

2017 Family Satisfaction Survey

Nithview Community



Tri-County
Mennonite Homes

Aldaview Services

Greenwood Court | Nithview Community

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 Nithview Community 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 survey findings, including quantitative and qualitative data. Feedback from this survey will help guide improvements in TCMH's services.

Methodology

One hundred family members of Nithview Community residents received TCMH's Family Satisfaction Survey. Families had the option of completing the survey online or on paper. Fifty-five family members of Nithview residents completed TCMH's 2017 Family Satisfaction Survey, yielding a 56% response rate overall.

Respondents' Profile

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

Family member relationship to resident

- 67% of respondents were the resident's child/child's spouse
- 18% were the resident's spouse

Frequency of family member visits

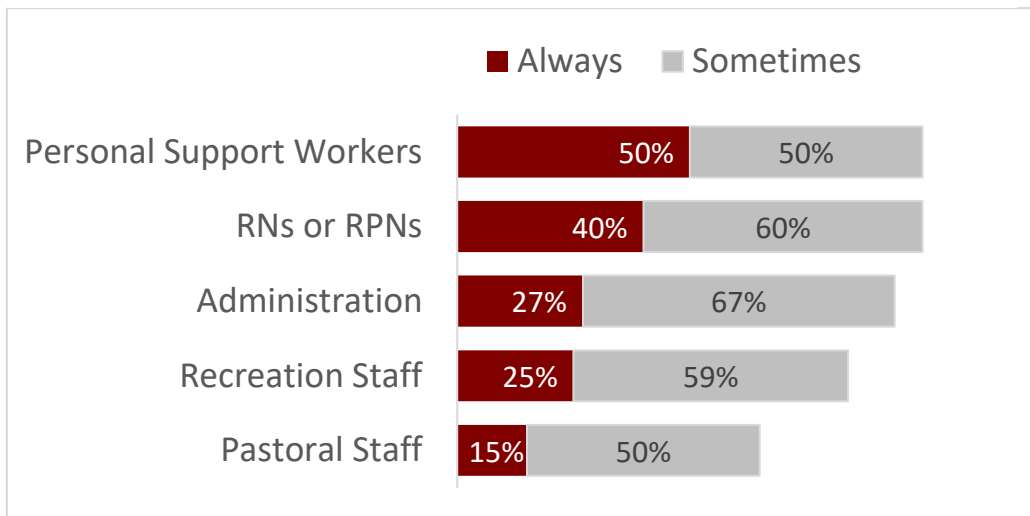
- 81% of respondents reported visiting the resident once a week or more, with 15% visiting the resident daily

Who family members speak with at TCMH

- 50% of respondents always speak with the Personal Support Workers (PSW) (see Figure 1)
- 41% always speak to the RNs or RPNs

Just over 70% of respondents noted that the resident always recognizes them (71%), and 39% 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 Tri-County Mennonite Homes. Family members appreciate the kind and compassionate staff who provide care for their loved ones.

Finding in 2017 showed improved satisfaction with TCMH's admissions' experience, medical care provided at the facility, and responsiveness of Recreation and Program staff.

Activities that are offered are appreciated such as the outdoor excursions, tea time, music programs, and seasonable celebrations. Respondents continue to request engaging residents in multiple ways, by offering more activities for the residents.

While responses also showed an increase in satisfaction with staff availability on weekdays and weekends since the last Family Satisfaction Survey, family members still emphasized a need for more staff.

Areas which showed some decrease in satisfaction were the efficiency with which telephone calls are handled, and residents' safety and security. While Administration appears to be available, phone calls may not be handled as efficiently as respondents would like. Regarding safety and security, there was a decrease in the percentage of respondents reporting the residents' personal property is always safe in the facility. Despite these areas for improvement, there was an increase in the percentage of respondents who liked the facility overall. The report that follows shows highlights from the 2017 Family Satisfaction Survey, and provides comparisons to previous years' findings.



Admissions and Administration

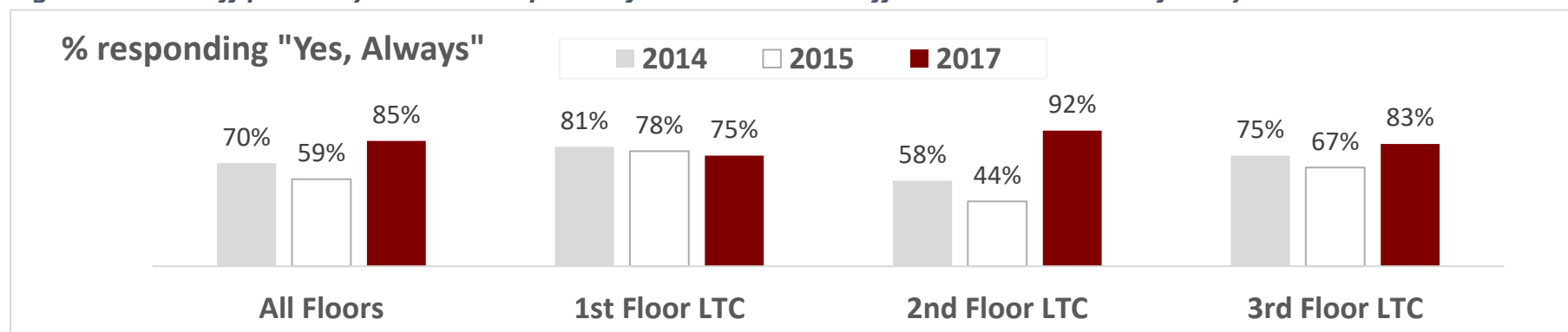
In 2017, respondents with family members admitted to Nithview within the last two years were asked about their admissions experience. In 2017, most respondents noted TCMH staff provided clear information about the cost of care (94%) and a thorough tour of the facility (91%), an increase from previous years in both areas.¹ Eighty-five percent of respondents reported receiving adequate information about different services in the facility, compared to 70% in 2014 (see Figure 2). A relatively higher percentage of 2nd floor respondents noted receiving adequate information about different services in 2017, from 58% in 2014 to 92% in 2017.

Most family members (91%) noted Administration always treats them with respect. Three-quarters of respondents (75%) noted Administration is always available to talk to them (see Figure 3). Compared to 2014, a relatively higher percentage of 1st floor respondents indicated Administration is always available to talk to them (from 63% in 2014 to 82% in 2017).

However, there's been a decrease in the percentage of respondents indicating their telephone calls are always handled in an efficient manner, from 85% in 2014 to 73% in 2017 (see Figure 4).

Thus far, the Administration (Stacey & Marlene) have been amazing and called to ensure that we are good and to clarify mother's needs. I can't say enough about how receiving everyone has been.

Figure 2: Did staff provide you with adequate information about different services in the facility?



¹ This question was open to all respondents in 2014 and 2015; in 2017 it was limited to family members of new residents admitted within the past two years.

Figure 3: Is Administration available to talk to you?

