

2017 Family Satisfaction Survey

Greenwood Court



Making Every Day Matter

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freshinsights

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Introduction

Tri-County Mennonite Homes (TCMH) is committed to providing high-quality, resident-centered services. To honour this commitment, TCMH invited family members/friends of Greenwood Court residents to complete its Family Satisfaction Survey again in 2017. TCMH first implemented this survey in 2014. The TCMH survey is based on a survey used by Ohio’s Department of Aging (<http://www.aging.ohio.gov>) to support their Long-Term Care Consumer Guide.

As in previous years, TCMH contracted an independent consulting firm, Fresh Insights, to conduct the 2017 Family Satisfaction Survey, analyze responses, and prepare a report for the TCMH Task Force. The Task Force comprises representatives from Family Council, staff, and management. This report presents the main findings, including quantitative and qualitative data. Feedback from this survey will help guide improvements in TCMH’s services.

Methodology

Forty family members of Greenwood Court residents received TCHM’s Family Satisfaction Survey. Families had the option of completing the survey online or on paper.

Twenty-three family members of Greenwood Court residents completed TCMH’s 2017 Family Satisfaction Survey, yielding a 58% response rate overall. See Table 1 for number and percentage of respondents by resident area. Due to the number of responses received from Greenwood Court, Heritage (n=5), graphs in this report combine both resident areas, Heritage and Colonial, together.

Table 1: Survey Response Rates

	# of Residents	# of Surveys Received	Response Rate
Greenwood Court Colonial	26	18	69%
Greenwood Court Heritage	14	5	36%
Total	40	23	58%

In most figures in this report, the number of respondents who answered in 2017 ranges between 22-23. A few exceptions include figures in the Meals and Dining section and the Activities, Recreation and Program section, where the range of responses is from 18-21.

Respondents' Profile

Information below provides characteristics of respondents who completed the 2017 Family Satisfaction Survey.

Family member relationship to resident

- 78% of respondents were the resident's child/child's spouse

Frequency of family member visits

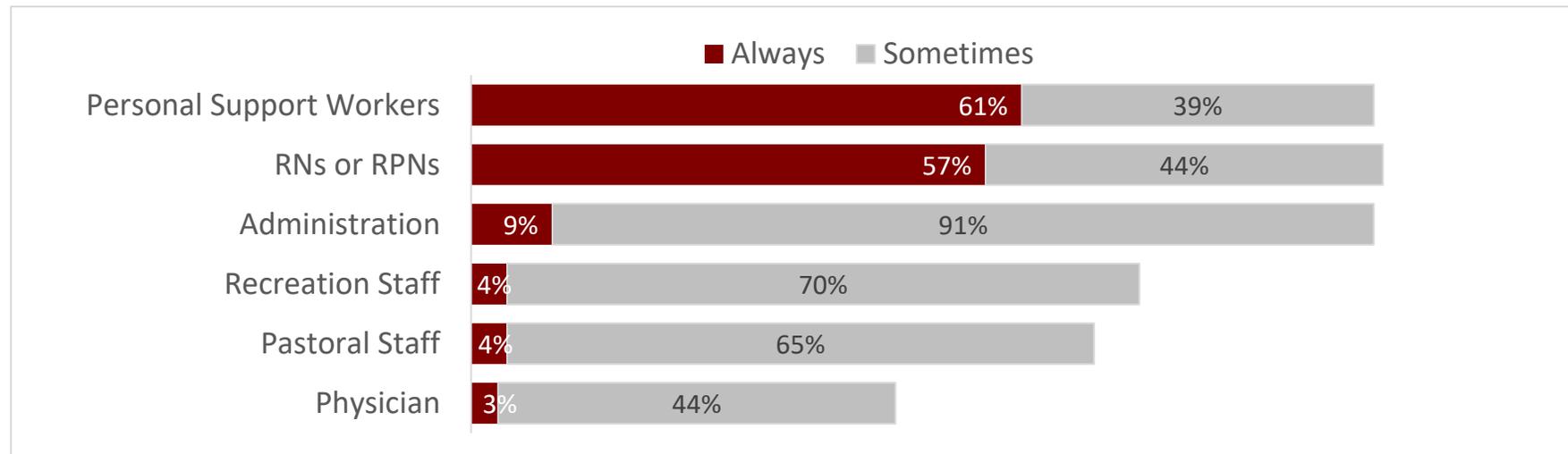
- 74% of respondents reported visiting the resident once a week or more, with 17% visiting the resident daily
- 17% visit two or three times a month

Who family members speak with at TCMH

- 61% of respondents always speak with the Personal Support Workers (PSW) (see Figure 1)
- 57% always speak to the RNs or RPNs

Seventy percent of respondents noted that the resident always recognizes them, and 52% indicated the resident always knows they are in a long-term care home.

Figure 1: Do you talk with the following staff?



Key Findings

Family members continue to be happy with the residence and resident services offered at Greenwood Court. Like the 2015 survey findings, family members' perceptions of care provided by staff and personal support workers continued to improve. Most notably, the percentage of respondents indicating PSWs *always* treat the resident with respect improved markedly (to 96%).

Findings for 2017 also show an increase in satisfaction with the medical care offered at Greenwood Court. In addition, respondents reported improved overall cleanliness of the residence, increased satisfaction with residents' rooms, and greater safety of residents' personal property. Laundry services, which showed a decrease in satisfaction in 2015 from 2014, has improved in 2017.

Areas which showed a decrease in family satisfaction in 2017 included opportunities for resident activities, staff availability on weekends, and the service provided by Rogers Cable. Also, compared to prior years, a smaller percentage of respondents were satisfied with the availability of administration to talk, and with telephone calls being handled efficiently.

