

# Results for St. Jude's Anglican Home

## The OSA's Provincial Residential Care Survey

### 2016/2017



OFFICE OF THE  
**SENIORS** ADVOCATE



# Presentation Overview

- ◆ Overview of the project's objectives
- ◆ Background on the Resident and Most Frequent Visitor (MFV) surveys
- ◆ Our results at St Jude's
  - Response rates
  - Overall Quality of Care rating
  - Summary of results
  - Strengths and Areas for Improvement
- ◆ What next?

# Background

- ❖ To provide the opportunity for all residents living in BC's long-term care homes the opportunity to have a voice by providing feedback on the quality of their care.
- ❖ To survey each resident's most frequent visitor about their perceptions of their loved one's care and about their own experiences in the care home.
- ❖ To identify systemic issues in long term care.
- ❖ To identify areas of strengths and opportunities for improvement at the care home level.
- ❖ All care homes that receive public funding were included in the OSA's survey.



# Survey Methodology

	<b>Resident</b>	<b>Most Frequent Visitor</b>
<b>Who was included?</b>	<b>All residents*</b>	<b>Matched sample</b>
<b>How was the survey conducted?</b>	<b>In-person interview</b> (conducted by a trained Volunteer Interviewer)	<b>Mailed Survey</b> (paper-based or online)
<b>When was the survey conducted?</b>	<b>November to December 2016</b>	<b>April to June 2017</b>

\* Please Note: A small number of residents were not included in the survey. For example, residents who live in a designated behavioural or special care unit, who were at the end-of-life at the time of the onsite survey, or who posed a safety risk to the volunteer interviewers.

# Groups or Themes of Questions

**The surveys included questions asking Residents and MFVs to evaluate their experiences and satisfaction and those questions are organized into the following groups/themes:**

- ◆ Privacy
- ◆ Food & Meals
- ◆ Safety and Security
- ◆ Comfort
- ◆ Make Daily Decisions
- ◆ Respect by Staff
- ◆ Staff Responsiveness
- ◆ Staff-Resident Bonding
- ◆ Activities
- ◆ Personal Relationships
- ◆ Their Medications
- ◆ Their Doctor
- ◆ Their general physical and emotional health

# Who Participated in the Surveys?

**37%**

of **St. Jude's**  
Residents

(19 residents completed an  
interview)

**51%**

of **St. Jude's**  
Most Frequent Visitors

(27 MFVs completed a survey)



# Comments from Residents

*“Staff respect my opinion I think. I never have much trouble with the staff. They are good workers. I've had no trouble with staff. Staff are very kind.”*

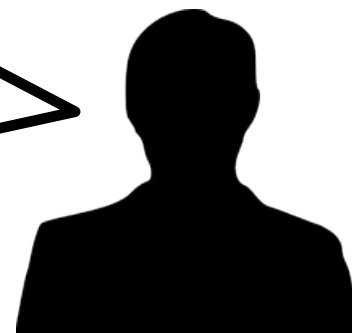
*“I needed to go to the toilet this morning and it took half an hour and nobody came. I had to do it myself- a safety risk!”*



# Comments from Families/Visitors

*“XXXs is a marvelous home that the staff, without exception are caring + compassionate, gentle + careful. It is a small homey + warm home. The food is well prepared + plentiful. Because each resident different there are times when a resident requires an inordinate amount of attention yet the staff respond with great patience. My wife has been a resident for 3 years + now unable to stand, see, or talk coherently. XXXXs keeps her warm + peaceful, + make every effort to involve her in the activities.”*

