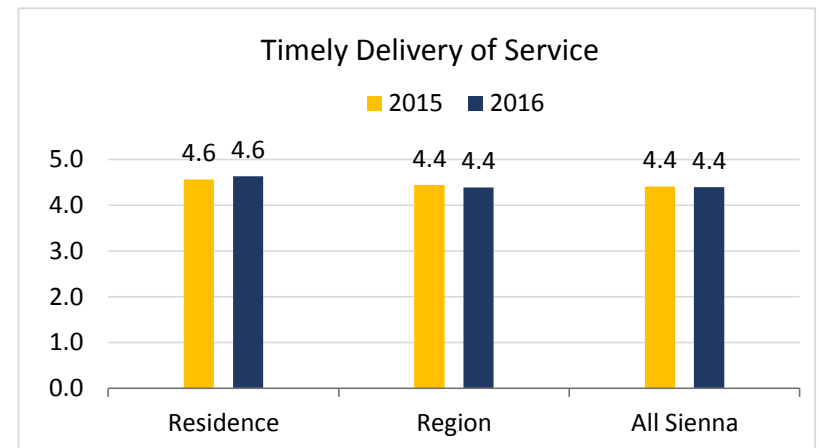
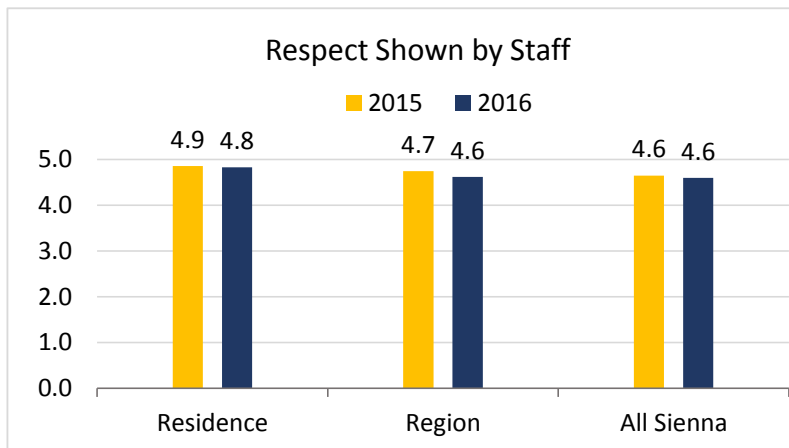
Score of 5 is Best



Service Area Scores

Dining (Page 1 of 2)

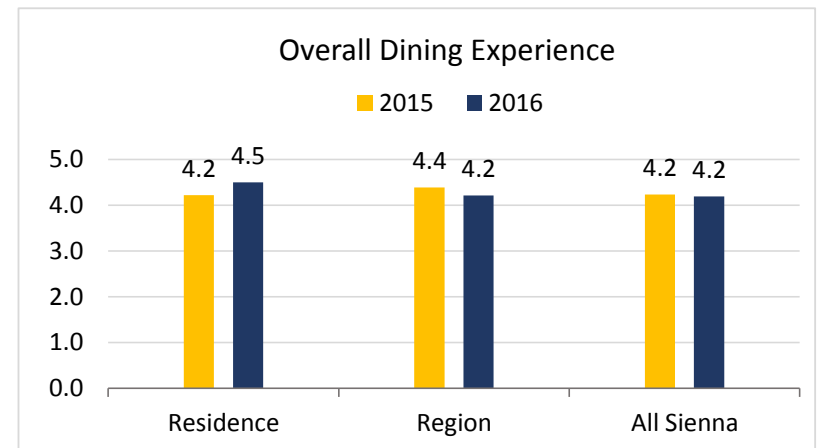
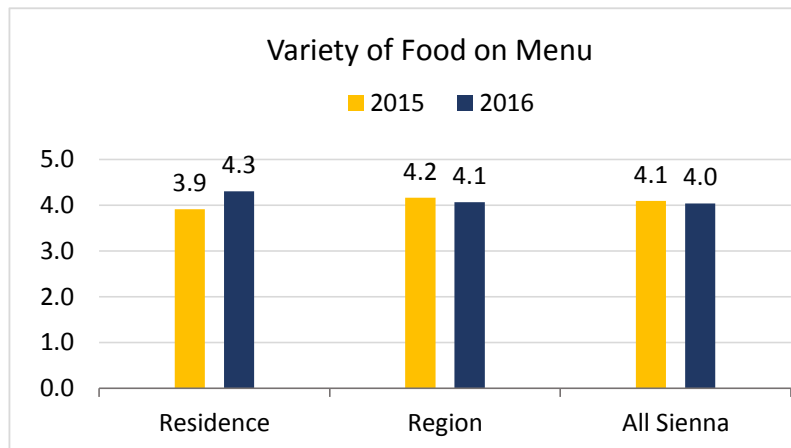
Score of 5 is Best