The following report shows highlights from the 2017 Family Satisfaction Survey for Greenwood Court, and provides comparisons to previous years' findings. Care should be taken in interpreting changes in percentages reported throughout, as some percentages reflect a small number of respondents.

Admissions and Administration

Respondents whose family members were admitted to Greenwood Court within the last two years were asked about their admissions experience. In 2017, 87% of respondents noted Greenwood Court staff provided clear information about the cost of care. Most respondents reported receiving a thorough tour of the facility prior to or at the time of admission (92%), and 87% of respondents reported receiving adequate information about different services in the facility (see Figure 2). Both these areas showed improvement since the 2014 Family Satisfaction Survey.



Relatively speaking, a smaller percentage of respondents (82%) indicated that Administration always treat them with respect, and 70% that Administration is always available to talk to them in 2017 compared to 2014 (see Figure 2). A smaller percentage of respondents also indicated their telephone calls are always handled in an efficient manner; from 84% in 2015 to 65% in 2017 (see Figure 3).

Figure 2: Administration

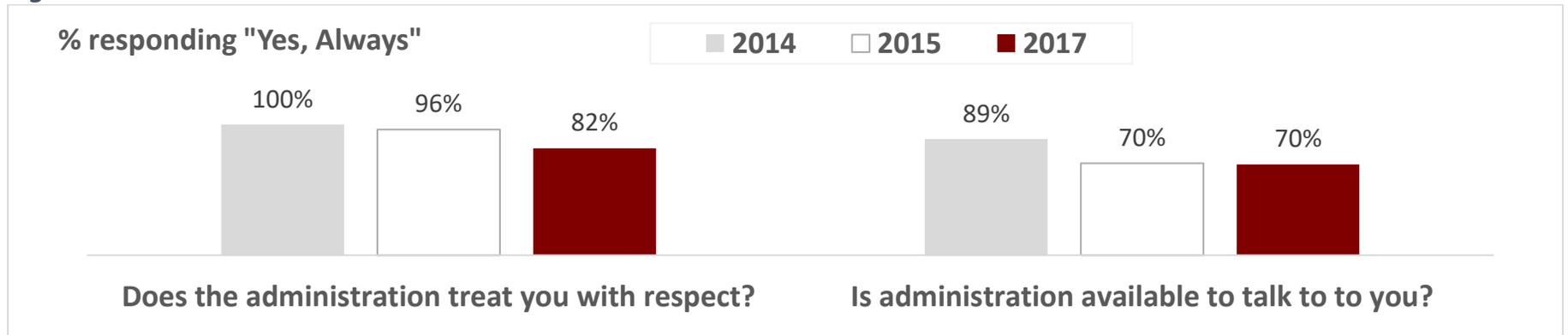
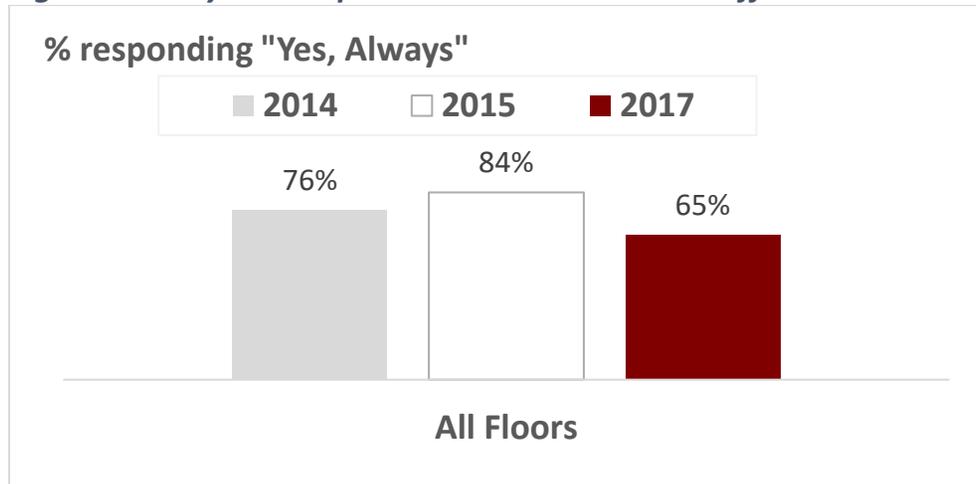


Figure 3: Are your telephone calls handled in an efficient manner?



Direct Care

Family members were asked about care received from staff at Greenwood Court. Compared to previous years, the percentage of respondents indicating PSWs are always gentle when they take care of the resident and always treat the resident with respect has increased (see Figure 4). In 2017, 96% of respondents indicated that PSWs always treat the resident with respect, compared to 58% in 2014.