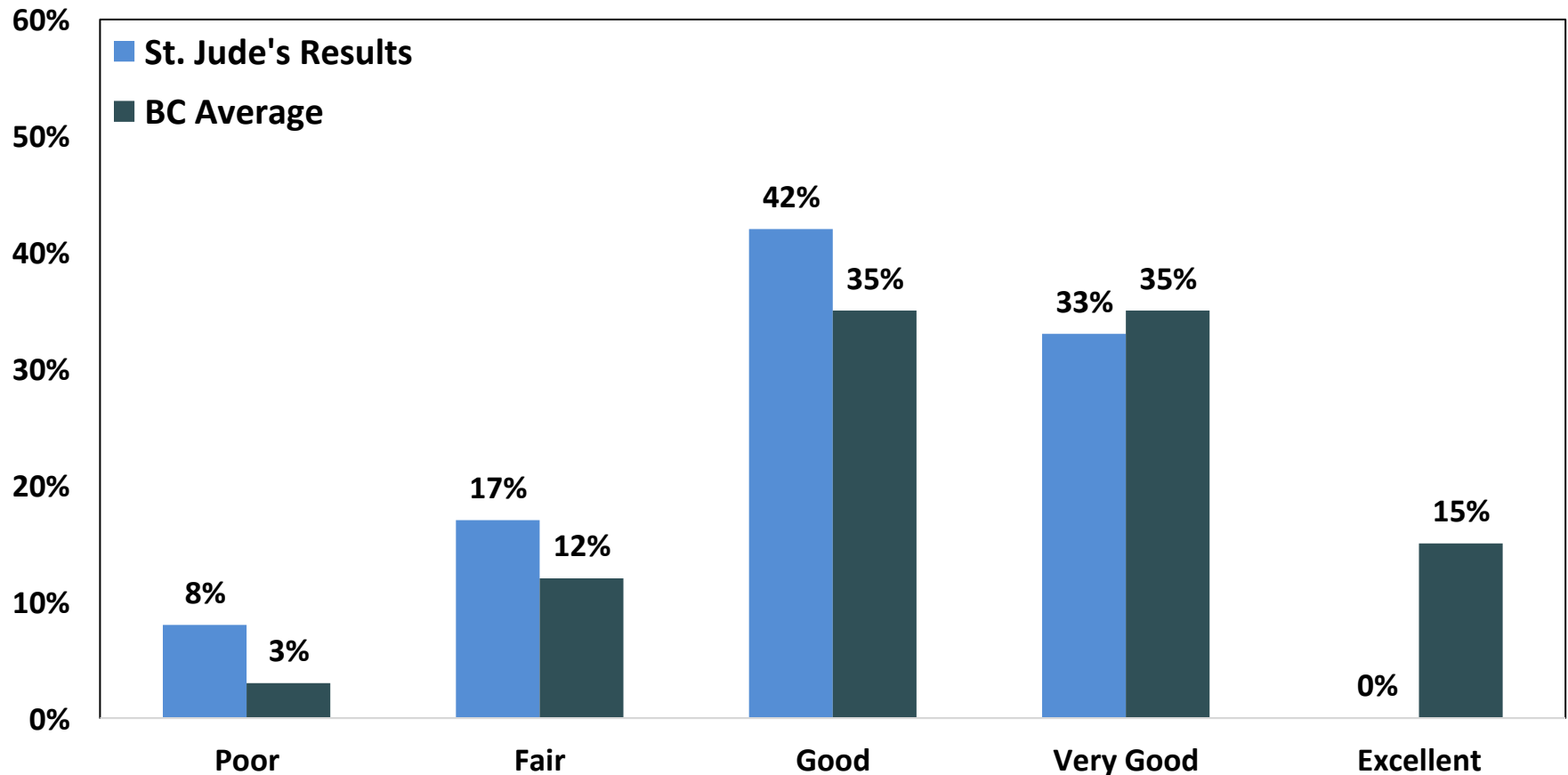
*“I would ask to have more variety in food to suite different race background. For different culture of patient, better food can make them to be happier to stay in XXXX. If the chef may taylor a little bite to different race patient for food. That would be great maybe on the weekend to cook something that other small group of patients may like. Learn different cooking style etc. Those patients whose brain not functioning normally but they may still can taste food. Give more varieties of food please!”*





