

2019 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) invited family members/friends of Nithview Community residents to complete its 2019 Family Satisfaction Survey. Survey questions were adapted from Ohio's Department of Aging questionnaire (<http://www.aging.ohio.gov>). TCMH first implemented this survey in 2014; 2019 represents the fourth cycle of this survey, with previous surveys being completed in 2014, 2015, and 2017.

As in previous years, TCMH contracted an independent consulting firm, [Fresh Insights](#), to conduct the 2019 Family Satisfaction Survey, analyze responses, and prepare a report for the TCMH Task Force. 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

TCMH distributed the survey to families. Families had the option of completing the survey online or on paper. Forty family members completed TCMH's 2019 Family Satisfaction Survey; this represents a 41% response rate.

Reporting Notes

Questions in the survey had the following answer options: *Yes, Always*; *Yes, Sometimes*; *No, Hardly Ever*; and, *No, Never*. Respondents could also select *Don't know* or *Not applicable* to any of the questions. Graphs in this report display percentages of those who selected *Yes, Always*. Percentages exclude those who selected *Not applicable* or *Don't know*.

Key Findings

As in previous years, 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. Compared to 2017, findings from 2019 showed:

- Increases in those reporting that the residents' property is always safe in the facility, and in satisfaction with safety and security of the facility.
- An increase in those reporting the resident can always get the food they like.
- A decrease in the percentage of respondents reporting that staff are always available on weekdays and weekends in 2019; however, fewer concerns were shared about staff availability and the number of staff on shifts compared to 2017.
- A decrease in those indicating that the administration is always able to talk to family members in 2019, though similar percentages reporting that administration always treat family members with respect.
- In some areas, individual floors differed in improvements; for example, some individual floors showed increases in satisfaction, while others a decrease.

New in 2019, respondents requested the following supports for family members:

- ✓ Better onboarding for families, not just administration for resident
- ✓ Family counselling
- ✓ Guidance on local resources
- ✓ Supporting POAs and family members

Keep up the great work. My dad said he would never want to go to Long-Term Care. He really likes it at Nithview.

Never thought the resident would spend so many years there; glad we found a good place!

You're doing a great job.

Care has been great!

Keep up the good care.

Staff are friendly and available when I want to talk to them about something.

Respondents' Profile

When asked about their relationship to the resident at Nithview, three out of every five respondents indicated being either the resident's child or the resident's child's spouse. Just over a quarter (28%) indicated they were the resident's spouse.

Most respondents (77%) visit their loved ones at least once a week, with one third (33%) visiting at least daily and just under a quarter (23%) visiting several times a week (see Figure 1).

In the 2019 survey, just under half of family members indicated they always talk to Personal Support Workers (45%) and Recreation Staff (41%) (see Figure 2), and just over 10% indicated they always talk to Administration (11%).

Figure 1: How often family members visit residents.

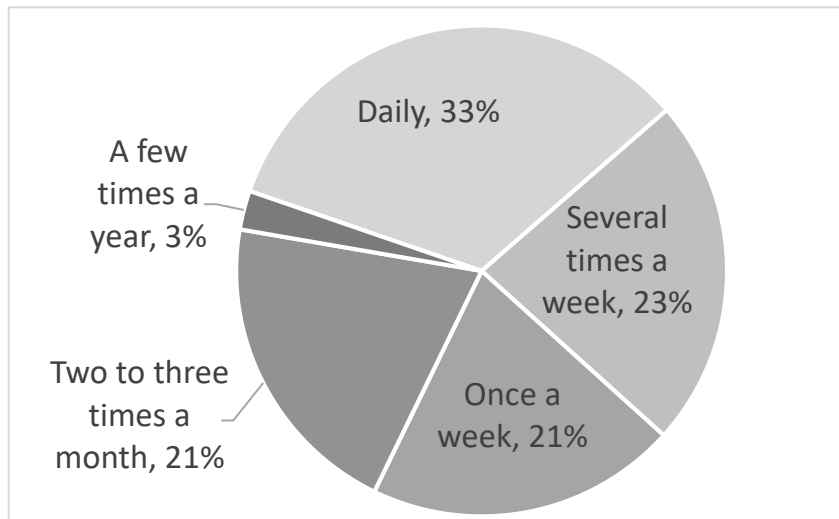
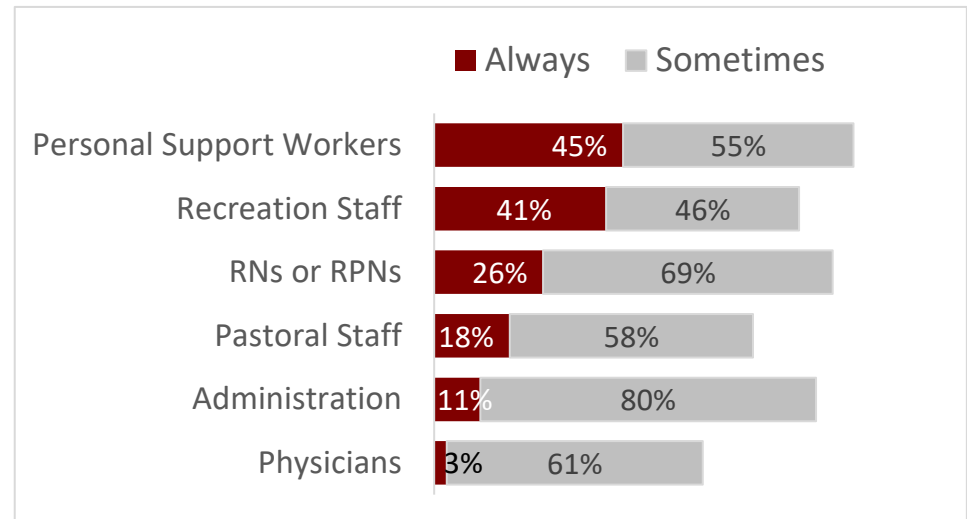


Figure 2: Do you talk with the following staff?





Admissions and Administration

As in 2017, most family members (89%) who responded to the survey indicated that administration always treats them with respect (see Figure 3). A smaller percentage of respondents indicated that administration is always available to talk to them in 2019 (53%) compared to 2017 (75%) across all floors (see Figure 4).

Figure 3: Does administration treat you with respect?