Service Area Scores

Dining (Page 2 of 2)

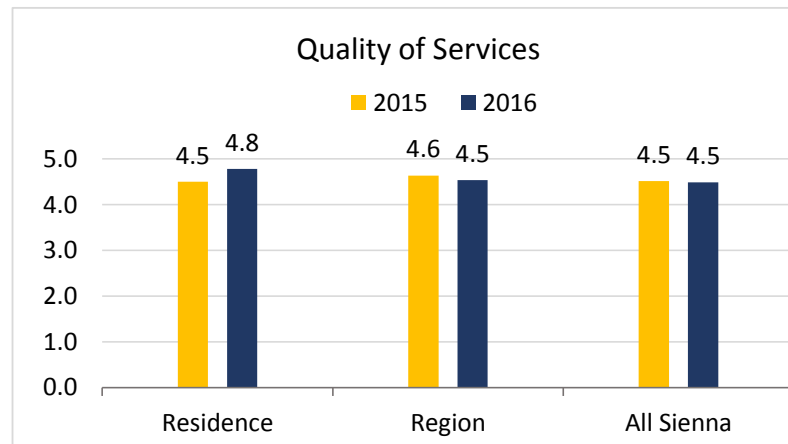
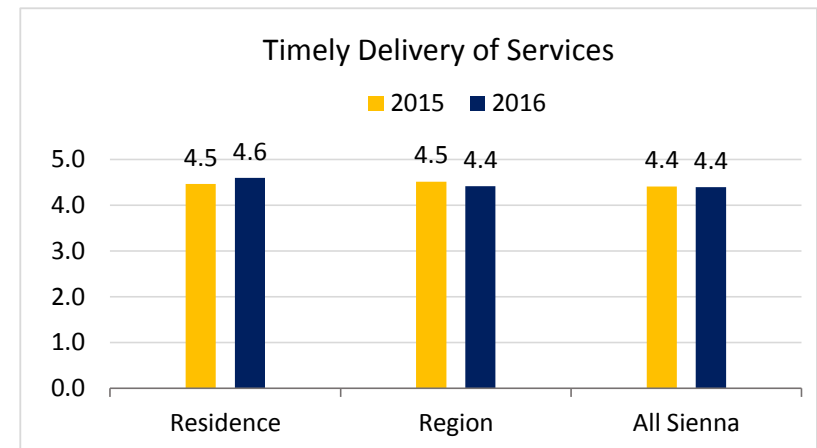
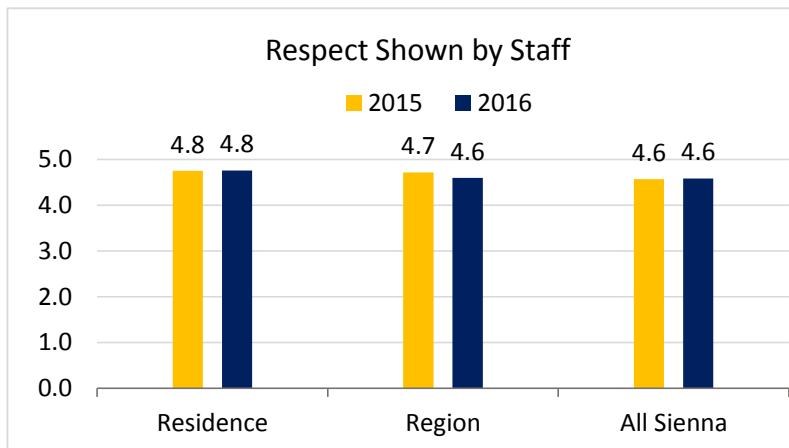
Score of 5 is Best