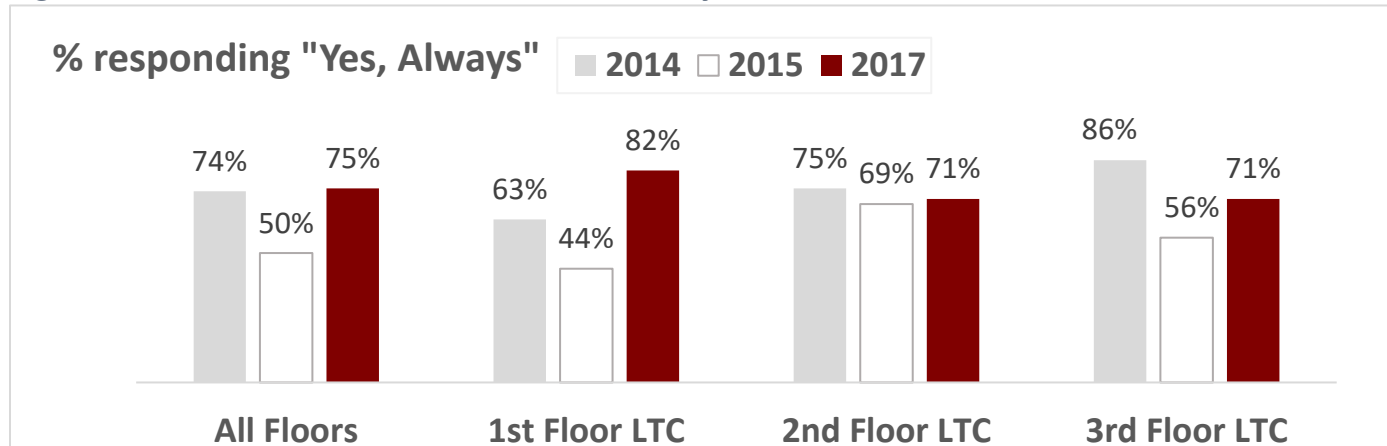
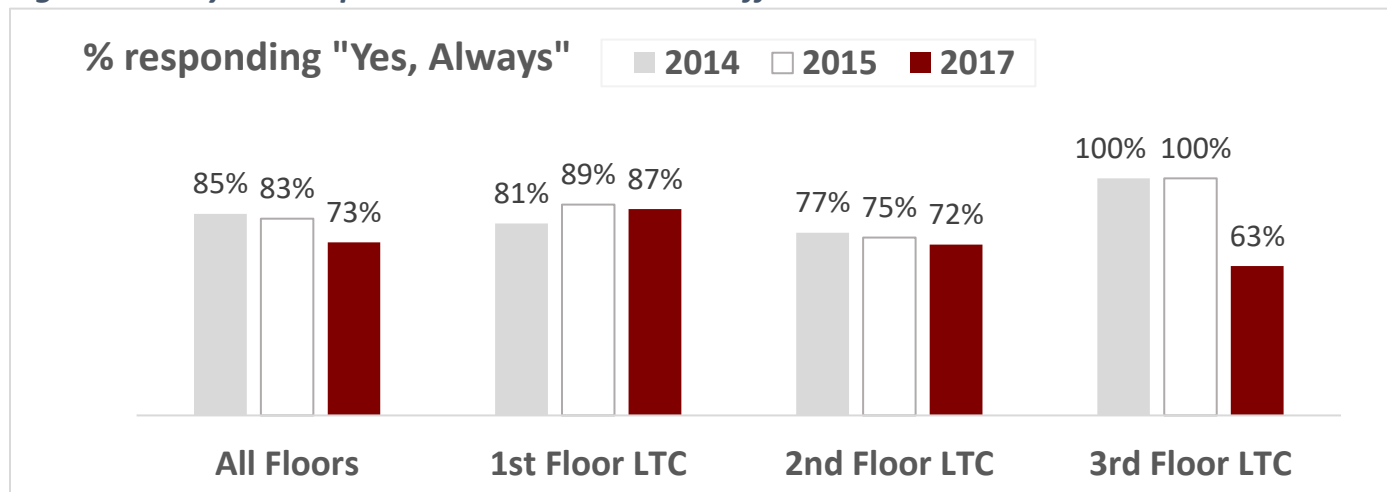


Figure 4: Are your telephone calls handled in an efficient manner?

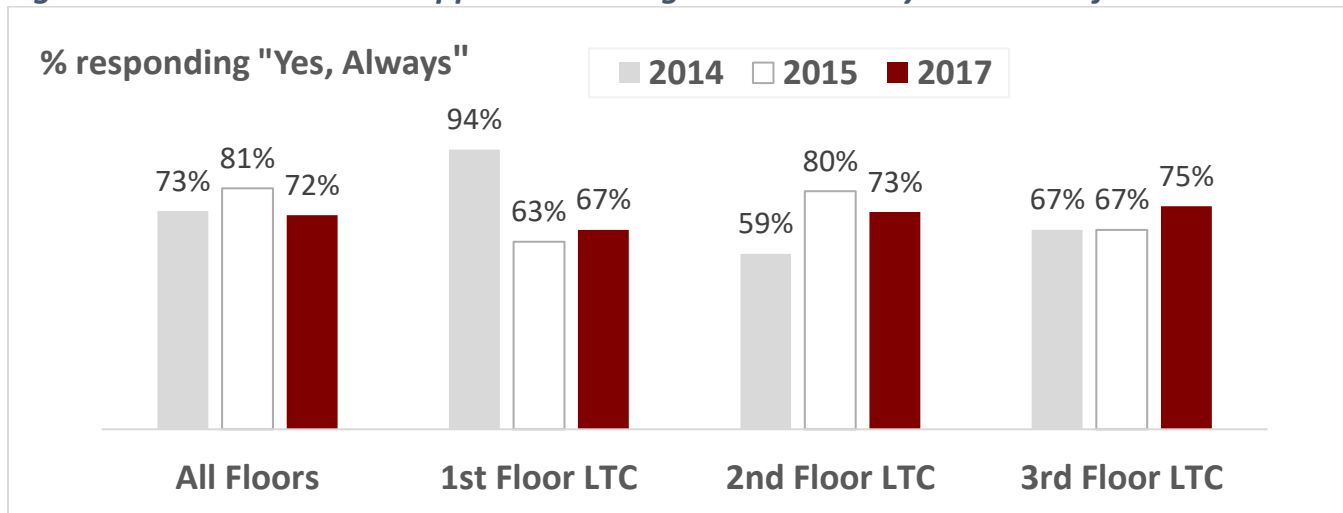




Direct Care & Nursing Staff

Family members were asked about care received by Personal Support Workers and Nursing Staff. Eighty-percent of respondents indicated the PSWs always treat the resident with respect and 72% believe the PSWs are always gentle when taking care of the resident. Compared to 2014, a higher percentage of family members of 2nd and 3rd floor residents reported PSWs as always gentle when taking care of the resident (see Figure 5). While there was an increase in satisfaction from 2015 to 2017 among 1st floor respondents, there was an overall decrease in satisfaction among this floor since 2014 (from 94% in 2014 to 67% in 2017).

Figure 5: Are the Personal Support Workers gentle when they take care of the resident?



Continue the TLC when caring for my parent. The 'smiles' are contagious. Thank you.

In general, I am VERY happy with staff and care provided by all Nithview staff.