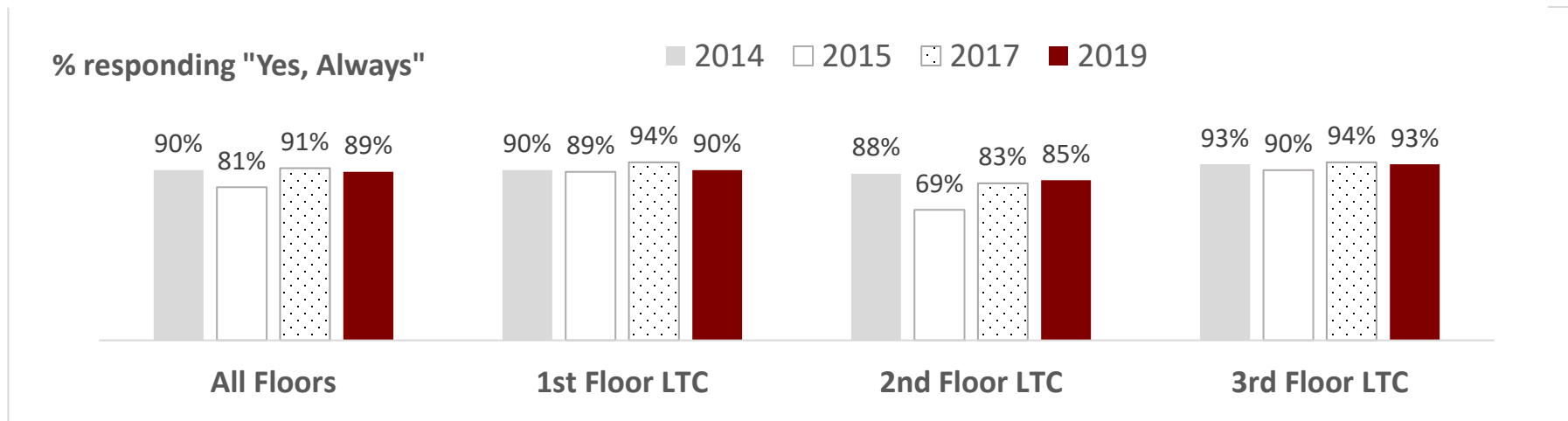
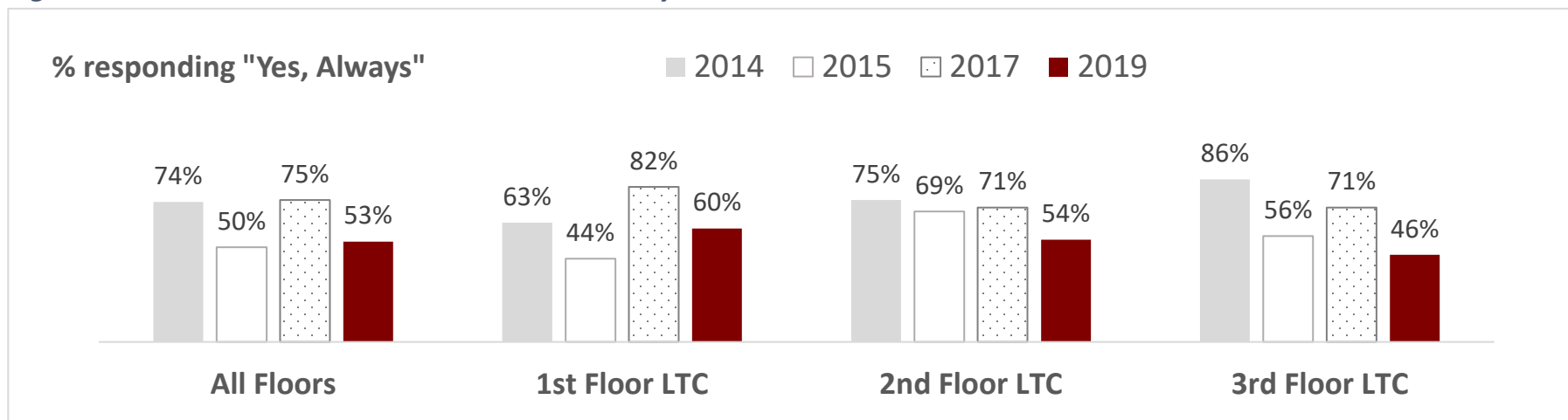


Figure 4: Is the administration available to talk to you?



When asked about the admissions process:

- 96%** of respondents indicated that staff gave clear information about the cost of care;
- 74%** indicated staff provided them with adequate information about the different services in the facility; and,
- 70%** indicated staff provided a thorough tour of the facility.

Family members were asked to share what they wish Nithview would start doing; suggestions around communication are listed below.

- ✓ Better onboarding for families, not just administration for resident.
- ✓ Have a monthly meeting about day-to-day situations.
- ✓ Communicate with family on how residents act to staff and other residents.
- ✓ Communicate with family on resident's health (i.e., doing well or issues that they see arise or going on).
- ✓ Reassuring family members about resident.
- ✓ Avoid scheduling family meetings midday during the week (e.g., for those coming out of town).
- ✓ Send monthly invoices and surveys electronically.
- ✓ Update the website with contact info, newsletter, events, etc.
- ✓ To be able to see the doctor more often to discuss resident's needs.



Direct Care & Nursing

Respondents shared positive comments about the quality care that TCMH staff provide. Family members asked TCMH to keep up the good work, continue to care about resident's care, and to continue to check on the resident, especially at night.

As in previous survey years, some respondents commented on hiring more staff and/or having more staff on shift; however, there were fewer comments related to staffing than in previous years.

This year, a couple of family members suggested more support for themselves would be helpful; for example, to provide family counselling, information on how to better support their loved one, guidance on local resources, and support for POAs.

Staff are awesome. My dad and I are thrilled! Competent, kind, patient.

We appreciate the excellent medical care, caring staff, and cleanliness. Glad we found a good place!



When asked about care received from Personal Support Workers (PSWs), across all floors, around three-quarters of respondents (72%) indicated that the PSWs always treat the resident with respect (see Figure 5). For this question, the 3rd floor saw an increase from 79% in 2017 to 92%, while the 2nd floor saw a decrease from 76% to 43%.

Approximately two-thirds of respondents (65%) indicated that the PSWs are always gentle when they take care of the resident (see Figure 6).

Figure 6: Do the Personal Support Workers treat the resident with respect?