Service Area Scores

Care Staff

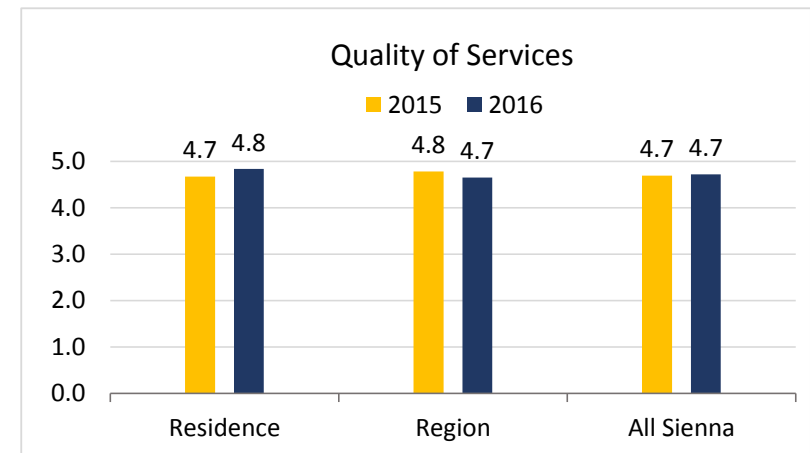
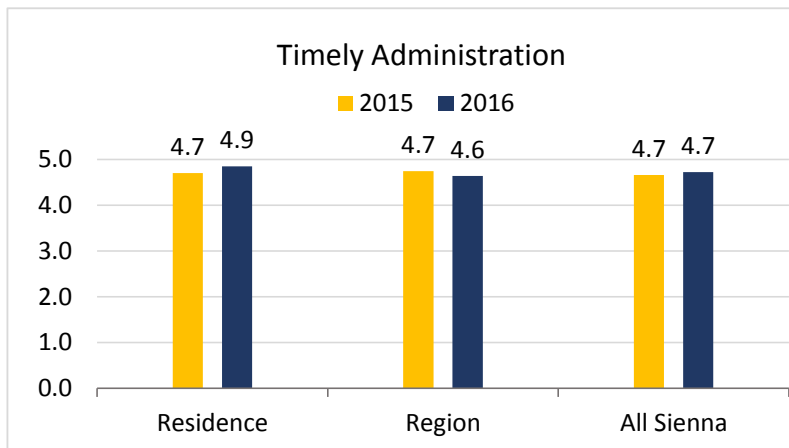
Score of 5 is Best



Service Area Scores

Medication Services

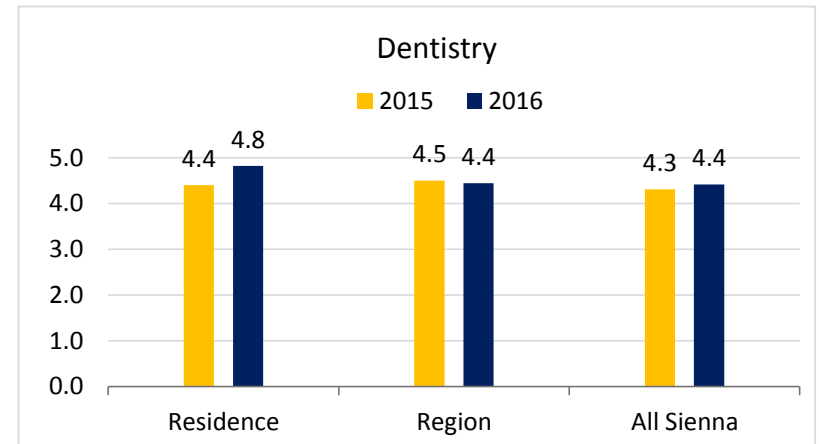
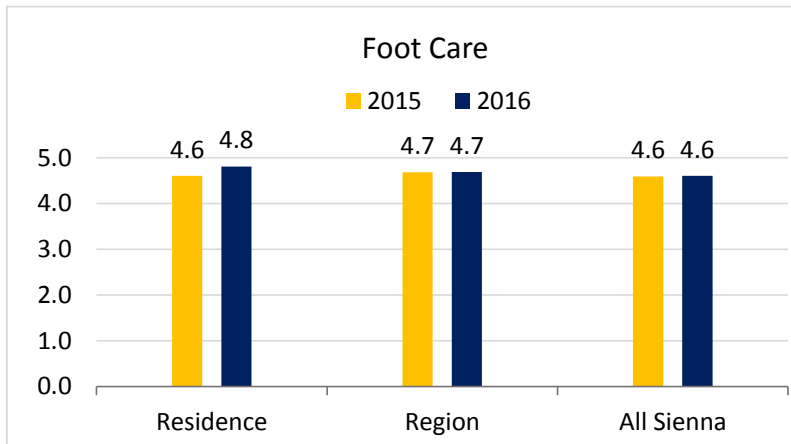
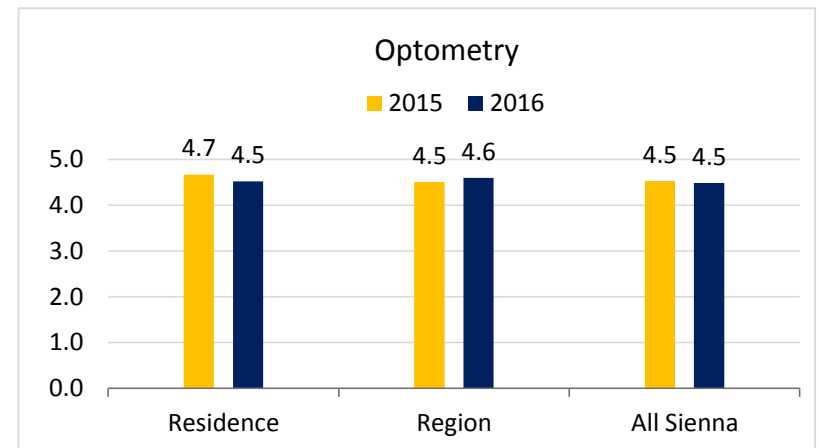
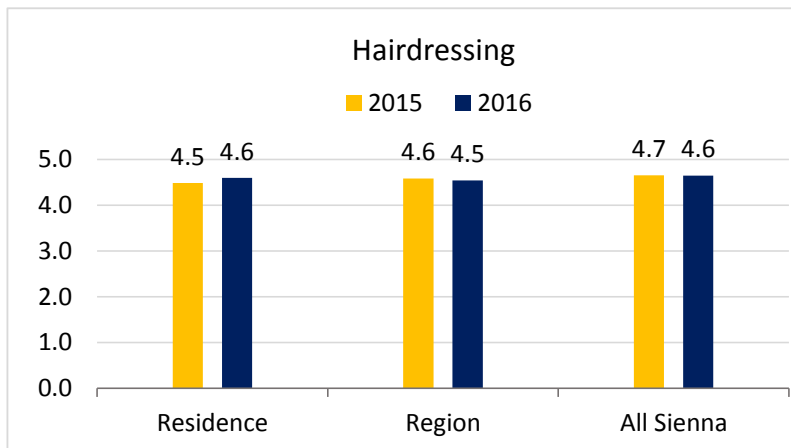
Score of 5 is Best