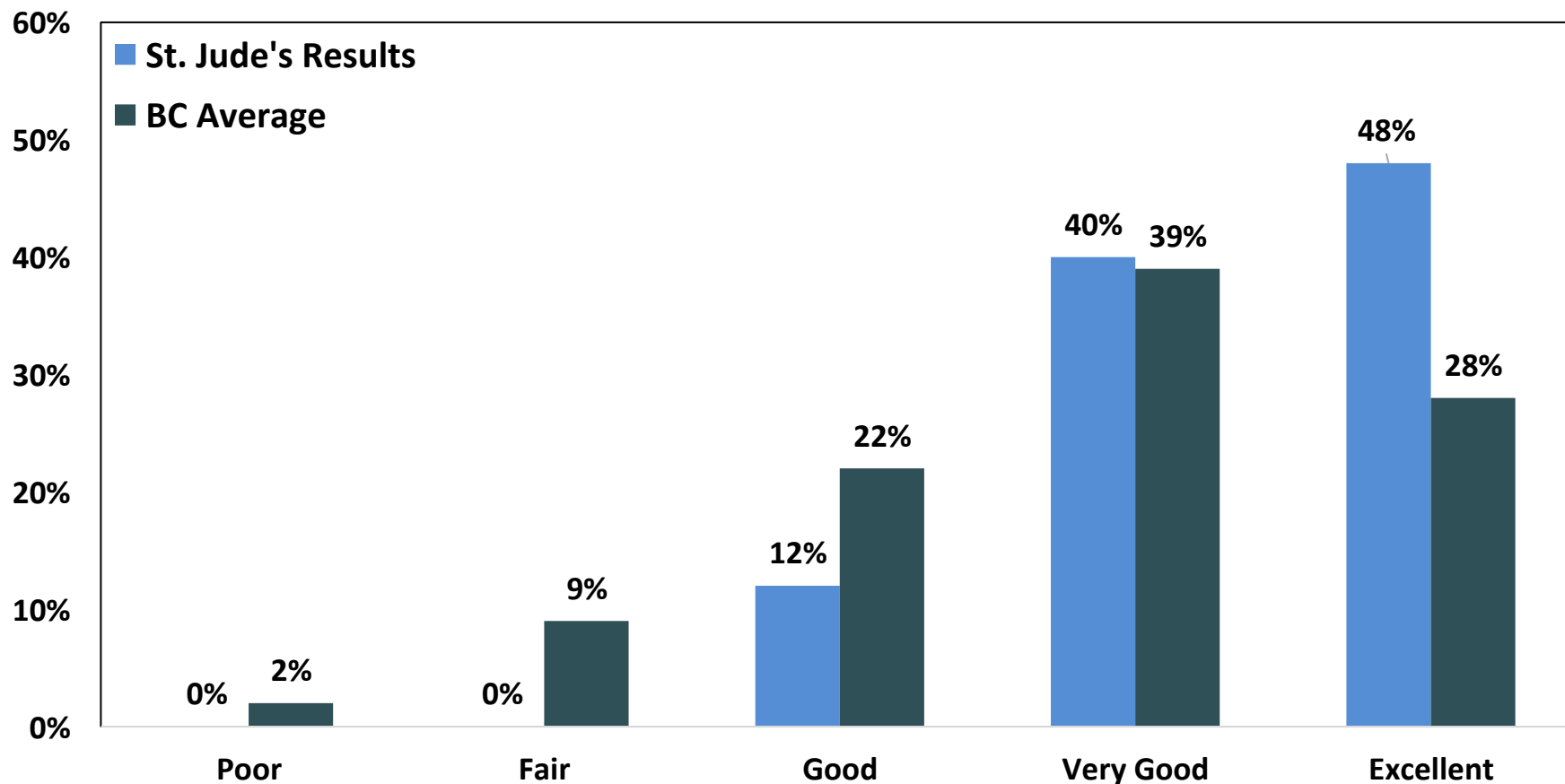
# Overall Quality: Residents

Overall, how would you rate the quality of care and services at St. Jude's Anglican Care Home?