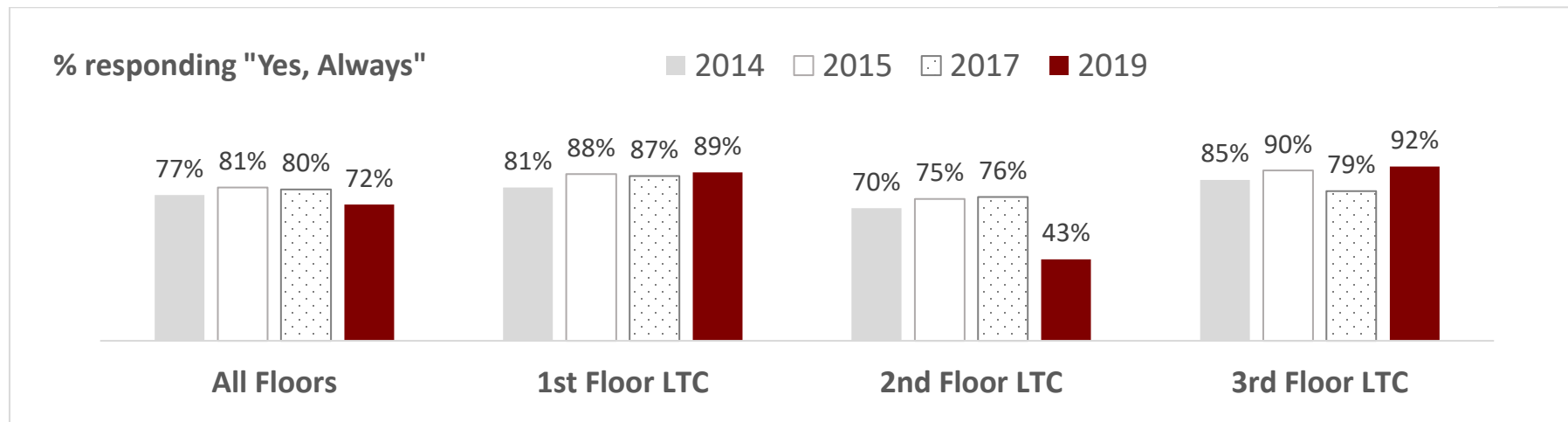
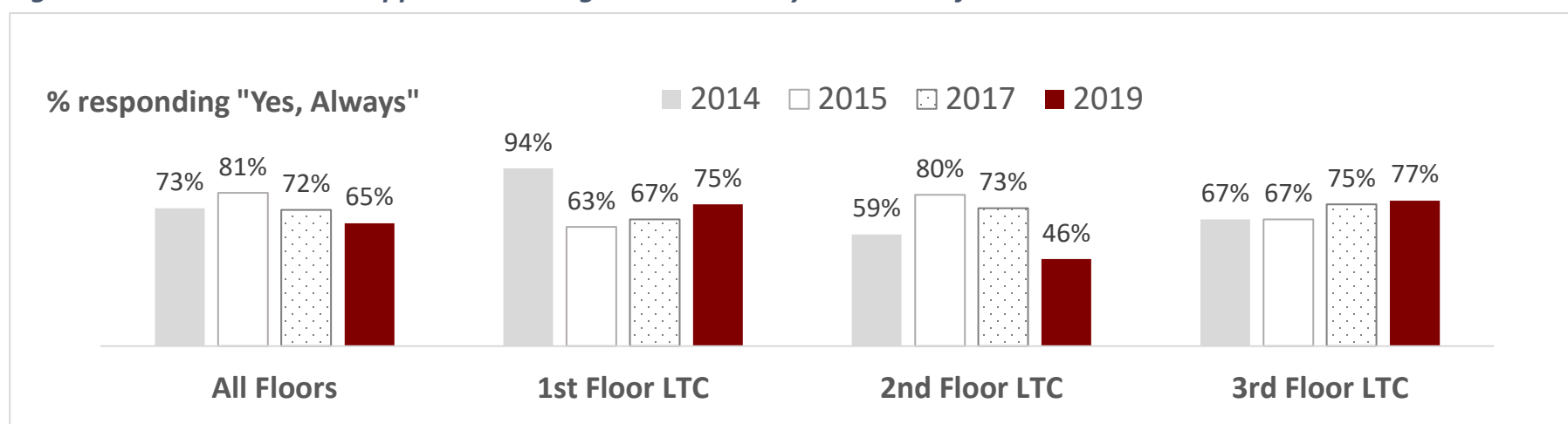


Figure 5: Are the Personal Support Workers gentle when they take care of the resident?



A smaller percentage of respondents indicated a staff person is always available to help residents on weekdays and weekends compared to 2017. For example, in 2019, 62% family members reported a staff person is always available to help residents on weekdays compared to 70% in 2017 (see Figure 7). In 2019, just over half (53%) indicated that a staff person is always able to help residents on weekend compared to two-thirds in 2017 (66%) (see Figure 8).

Compared to 2017, a smaller percentage of 1st floor and 2nd floor respondents reported that a staff is always available on weekends. Among 3rd floor respondents, however, this percentage increased from 53% in 2017 to 75% in 2019.

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

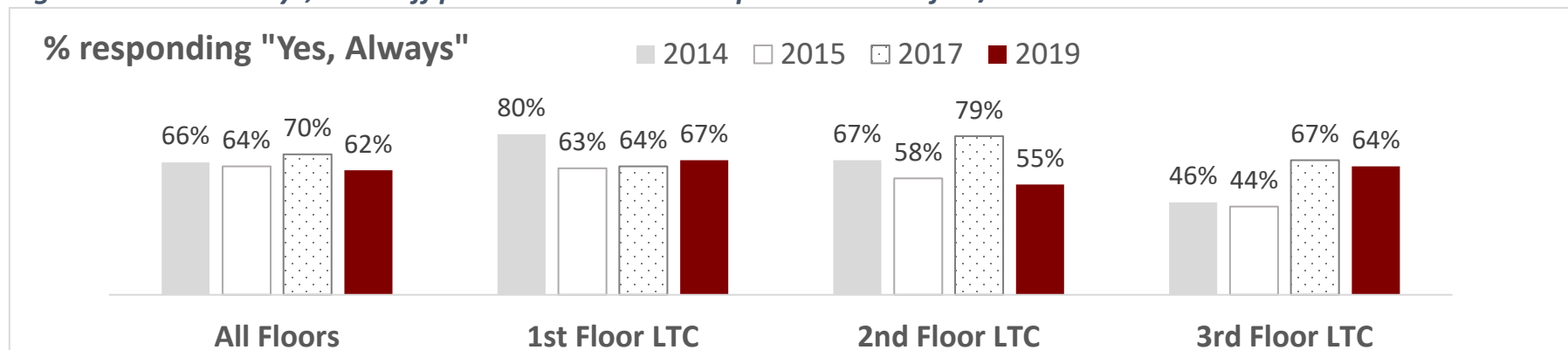
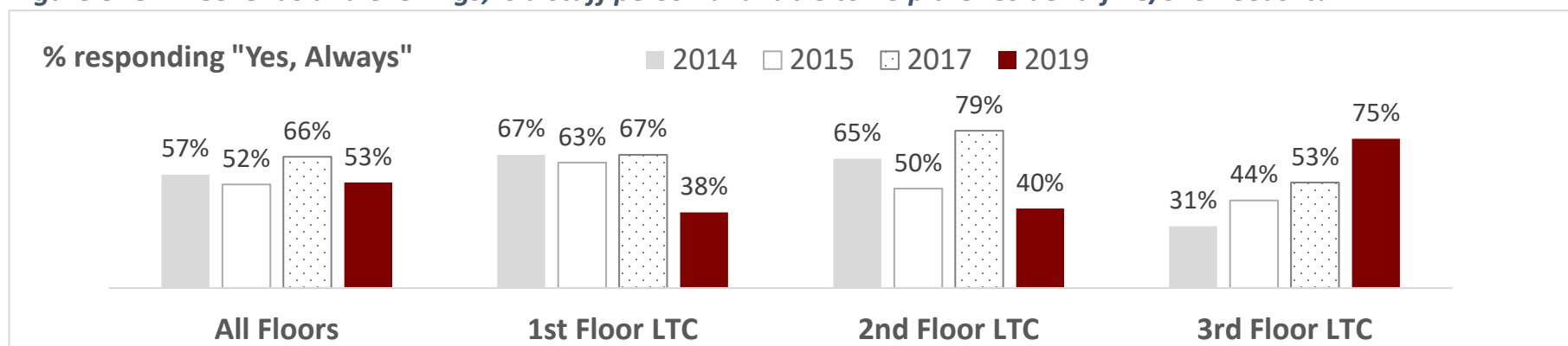


Figure 8: On weekends and evenings, is a staff person available to help the resident if he/she needs it?