Service Area Scores

Contracted Services (Page 1 of 2)

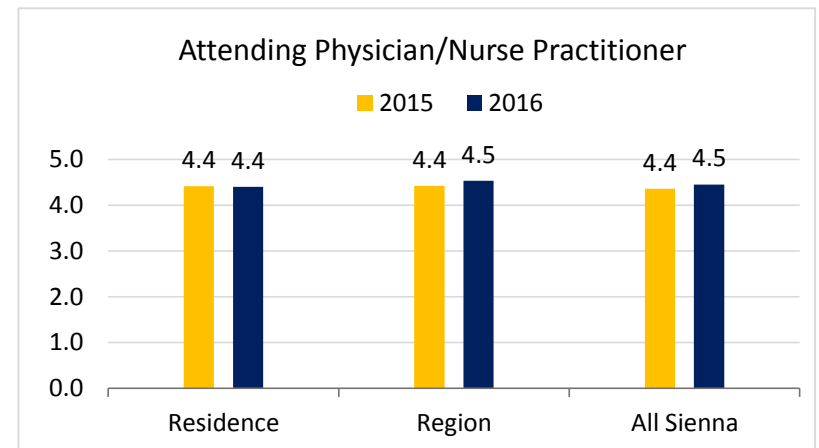
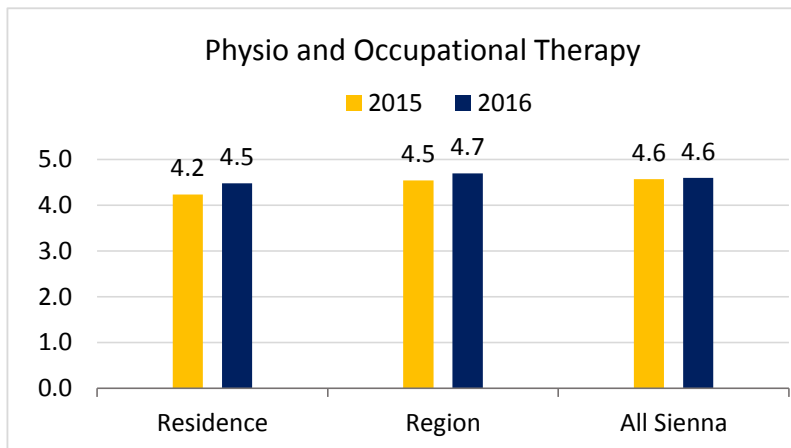
Score of 5 is Best



Service Area Scores

Contracted Services (Page 2 of 2)