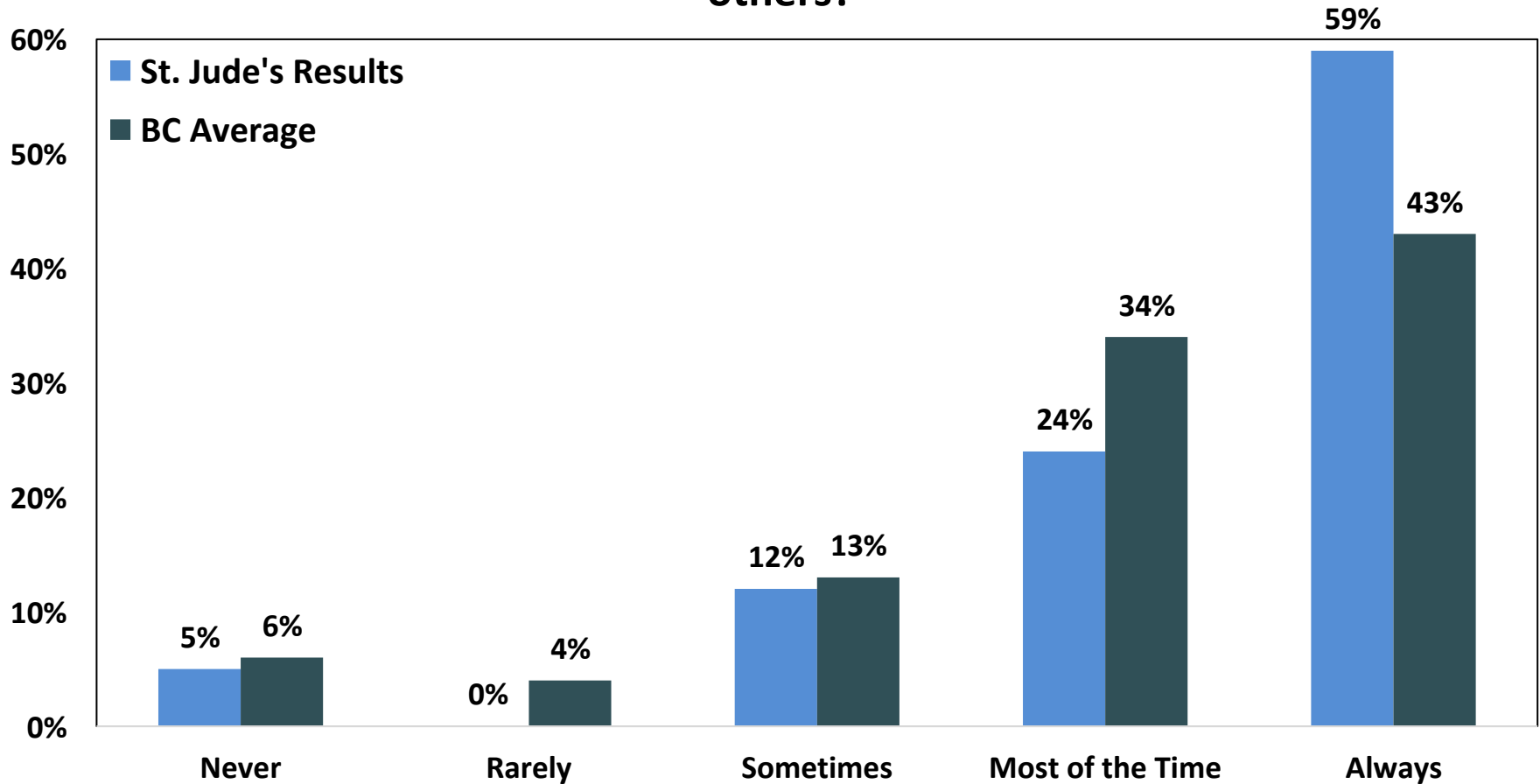
# Overall Quality: Family/Visitors

Overall, how would you rate the quality of care and services at St. Jude's Anglican Care Home?



