**2023 LTC Resident and Family Survey Action Plan**

The resident satisfaction surveys were completed in November/December 2023.

The Resident’s Council reviewed the results of the resident satisfaction survey and action plan below on March 27, 2024 at Resident Council meeting. Results are scheduled to being shared with Family Council at the May 2024 meeting.

Results of the survey are shared with via discussion and presentation to allow for questions to be answered and feedback sought.

Total number of beds: 127

Total residents surveyed: 32

Skipped: 1

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| **Question** | **Results** | **Action Plan** |
| 1. Staff are available when I need them (eg. continuing care aides, nurses, doctors, therapists).
 | Not Satisfied: 1 Not Very Satisfied: 3 Somewhat Satisfied: 7 **Very Satisfied: 15** Completely Satisfied: 5 N/A: 1  | * Continuing to monitor staff to respond to call bells in a timely manner, reaching out to support services proactively upon admission
 |
| 1. Staff are willing to follow my preferences or suggestions about my care
 | Not Satisfied:0Not Very Satisfied: 5Somewhat Satisfied: 10**Very Satisfied: 11**Completely Satisfied:3N/A: 2 | * GPA training for all staff
* Continue educating direct care staff to provide choice to all residents
 |
| 1. I have choices regarding my care (eg. Time to wake up, time to go to bed, what to wear etc.)
 | Not Satisfied:1Not Very Satisfied: 2Somewhat Satisfied: 8**Very Satisfied: 15**Completely Satisfied:4N/A: 2 | * GPA training for all staff.
 |
| 1. Staff help me with personal care when needed (eg. Assisting me to the washroom, washing me, getting me dressed etc)
 | Not Satisfied:2Not Very Satisfied: 2Somewhat Satisfied: 8**Very Satisfied: 14**Completely Satisfied:3N/A: 2 | * Continue to address call bells in a timely manner and frequent check in from staff to resident
 |
| 1. I am well cared for 24 hours a day, 7 days a week
 | Not Satisfied:1Not Very Satisfied: 0Somewhat Satisfied: 9**Very Satisfied: 19**Completely Satisfied:3N/A:  | * Continue with education and listening to residents for what they need
 |
| 1. Staff who look after me are compassionate and supportive of me
 | Not Satisfied:2Not Very Satisfied: 2Somewhat Satisfied: 7**Very Satisfied: 11**Completely Satisfied:8N/A: 0 | * GPA training for all staff
 |
| 1. Staff listen to what I say, I feel heard
 | Not Satisfied:3Not Very Satisfied: 1**Somewhat Satisfied: 10**Very Satisfied: 12Completely Satisfied:4N/A: 1 | * GPA training for all staff
* Resident involved in care plan updates
* PoET project implementation
 |
| 1. Staff work together as a team to look after me
 | Not Satisfied:1Not Very Satisfied: 1Somewhat Satisfied: 7**Very Satisfied: 13**Completely Satisfied:7N/A: 3 | * Team huddles to address gaps
 |
| 1. Staff encourage me to do things that I am able to do myself
 | Not Satisfied:3Not Very Satisfied: 1Somewhat Satisfied: 4**Very Satisfied: 15**Completely Satisfied:6N/A: 1 | * Encourage staff to allow time for residents who are able to complete tasks
 |
| 1. Staff offer treatment when I tell them I have pain
 | Not Satisfied:2Not Very Satisfied: 1Somewhat Satisfied: 2**Very Satisfied: 16**Completely Satisfied:3N/A: 6 | * Continue with Pain management program to address pain concerns along side pharmacy and physician
* Assess CIHI data
 |
| 1. Staff explain thing related to my illness in a straightforward, honest manner
 | Not Satisfied:2Not Very Satisfied: 1Somewhat Satisfied: 3**Very Satisfied: 16**Completely Satisfied:6N/A: 4 | * Care conferences to address illnesses annually, and during physician rounds. If staff don’t know the answer, seek advice from NP, fellow Nurse, or MD
 |
| 1. The test(s) conducted and the treatment(s) provided are appropriate for my medical problem(s)
 | Not Satisfied:0Not Very Satisfied: 1Somewhat Satisfied: 6**Very Satisfied: 15**Completely Satisfied:5N/A: 5 | * Develop and implement a quality assurance protocol for medical tests and treatments, focusing on enhancing the efficiency and effectiveness of services provided by lab technicians, foot care specialists, radiology departments, and dental services, with the objective of achieving satisfaction levels of 'Very Satisfied' or higher among LTC residents.
 |
| 1. The physical symptoms(s) – pain, nausea, I have are properly assessed and controlled