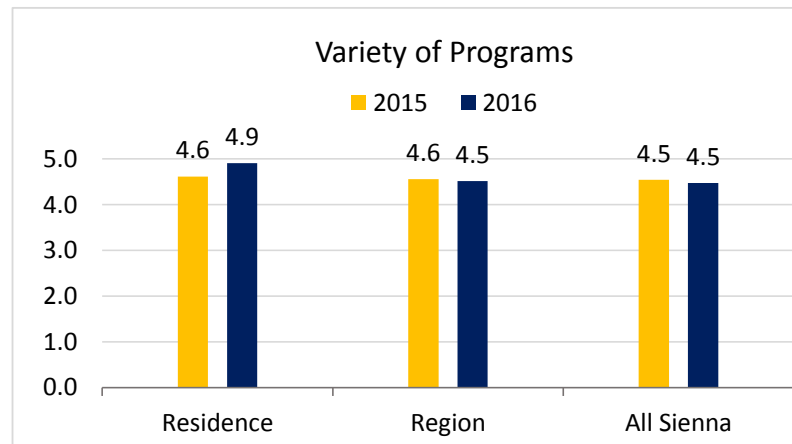
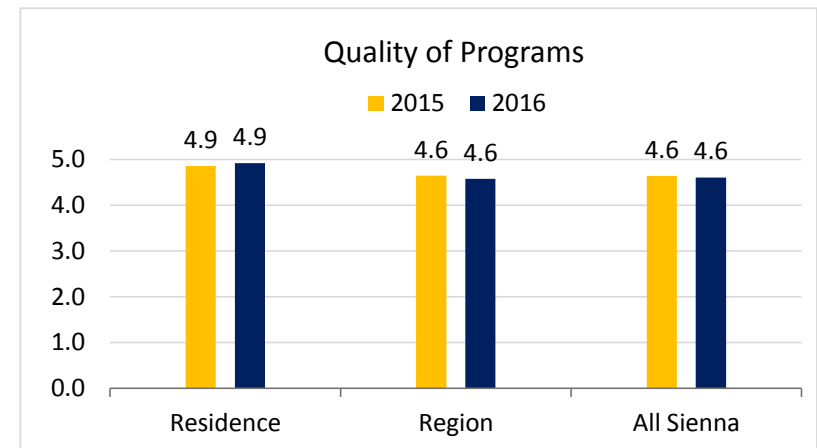
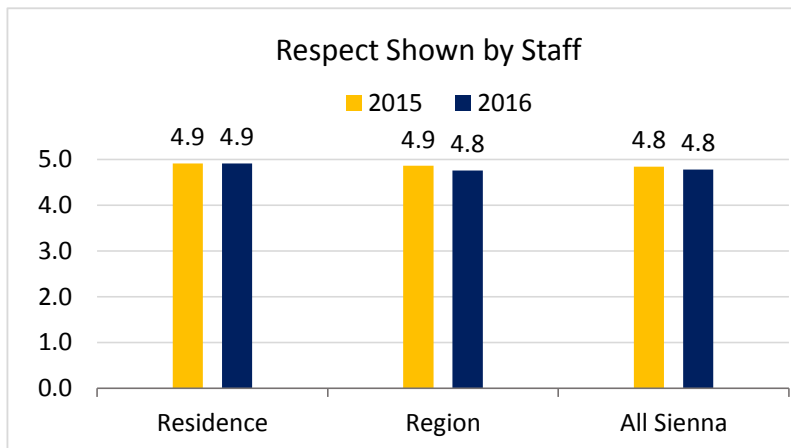
Score of 5 is Best



Service Area Scores

Recreation Programs

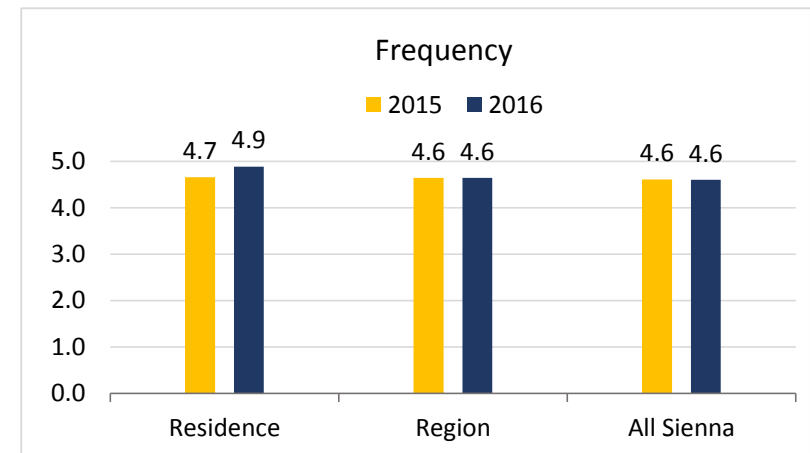
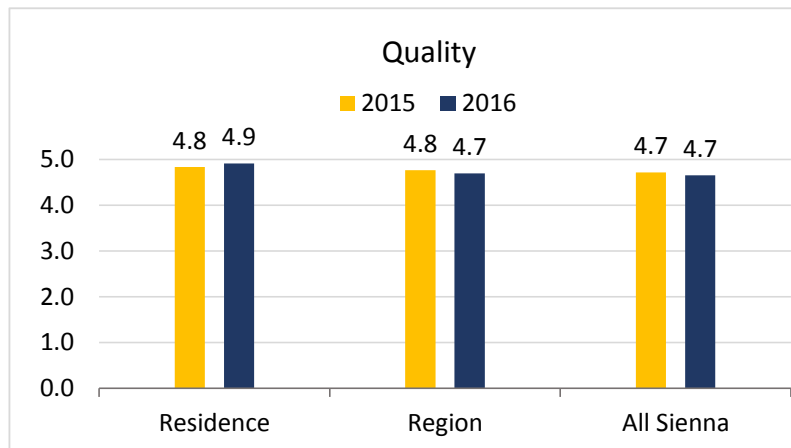
Score of 5 is Best