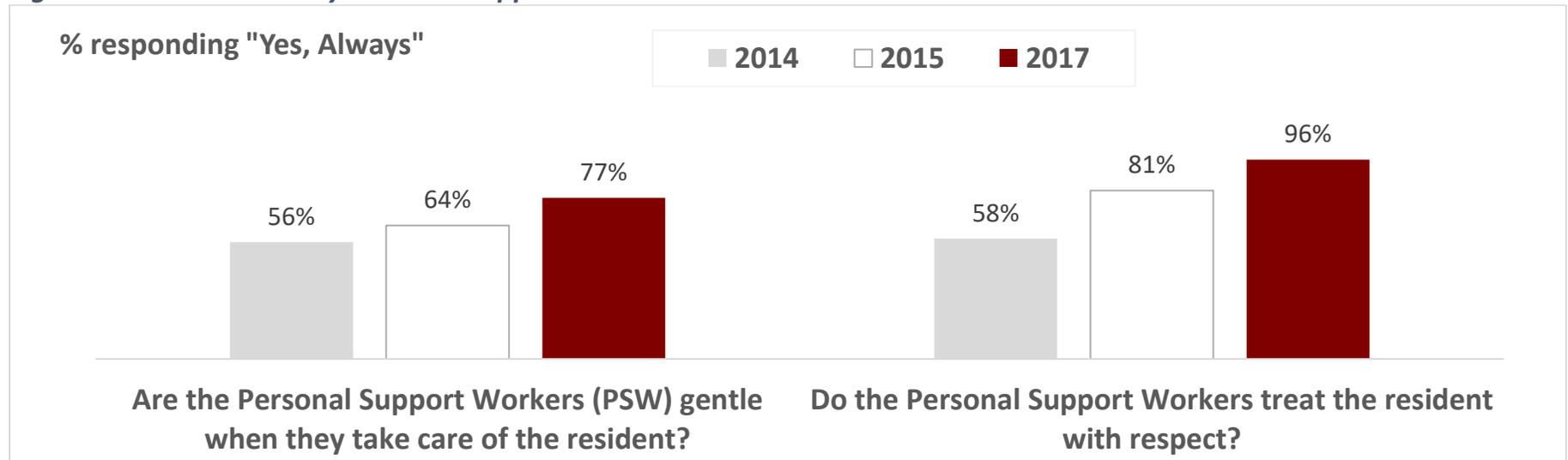
Time PSWs spend with residents to become familiar with their wants and needs has also increased since 2014 and 2015, from 59% and 44% in 2014 and 2015 to 65% in 2017.

My Mom is unable to do anything for herself, so I really appreciate the amazing care you show towards her health, grooming and happiness.

We are so grateful; the staff treat him with kindness and respect. As soon as we got in [to the home, returning from an appointment], we explained to the PSWs and they were right there, getting him comfortable again.

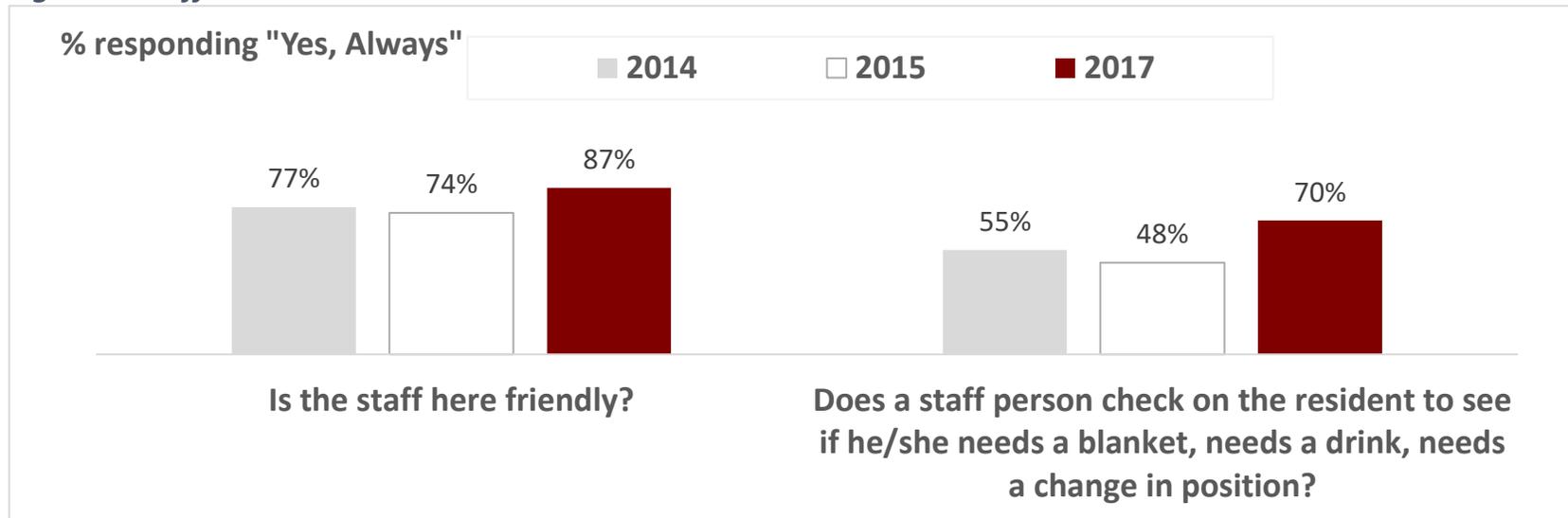
I couldn't be more pleased at the way both of my parents are being taking care of.

Figure 4: Care Received by Personal Support Workers



A higher percentage of respondents indicated staff is always friendly, compared to previous years (see Figure 5), from 77% in 2014 to 87% in 2017. A higher percentage of respondents also indicated that a staff person always checks on the resident to see if he/she needs a blanket, drink, or change in position compared to previous years (see Figure 6), from 55% in 2014 to 70% in 2017. One responded asked staff to continue “checking in regularly with resident as sometimes the resident may not reach out on her own.”