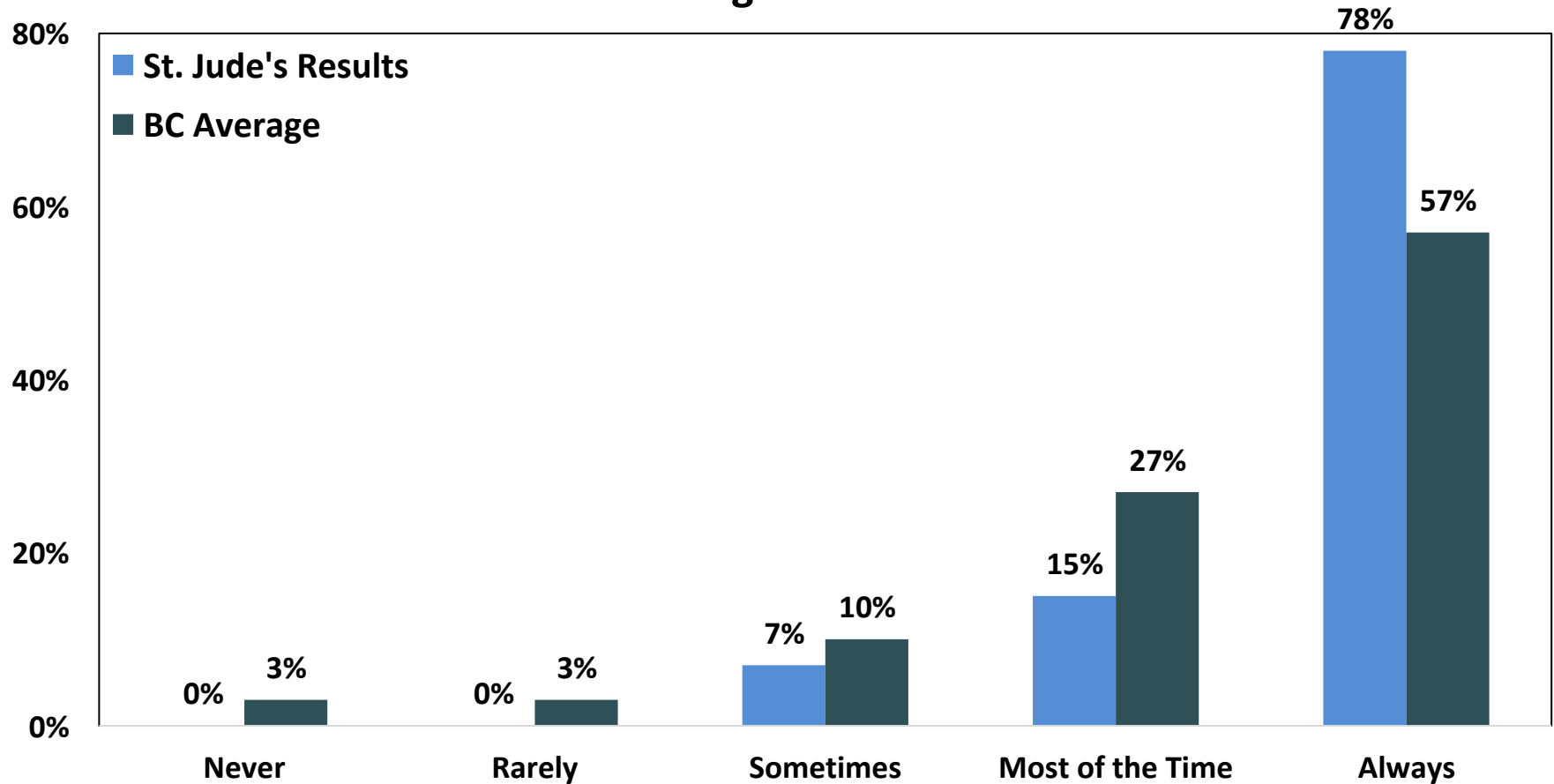
# Likelihood to Recommend: Residents

Would you recommend St. Jude's Anglican Care Home to others?