 | Not Satisfied:0Not Very Satisfied:2 Somewhat Satisfied: 7**Very Satisfied: 15**Completely Satisfied:3N/A: 4 | * Increase symptom management teaching with staff
 |
| 1. I have trust and confidence in the doctor(s) who looks after me
 | Not Satisfied:0Not Very Satisfied: 0Somewhat Satisfied: 5**Very Satisfied: 16**Completely Satisfied:7N/A: 3 | * Address MD concerns promptly, and follow up with on call as needed
 |
| 1. Overall, I am satisfied with the care and services at Shalom Village
 | Yes: 79%No:  | * Continue to monitor, and address resident council concerns
* Discuss concerns at daily huddles
 |
| 1. The home is kept clean
 | Not Satisfied:0Not Very Satisfied: 0Somewhat Satisfied: 6Very Satisfied: 8**Completely Satisfied:18**N/A: 0 | * Continue training among new staff and current to reflect our policies and procedures
 |
| 1. The home is quiet, calm and restful when it should be
 | Yes: 71% | * Introduce Snoozelin
* Address call bells quickly
* Soft music in dining rooms
 |
| 1. The temperature of the home is kept comfortable
 | Yes: 75% | * Daily temp maintenance and nursing
* Portable AC provided for warmer areas in home
* Regular HVAC inspections
 |
| 1. I can talk about personal issues with a staff member if I want to
 | Yes: 75% | * Encourage staff to meet privatlet with resident
* GPA training for all staff
 |
| 1. I can access spiritual services in the home
 | Yes: 73% | * Recreation team to identify spiritual preferences at care conferences and admission and assessments
 |
| 1. Staff help me access other health professionals if needed (provide contact information or make appointments for dentists, chiropractor, massage therapists, PT OT)
 | Yes: 70% | * Staff conotnue to arrange appointents for residents as needed.
* PT/OT assessed on admission and as needed for consultation
 |
| 1. The laundry services are good
 | Yes: 73% | * Lost and found in place
* Clothing is labled by staff in timely manner
* New items are give to PSW staff for labeling
* Including weekl closet clean outs
 |
| 1. Overall, this home is a good place to live
 | Yes: 81% | * Continue to evaluate preferences during admission and care conferences
 |
| 1. The dining experience is pleasant
 | Yes: 79% | * Soft music
* Food committee to address preferences
 |
| 1. I receive help I need to eat and drink throughout the day
 | Yes: 76% | * Encourage snacks and drinks and provide assistance as needed
 |
| 1. I get enough to eat and drink
 | Yes:88% | * Offered second portions if desired
 |
| 1. The overall quality of food and drink is good
 | Yes: 78% | * Food committee to address preferences
* Menu approval by RD
* Menu review by resident council
 |
| 1. I like the activities provided in the home
 | Yes: 78% | * Recreation staff continue to evaluate and provide new programs
 |
| 1. Staff support me to participate in activities that are meaningful to me
 | Yes: 75% | * Introduce smaller group programs, Montessori items distributed throughout home.
* Snoozelin
* Resident council input
 |
| 1. I can choose whether to participate in activities or not
 | Yes:87% | * Encourage choice and participation based on resident wishes
 |
| 1. The number of activities offered in the home is good
 | Yes: 74% | * Recreation evaluates programs at council meetings
 |
| 1. The variety of activities offered in the home is good
 | Yes: 78 | * Recreation evaluates programs at council meetings
 |
| 1. How satisfied are you with handling of restrictions and outbreaks
 | Not Satisfied:1Not Very Satisfied: 0Somewhat Satisfied: 8Very Satisfied: 6Completely Satisfied:4**N/A: 12** | * Increase communication to residents through unit/floor huddles while adhering to infection control
 |
| 1. How aware are of resident’s council
 | Very: 8**Some what:14** Not Very: 6Not at all: 4 | * Increase signage for resident council
 |
| 1. Do you know the role of resident’s council in the home is?
 | Very: 5**Some what:14** Not Very: 6Not at all: 7 | * Increase resident awareness with signage or through programs about what resident council is
 |
| 1. What would help you get involved with resident’s council?
 |  | * Admission, recreation to address in initial assessment
 |
| 1. I would recommend Shalom Village to others
 | Yes: 79% | * Team continues to strive for excellence in quality of life and overall satisfaction.
* Annual program reviews
 |