Figure 5: Staff Friendliness and Check-ins on Residents



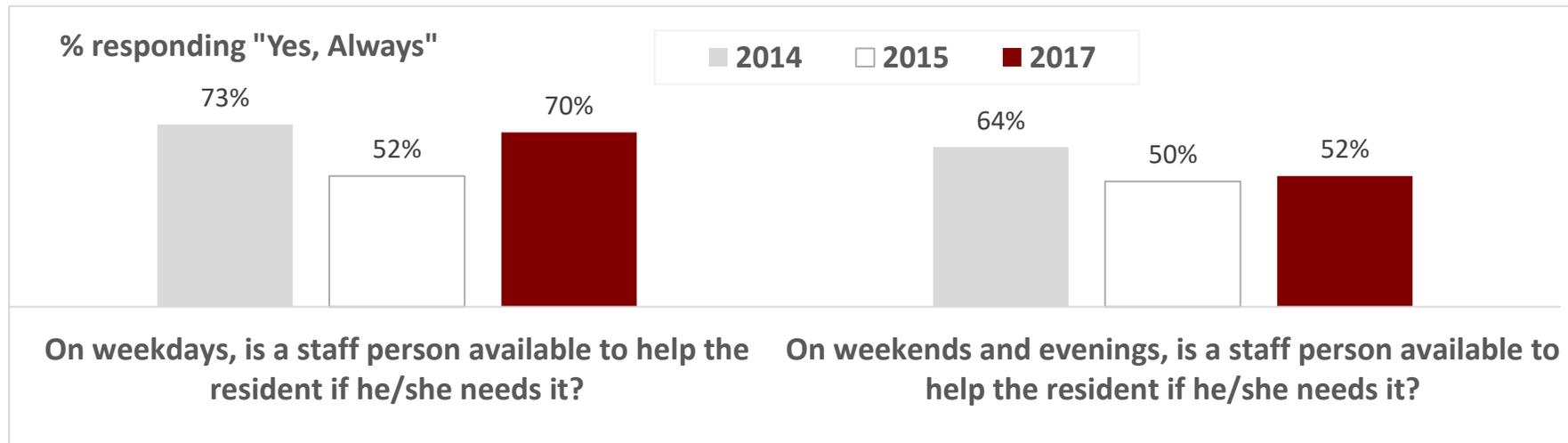
Among those who responded, perceived staff availability to always help the resident on weekdays increased from 52% in 2015 to 70% in 2017 (see Figure 6). Staff availability on weekends remains similar to 2015 (around 50%), and is lower compared to 2014 (64%). One respondent noted that “having more frontline staff (PSWs) would be ideal, especially at “high needs” times of the day (e.g., first thing in the morning) and would improve the quality of life for many of the residents.”

Having my [family members] living in Greenwood gives me great peace of mind. Greenwood staff are amazing. Thank you!

I realize that there are many residents, particularly in Colonial, who require a great deal of care and, as such, a greater investment of time on the part of staff (at all levels). For the most part (and with very few exceptions), staff are very caring and responsive - which I greatly appreciate.

Staff members in all areas are extraordinarily kind.

Figure 6: Staff availability on weekdays and weekends



While family members overall commented they were happy with the care received from staff, a few respondents noted that communication between staff could be improved. For example, one respondent received different responses from different staff members about how their loved one was doing.

A few suggestions were provided to improve communication with family members. Suggested ways to communicate included using an in-room bulletin board, by email, and/or over the phone. These various suggestions may indicate individual preferences in communication styles, and may vary according to the nature of the item to be communicated.

Should I not be able to speak to a PSW when I visit...I would find it helpful if a "bulletin board" could be posted in the room. Should the PSW notice that mom may have a need (new socks, more pants, hair supplies, etc.) it could be posted and then I could purchase the items and bring them during my next visit.



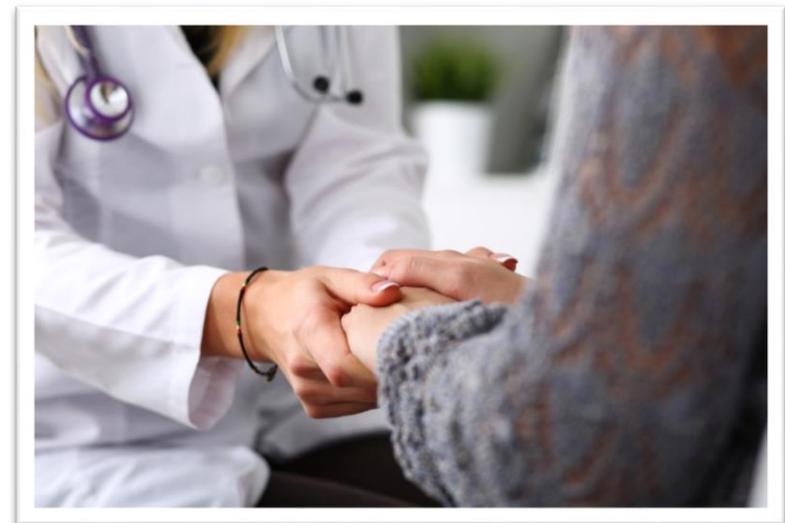
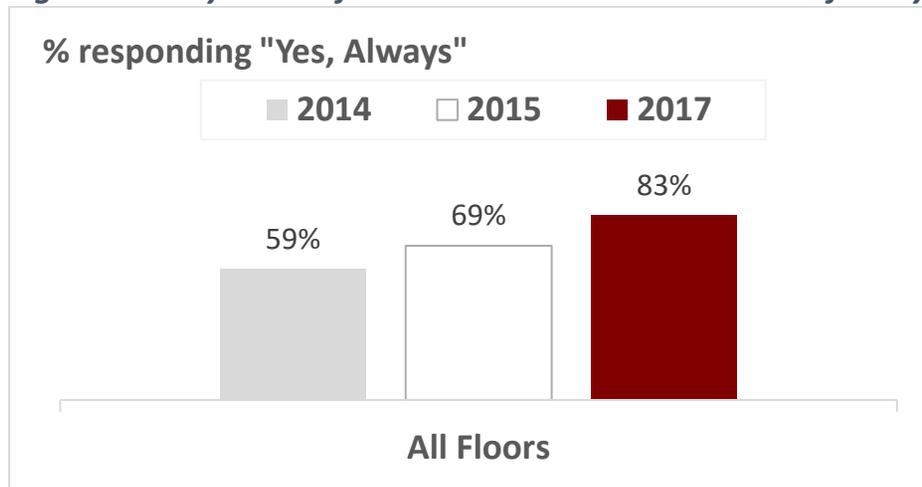
We receive phone calls to report every incident even though there has been no apparent adverse effect to my father. I would be well satisfied if the incidents were recorded on his records and only call us when there seems to be injury or some other adverse effect.