Service Area Scores

Spiritual Programs

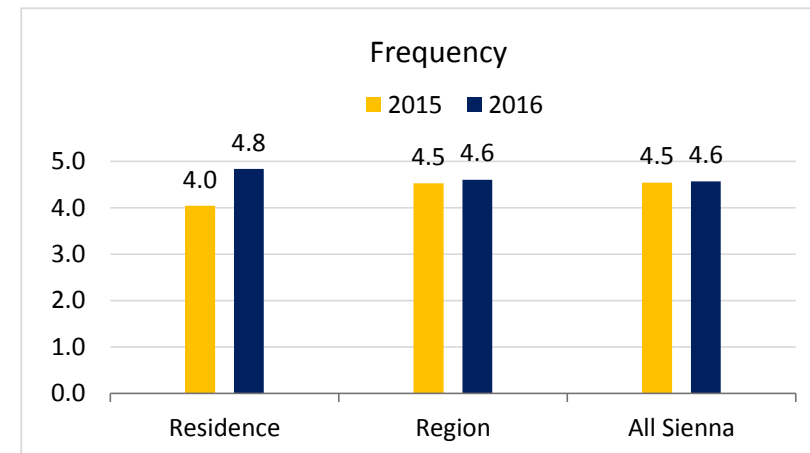
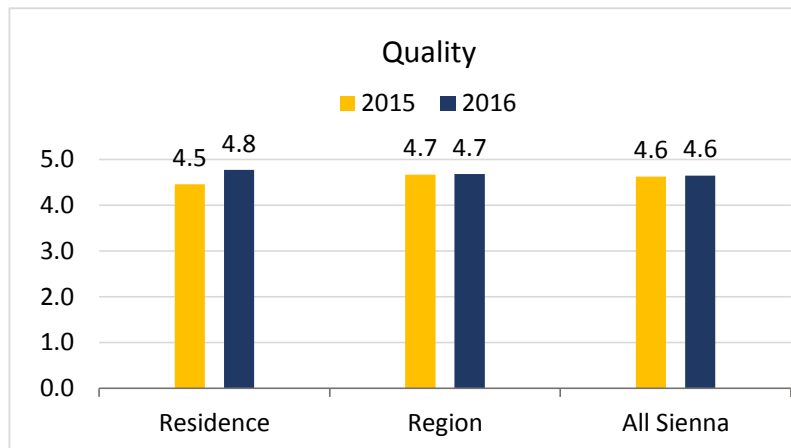
Score of 5 is Best