Time PSWs spend with residents to become familiar with their wants and needs has increased since 2014; for example, 56% of respondents felt PSWs always spend enough time to become familiar with residents in 2017, compared to 44% in 2014.

Compared to previous years, respondents reported staff availability to always help residents on weekdays and weekends has increased (see Figure 6 and 7). Specifically, in 2017, 70% of respondents indicated a staff person is always available to

help on weekdays if needed, compared to 64% in 2015. The percentage of respondents indicating staff are always available on weekends increased from 52% in 2015 to 66% in 2017. The largest increase occurred on 2nd and 3rd floors.

Figure 6: On weekdays, is a staff person available to help the resident if he/she needs it?

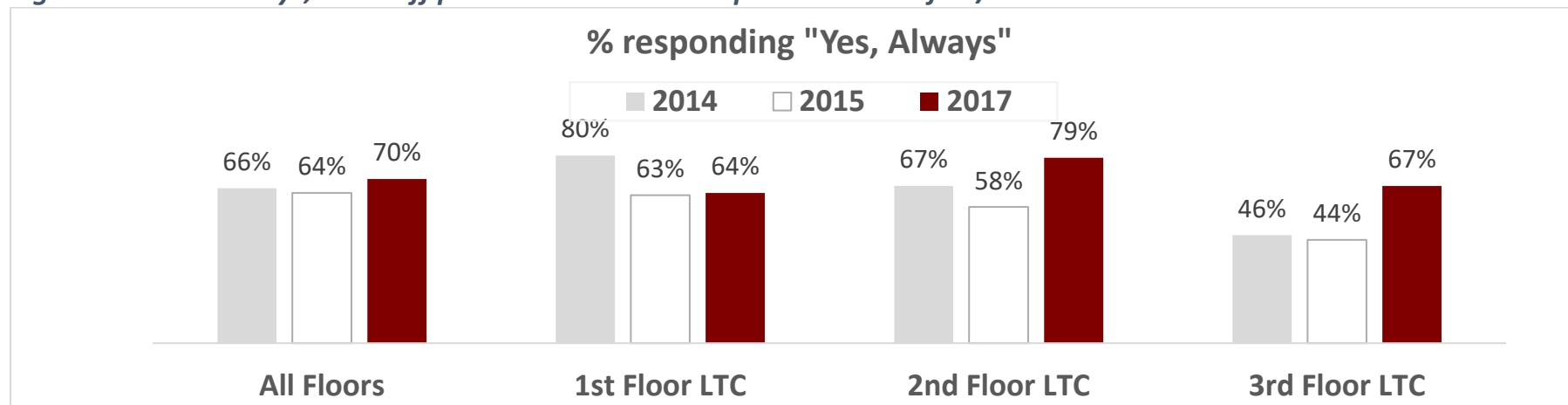
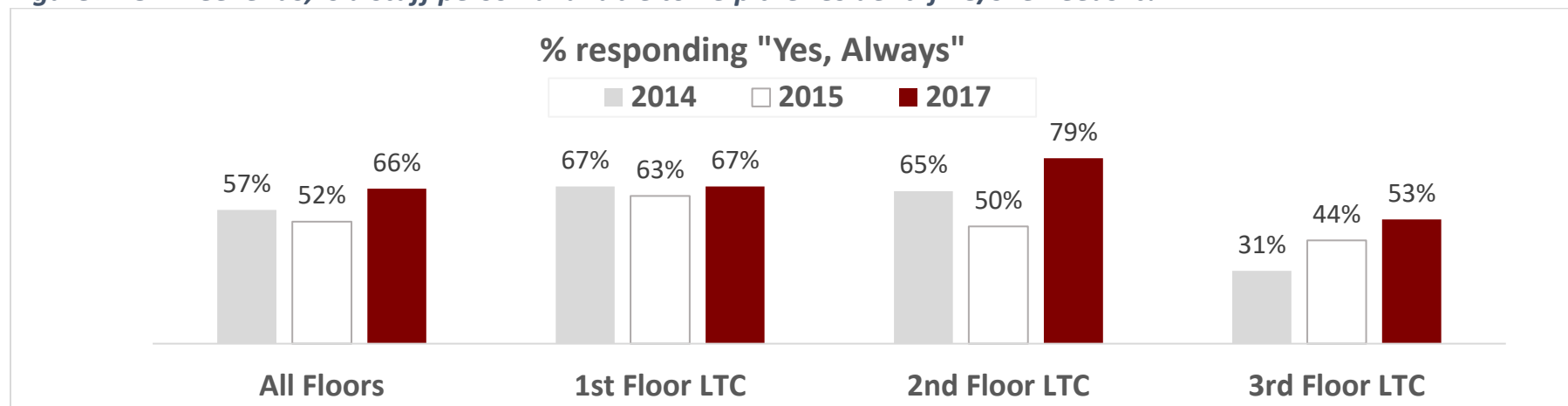
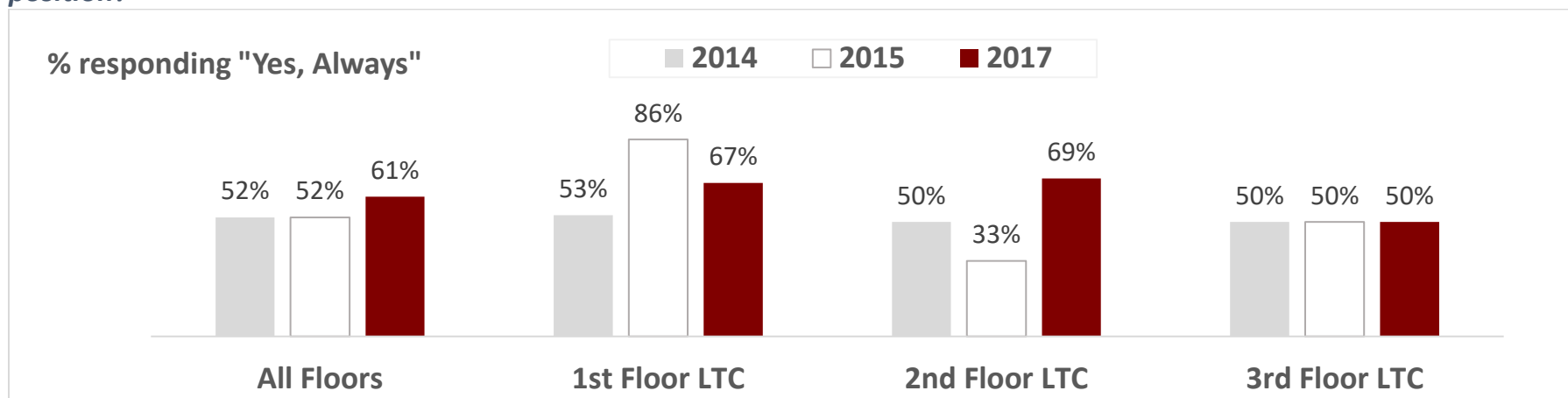


Figure 7: On weekends, is a staff person available to help the resident if he/she needs it?



Compared to previous years, a higher percentage of respondents, overall, indicated staff check on the residents to see if they need a blanket, drink, or change in position (see Figure 8), from 52% in 2014 to 61% in 2017. See Figure 8 for variations among floors.