Communicating to family members usually done by the nurse is a huge plus. I always get a call if my grandmother falls or if something changes with her health so please keep that up.

I live [out of town] and it is very handy to correspond by e-mail. This is how I would like to communicate with staff in Colonial. It would seem to be that emails would be a very appropriate way to communicate rather than by phone. Of course, if a matter was urgent or personal in nature I would call. Advantages to email is that people are not disturbed when they are caring for a resident. [A]nd if you have a group mail box other users can see the correspondence and can know whether an email has been responded to.

The survey findings for 2017 show an increase in satisfaction with the medical care offered at Greenwood Court; 83% of respondents indicated they were always satisfied with the medical care, compared to 59% in 2014 (see Figure 7).

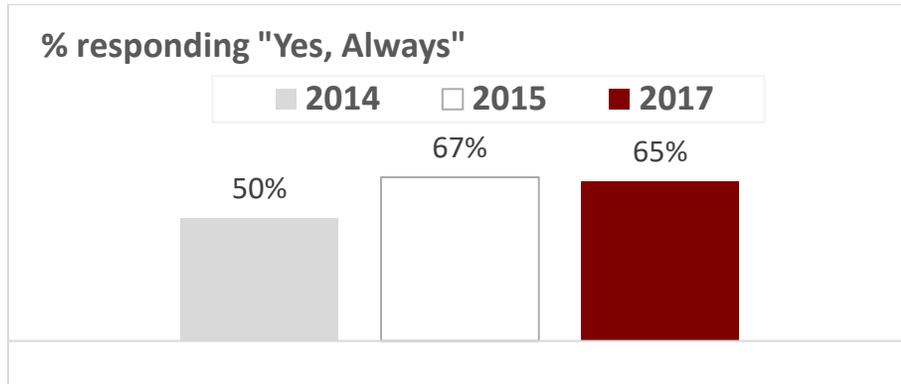
Figure 7: Are you satisfied with the medical care in this facility?



Personal Care

Respondents were asked whether residents look well-groomed and cared for; in 2017, 65% of respondents indicated that residents always look well-groomed and cared for, compared to 50% in 2014 and 67% in 2015 (see Figure 8).

Figure 8: Do residents look well-groomed and cared for?



In 2017, family members were asked about the quality of incontinence products offered at Greenwood Court. Most respondents (95%) were always satisfied with the incontinence products Greenwood Court supplied.

- 100% of respondents indicated they are satisfied with the quality of the incontinence products
- 95% are satisfied with the absorbency of the product
- 95% are satisfied with the comfort/fit of the product

Activities, Recreation, and Programs

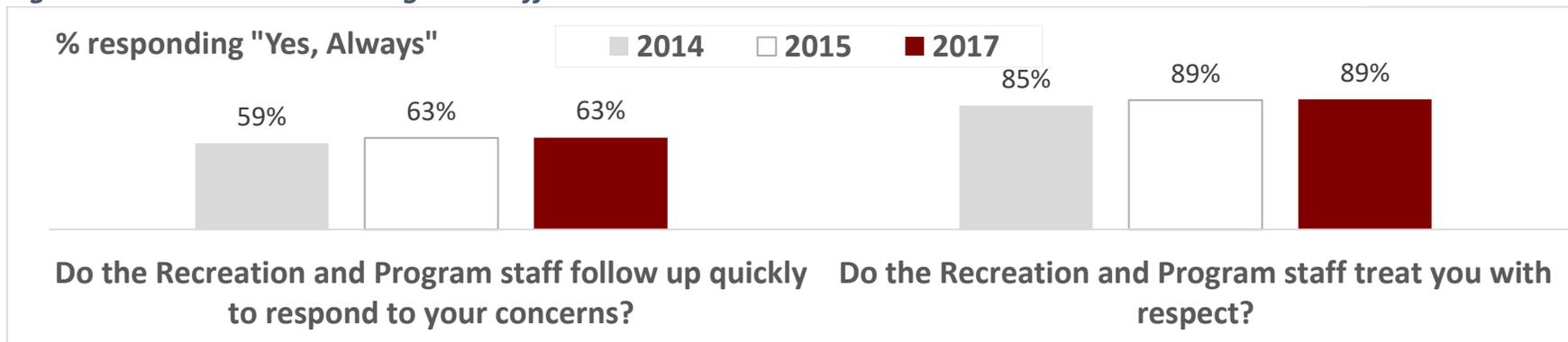
Compared to previous years, a smaller percentage of respondents indicated that the resident always has enough to do in the facility, from 48% in 2014, to 33% in 2017 (see Figure 9). Similarly, a smaller percentage of respondents indicated that the activities are always things the resident likes to do.

Figure 9: Activities



In the 2017 survey, the term “Recreation and Program staff” was used to refer to staff previously called “Resident Services Staff” in 2014 and 2015 the Family Satisfaction Survey. When asked if Recreation and Program staff follow up quickly with family members’ concerns in 2017, 63% of respondents said yes, always (see Figure 10). Eighty-nine percent said the Recreation and Program staff always treat them with respect (see Figure 10). These responses are similar to previous years.