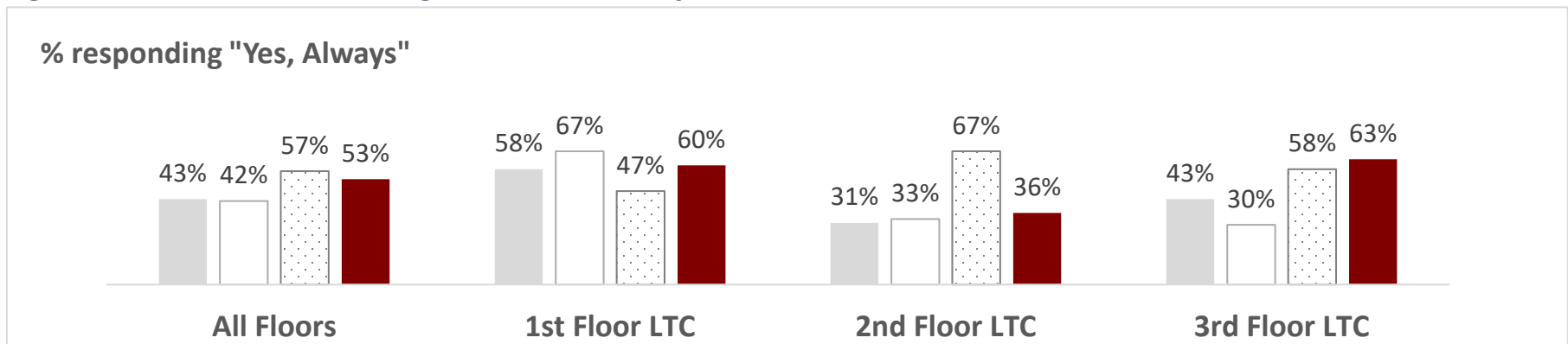
Personal Care

Approximately half the respondents (53%) indicated residents always look well-groomed and cared for; the 1st floor and 3rd floor had an increase in those responding yes, always since 2017 (see Figure 9), while the 2nd floor had a decrease. A few respondents (8%, n = 3), felt that residents hardly ever looked groomed or cared for.

Suggestions for improved personal care included:

- ✓ Changing garbage bags with soiled laundry more often
- ✓ Leaving some water in a cup in the afternoon for resident
- ✓ Shaving resident daily
- ✓ Washing resident's face and hands after all meals
- ✓ Brushing a resident's hair for psychological comfort, rather than 'looks good enough'
- ✓ Dressing resident appropriately, especially on weekends
- ✓ Providing more assistance with dressing and changing of clothes when soiled
- ✓ Putting incontinence briefs on properly every time
- ✓ Staff spending more time with residents

Figure 9: Do residents look well-groomed and cared for?



On the topic of incontinence products offered at TCMH, in 2019, 84% of respondents reported being always satisfied with the incontinence products supplied (89% in 2017). In particular:

100% are satisfied with the absorbency of the product (same as 2017)

96% are satisfied with the comfort/fit of the product (98% in 2017)

89% of respondents indicated they are satisfied with the quality of the incontinence products (85% in 2017)



Activities, Recreation, and Programs

When family members were asked what they wish Nithview would continue doing, several comments were made regarding activities and programs offered. For example, survey respondents wished Nithview would continue:

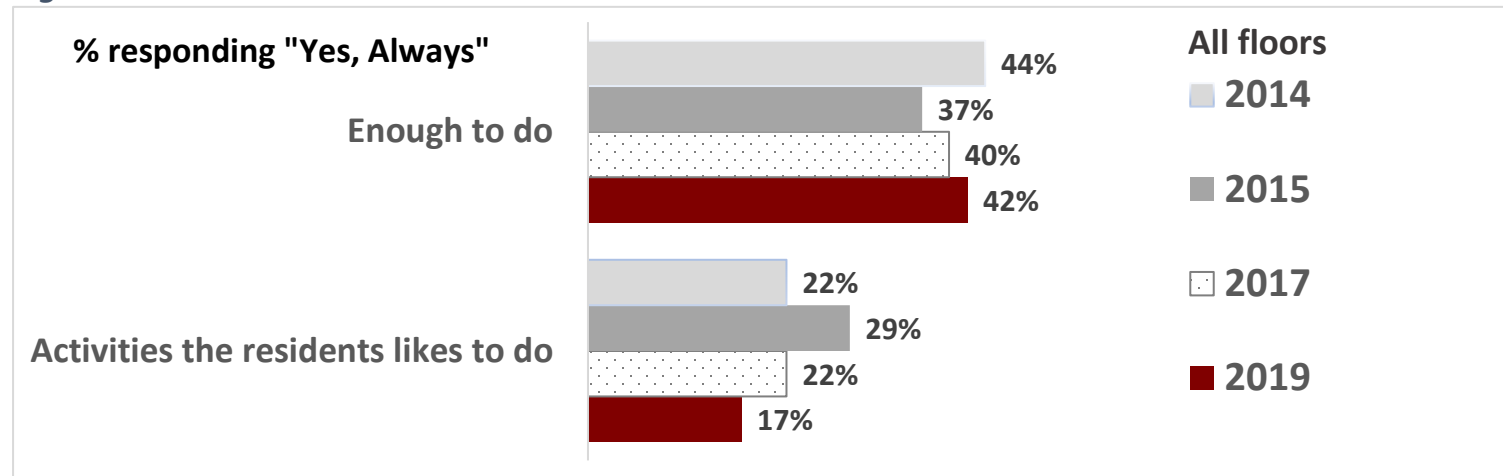
- Afternoon teas
- Bus outings
- Church services
- Decorating floors for special occasions
- Engaging seniors as much as they allow
- Taking resident to church and musical entertainment when they feel good enough to go
- Musical entertainment
- Activities at various times throughout the week
- Taking residents out in the summertime
- Dining out
- Keeping residents active and busy

Respondents' suggestions for activities they wish Nithview would start doing, or would encourage the resident to do, included:

- ✓ Introducing resident to other residents who shares their own capacity
- ✓ Offering/providing more outings
- ✓ Showing a film or movie in the tearoom or auditorium
- ✓ Taking resident to entertainment even when they say no
- ✓ Taking the resident outside for back yard walks
- ✓ Being active outdoors, such as walks versus just sitting outside

On the topic of activities, around two-fifths of respondents (42%) indicated there is always enough to do and 17% indicated the activities are always things the residents wants to do (see Figure 10). A few respondents (12%, n = 3) responded there are hardly ever enough things to do, and 14% indicated that activities are hardly ever activities that residents like to do.