**2023 Family Satisfaction Survey Action Plan**

Nine respondents completed the Family Satisfaction Survey.

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| **Question** | **Results** | **Action Plan** |
| 1. Staff are available when my loved one needs them (eg. continuing care aides, nurses, doctors, therapists).
 | 75% | * Continuing to monitor staff to respond to call bells in a timely manner, reaching out to support services proactively upon admission
 |
| 1. Staff are willing to follow my families preference or suggestions about my care
 | 69% | * GPA training for all staff
* Continue educating direct care staff to provide choice to all residents
 |
| 1. My family member has choices regarding my care (eg. Time to wake up, time to go to bed, what to wear etc.)
 | 68% | * GPA training for all staff.
 |
| 1. Staff help my family member with personal care when needed (eg. Assisting me to the washroom, washing me, getting me dressed etc)
 | 84% | * Continue to address call bells in a timely manner and frequent check in from staff to resident
 |
| 1. My loved one is well cared for 24 hours a day, 7 days a week
 | 77% | * Continue with education and listening to residents for what they need
 |
| 1. Staff who look after my family are compassionate and supportive of me
 | 76% | * GPA training for all staff
 |
| 1. Staff listen to what my family says, I feel heard
 | 78% | * GPA training for all staff
* Resident involved in care plan updates
* PoET project implementation
 |
| 1. Staff work together as a team to look after my family member.
 | 75% | * Team huddles to address gaps
 |
| 1. Staff encourage my family to do things that they are able to do themselves
 | 67% | * Encourage staff to allow time for residents who are able to complete tasks
 |
| 1. Staff offer treatment when my family member tells them they have pain
 | 78% | * Continue with Pain management program to address pain concerns along side pharmacy and physician
* Assess CIHI data
 |
| 1. Staff explain thing related to my family member’s illness in a straightforward, honest manner
 | 74% | * Care conferences to address illnesses annually, and during physician rounds. If staff don’t know the answer, seek advice from NP, fellow Nurse, or MD
 |
| 1. I receive consistent information about my family member’s condition from staff who look after them.
 | 75% | * Develop and implement a quality assurance protocol for medical tests and treatments, focusing on enhancing the efficiency and effectiveness of services provided by lab technicians, foot care specialists, radiology departments, and dental services, with the objective of achieving satisfaction levels of 'Very Satisfied' or higher among LTC residents.
 |
| 1. The physical symptoms(s) – pain, nausea, my family member is properly assessed and controlled
 | 82% | * Increase symptom management teaching with staff
 |
| 1. The emotional problem my family member has is properly assessed.
 | 76% | * Address MD concerns promptly, and follow up with on call as needed.
 |
| 1. The Doctor is available when my family or I need them by phone or in person.
 | 64% | * Continue to monitor, and address resident support.
* Discuss concerns at daily huddles
 |
| 1. I have trust and confidence in the doctor who looks after my family member.
 | 78% | * Continue training among new staff and current to reflect our policies and procedures
 |
| 1. I have a role in decision making regarding my family member’s care.
 | 94% | * Continue to monitor.
 |
| 1. The home is kept clean
 | 79% | * Continue to monitor
 |
| 1. The home is quiet, calm and restful when it should be.
 | 80% | * Encourage staff to meet privatlet with resident
* GPA training for all staff
 |
| 1. **I can talk about personal issues with a staff if I want to.**
 | 83% | * Continue to Monitor
 |
| 1. The temperature of the home is comfortable.
 | 68% | * Continue to monitor temperatures three times per day and address areas of need.
 |
| 1. My family can access spiritual services in the home.
 |  79% | * Deliver recreation calendar and special events across the home and encourage participation.
 |
| 1. Staff help my family access other health professionals if needed.
 | 61% | * Registered staff will arrange outside appointments in collaboration with families to arrange transportation and support.
* MD to make referrals as appropriate.
 |
| 1. The laundry services are good.
 | 84% | * Continue to monitor.
 |
| 1. I feel my family member is safe in the home.
 | 82% | * Keypads installed at main entrance for additional security, rotating codes.
 |
| 1. I feel my family member’s belonging’s are safe in the home.
 | 93% | * Continue to monitor.
 |
| 1. Overall this home is a good place to live.
 | 80% | * Continue to monitor.
 |
| 1. The dining experience is pleasant.
 | 72% | * Soft music, staff engaging with residents, pleasant atmosphere in dining rooms.
 |
| 1. My family member receives the help they need to eat or drink throughout the day.
 | 89% | * Continue to monitor
 |
| 1. There is a variety of food and drinks offered to my family member.
 | 73% | * Resident Food Committee to support and input into the menu’s.
 |
| 1. My family member gets enough to eat or drink.
 | 91% | * Continue to monitor
 |
| 1. The variety of activities offered in the home is good
 | 80% | * Recreation evaluates programs at council meetings
 |
| 1. The overall quality of food and drink is good.
 | 64% | * Resident Food Committee to support and input into the menu’s.
 |
| 1. My family likes the activities provided in this home.
 | 76% | * Continue to seek input from Resident Council and other residents on programming preferences.
 |
| 1. Staff support my family member in activities that are meaningful to them.
 | 85% | * Continue to monitor.
 |
| 1. My family member can choose whether to participate in activities or not.
 | 86% | * Continue to monitor
 |
| 1. The number of activities offered in the home is good.
 | 72% | * Continue to seek input from Resident Council and other residents on programming preferences.
 |
| 1. How satisfied are you with the management of outbreaks
 | 90% | * Continue to monitor
 |