Service Area Scores

Exercise and Fitness Programs

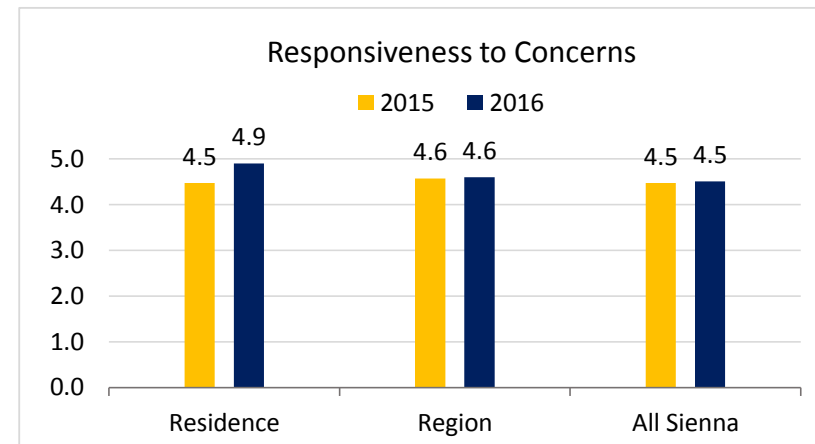
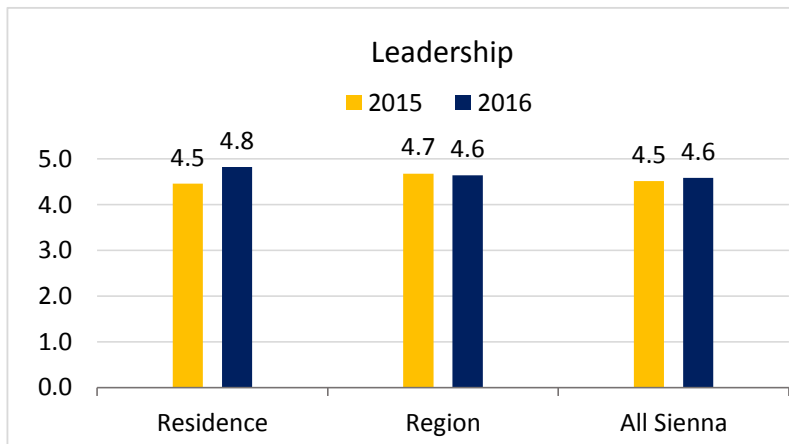
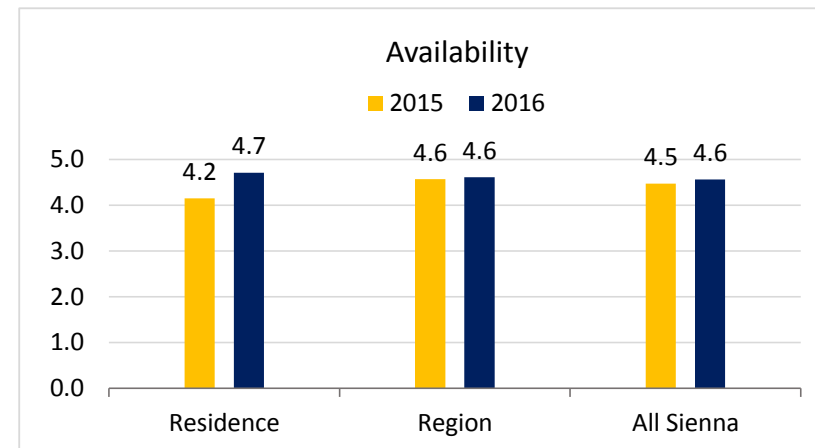
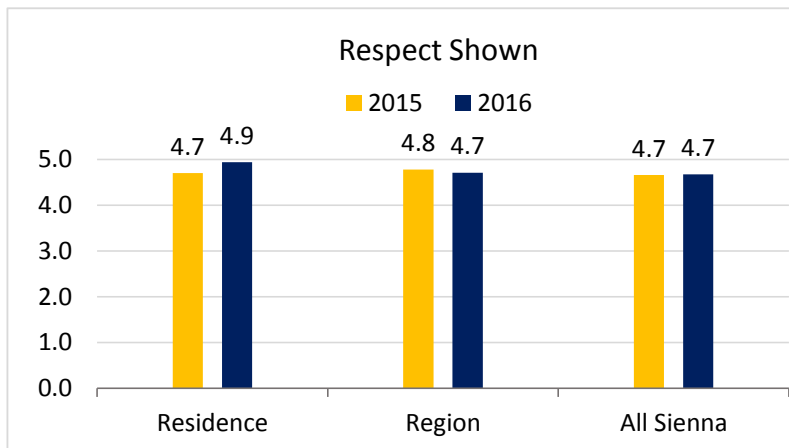
Score of 5 is Best



Service Area Scores

ED/Administrator

Score of 5 is Best



Drivers of Satisfaction Scenario

Drivers of Satisfaction are the areas that have the greatest impact on the survey respondents' overall satisfaction within your Community. Any improvement you can make in these areas over the next year should increase overall customer satisfaction. These drivers were calculated specifically for Victoria Manor.

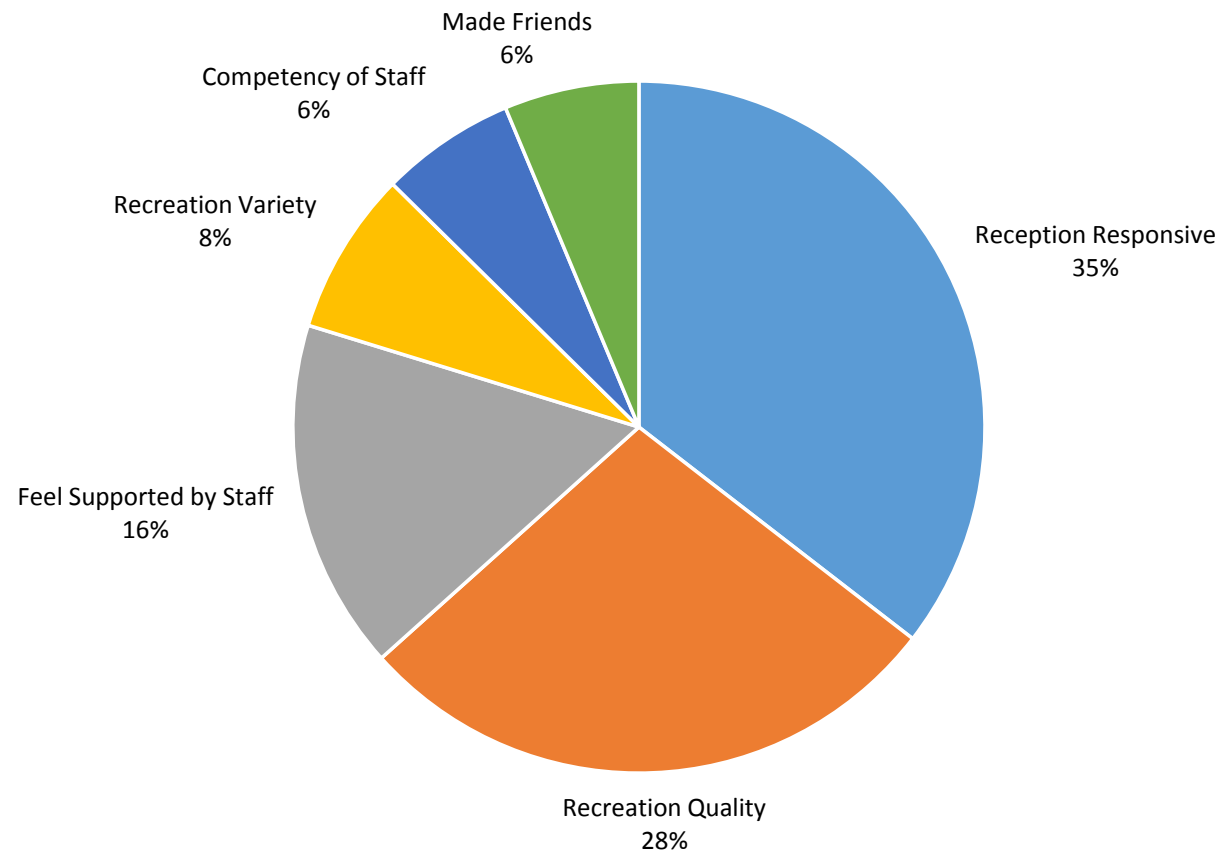
Your Drivers of Satisfaction can be found on page 30 to 32 of this report. A careful review of the Drivers of Satisfaction specific to your community will be important, as this will be your main area of focus for the coming year in regards to your survey action plan.