Figure 10: Activities



Similar to 2017, across all floors, around 80% of respondents indicated that Resident Services staff always follow up quickly to respond to their concerns in 2019 (see Figure 11). Among 1st and 2nd floor respondents there was an increase in those reporting Resident Services staff always follow up quickly to their concerns, while there was a decrease among 3rd floor respondents. Almost all (97%) indicated that the staff always treat them with respect (see Figure 12); the highest percentage since the first survey in 2014. No respondents marked hardly ever or never to these questions about staff follow up and staff respect.

Figure 11: Do the Resident Services staff follow up quickly to respond to your concerns?

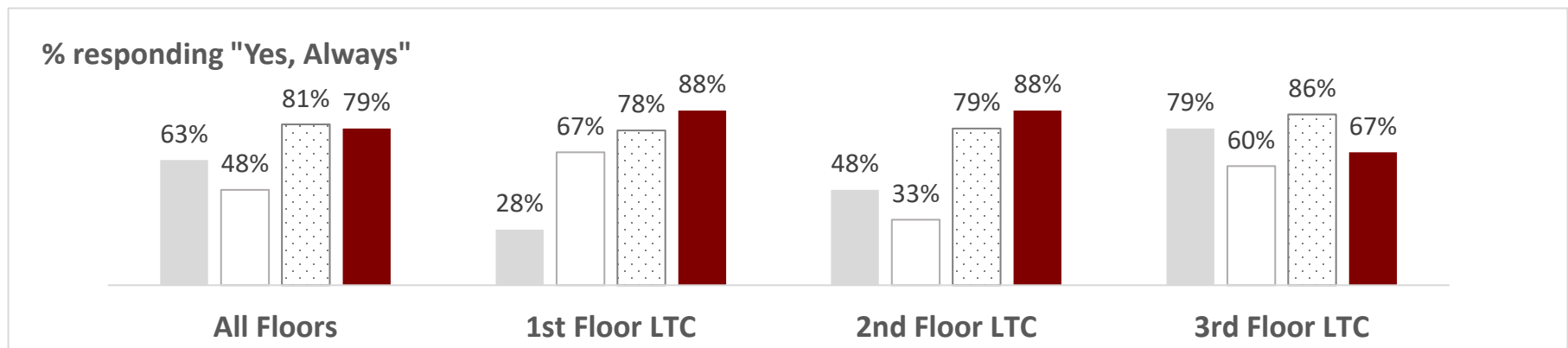
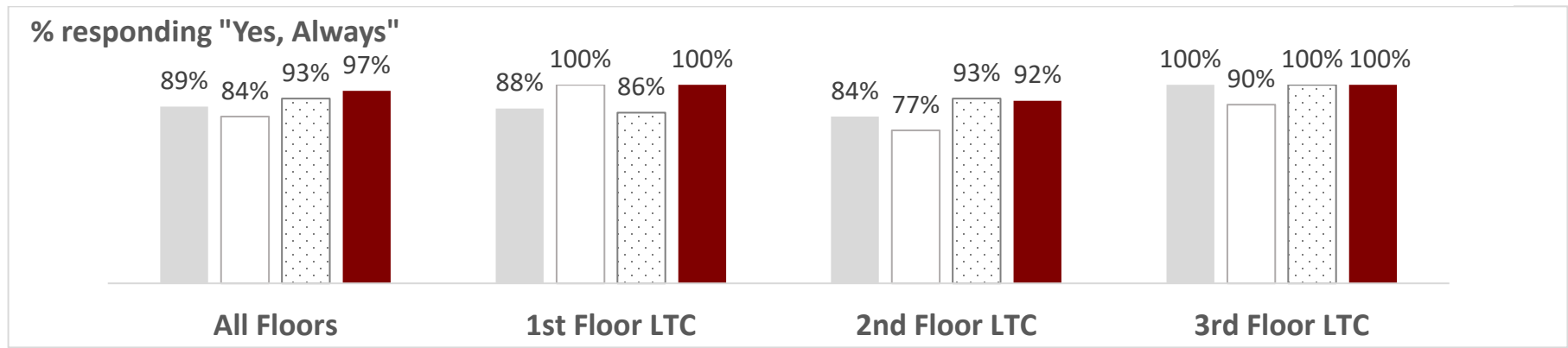


Figure 12: Do the Resident Services staff treat you with respect?





Meals and Dining

Compared to 2017, a slightly smaller percentage of respondents indicated that the resident always gets enough to eat (86% in 2019 vs. 90% in 2017) (see Figure 13). Among comments, one family member mentioned that portion sizes were great and another that the portion sizes be served requested by the family.

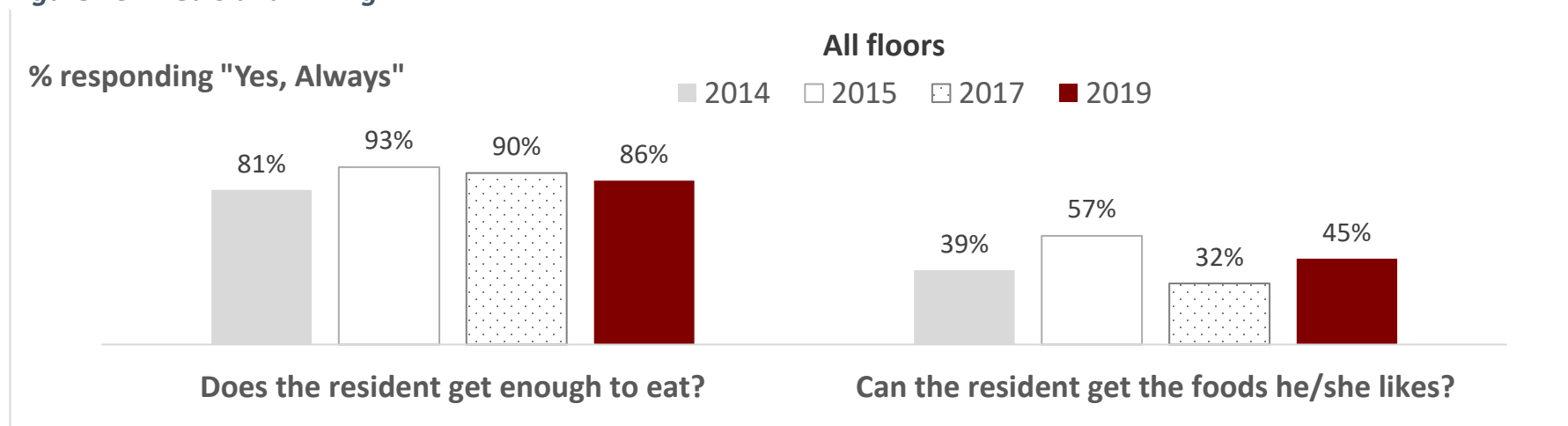
My dad says meals are great. Thanks for the big meal at noon, not evening.

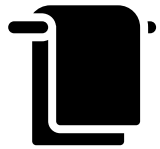


In 2019, a higher percentage of respondents (45%) indicated that the resident can always get the foods they like, compared to approximately one-third (32%) in 2017 (n=29; see Figure 13). Five respondents (17%) indicated the resident hardly ever or never gets the food they like. Approximately a quarter of respondents indicated they did not know whether the resident can get food they like (24%, n=9).