Figure 8: Does a staff person check on the resident to see if he/she needs a blanket, needs a drink, needs a change in position?



While responses show that staffing availability has generally increased overall since the last Family Satisfaction Survey, respondents still emphasized more staff are needed.

Staffing is a big problem and I realize it is extremely hard to get reliable staff. There is a huge need for more PSWs or staff on evenings, nights and on weekends.

More PSW's on floor, seem to be short staffed many times. The PSWs are fantastic with her. But at times these hard-working girls need more help.

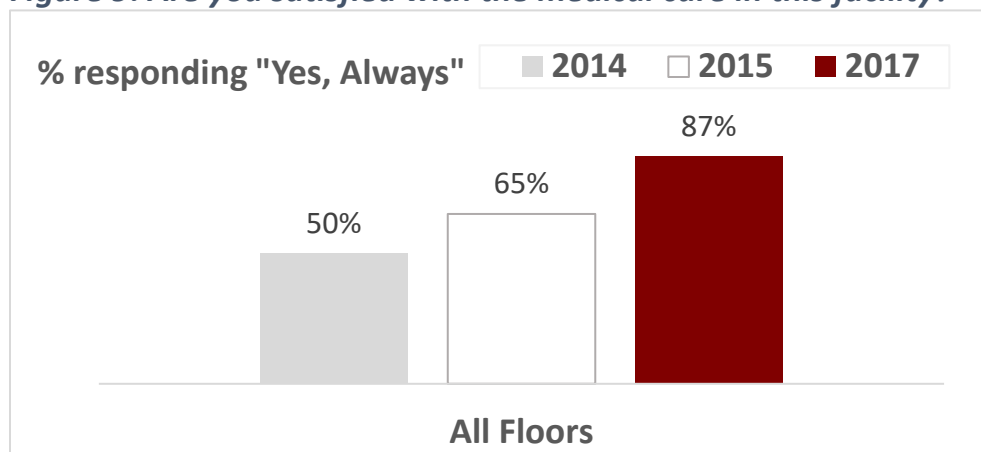
[Staff] have a big responsibility at the home. It is a tough job but when they work long shifts it shows.

Hire more staff so residents would not have to wait so long, at times, for PSWs to come.

More PSW's on floor, seem to be short staffed many times. Toilet service, resident has been noted to wait 30 minutes which needs two PSW's for lift on commode.

Family members were asked if they were satisfied with the medical care received at TCMH; 87% of respondents said yes, they were always satisfied. This represents an increase from 2014 (50%) and 2015 (65%) (see Figure 9).

Figure 9: Are you satisfied with the medical care in this facility?



A couple of respondents suggested that communication could be improved so that all staff were on the “same page.” For example:

*Improve communication between all staff (i.e., doctor to nurse to PSW to recreation staff to behaviour staff).
Communicate so everybody is on the same page.*

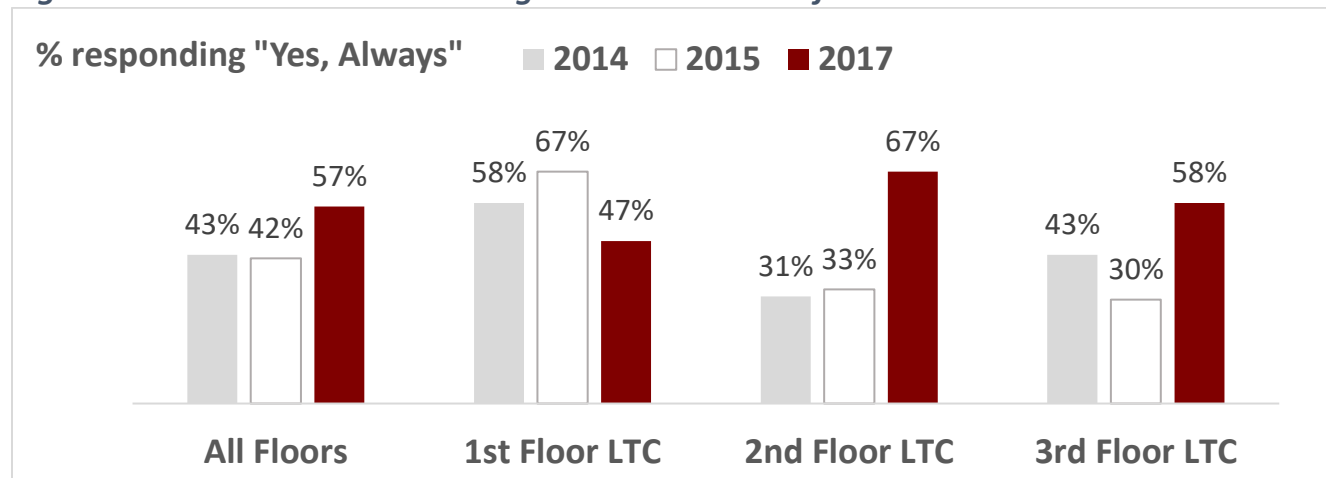
*Staff are constantly changing with far too many agency staff who have no idea who my [resident] is. The RPNs I speak to do not understand the medication [he/she] is receiving when I ask about it.
There is very little communication.*

Personal Care

A higher percentage of respondents indicated residents always look well-groomed and cared for in 2017 compared to previous years; for example, from 43% in 2014 to 57% in 2017 (see Figure 10).

A couple of respondents raised concerns about personal care received among their family members, and requested that closer attention be paid specifically to dental hygiene. One respondent requested that use of other residents' blankets be stopped, noting residents' blankets are often used by others and sometimes finds their family member using other residents' blankets.

Figure 10: Do Residents look well-groomed and cared for?



In 2017, family members were asked about the quality of incontinence products offered at TCMH. Most respondents (89%) were always satisfied with the incontinence products supplied.

- 85% of respondents indicated they are satisfied with the quality of the incontinence products
- 100% are satisfied with the absorbency of the product
- 98% are satisfied with the comfort/fit of the product

Activities, Recreation, and Programs

Respondents indicated their loved ones enjoy activities at TCMH such as tea time, music programs, and outings. While many activities were highlighted, less than half of respondents (40%) indicated residents always had enough to do and 22% indicated the activities are always things the resident likes to do (see Figure 11). These percentages are similar to those of previous years. Respondents suggested to continue what activities are being offered, and offer more activities. See Table 2 below for activities to continue offering and consider offering.