While your scores in each area are important, focusing on the Drivers of Satisfaction will have the most significant impact. Where scores are lower than average, it would be necessary to work to bring them higher. Even where scores are good or higher than average, you will want to both maintain your current practice and see where you can improve, knowing these areas are extra important to residents.

Drivers of Overall Satisfaction

Aggregate of Overall Satisfaction Questions

The chart below shows the primary drivers of overall satisfaction among residents of Victoria Manor. The chart does not tell us how your community performed in these areas, but it shows what is impacting overall satisfaction the most (either positively or negatively). Refer back to the Average Score pages to see how you scored in each of these areas. Any improvement in the areas shown in the chart should also improve your residents' overall satisfaction with Victoria Manor.



Top 5 Drivers of Overall Satisfaction

Individual Overall Satisfaction Questions

The tables below and on the following page show the **top 5 services areas** that are driving satisfaction for each of the 10 overall satisfaction questions. Refer back to the Average Score pages to see how you scored in each of these areas. Any improvement in the service areas shown for a particular question shown should also improve your scores for that question.

Made Friends	
Services	Impact
Housekeeping Respect	55%
Feel Accepted by Staff	25%
Hairdressing	9%
Care Staff Timely	6%
Medication Timely	6%

Feel Safe & Secure	
Services	Impact
Medication Quality	40%
Housekeeping Respect	30%
Maintenance Respect	15%
Laundry Timely	8%
Feel Accepted by Staff	8%

Residence Runs Smoothly	
Services	Impact
Feel Accepted by Staff	38%
Recreation Quality	23%
Feel Supported by Staff	15%
Care Staff Timely	13%
Maintenance Quality	12%

Staff is Friendly	
Services	Impact
Feel Accepted by Staff	33%
Maintenance Respect	29%
Reception Responsive	18%
Maintenance Timely	12%
Maintenance Quality	8%

Feel at Home	
Services	Impact
Feel Accepted by Staff	24%
Recreation Quality	21%
Laundry Quality	21%
Reception Responsive	20%
Connection with Staff	14%

Willing to Recommend	
Services	Impact
Recreation Variety	31%
Connection with Staff	29%
Laundry Timely	16%
Food Quality	13%
Recreation Quality	11%

Top 5 Drivers of Overall Satisfaction

Individual Overall Satisfaction Questions

Privacy Respected	
Services	Impact
Recreation Quality	60%
Recreation Variety	26%
Reception Responsive	8%
Medication Timely	3%
Medication Quality	3%

Quality of Services	
Services	Impact
Feel Supported by Staff	53%
Recreation Respect	25%
Reception Respect	9%
Attending Physician	6%
Care Staff Quality	6%

Staff is Competent	
Services	Impact
Care Staff Timely	22%
Recreation Variety	21%
Recreation Quality	21%
Maintenance Quality	20%
Feel Accepted by Staff	17%

Quality of Life	
Services	Impact
Feel Supported by Staff	49%
Recreation Variety	18%
Connection with Staff	13%
Recreation Respect	10%
Recreation Quality	10%