A few family members shared comments and suggestions on food and snacks provided at Nithview. One family member asked if food portions could be cut down and wished there could be a better selection of food and better serving of food from table to table. Another family member wished that the snacks served could be healthier, noting that *“the snacks are not healthy; [for example], sugary juice, chips, cheezies, cookies, etc.”*

Figure 13: Meals and Dining



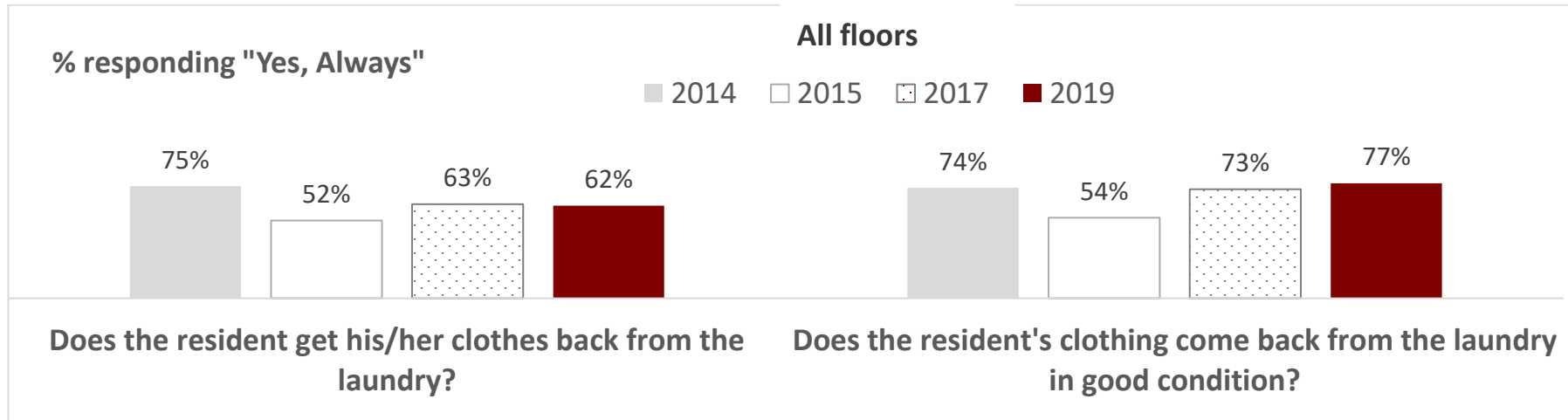


Laundry

Just over three-fifths of respondents (62%) indicated that the resident always gets their clothes back from the laundry (see Figure 14). This finding is similar to percentages in 2017, but not as high as it was in 2014 when 75% reported yes, always to this question.

In response to the question “Does the resident’s clothing come back from the laundry in good condition?” around three-quarters of respondents (77%) indicated yes, always. This percentage is the highest rate of respondents responding yes, always to this question among all survey years.

Figure 14: Laundry





Environment

Overall, around the same percentage of respondents indicated that the facility always seems homelike like in 2019 (57%) as in 2017 (55%) (see Figure 15). The 1st and 3rd floors saw a substantial increase in percentage of those reporting that the facility always seems homelike, while the 2nd floor saw a substantial decrease. A few concerns were raised about safety due to a resident wandering into other resident's rooms or residents having outbursts.

Approximately three-quarters of respondents (72%) reported they are always satisfied with the resident's room in 2019 (see Figure 16), a slight decrease compared to previous survey years.

Figure 15: Does the facility seem homelike?

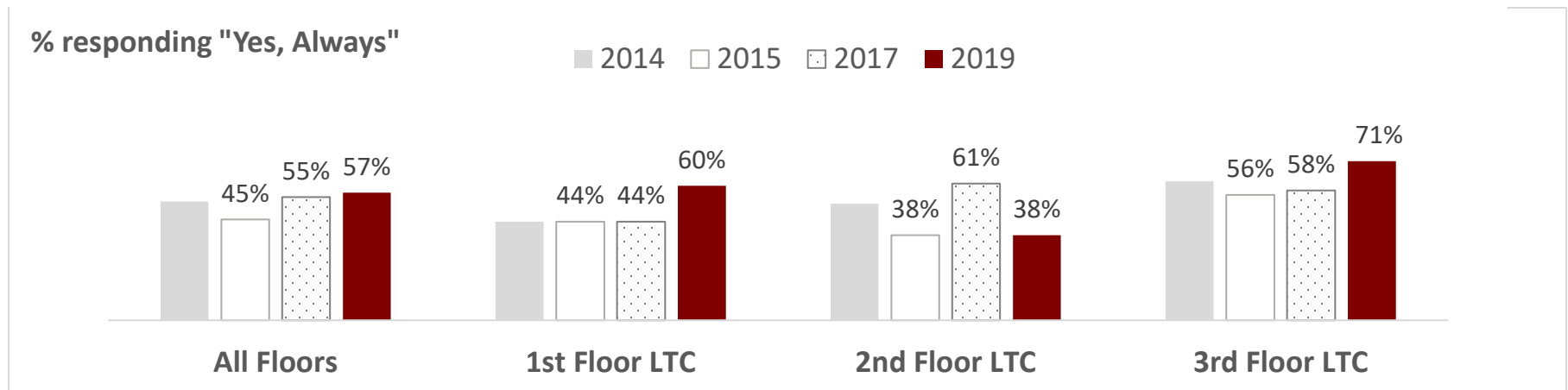
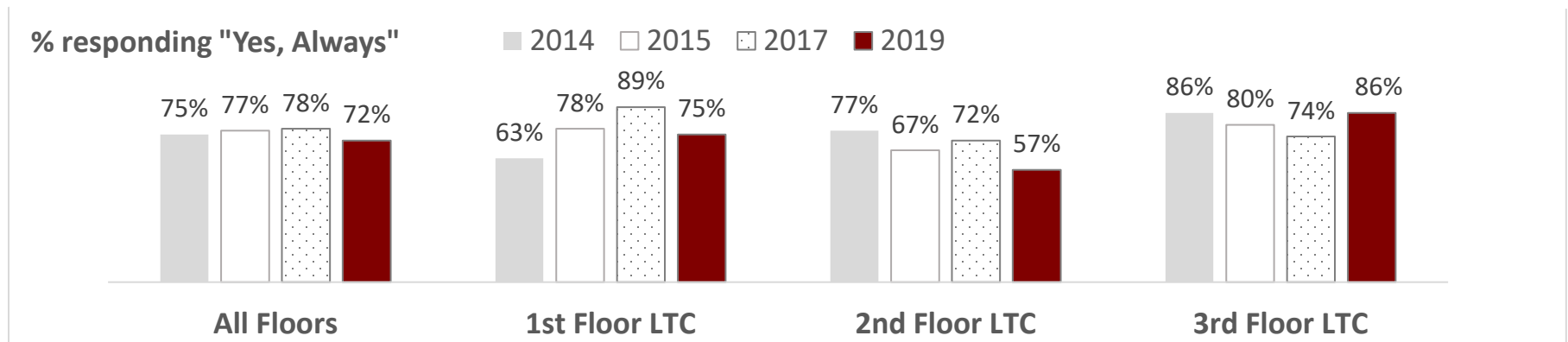