Figure 10: Recreation and Program Staff



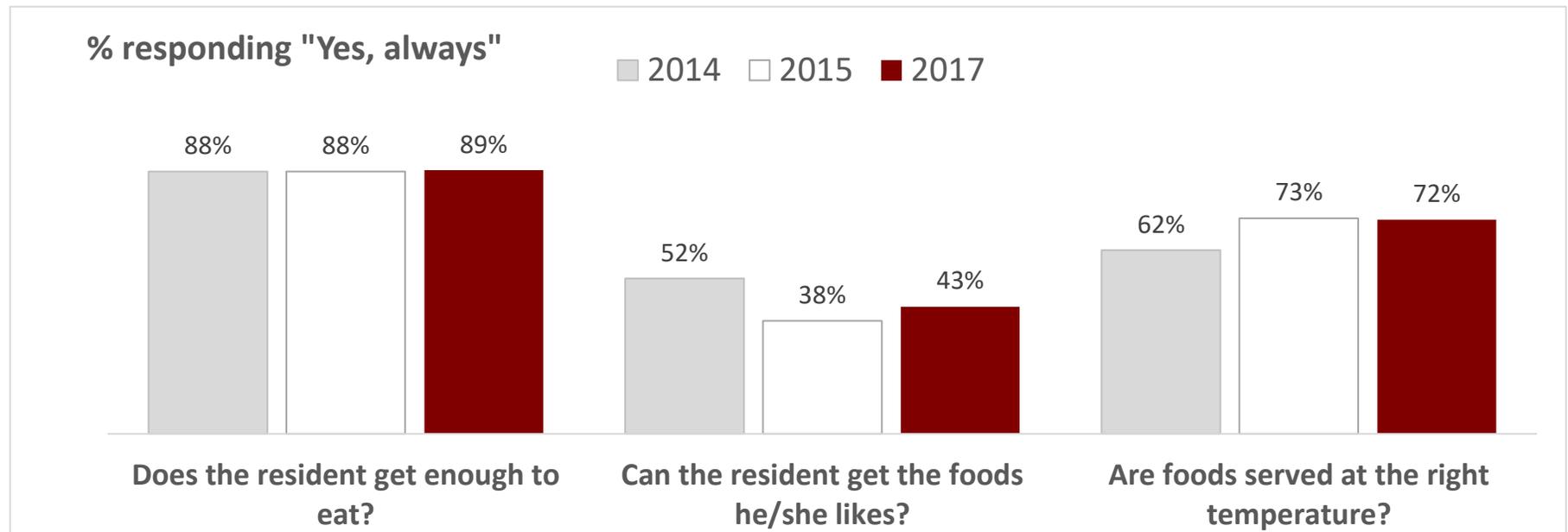
Meals and Dining

In 2017, most respondents (89%) indicated that the resident always gets enough to eat (see Figure 11). This percentage is similar to previous years (88% in 2014 and 2015). Compared to 2014, a smaller percentage of respondents indicated that the resident can always get the food he/she likes, from 52% in 2014 to 43% in 2017 (see Figure 11).

A few comments were shared about food offered and dining. One respondent noted that the “food staff is very good at addressing [my mother’s] dietary needs; however, sometimes she would like to have certain items such as watermelon, or cantaloupe as these fruits are easy to swallow and also quench her thirst/or relieve a dryness in the mouth.” Another respondent expressed concern that over the past year and a half the quality of the food has decreased and that the “menus have more repetition, less variety.”

One family member shared that while he/she appreciates the volunteers want to support her loved one by feeding him/her at mealtimes, she prefers her family member is encouraged to eat independently as discussed with staff. The resident noted that support directed to those who need it most would be most beneficial.

Figure 11: Meals and Dining

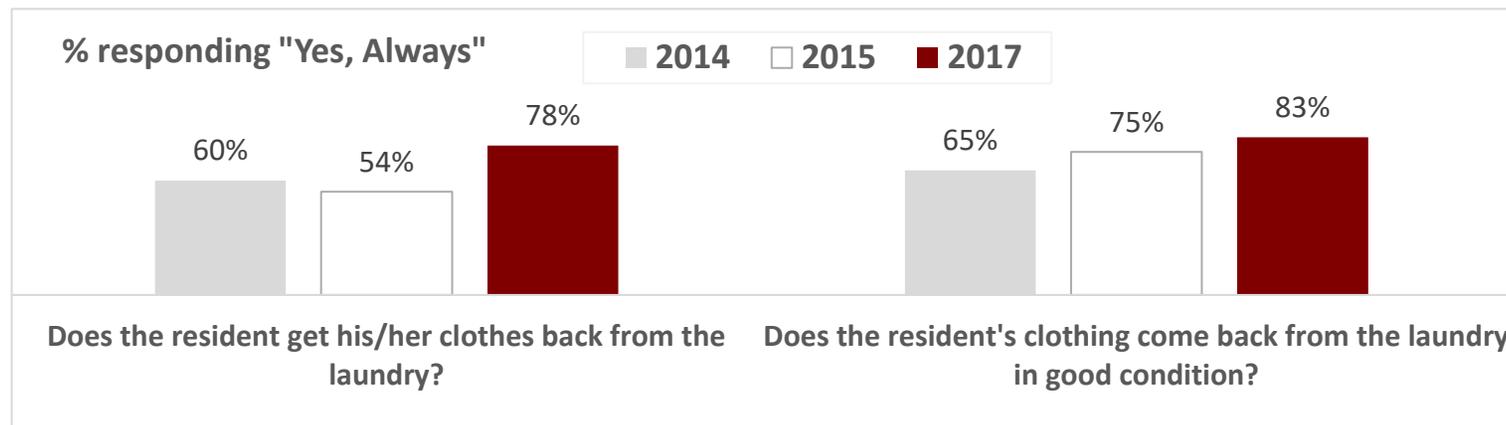


Laundry

Compared to previous years, laundry services have improved overall. When asked whether residents' clothes are returned from the laundry, 78% of respondents in the 2017 survey indicated "yes, always" compared to 60% in 2014 (see Figure 12).