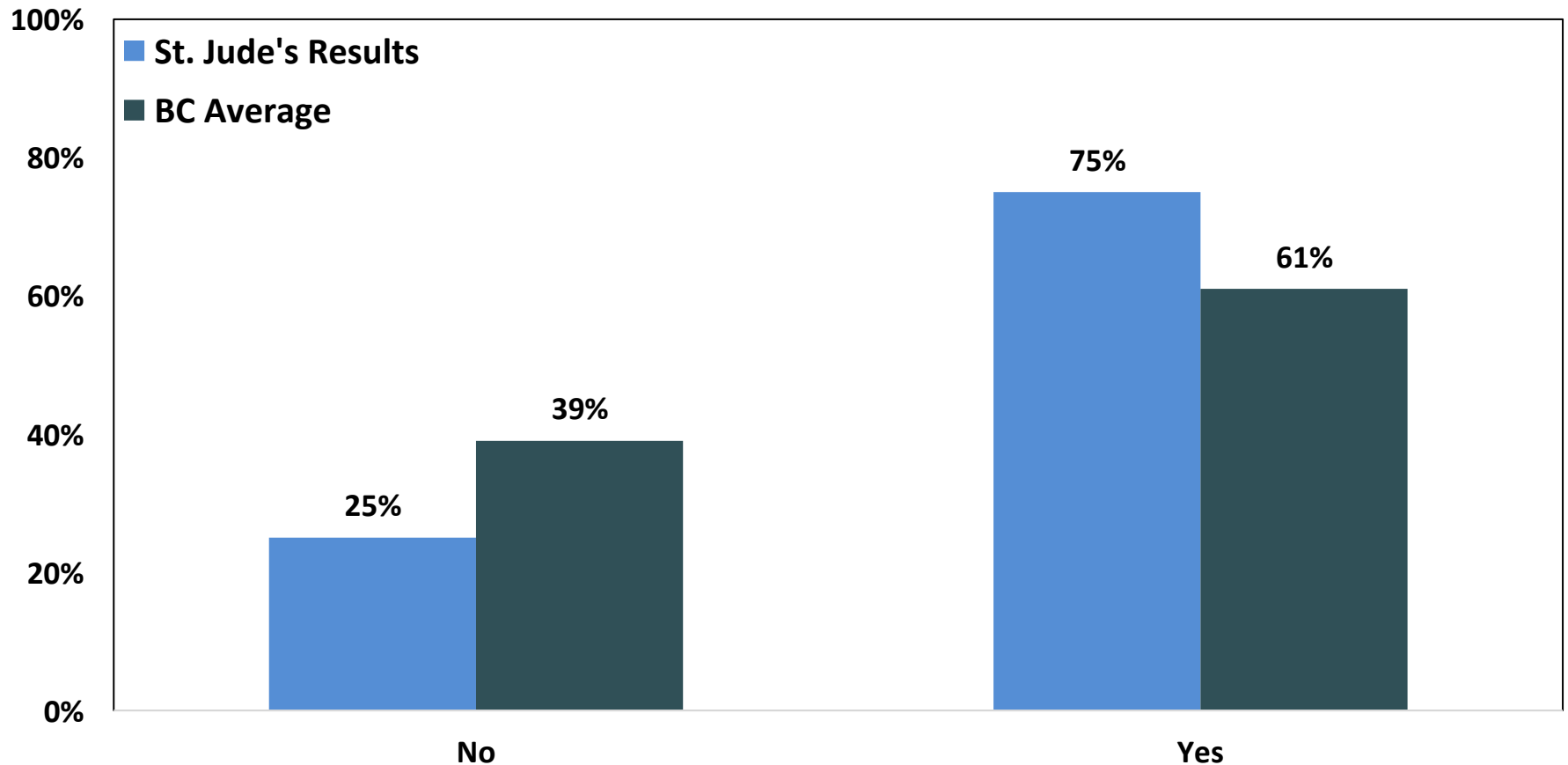
# Likelihood to Recommend: Family/Visitors

Overall, how would you rate the quality of care and services at St. Jude's Anglican Care Home?