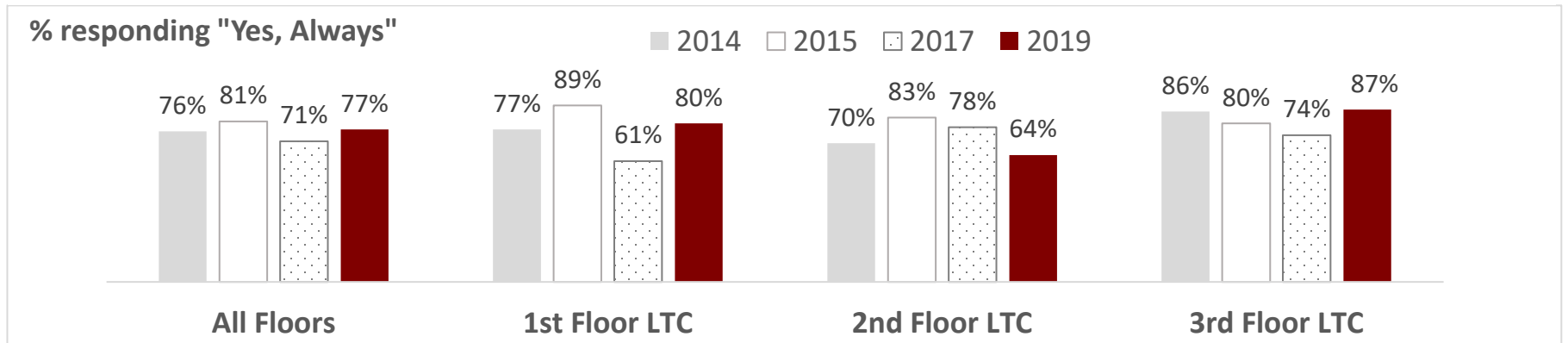
Figure 16: Are you satisfied with the resident's room?





In 2019, a greater percentage of respondents (77%) indicated the facility was always clean compared to 2017 (71%) (see Figure 17). There was a greater increase among 1st and 3rd floor respondents in 2019 reporting the facility was always clean enough, and a decrease among the 2nd floor respondents.

Figure 15: Is the facility clean enough?



Safety and Security



Compared to 2017, there was an increase in the overall satisfaction of the safety and security at Nithview in 2019. Approximately half of respondents (49%) in 2019 indicated that the resident's property is always safe at Nithview compared to 43% in 2017 (see Figure 19). The highest percentage of respondents reporting the resident's property is always safe was in 2014 (63%). The 3rd floor had a substantial increase in those feeling the resident's property is always safe, from 37% in 2017 to 60% in 2019.

In 2019, approximately two-thirds (67%) of respondents indicated they are always satisfied with the safety and security at Nithview compared to 56% in 2017 (see Figure 20). The 3rd floor had a substantial increase in those reporting their satisfaction with safety and security, from 47% in 2017 to 73% in 2019,

Figure 16: Is the resident's property safe in the facility?

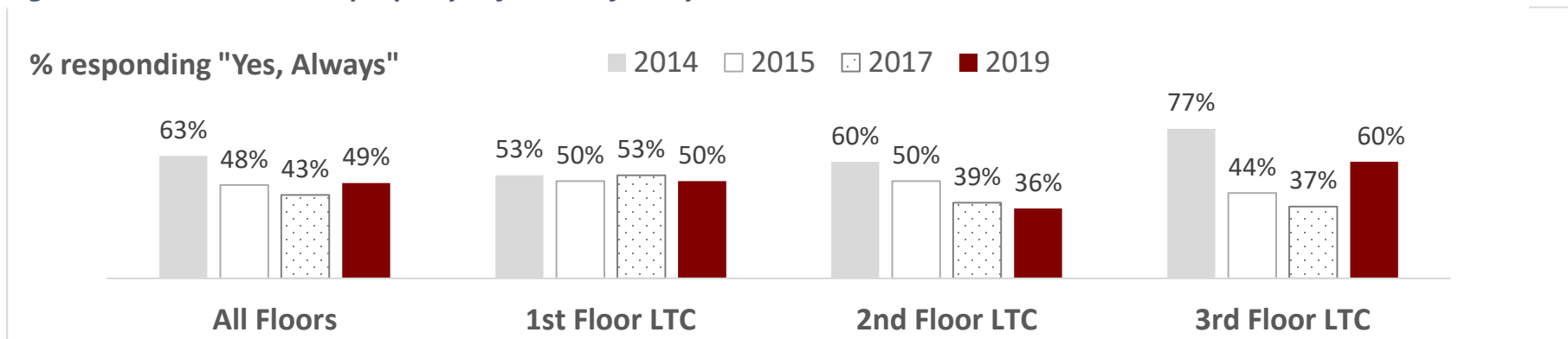
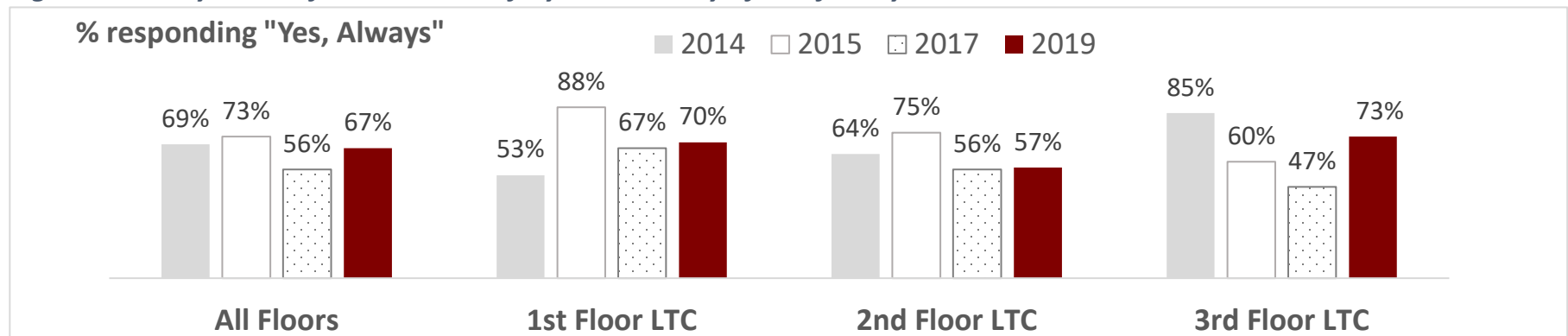


Figure 17: Are you satisfied with the safety and security of this facility?





Areas with Some Level of Dissatisfaction

Survey responses where 15% or more of respondents - around 5 or more people - selected *no*, *hardly ever* or *no, never* are listed in the table below. These represent areas where some attention may be required or additional information from family members may be sought.