Figure 11: Activities

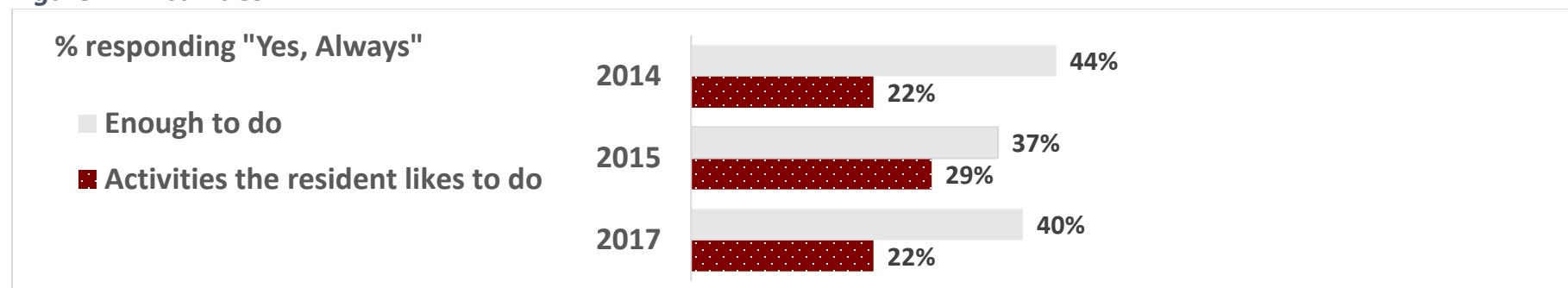


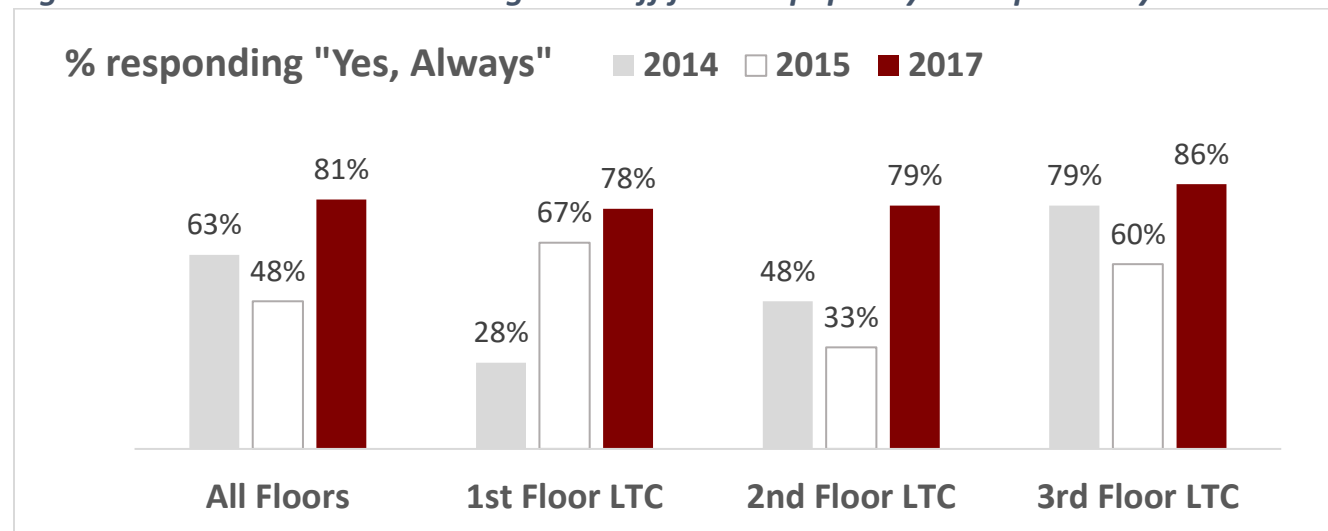
Table 1: Activities to Continue and Consider Offering

<i>Please Continue...</i>	<i>Please Consider...</i>
<ul style="list-style-type: none"> • Having tea time/tea room gatherings • Outings (lunch, scenery, restaurants) • Singing groups on each floor/Music programs • Celebrating seasonal activities • Offering chapel services and programs • Men's club • Offering multiple activities • Speakers • Informational meetings 	<ul style="list-style-type: none"> • More day trips (shopping, restaurants, drive in the country) • Having tea time during other times of day • Trying family game nights • Trying family pizza nights • A resident cat • One-on-one activities for those that can't participate in group activities • Offering activities that match a resident's intellectual level

In the 2017 survey, the term “Recreation and Program staff” was used to refer to the staff identified as formerly called “Resident Services Staff” in the 2014 and 2015 Family Satisfaction Surveys. When asked if Recreation and Program staff follow up quickly with family members’ concerns, 81% of respondents said yes, always (see Figure 12). An even higher percentage (93%) said the Recreation and Program staff always treat them with respect.

One respondent noted that “recreation staff working weekends & evenings is very beneficial for the residents - gives more activities for them to do.”

Figure 12: Do Recreation and Program staff follow up quickly to respond to your concerns?



* Note in 2014 and 2015 Family Satisfaction Surveys, “Recreation and Program Staff” were referred to “Resident Services Staff”

Some respondents shared their appreciation for staff encouraging their loved ones to participate in activities and asked staff to continue providing this encouragement.

I like that my [family member] gets encouragement to do things. I hope this doesn't stop. Often if she says "no" initially but, she would actually enjoy herself if she went to more events.

Continue to encourage [my family member] to participate in activities. Continue the excellent care and communication.

I would like you to continue to make efforts to involve [my family member] in activities outside of her room...She is a person that enjoys being involved in whatever is going on so it would be great if she could get "picked up" and taken to things that are happening outside of her room and outside of LTC.

Have the recreation staff continue to ask/tell him that they are going to an activity since his first response to a question will always be "no."

Recreation staff working weekends & evenings is very beneficial for the residents - gives more activities for them to do. It is excellent for Resident Life Coordinators to work weekends in case there is a concern.

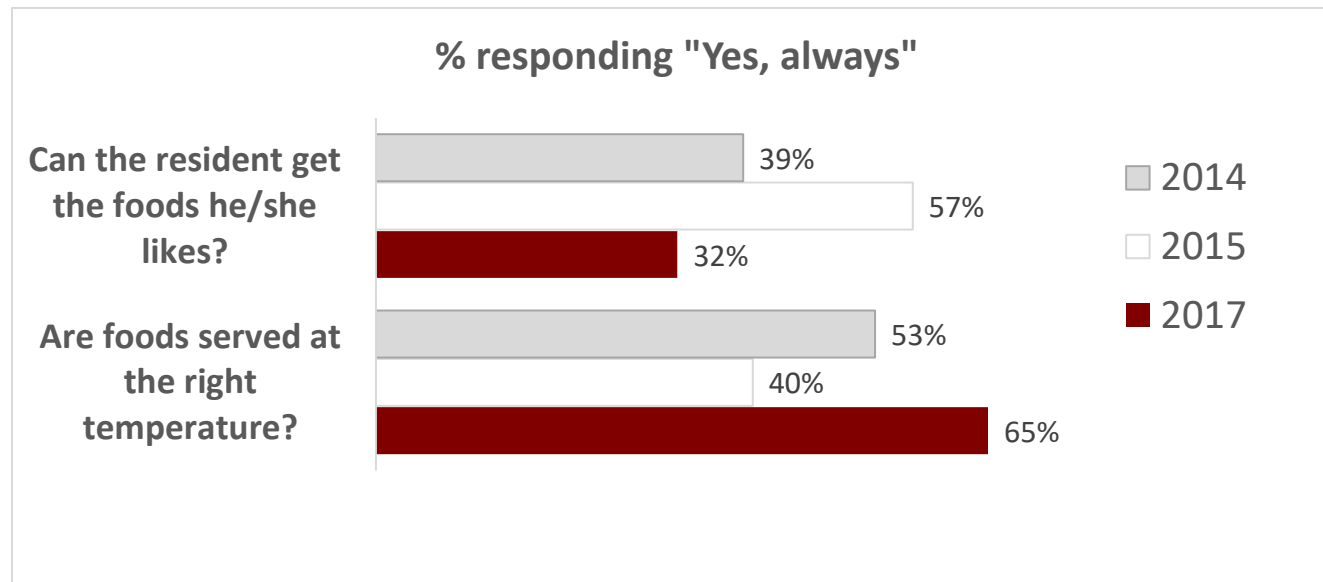
Meals and Dining

In 2017, most respondents (90%) indicated that the resident always gets enough to eat. This percentage is higher than compared to 2014 (81%), but similar to that of 2015 (93%).