In 2017, 83% of respondents indicated that the resident's clothing came back in good condition; this represents an increase from 2014 where 65% of respondents indicated clothing always came back in good condition (see Figure 12).

Figure 12: Laundry Services



Environment

Family members were asked about the environment at Greenwood Court. Most respondents indicated they were always satisfied with the resident's room (87%), which represents an increase from 2014 (78%) (see Figure 13). Four out of every five respondents (80%) indicated the resident's room is always quiet enough.

Compared to previous years, a higher percentage of respondents (91%) indicated that the facility is always clean enough (see Figure 14).

Figure 13: Are you satisfied with the resident's room?

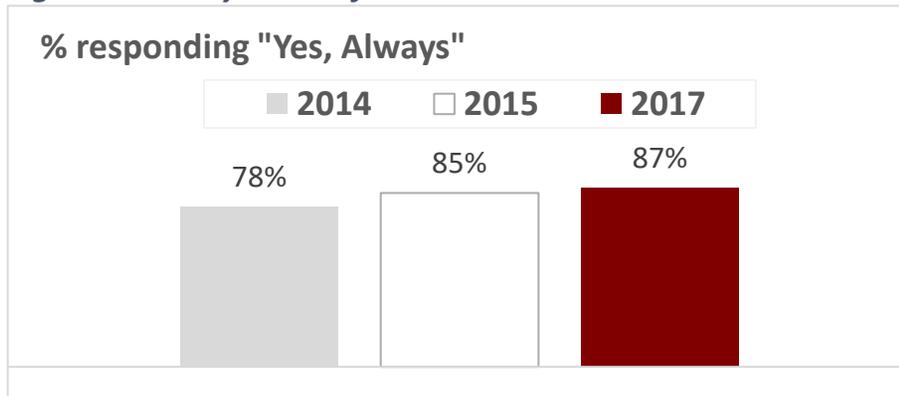
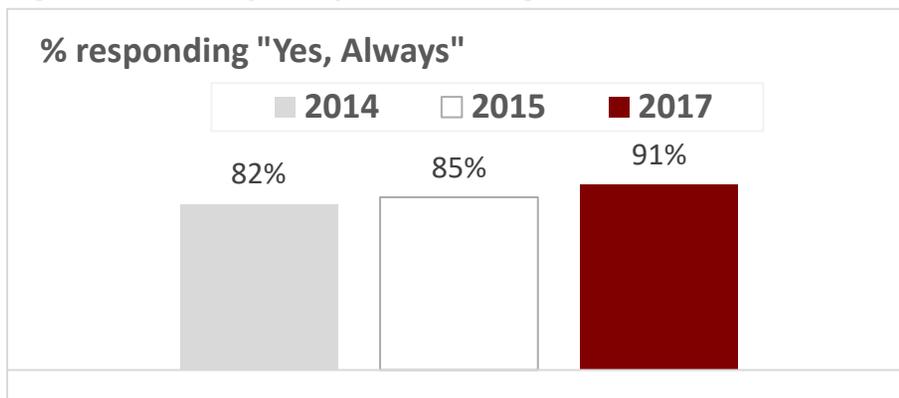


Figure 14: Is the facility clean enough?

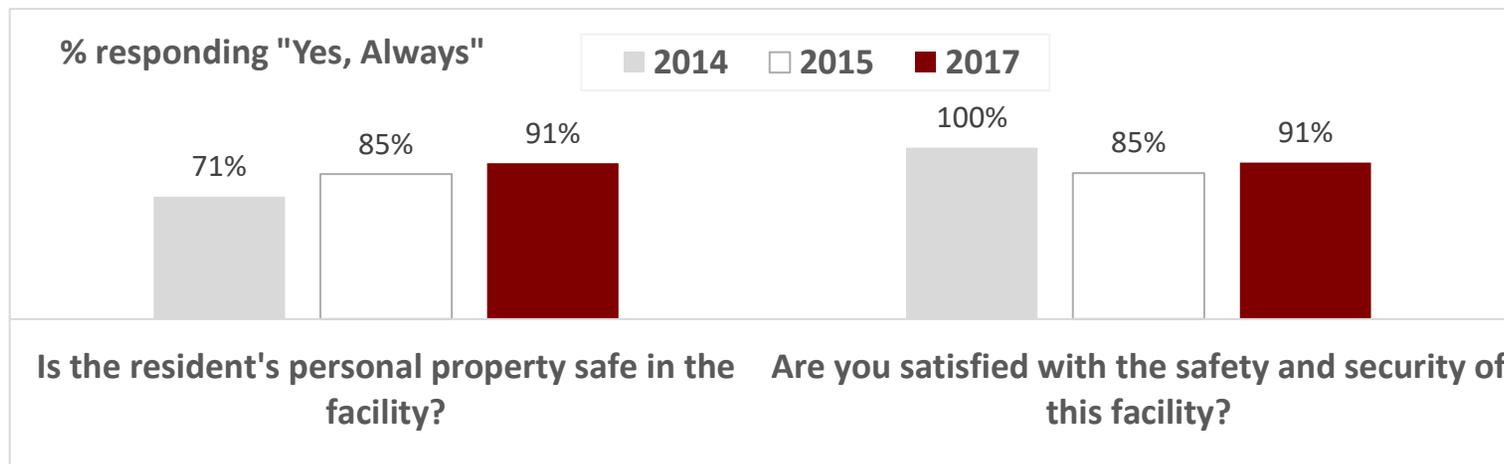


Safety and Security

Family members were asked about safety and security of resident's personal property and the facility itself. Compared to previous years, a higher percentage of respondents (91%) in 2017 indicated that the resident's personal property is always safe in the facility (see Figure 15).