Table 1: Percentage of Respondents Selecting No, Hardly Ever or No, Never

Survey Question and Percentage of Respondents Selecting <i>No, hardly ever</i> or <i>No, never</i>	
Can the resident get out of bed in the morning when he/she likes?	44%
Can the resident go to bed when he/she likes?	29%
Can the resident fix up his/her room with personal items so it looks like home?	27%
Can the resident choose the clothes that he/she wears?	26%
Is the resident encouraged to make decisions about his/her personal care routine?	25%
Does the resident think that the food is tasty?	18%
Can the resident get the foods he/she likes?	17%
Did the staff provide a thorough tour of the facility, including all service and amenity areas, prior to or at the time of admission?	15%



Appendix A: Additional Comments

Family members were asked what TCMH should start, stop, and continue to do. Comments are summarized in the table below.

Please continue...	Please consider...	Please ensure...
<p><i>Activities</i></p> <ul style="list-style-type: none"> • Afternoon tea • Bus outings • Church services • Decorating floors for special occasions • Engaging seniors as much as they allow • Keeping residents active and busy • More recreation staff on weekends • Musical entertainment • Offering activities at various times throughout the week • Taking resident down to church and musical entertainment when they feel good enough to go • Taking residents out in the summertime • Tea room using volunteers • To keep a supply of general scenic bus rides and dining out 	<p><i>Activities</i></p> <ul style="list-style-type: none"> ✓ Introduce resident to other residents who shares their own capacity ✓ Offering/providing more outings ✓ Outside activities ✓ Showing a film or movie in the tearoom or auditorium ✓ Taking resident to entertainment even when they say no ✓ Walks versus just sitting outside <p><i>Communication</i></p> <ul style="list-style-type: none"> ✓ A monthly meeting about day-to-day situations ✓ Communicating with family on how residents acts to staff and other residents ✓ Communicating with family on resident's health (i.e., doing well or issues that they see arise or going on) ✓ Family meetings not held during the week, midday 	<p><i>Staffing</i></p> <ul style="list-style-type: none"> ✓ Staff are spread among residents ✓ There is enough staff on each shift <p><i>Meals and Dining</i></p> <ul style="list-style-type: none"> ✓ Food portions are appropriate ✓ Selection of food and snacks are healthy <p><i>Safety</i></p> <ul style="list-style-type: none"> ✓ Residents cannot wander into anybody's rooms ✓ The resident is not left alone to get a lift or find visitor when the resident's bed is raised

Please continue...	Please consider...	Please ensure...
<p><i>Good care</i></p> <ul style="list-style-type: none"> • The good care • Caring about resident's care • Checking in on resident during day and especially at night • Keeping resident up and dressed and ready for the afternoon and evening <p><i>Communication</i></p> <ul style="list-style-type: none"> • Informing long-term residents of deaths in the Tower Village • Reassuring family members about resident 	<ul style="list-style-type: none"> ✓ Monthly invoice plus emails/surveys should be electronic ✓ Updating the website with contact info, newsletter, events, etc. <p><i>Additional Support for Families</i></p> <ul style="list-style-type: none"> ✓ Better onboarding for families, not just administration for resident ✓ Family counselling ✓ Guidance on local resources ✓ Having enough staff for every shift ✓ Supporting POAs and family members <p><i>Personal Care</i></p> <ul style="list-style-type: none"> ✓ Changing garbage bags that are with laundry more often ✓ Leaving some water in a cup in the afternoon for resident ✓ Shaving resident daily ✓ Staff spending more time with residents ✓ Washing resident's face after all meals 	

Appendix: 2014 and 2019 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 % ¹		Change
	2014	2019	+/--/⬇
Admissions			
Did the staff provide you with adequate information about the different services in the facility?	70%	74%	--
Did the staff give you clear information about the cost of care?	86%	96%	⬆
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%	70%	⬆
Recreation and Programs			
Do Recreation and Program staff follow up quickly to respond to your concerns?	63%	79%	⬆
Do Recreation and Program staff treat you with respect?	89%	97%	⬆
Activities			
Does the resident have enough to do in the facility?	44%	42%	--
Are the activities things that the resident likes to do?	24%	17%	⬇

¹ Percentages represent respondents who indicated "Yes, always" to survey questions.
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Area	Year and % ¹		Change
Is the resident satisfied with the pastoral/spiritual activities in the facility?	63%	72%	+
Do the Recreation and Pastoral staff treat the resident with respect?	95%	94%	--
Choices	2014	2019	+/--/↓
Can the resident get out of bed in the morning when he/she likes?	39%	32%	↓
Can the resident go to bed when he/she likes?	44%	45%	--
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%	61%	↓
Does the staff leave the resident alone if he/she does not want to do anything?	66%	65%	--
Is the resident encouraged to make decisions about his/her personal care routine?	39%	60%	+
Direct Care and Nursing	2014	2019	+/--/↓
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%	48%	--
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%	62%	--
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%	53%	--
Are the Personal Support Workers (PSWs) gentle when they take care of the resident?	73%	65%	↓
Do the Personal Support Workers treat the resident with respect?	77%	72%	--
Do the Personal Support Workers spend enough time with the resident to become familiar with his/her wants and needs?	44%	42%	--

Area	Year and % ¹		Change
Administration	2014	2019	+/--/↓
Is the administration available to talk to you?	74%	53%	↓
Does the administration treat you with respect?	90%	89%	--
Meals and Dining	2014	2019	+/--/↓
Does the resident think that the food is tasty?	33%	39%	+
Are foods served at the right temperature (cold foods cold and hot foods hot)?	53%	54%	--
Can the resident get the foods he/she likes?	39%	45%	+
Does the resident get enough to eat?	81%	86%	--
Laundry	2014	2019	+/--/↓
Does the resident get his/her clothes back from the laundry?	75%	62%	↓
Does the resident's clothing come back from the laundry in good condition?	74%	77%	--
Environment	2014	2019	+/--/↓
Can the resident get outdoors when he/she wants to, either with help or on their own?	37%	44%	+
Can you find places to talk to the resident in private?	81%	78%	--
Is the resident's room quiet enough?	79%	77%	--
Are you satisfied with the resident's room?	75%	72%	--
Are the public areas (dining room, halls) quiet enough?	52%	45%	↓
Does the facility seem homelike?	53%	57%	--

Area	Year and % ¹		Change
Is the facility clean enough?	76%	77%	--
Is the resident's personal property safe in the facility?	63%	49%	↓
Are you satisfied with the safety and security of this facility?	69%	67%	--
General	2014	2019	+/--/↓
Are your telephone calls handled in an efficient manner?	85%	76%	↓
Do residents look well-groomed and cared for?	43%	53%	+
Is the staff here friendly?	69%	78%	+
Do you get adequate information from the staff about the resident's medical condition and treatment?	63%	63%	--
Are you satisfied with the medical care in this facility?	50%	62%	+
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%	79%	+
Overall, do you like this facility?	63%	74%	+