Other questions about meals and dining included whether the resident thinks the food is tasty, whether foods are served at the right temperature, and whether the resident can get the food he/she likes. Approximately one-third of respondents (n=18) indicated “do not know” or “does not apply” in response to these questions. Among those who did respond (n=37), 32% indicated the resident can always get the food he/she likes and 65% that the foods are always served at the right temperature (see Figure 13).

No suggestions or comments were made about meals and dining in the 2017 Family Satisfaction Survey.

Figure 13: Meals and Dining



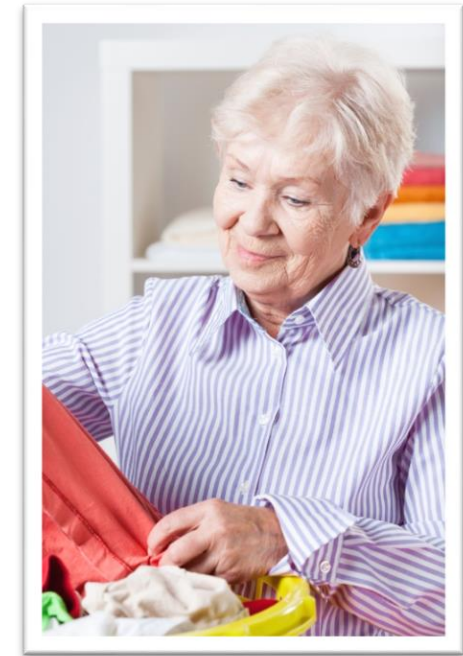
Laundry

Laundry services have improved overall since the 2015 survey. When asked if residents get his/her clothes back from the laundry, 63% of respondents said yes, always. This percentage is higher than in 2015 (52%), though lower than in 2014 (75%) (see Figure 14). In 2017, approximately three-quarters of respondents (73%) indicated that the resident's clothing come back in good condition; this represents an increase from 2015 where 54% indicated clothing always comes back in good condition (see Figure 14).

A couple of respondents noted that residents' own clothes sometimes go missing, or that some clothes in the residents' drawers are not theirs.

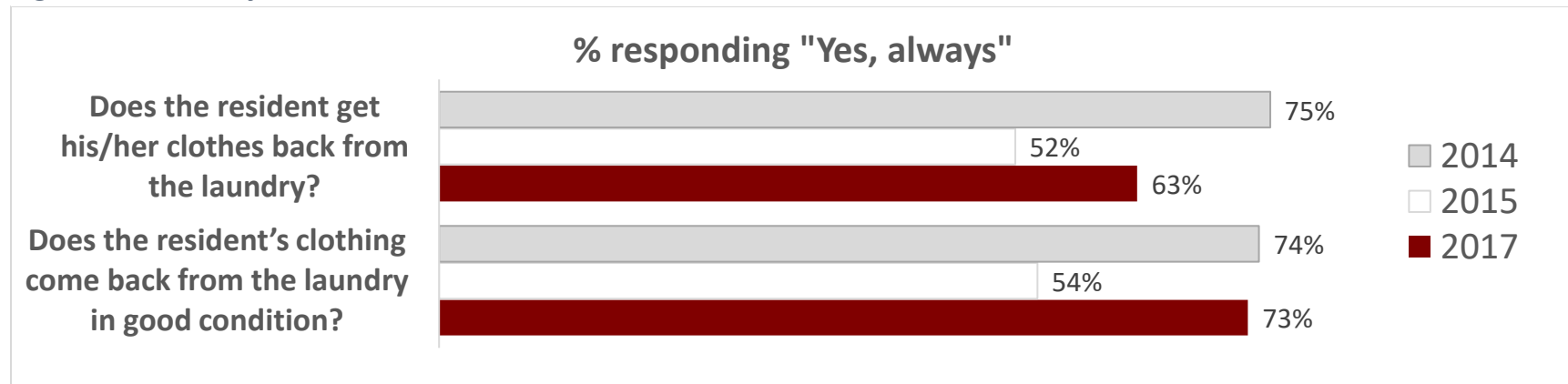
[Clothing] return from laundry seems to be slow, or clothes end up missing at times.

My [family member] has clothes in her closet and drawers that are not hers and I am wondering where they came from?



A few suggestions for improving laundry services included implementing a better tracking system and removing soiled laundry from the hallway to reduce lingering odours. One respondent also noted it would be helpful to receive an email itemising what clothing the resident needs, what sizes, and how urgent the need is for these articles of clothing.

Figure 14: Laundry Services



Environment

Family members were asked various questions about the environment at TCMH. Overall, four out of five (78%) respondents indicated they were always satisfied with the resident's room (see Figure 15). Similarly, 80% of respondents indicated the resident's room is always quiet enough. One respondent raised a concern about residents wandering into other people's rooms. Another respondent recommended a call bell be installed in all bathrooms.

Compared to previous years, a smaller proportion of respondents (71%) indicated that the facility is always clean enough (see Figure 16). One respondent suggested the facility overall needs updating through a renovation, and another suggested residents' rooms could be refreshed.

Figure 15: Are you satisfied with the resident's room?