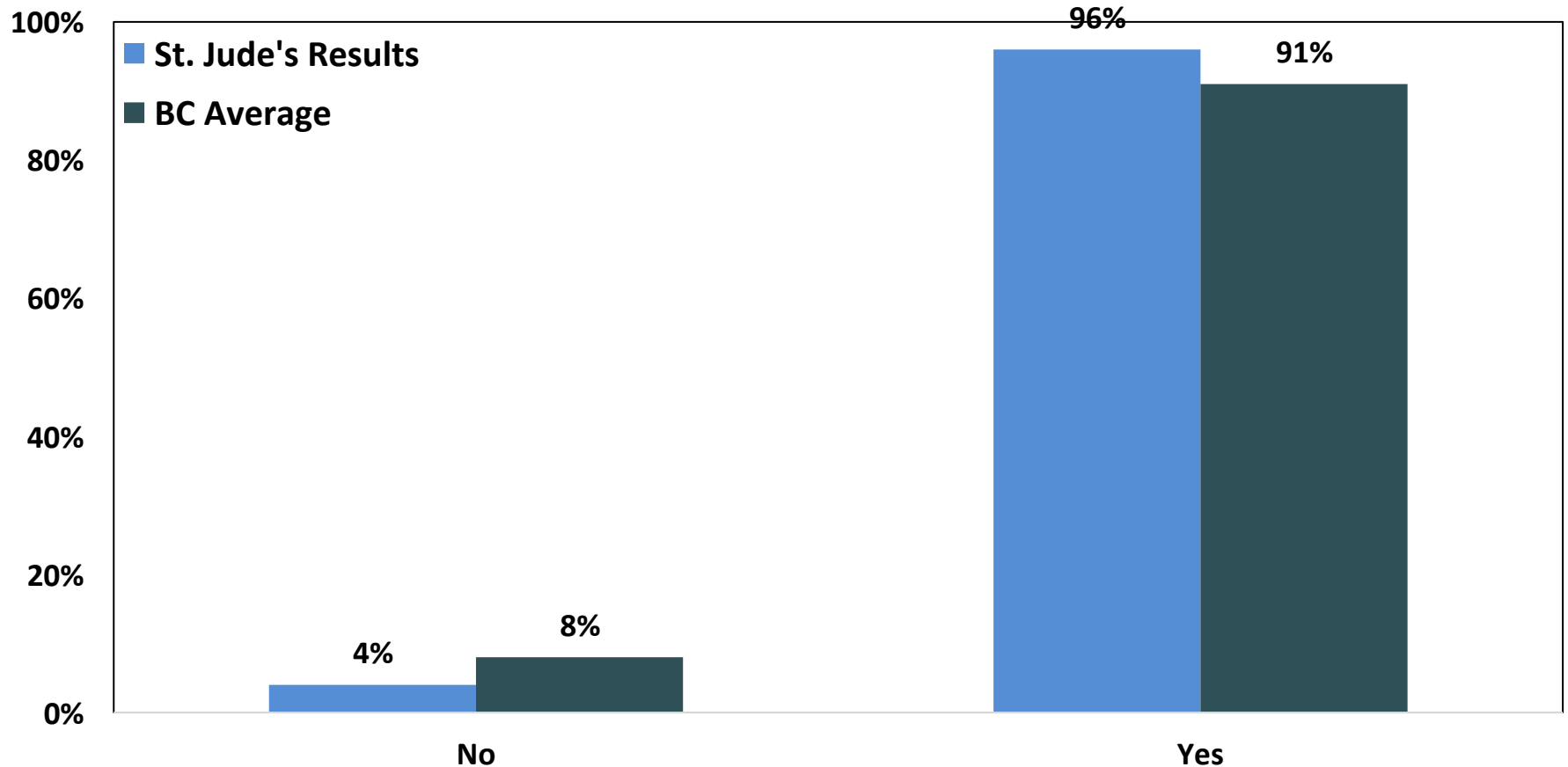
# Want to live in St Jude's: Residents

Do you want to live here?