Most respondents (91%) were also satisfied with the safety and security of the facility, though this represents a decrease in satisfaction from previous years (see Figure 15). One respondent raised concerns about the security of the main entrance door, and recommended there should be a code given to the family to enter the building at this entrance to enhance the security and safety of the residents.

Figure 15: Safety and Security



Additional Comments

Very few comments were provided by respondents when asked what Greenwood Court should continue, stop, and start doing. One item mentioned, among a few respondents, was the television service with Rogers Cable. Three respondents noted that the service with Rogers is too complicated and often does not work.

Can anything be done to simplify the TV service? Every time I visit, my mother has accidentally messed up the TV by misusing the remote. For the cost of Rogers cable service, I feel that Rogers is not providing a set up which is simple, easy to use, and fool-proof for elderly, confused residents such as my mother.

The change to Rogers as cable provider has been less than successful. The remote control is unnecessarily complicated. Simpler ones were promised but have never shown up. Also, the higher cable channels often don't come on, but are blank or have a "Currently Unavailable" notice. That's unacceptable.

One respondent asked if the music therapy program could be offered again.

At one time, there were opportunities for music therapy. The residents could spend time one on one and then in groups while being guided on a musical instrument by a music therapist. My mother really enjoyed this. The sessions seemed to lift her spirit and bring joy. Would like to see this program return if possible.

Appendix A: 2014 and 2017 Survey Responses at a Glance

Legend

⬆ = Percentage increase greater than 5%

-- = No change or change in percentage is 5% or less

⬇ = Percentage decrease greater than 5%

Area	Year and % ²		Change
	2014	2017	
Admissions	2014	2017	+/--/⬇
Did the staff provide you with adequate information about the different services in the facility?	80%	87%	⬆
Did the staff give you clear information about the cost of care?	92%	88%	--
Did the staff provide a thorough tour of the facility, including all service and amenity areas, prior to or at the time of admission?	84%	92%	⬆
Recreation and Programs	2014	2017	+/--/⬇
Do Recreation and Program staff follow up quickly to respond to your concerns?	59%	63%	--
Do Recreation and Program staff treat you with respect?	85%	89%	--
Activities	2014	2017	+/--/⬇
Does the resident have enough to do in the facility?	48%	33%	⬇
Are the activities things that the resident likes to do?	23%	17%	⬇
Is the resident satisfied with the pastoral/spiritual activities in the facility?	70%	73%	--

² Percentages represent respondents who indicated "Yes, always" to survey questions.

Area	Year and % ²		Change
Do the Recreation and Pastoral staff treat the resident with respect?	88%	95%	+
Choices³	2014	2017	+/--/↓
Can the resident get out of bed in the morning when he/she likes?	27%	48%	+
Can the resident go to bed when he/she likes?	30%	48%	+
Can the resident choose the clothes that he/she wears?	20%	65%	+
Can the resident fix up his/her room with personal items so it looks like home?	63%	67%	+
Does the staff leave the resident alone if he/she does not want to do anything?	57%	78%	+
Is the resident encouraged to make decisions about his/her personal care routine?	35%	59%	+
Direct Care and Nursing	2014	2017	+/--/↓
Does a staff person check on the resident to see if he/she needs a blanket, needs a drink, needs a change in position?	55%	70%	+
On weekdays, is a staff person available to help the resident if he/she needs it (e.g. help with getting dressed, help getting things)?	73%	70%	--
On weekends and evenings, is a staff person available to help the resident if he/she needs it (help with getting dressed, help getting things)?	64%	52%	↓
Are the Personal Support Workers (PSWs) gentle when they take care of the resident?	56%	77%	+
Do the Personal Support Workers treat the resident with respect?	58%	96%	+
Do the Personal Support Workers spend enough time with the resident to become familiar with his/her wants and needs?	59%	65%	+
Administration	2014	2017	+/--/↓

³ These percentages should be cautiously interpreted, as several family members indicated they did not know or this does not apply to the resident to questions in this section.

Area	Year and % ²		Change
Is the administration available to talk to you?	89%	70%	--
Does the administration treat you with respect?	100%	82%	--
Meals and Dining	2014	2017	+/--/↓
Does the resident think that the food is tasty?	46%	40%	↓
Are foods served at the right temperature (cold foods cold and hot foods hot)?	62%	72%	+
Can the resident get the foods he/she likes?	52%	43%	↓
Does the resident get enough to eat?	88%	89%	--
Laundry	2014	2017	+/--/↓
Does the resident get his/her clothes back from the laundry?	60%	78%	+
Does the resident's clothing come back from the laundry in good condition?	65%	83%	+
Environment	2014	2017	+/--/↓
Can the resident get outdoors when he/she wants to, either with help or on their own?	33%	39%	+
Can you find places to talk to the resident in private?	100%	86%	↓
Is the resident's room quiet enough?	81%	83%	--
Are you satisfied with the resident's room?	78%	87%	+
Are the public areas (dining room, halls) quiet enough?	63%	61%	--
Does the facility seem homelike?	67%	73%	+
Is the facility clean enough?	82%	91%	+

Area	Year and % ²		Change
Is the resident's personal property safe in the facility?	71%	91%	+
Are you satisfied with the safety and security of this facility?	100%	91%	↓
General	2014	2017	+/--/↓
Are your telephone calls handled in an efficient manner?	76%	65%	↓
Do residents look well-groomed and cared for?	50%	65%	+
Is the staff here friendly?	77%	87%	+
Do you get adequate information from the staff about the resident's medical condition and treatment?	65%	83%	+
Are you satisfied with the medical care in this facility?	59%	83%	+
Are you satisfied with the incontinent products supplied?	n/a	95%	n/a
Would you recommend this facility to a family member or friend?	85%	91%	+
Overall, do you like this facility?	86%	87%	--