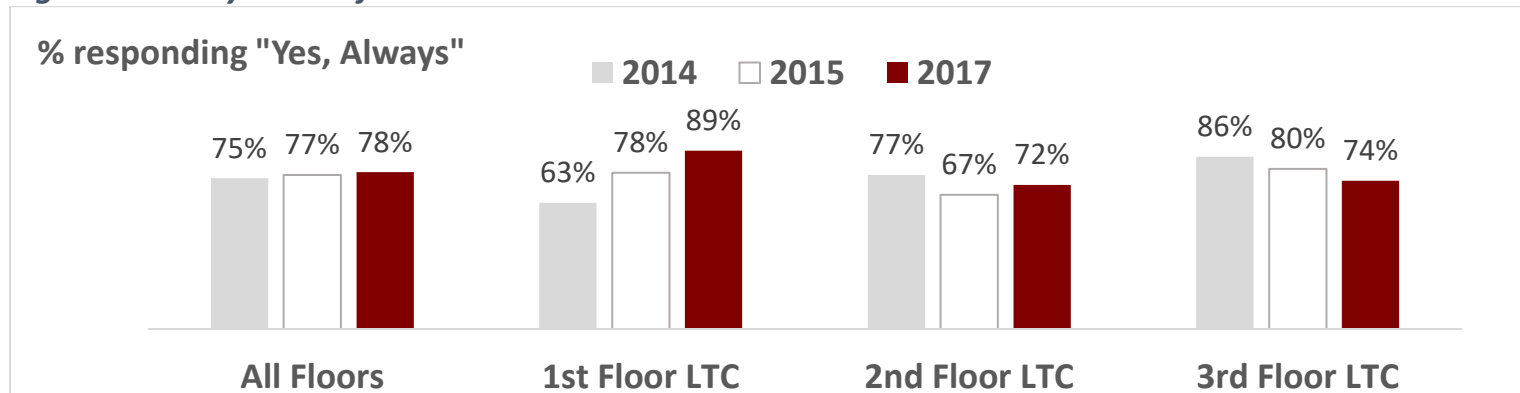
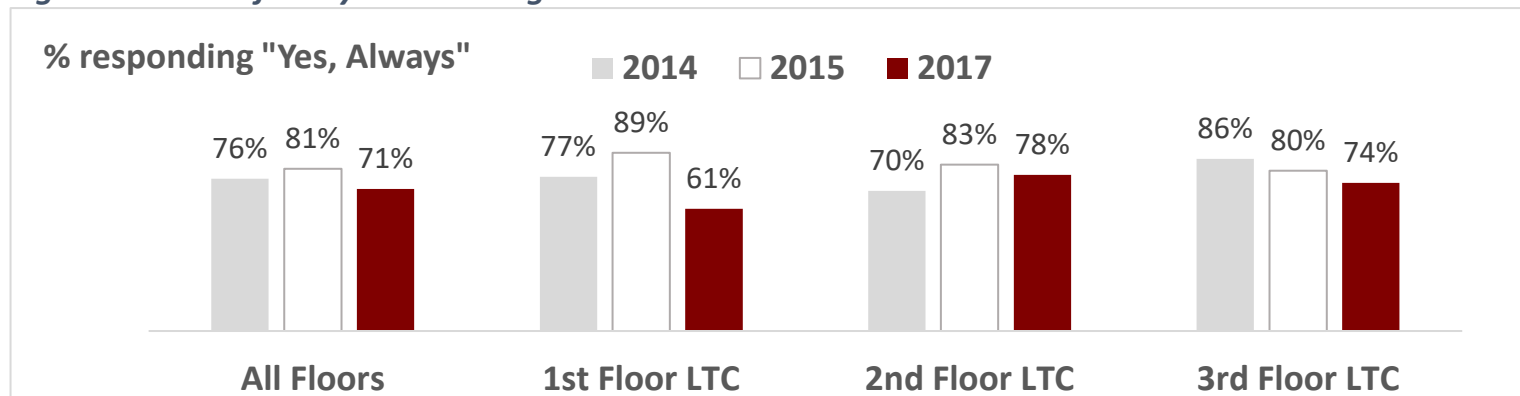


Figure 16: Is the facility clean enough?



Safety and Security

Family members were asked questions around safety and security of resident's personal property and the facility itself. Compared to previous years, a smaller percentage of respondents (43%) in 2017 indicated that the resident's personal property is always safe in the facility (see Figure 17).

A smaller percentage of respondents were satisfied with the safety and security of the facility, from 73% in 2015 to 56% in 2017 (see Figure 18). While there was an increase in satisfaction with the safety and security from 2014 to 2015 among the 1st and 2nd floors, in 2017 all floors showed a decrease in satisfaction with safety and security.

Figure 17: Is the resident's personal property safe in the facility?

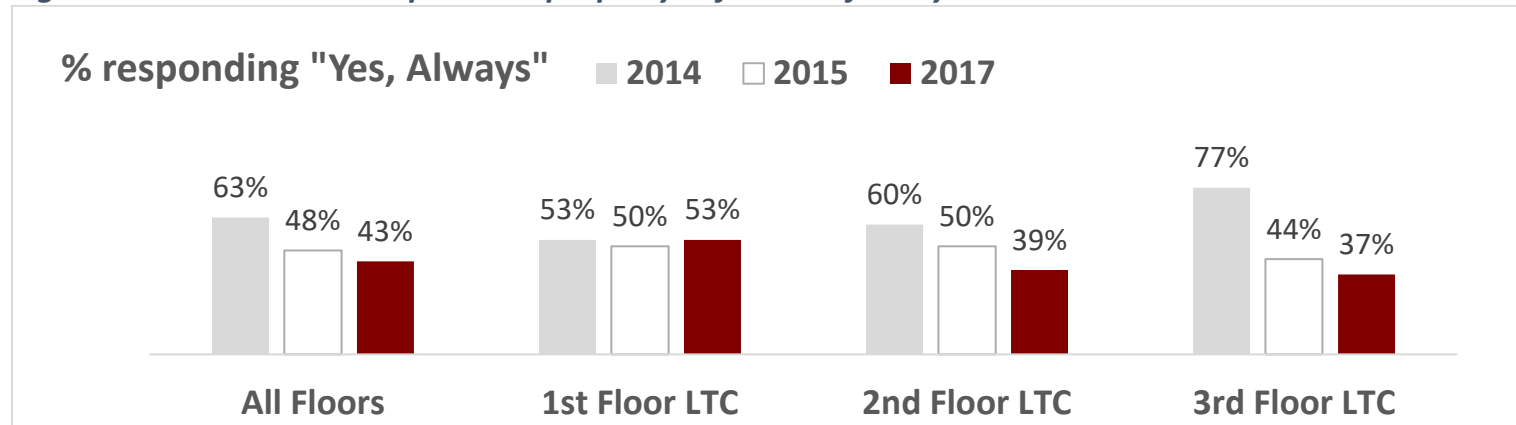
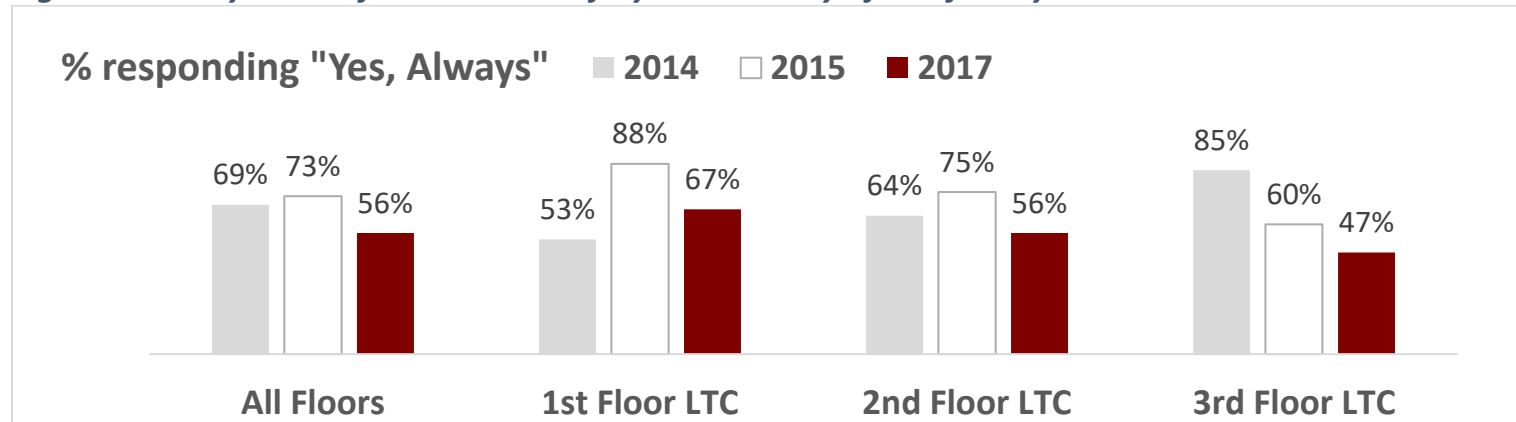


Figure 18: Are you satisfied with the safety and security of this facility?