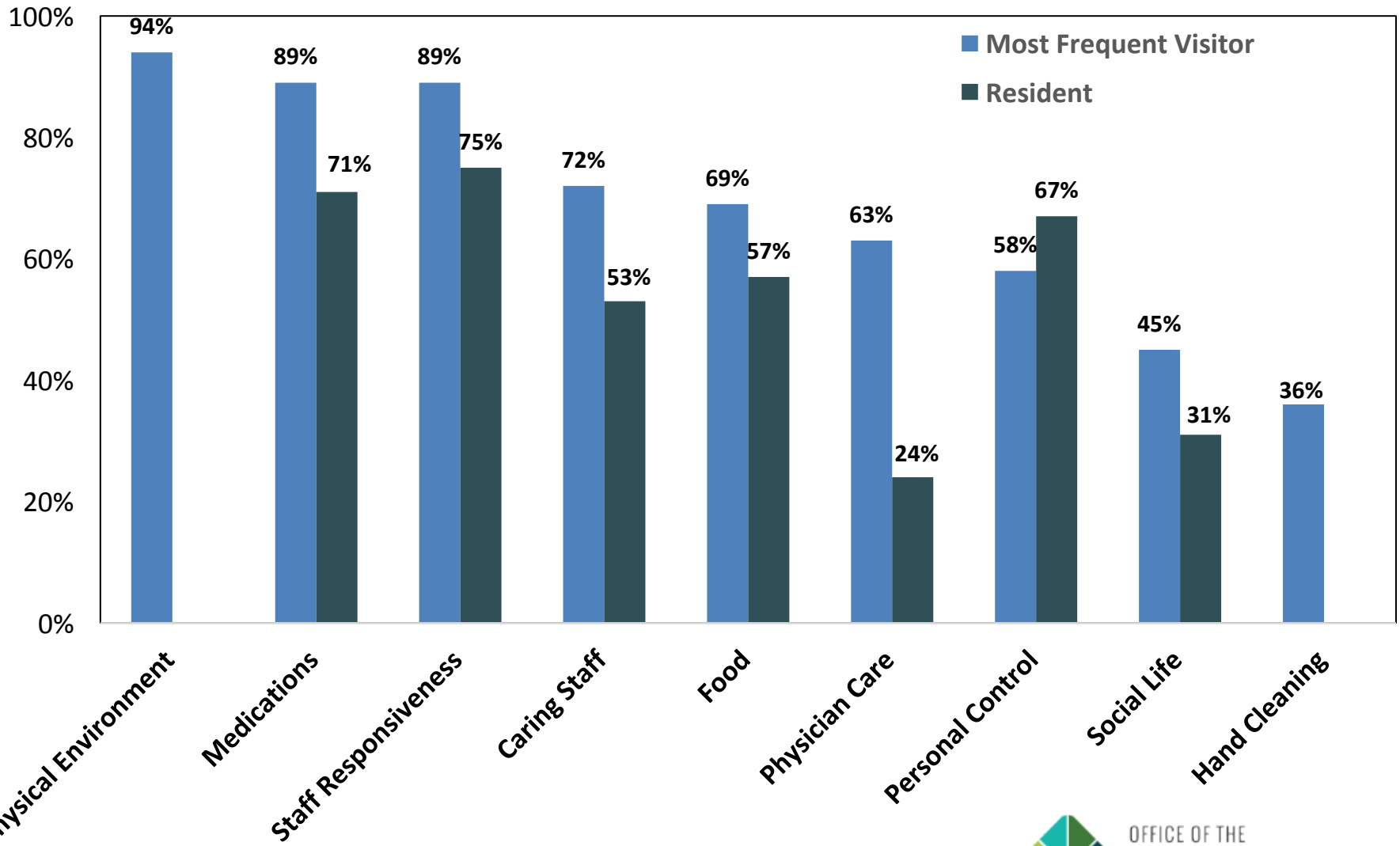


# Want to live in St Jude's: Family/Visitors

Do you want your loved one to live here?



# Results by Theme



# Discussion

**❖ Do the scores for any of these questions surprise you?**

- Why?
- Why not?





# What do we go from here?

## ❖ **Thinking about your survey results, what stood out for you?**

- Did the results validate any assumptions you had about the experiences of your residents and MFV's? Or not?

## ❖ **What next?**

- Share results with your residents
- Share results with the family members/visitors of your residents
- Work together -- residents, MFV's, care staff and leaders -- to choose areas for improvement and ideas for tests of change

# Contacts

**If you would like additional information or have any questions about the survey process and results, please reach out to:**

Region	Contact Information
<b>BC Patient Centred Measurement Working Group</b>	<b>Serena Bertoli-Haley</b> <a href="mailto:Serena.Bertoli-Haley@vch.ca">Serena.Bertoli-Haley@vch.ca</a>
<b>The BC LTC Consultation Group Member</b>	<b>Karen Condon</b> <a href="mailto:karen.condon@vch.ca">karen.condon@vch.ca</a>



# What we are doing with the results

Action	Timeline
<b>Low “SOCIAL LIFE”</b> <ul style="list-style-type: none"><li>• Loneliness, boredom and helplessness interviews with all residents and individualized recreation/rehab/spiritual care plans</li></ul>	<b>DONE</b>
<b>Share results with staff</b>	<b>DONE and ongoing</b>
<b>Share results with families</b>	<b>PARTIALLY COMPLETED</b>
<b>Meet with residents to better understand</b>	<b>November 2017</b>