Additional Comments

Family members were asked what TCMH should start, stop, and continue to do. Comments received have been incorporated and summarized into the table below.

Please continue...	Please consider...	Please ensure that...
<p>Good Care</p> <ul style="list-style-type: none"> • Providing more care throughout the day • Supplying reasonably good care for the resident • Excellent care and communication • Being compassionate & caring & concerned • Trying to get and keep as many good competent PSWs as you can possibly afford <p>Activities</p> <ul style="list-style-type: none"> • Giving multiple activities to stimulate residents • Giving tea time as an activity that allows for small group interaction and time out of the room • Encouraging residents to participate in activities • Men's club • Music programs • Having people taking wheelchairs down to Tea Room • Outings for lunch and outings to see scenery 	<p>Activities</p> <ul style="list-style-type: none"> • Offering more outings for residents of long term care • Keeping residents engaged • Offering family-oriented programming (not just for grandchildren, but for older children) programming (e.g., Family game nights/pizza nights) • Offering more choices for activities • Ensuring resident is not in bed too many hours in the day <p>Communication</p> <ul style="list-style-type: none"> • Sending an email outlining what clothing items the resident needs, noting what sizes and how urgent the need for each particular item • Improving communication between all staff • Senior management learning to listen more effectively 	<p>Environment</p> <ul style="list-style-type: none"> • Soiled laundry carts are not sitting in the hallways • Building repairs are made quickly • Mail is opened and accessible • Flowers residents receive are taken care of/maintained • The TV charger is handy for those in wheelchairs • Too many residents (e.g., 11-13) residents are not in front of the television at the same time <p>Safety and Security</p> <ul style="list-style-type: none"> • More staff are hired so residents would not have to wait so long, at times, for PSW to come • Patients with dementia are not entering other people's rooms • De-escalating a situation is used as a first response to situations, and not drugs

Please continue...	Please consider...	Please ensure that...
<ul style="list-style-type: none"> • Singing groups on each floor • Tuesday evening music • Seasonal activities • Church-related activities <p>Communication</p> <ul style="list-style-type: none"> • Informing family of medication changes and informing family of situations that happen • To value volunteers <p>Personal Care/Grooming</p> <ul style="list-style-type: none"> • Providing haircuts regularly as per schedule 	<ul style="list-style-type: none"> • Getting more feedback from Jenvine care regarding footcare services <p>Safety/Security</p> <ul style="list-style-type: none"> • Ensuring all bathrooms have a call bell • Being more responsive to answer call bells in a reasonable time • Ways to ensure residents don't wander into other residents' rooms <p>Environment</p> <ul style="list-style-type: none"> • Having soft music playing in residents' room for residents that find music soothing • Starting to renovate the whole home • Getting a resident cat <p>Personal Care/Grooming</p> <ul style="list-style-type: none"> • Keeping better track of laundry 	<p>Personal Care/Grooming</p> <ul style="list-style-type: none"> • Residents' laundry is not mixed with other residents' items • Teeth are regularly and thoroughly cleaned

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?	70%	83%	⬆
Did the staff give you clear information about the cost of care?	86%	94%	⬆
Did the staff provide a thorough tour of the facility, including all service and amenity areas, prior to or at the time of admission?	54%	91%	⬆
Recreation and Programs	2014	2017	+/--/⬇
Do Recreation and Program staff follow up quickly to respond to your concerns?	63%	81%	⬆
Do Recreation and Program staff treat you with respect?	89%	93%	--
Activities	2014	2017	+/--/⬇
Does the resident have enough to do in the facility?	44%	40%	--
Are the activities things that the resident likes to do?	24%	22%	--
Is the resident satisfied with the pastoral/spiritual activities in the facility?	63%	64%	--

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?	95%	90%	--
Choices	2014	2017	+/--/↓
Can the resident get out of bed in the morning when he/she likes?	39%	46%	+
Can the resident go to bed when he/she likes?	44%	43%	--
Can the resident choose the clothes that he/she wears?	37%	39%	--
Can the resident fix up his/her room with personal items so it looks like home?	66%	65%	--
Does the staff leave the resident alone if he/she does not want to do anything?	66%	70%	--
Is the resident encouraged to make decisions about his/her personal care routine?	39%	39%	--
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?	52%	61%	+
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)?	66%	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)?	57%	66%	+
Are the Personal Support Workers (PSWs) gentle when they take care of the resident?	73%	72%	--
Do the Personal Support Workers treat the resident with respect?	77%	80%	--
Do the Personal Support Workers spend enough time with the resident to become familiar with his/her wants and needs?	44%	56%	+
Administration	2014	2017	+/--/↓
Is the Administration available to talk to you?	74%	75%	--

Area	Year and % ²		Change
Does the Administration treat you with respect?	90%	91%	--
Meals and Dining	2014	2017	+/--/↓
Does the resident think that the food is tasty?	33%	35%	--
Are foods served at the right temperature (cold foods cold and hot foods hot)?	53%	65%	+
Can the resident get the foods he/she likes?	39%	32%	↓
Does the resident get enough to eat?	81%	90%	+
Laundry	2014	2017	+/--/↓
Does the resident get his/her clothes back from the laundry?	75%	63%	↓
Does the resident's clothing come back from the laundry in good condition?	74%	73%	--
Environment	2014	2017	+/--/↓
Can the resident get outdoors when he/she wants to, either with help or on their own?	37%	36%	--
Can you find places to talk to the resident in private?	81%	77%	--
Is the resident's room quiet enough?	79%	80%	--
Are you satisfied with the resident's room?	75%	78%	--
Are the public areas (dining room, halls) quiet enough?	52%	52%	--
Does the facility seem homelike?	53%	55%	--
Is the facility clean enough?	76%	71%	--

Area	Year and % ²		Change
Is the resident's personal property safe in the facility?	63%	43%	↓
Are you satisfied with the safety and security of this facility?	69%	56%	↓
General	2014	2017	+/--/↓
Are your telephone calls handled in an efficient manner?	85%	73%	↓
Do residents look well-groomed and cared for?	43%	57%	+
Is the staff here friendly?	69%	78%	+
Do you get adequate information from the staff about the resident's medical condition and treatment?	63%	76%	+
Are you satisfied with the medical care in this facility?	50%	73%	+
Are you satisfied with the incontinent products supplied?	n/a	84%	n/a
Would you recommend this facility to a family member or friend?	70%	82%	+
Overall, do you like this facility?	63%	80%	+